How to Clear Starfish Flags

While only instructors have the ability to raise Starfish flags on students, many people at UNCG have the ability to work with a flagged student to develop a plan for success. Thus, a staff member who interacts with a student may decide that the Starfish flag can be considered “resolved.” This quick guide will provide information about how to clear a flag.

1. Open Starfish and navigate to your Students tab.

2. Select the Tracking sub-tab. This will pull up a list of all active tracking items for your students. You can filter by various criteria.

3. When you have identified which flag you want to clear for a student, check box next to the flag and click the Resolve button. **Hint: You can check multiple boxes and clear multiple flags at once.**

4. You will be prompted to select a reason for clearing the flag (required) and to enter a comment about why you are clearing the flag. This is optional but may be beneficial for your record keeping and for other staff who have access to view student flags. You may also opt to send a “close the loop” message to the original flag creator (recommended). **Hint: If you clear multiple flags at once, the same clear reason and comments will be applied to all.**

5. Click Submit. The flag is now cleared and will no longer appear as an active tracking item to you, the student, or any other service providers who work with the student. The student will receive a clear notification. To review flags that you have cleared, simply return to the Tracking sub-tab and sort for “Active and Resolved” items in the View sorting bar.

*Note: Clearing flags is not a common practice at UNCG due to multiple instructors, advisors, and service providers having the ability to assist the student. Most flags will remain active all semester but this does not mean the student has not received assistance. All flags are cleared at the end of every semester.*