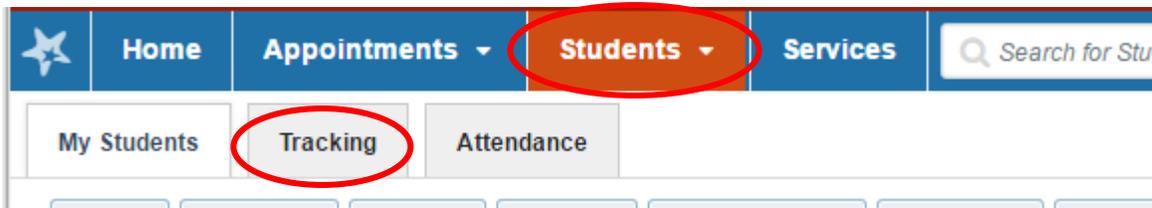


Clearing Flags in Starfish

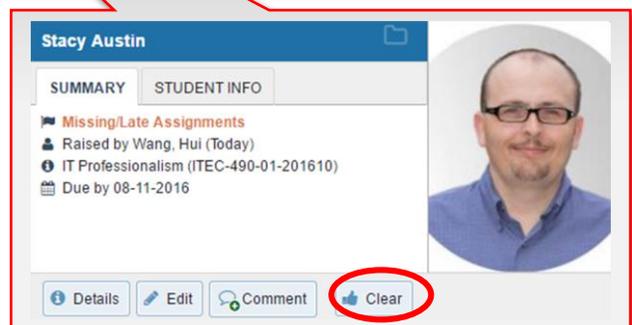
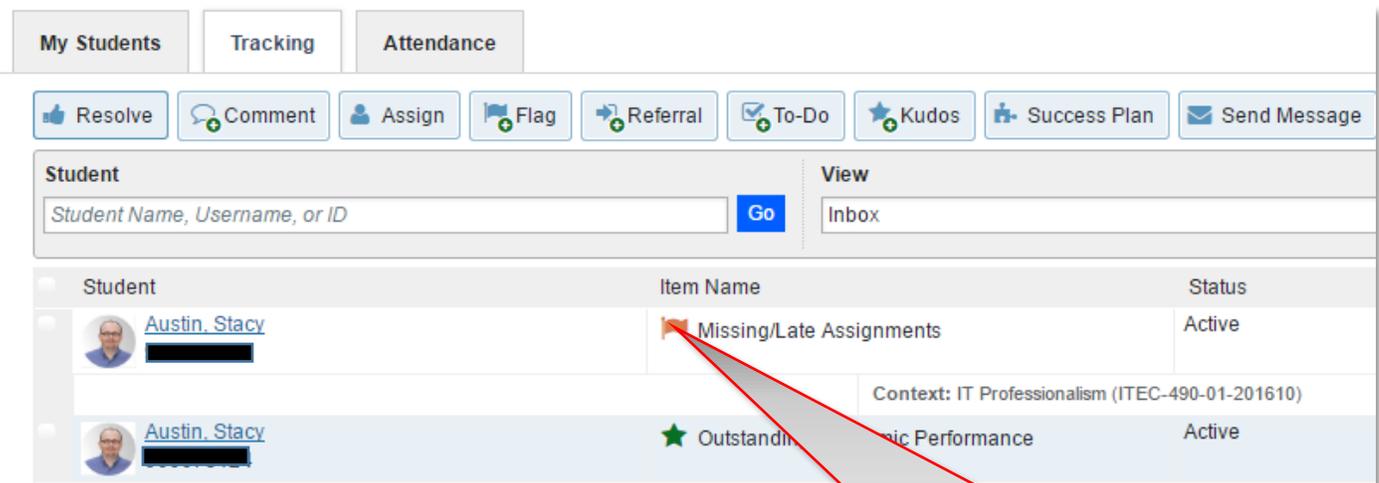
Students receive an automated email when academic flags are raised in Starfish. Students are encouraged to contact the instructor, who is the best resource to help students understand where they stand in the class and what they can do to improve their grades. Once the issue is addressed, instructors are encouraged to clear the flag in Starfish. Academic advisors or other designated flag managers may also reach out to the student.

1. From your Starfish home page, select **Students** or **My Students** from the drop down. Then select the **Tracking** tab.



Note: There are multiple other ways to locate a flag raised for a student, including the “Recent Changes” or “Flags I’m Managing” boxes on your home page, or by searching for the student and then selecting “Tracking” from the menu on the left in the student’s profile.

2. Once you have found the student and flag you would like to clear, hover over the orange flag icon by the item name and select **Clear** from the pop up box.



Questions? Please contact starfish@radford.edu

3. Select a **reason** for clearing the flag (required) and add a **comment** (optional). Students will not see these comments.

Reasons for clearing:

- **Contact made with student:** you communicated with the student about the issue via email, phone, or in-person.
- **No contact made with student:** you are unable to reach the student after multiple attempts. At this point, you may raise a Wellness Concern flag if you prefer.
- **The concern is no longer relevant:** the student withdrew from the class, OR the student's performance improved and the concern no longer exists.
- **The flag was raised by mistake**

★ Clear flag for Stacy Austin

[Show flag details](#)

Select a reason for clearing this flag: *

Contact made with student

No contact made with student

The concern is no longer relevant

The flag was raised by mistake

Add a comment:

Provide some more details about why you're clearing this flag.

* Required fields

Never Mind Submit

4. Don't forget to click **Submit**.

Never Mind Submit

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