Clearing Tracking Item(s)

Faculty and support staff can resolve Tracking items (Flags, Referrals, and To-dos) for various reasons. Sometimes the item is resolved to indicate that a student has made progress to correct the initial concern. Other times, tracking items are cleared because they were raised by mistake or are no longer relevant. When clearing a Tracking item, Starfish provides the option to choose a “closure reason” to specify the outcome (positive, negative, neutral) associated with clearing a Tracking Item.

**The following guide will demonstrate:**

- How to search for a student
- How to locate the flag or other item you wish to clear
- How to select a closure reason

1. **On the Starfish landing screen, locate the “Search for Students” search bar.**
   - Here you can type in the student’s name, ID (A Number), or username to find the student.
   - After searching, click the appropriate student from the drop-down menu that appears. This will take you to the student’s folder.

2. **From the Student Folder, select the “Tracking” tab on the left.**
   - The Tracking Tab includes summary information about the following:
     - Tracking Item Name
     - Tracking Item Status
     - The Tracking Item raiser and date created
3. **Locate the item you wish to clear/resolve**
   - Clear the item by hovering over the flag icon 🟡 and selecting the clear option.

4. **This action opens the clear flag dialogue box with a set of radio buttons and two text boxes:**
   - **The radio buttons represent flag closure reasons:**
     - “The concern **was** successfully addressed”
     - “The concern **was not** successfully addressed”
     - “The concern is no longer relevant”
     - “The flag was raised by mistake”
     - “I don’t have enough information”
   - **The text boxes represent areas to provide feedback:**
     - The top box is titled “Add a comment” and provides a place to enter comments about how the item has been resolved or why it is being cleared. (These comments will be saved as a note in the student folder)
     - The bottom box is titled “To” and allows users to **Close the loop with Faculty** by providing a direct message to the faculty member. *Note: Reserved for future implementation through the Starfish Expansion.*
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- Click Submit to clear the flag and save your comment to the student's folder.