# What to do when a flag is assigned to you:

Raising a Starfish flag is the beginning of a conversation aimed at helping a student who is struggling. The instructor, advisor, student, and other support staff may be involved in the conversation. When a Starfish flag is raised for one of your advisees, it might be assigned to you by the Learning Commons. What does it mean to have a flag assigned to you, and what action should you take?

The Learning Commons assigns flags to be sure we take action on every concern. Different concerns require different actions. Students who have multiple active flags in different courses will generally receive intrusive advising/support by a professional staff member. Conversations with students including action plans that are developed are documented in Starfish so others in the student's support network are aware of actions being taken.

If a student has a single flag or multiple flags from the same course, that/those flag(s) are generally assigned to the student's advisor. If a flag is assigned to you, you should contact the student to discuss the issue. After you have discussed the issue with your advisee, record brief comments of your actions, and you can clear the flag. Clearing a flag indicates action has been taken on the flag. It does not necessarily mean the issue is "gone" or "fixed."

To clear the flag:

1. Log into Starfish. Click on the **Students** navigation item to see your list of students.

2. Find the desired student by typing the name into the **Search** box, or scroll through your list to find the student's name. You can also click on the **Tracking** tab to see a list of your students with tracking items.
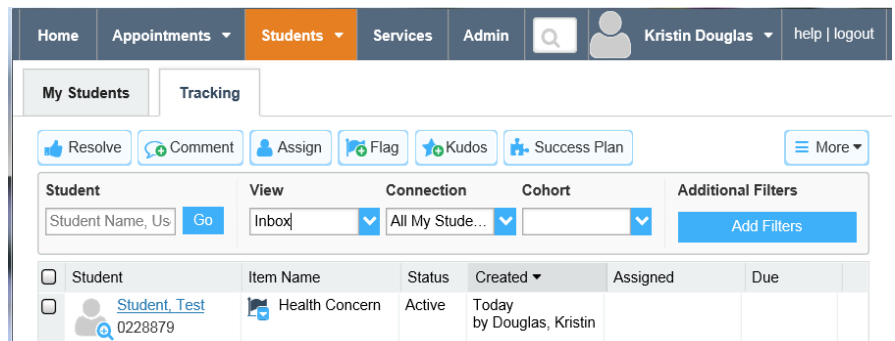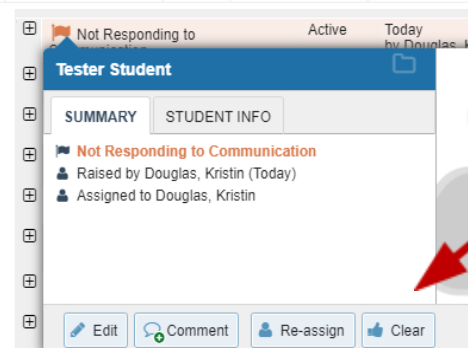
3. Find the flag you wish to clear.

4. Hover your mouse over the flag to see your options.

5. Click on **Clear Flag**

6. A new window will appear. In the top box, add a brief comment explaining why you are clearing the flag. In the **Close the Loop** box, type a brief message to the flag raiser explaining why the flag is being cleared. You may copy/paste your comment from the top box. Click **Submit**. Students will NOT see your comments, but your comments are disclosable under FERPA.

7. The flag is now cleared. Note: Cleared flags remain in the system and can be viewed in the **Notes** tab of a student's folder or under the **Tracking** tab if you select the **Resolved** or **Both** radio button.