Commenting on Flags

Faculty have the option to add comments to flags that have been raised on students. Support personnel who are reaching out to the student regarding the flag are expected to add comments to the flag and to send a copy of comments to the flag raiser. Information appropriate for a comment includes updates about the student’s performance in the course, attempts to reach out to a student, a recap of a meeting with a student about the flag and/or any additional information related to the flag.

How to Comment on a Flag

1. Access Starfish via the MyBSU portal
2. Click the arrow next to Students in the top navigation
3. Select the Tracking tab
4. Search by Student or your Connection to the student. When you find the student,
   - Hover your cursor over the flag icon by the alert you want to choose,
   - the Flag Menu will appear
   - Select Comment (Do not use the Edit Flag function)
The following box opens

5. Enter an appropriate subject and note

   • Should be clear, supportive, and specific to the alert
   • Avoid evaluative language

6. Check the appropriate box(es) to indicate who should be copied on the communication (communication will be emailed directly to those indicated)

   • Support personnel reaching out to a student about a flag should send a copy of the comment to the flag raiser.

7. Click Submit and the comment will be added to the flag and emails will be sent to those selected

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**Clearing Flags**

Faculty have the option to clear any flag they have raised, but are under no obligation to do so. Support personnel should clear flags they are handling when they deem it is appropriate.

Clearing a flag may happen when:

- The student discusses matter with flag raiser or flag handler and has a plan to get back on track.
- After several attempts to contact the student result in no contact with the student.
- The student withdraws from the class.
How to Clear a Flag

From your Starfish homepage, click the Students drop-down arrow in the top navigation

1. Select the Tracking tab
2. Search by Student or your Connection to the student
3. Hover your cursor over the blue flag icon by the alert you want to close, the Flag Menu will appear
4. Select Clear Flag (Do not use the Edit Flag function)

5. Enter appropriate comments
   - Indicate reasons you are clearing the flag and document contact with student
   - Comments should be clear, supportive, and specific to the alert
   - Avoid evaluative language
6. Check the box to send a message to the flag raiser (if you did not raise the flag) and enter an appropriate message to the flag raiser about closing the loop

7. Click Submit, the flag will now show as resolved
How to View the Activity on a Flag

1. Find the student whose flag activity you want to view
2. Click the plus (+) sign next to the flag icon

This lists the journal of activity on the flag.

You can also view the journal by hovering your mouse over the flag icon and then clicking the Details button.