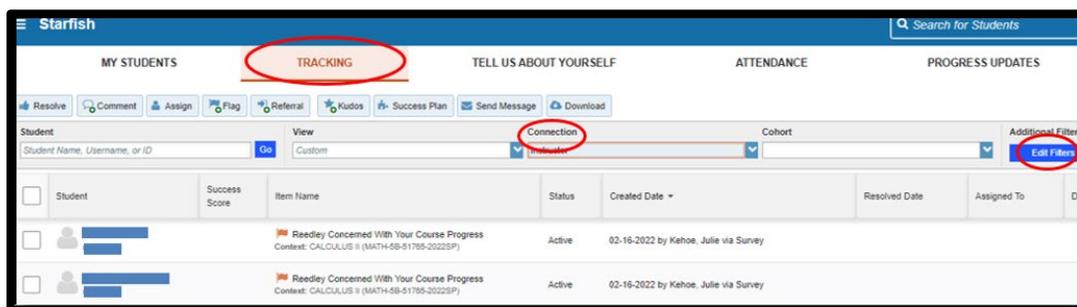


Starfish – Resolving Tracking Items

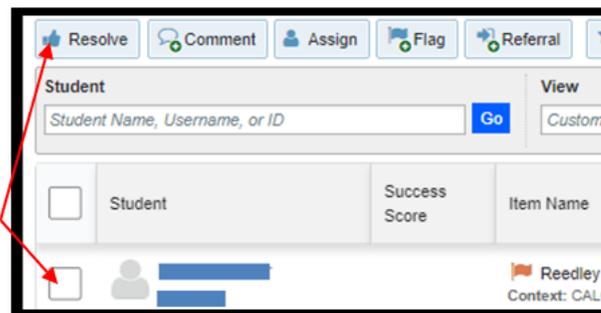
Instructional Faculty

When you have raised an item on a student(s) you can later resolve the item and document the reason the flag, kudo or referral is being cleared. This can be done for an individual or group of students. Resolving items will keep the student’s success team and others that can view the item updated with the student’s situation and will help prioritize student outreach efforts. Below is a guide on how to resolve a tracking item and the various reasons to select a resolve reason:

1. Navigate to the Main Menu in the upper left corner and click on **Students**. Once on the **Students** tab, click on **Tracking** to see the students you have raised items on. Be sure to check on your selected **Connection** and **Filters** as this will impact your list of students with tracking items.

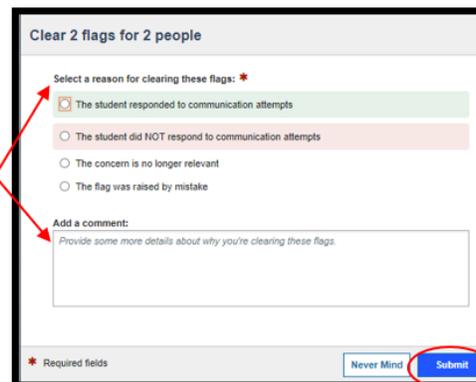


2. Next, search for the student using either the **Student search bar** or navigate to the appropriate roster in the **Connection drop-down**. To resolve an item for multiple students simultaneously and for the same reason, use the **Connection drop-down** so you can select multiple students at once.



3. After selecting your student(s), click the box on the left-hand side of the student’s name and then select the **Resolve** button located in the upper left corner.

4. After clicking on **Resolve** button a separate box will appear. Now, you will be able to select the appropriate reason and add your comment. Once you are ready to clear the item, click on **Submit**. This comment will be visible to the student and the success team depending on the flags permissions. Once submitted, the flag cannot be un-resolved but additional comments can be added using the Comment button or a new tracking item can be raised.



Note: Sometimes, a tracking item may have already been resolved by a counselor or other person with manage permissions on that item. Items that have already been resolved can still be found by **Editing your Filters** to view Resolved items.