

How do I clear a flag?

Clearing flags is an important part of establishing a complete and current student profile in Starfish. Having accurate and up-to-date information in Starfish allows advisors and other support providers to use Starfish to have informed discussions with students. Flags can be cleared by instructors, advisors and other support providers depending on the type of flag and the individual's relationship with the student.

Instructors are encouraged to clear flags when an issue they raised is resolved to their satisfaction. Advisors and other support providers can also clear flags if they have worked with a student to resolve the flagged issue.

Note: If an advisor or support provider has information to share but does not feel the flagged issue has been resolved, by selecting Add Comment, they can add context to the issue without clearing the flag.

There are a couple ways to clear a flag. One way is through the **Flag Menu**:

1. Whenever you see the Flag Menu icon  in Starfish you can click the icon to open the Flag Menu and manage the flag.
2. In the Flag Menu, select Clear Flag.

<input type="checkbox"/>	Hand, Sara	 Attendance Problem	Active	Gold, Yasmin	06/27/2011
<input type="checkbox"/>	Gilmore, Lexy	 Excellent Performance	Active	Gold, Yasmin	06/27/2011
<input type="checkbox"/>	Lands, Rachel	 Disability Services Referral	Active	Gold, Yasmin	06/27/2011
<input type="checkbox"/>	Lands, Rachel	FLAG MENU  View Flag Details  Clear Flag  Add Comment  View Student Folder	Active	Gold, Yasmin	06/27/2011
<input type="checkbox"/>	Hand, Sara		Active	Gold, Yasmin	06/27/2011
<input type="checkbox"/>	Basu, Sean		Active	Gold, Yasmin	06/27/2011
<input type="checkbox"/>	Berger, Jeff		Active	Maitz, Don	06/27/2011
<input type="checkbox"/>	Sand, Emily	 Rachel Lands rlands rlands4296 (757) 622-4487 naomi@starfishsolutions...	Active	Gold, Yasmin	06/27/2011
<input type="checkbox"/>	Berger, Jeff		Active	Maitz, Don	06/27/2011
<input type="checkbox"/>	Berger, Jeff		Active	Maitz, Don	06/27/2011
<input type="checkbox"/>	Sand, Emily	Flag: Attendance Problem Raised by: Gold, Yasmin on 06-27-2011 Course: Microbiology	Active	Gold, Yasmin	06/27/2011
<input type="checkbox"/>	Lands, Rachel		Active	Gold, Yasmin	06/27/2011

You can also clear flags through the **Tracking** screen.

1. Click on the **Students** link from the home screen
2. Click on the **Tracking** tab.
3. Click in the checkbox next to a student's name to select the flag to be cleared.
4. Select the **Resolve** icon in the action bar at the top of the page.

The screenshot shows the 'Tracking' interface. Step 1 points to the 'Students' dropdown menu. Step 2 points to the 'TRACKING' tab. Step 3 points to the checkboxes in the table. Step 4 points to the 'Resolve' button in the action bar.

Student Name	Item Name	Status	Created By	Creation Date...	Due Date	Context
	Missing Work	Active	Rote, Wendy	08-05-2013		Intro Psy: Social Science (PSY.Q10250-13SB)
	Missing Work	Active	Rote, Wendy	08-05-2013		Intro Psy: Social Science (PSY.Q10250-13SB)
	Course Progress C...	Active	Lammela, William	08-02-2013		General Chemistry (CHM.Q14050-13SB)

In the form that opens add a note indicating why you are clearing the flag and click Submit.

If you are not the original flag raiser, include a note in the Close the Loop box to notify the flag raiser by email that the flag has been cleared and why.

The dialog box is titled 'Flag: Missing Work (08-05-2013)'. It contains a 'Mark 1 Flag as Cleared' section with a 'Never Mind' button and a 'Submit' button. Below this is a 'Comment:' section with a text area and a 'Close the Loop:' section with another text area. At the bottom, there are 'Never Mind' and 'Submit' buttons.