TEXAS A&M UNIVERSITY CORPUS CHRISTI | STUDENT SUCCESS

CLEARING FLAGS IN STARFISH

Purpose

Students receive an automated email message when items (such as flags) are raised in Starfish. Students are encouraged to contact their instructor, as well as reach out to student support personnel.

Once the initial concern is addressed, Faculty and Support Staff can resolve/clear the flag to remove it from the "active" queue. When clearing flags, Starfish, provides the option to choose a "closure reason" to specify the outcome (positive, negative, neutral) associated with clearing the item.

This document will demonstrate the following:

- ✓ How to Search for a Student in Starfish
- ✓ How to Locate the Flag or other Item you Wish to Clear
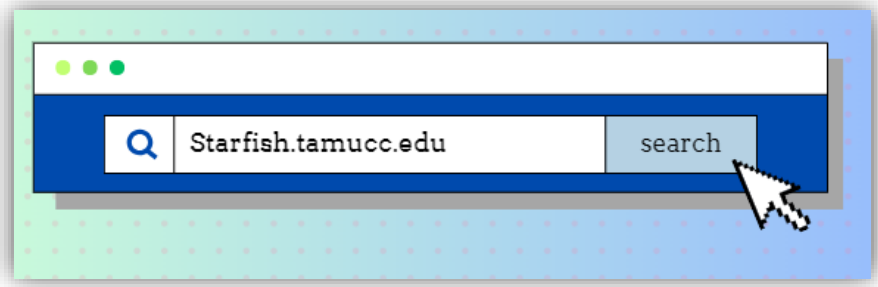- ✓ How to Select a Closure Reason

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✉ starfish@tamucc.edu

⭐ Starfish

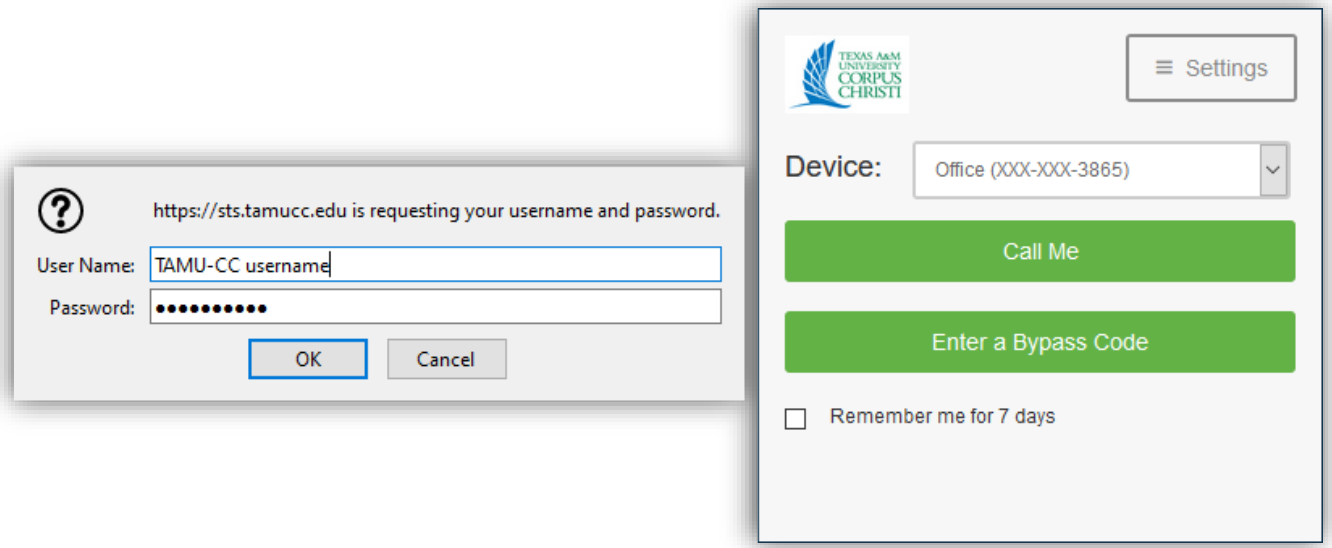Last Updated 09/22/2022

Login to Starfish

**Step 1.** Search https://starfish.tamucc.edu using any browser:

Step 2. You may be prompted to complete the University's Duo authentication. Once completed, you will be routed into your Starfish Account.
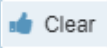
Clearing Flags in Starfish

1. **On the Starfish landing screen, locate the "Search for Students" search bar.**
   - o Here you can type the students' name, ID (A Number), or username to find the student.
   - o After searching, click the appropriate student from the drop-down menu that appears.
   - o This will open the students' "digital folder."
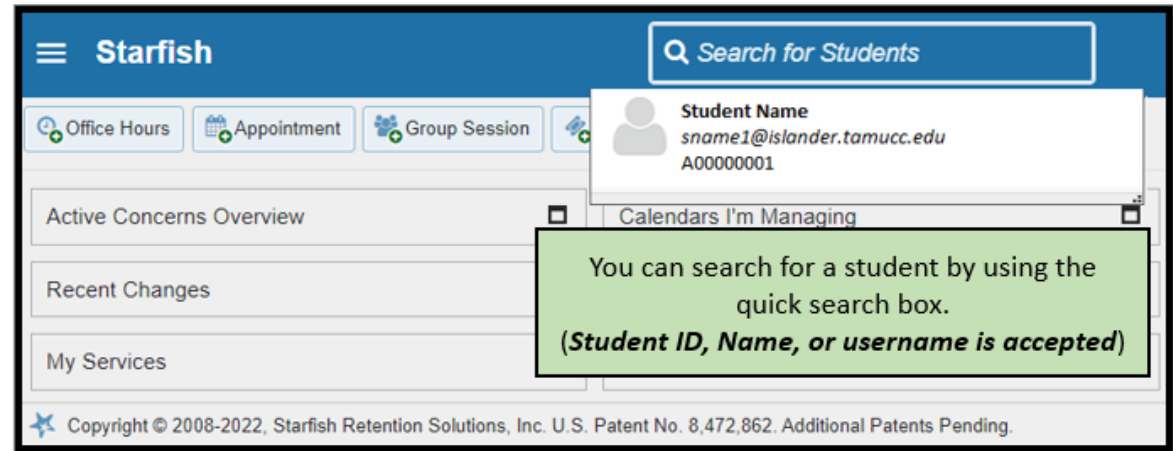
2. **From the student folder, select the "Tracking" tab on the left of your screen.** ⟶ 🏳 Tracking
   - a. From the "Tracking tab" locate the item you wish to clear/resolve.
   - b. Clear the item by hovering over the flag icon 🚩
   - c. From the pop-up menu selecting the option to clear 👍 Clear

3. Select a reason for clearing the flag (required) and add a comment (students will not see these comments).

    a. Select the reason for clearing the flag (positive, negative, or neutral).

    b. Add a Comment

    c. Don't forget to click Submit.

Clear Flag for Student Name

Show flag details

➤ Select the appropriate closure reason.
➤ See the closure reason guide shown below for reference

a. Select a reason for clearing this flag: *

○ The concern was successfully addressed

○ The concern was not successfully addressed (e.g., student asked to be left alone)

○ The concern is no longer relevant (e.g., withdrew)

○ The flag was raised by mistake

○ I don't have enough information (No Engagement from Student)

b. Add a comment:

Provide some more details about why you're clearing this flag.

c.

* Required fields

Never Mind | Submit

Closure Reasons Guide (with Use Case)

Clearing flags generally occurs **AFTER** you have communicated (in person, over the phone, or through email) with the student and a resolution to the initial concern has been identified and discussed. Further, activities the student will be performing moving forward have been confirmed with the student.

When closing Tracking Items in Starfish, we are presented with "Closure Reasons" to help categorize interventions as either being successfully addressed, not successfully addressed, or closed due to neutral conditions.

*** Note that the positive, negative, and neutral options listed below are broad categories that are designed to account for various reasons for clearing a flag…please select the option that best fits your reason for resolving the flag. ***

Positive -	The Concern was successfully addressed
➤**Applicable when**: You have successfully worked with a student to identify resolutions to address faculty members concerns; involves identifying progress inhibitors, solutions, and the student is aware of activities to take moving forward to resolve concerns. ➤**Example**: (Attendance Concern); Student stated they were having attendance issues because their car broke down. I spoke with the student, and they shared that they would begin using the bus for transportation and work with the faculty member to identify what options they have moving forward with the faculty member (missed assignments, make-up work, etc.)	

Negative	The Concern was not successfully addressed (e.g., student asked to be left alone)
➤ **Applicable when:** You have gathered enough information from interacting with the student to know that you will not be able to support the student outside of the classroom ➤ **Example:** Student is not responsive towards attempts at providing interventions – Student states, "I don't care, leave me alone and/or stop calling me."	

Neutral	I don't have enough information (No Engagement from Student)
➤ **Select this reason if:** You have reached out to a student 3 or more times to provide support regarding a flag and have been unsuccessful in engaging with the student. The student has not responded to your outreach, and at this time there is not enough information to clear with a positive or negative reason.	

Neutral	The concern is no longer relevant (e.g., withdrew)
➤ **Select this reason if**: You find the concern noted is no longer relevant (e.g., Student has dropped the course or has withdrawn from the University).	

Neutral	The Flag was raised by mistake
➤ **Select this reason if**: You find that the concern was created by mistake (e.g., Faculty member stated the tracking item was raised in error)	