



Close the Loop

Step	Directions
1	Click the  in the top left-hand corner of your Starfish homepage and click Students
2	Click the Tracking tab at the top
3	Under Connection : select your most applicable role or the “All My Students” option
4	*This step is optional* Click Edit Filters , Status: Active, Tracking Type: Filter by flags, Item Name: Select all flags you want to see, Creation Date: Date of last outreach to current date. <i>Pro Tip: If you leave the tracking type or item name unfiltered your search will return all flag, kudos, and referrals.</i>
5	Review the students with flags raised directly in Starfish in the tracking tab or download a CSV/excel file by selecting the download button at the top. <i>Pro Tip: Using YAMM or EMMA can help you structure outreach to multiple students more simply and effectively.</i>
6	After you have completed your outreach and connected with a student, provide a close the loop comment for the flag raiser.
7	To add a comment to a flag, in the tracking tab hover over the  icon and click Comment
8	In the Subject area, be sure to include the student’s first and last name, course number and section, and the original flag raised title.
9	Add any relevant information you wish to share with the original flag raiser in the Note section.
10	Check the box titled, “Send copy of comment to flag raiser,” and click Submit .