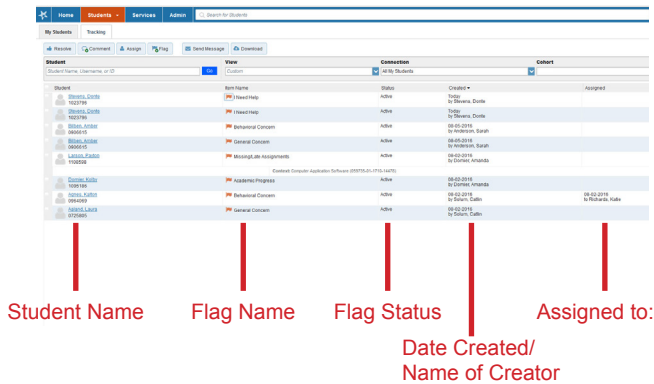
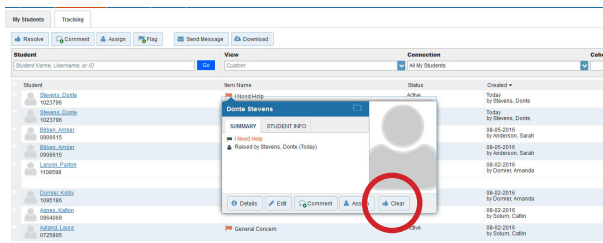


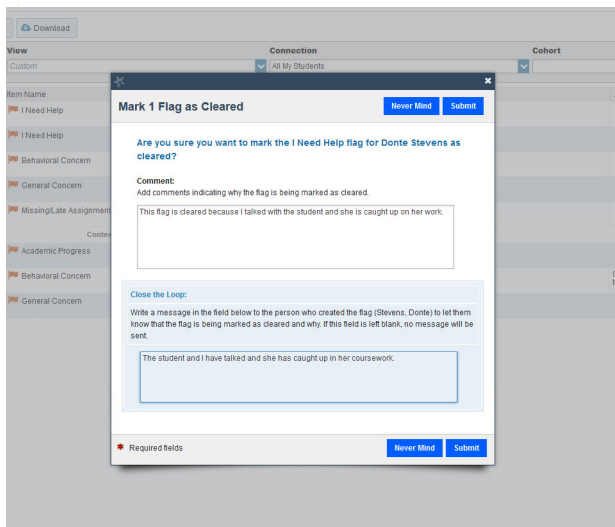
So after a flag has been raised, assigned to someone to resolve and the issue has been addressed, then we will need to “Close the Loop” to ensure that everyone involved knows that the issue has been taken care of. Starfish makes it easy for the user to document a solution, clear the flag, and communicate the resolution to the instructor with one easy step using the close the loop feature.



The tracking tab displays summary information about all of your tracking items, including the student name on the left, followed by the flag name, status of the flag, who raised the flag, when the flag was raised, and who the flag has been assigned to, if anyone.

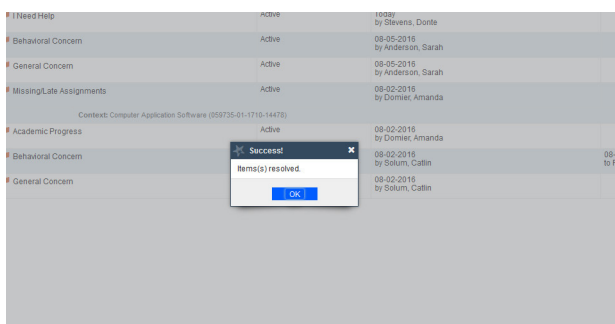


To take action on any flag listed, open the flag menu by mousing over the flag listed just to the left of the flag name. Then you can choose to clear the flag within the menu.



This opens the “Clear Flag” dialogue box with two text boxes presented. The top box is titled “comment” and it presents a place to enter comments about how the concern was being resolved and why the flag is being cleared, **these comments will be saved as a note in the student folder.**

Because someone else raised the flag that is being cleared, the second box titled “close the loop” is presented below the comment box. Here you can type in a message that will be sent via email to the person who raised the flag to let them know that the flag has been cleared and the issue has been resolved.



When finished, click submit, this will save your comments, document your work, and close the loop.