

Advisor How-To: Close the Loop

Starfish allows advisors and support network staff to "close the loop" with flag raisers by adding a Starfish Comment on a raised flag when they have completed student outreach and have additional information to share with the original flag raiser. Follow the steps below for reviewing flags for all students in your caseload and attaching relevant "close the loop" comments.

Pro Tip: A general best practice is to review and provide flag outreach on a weekly basis.

1 Open Starfish

Log in to Starfish using one of the following options:

- Navigate to starfish.uncg.edu
- Click the Starfish icon on the [iSpartan](#) page

Use your UNCG username and password to sign in to the platform.

2 Identify Students

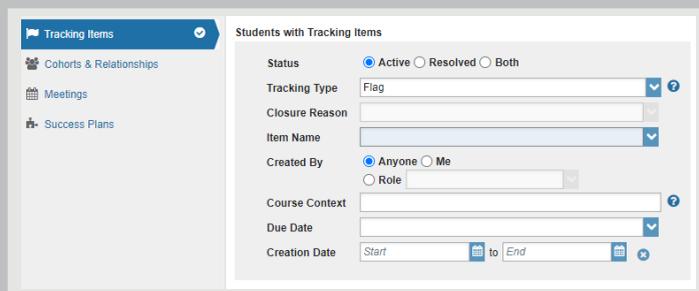
- Click the  to open your navigation menu
- Click on Students
- Click the TRACKING tab
- Select your most applicable role or the "All My Students" option from the Connection drop-down menu

3 Set Your Filters

This step is optional

- Click Edit Filters to see a list of flags raised since your last round of outreach
- Status: Click Active
- Tracking Type: Filter by flags
- Item Name: Select Class Attendance Concern, Low Average/At-risk for failing and Missing/Late Assignments
- Creation Date: date of last outreach to today's date

Pro Tip: If you leave the tracking type or item name unfiltered, your search will return all flag, kudos, and referrals.



4 Review and Outreach

This step can be utilized when bulk review for larger student caseloads is needed or wanted.

- Populate a roster of all students with active flags based on the criteria you selected when setting your filters in step #3
- Review the most recent flag and referral items for your Students directly in starfish or download a CSV/Excel file by selecting the Download button at the top of the dashboard
- Outreach to students using email communication that is personal, individualized, and brief

<input type="checkbox"/>	Student	Item Name
<input type="checkbox"/>	 Amanda Test	 Missing/Late Assignments Context: Course Name,Term

Pro Tip: Using [YAMM](#) or [EMMA](#) can help you structure outreach to multiple students more simply and efficiently.

5 Close the Loop

After you have completed your outreach and connected with a student, provide a close the loop comment for the flag raiser.

- Search the student's name or ID number using the search box in the top right corner of your dashboard
- Click the student's name and select the Tracking tab within the student folder
- Hover over the  icon beside the flag and click Comment
- In the Subject area, be sure to include the student's first and last name, course number and section, and the original flag raised
- Add any relevant information you wish to share with the original flag raiser in the Note section
- Check the box "Send copy of comment to flag raiser" and click Submit

Pro Tip: You are able to comment on Kudos and Referrals raised on your students as well.

