

Starfish Student Success Network

Instructor How-To: View and Close an “I Need Help in a Course” Student Raised Flag



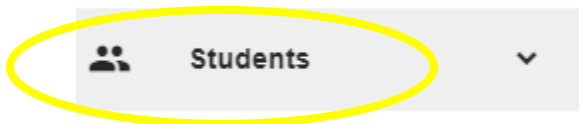
With the Starfish Student Success Network, students can now raise flags if they need help in a course or for other issues. When a student raises the "I need help in a course" flag course instructors will receive an email sent to your Murray State email account from Starfish. After you have responded to the student's issue, please close the flag in Starfish.

For example: Student Rachel raises an "I need help in a course" flag for IDC 100T. The student receives an email from Starfish letting them know the flag has been received and the instructor will reach out. The instructor immediately receives an email message that Rachel has raised the flag. The instructor accesses her Starfish account and reviews Rachel's student folder. The instructor reaches out to Rachel and resolves the issue or answers the question. The instructor then takes action to close the flag through Starfish by following these directions.

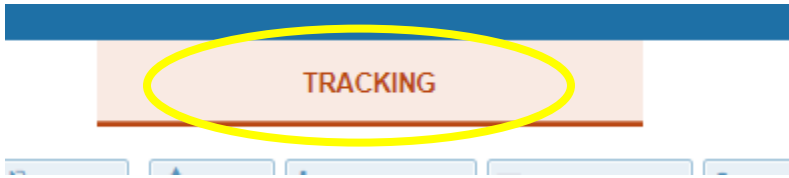
1. **Log into myGate**
2. **Click on Teaching/Advising Tab**
3. **Click on Starfish Student Success Network under the General section**
4. **Your Starfish account will open.**
5. **Click on the hamburger in the upper left**



6. **Your menu will open**
7. **Click on students**



8. Click on Tracking along the top menu



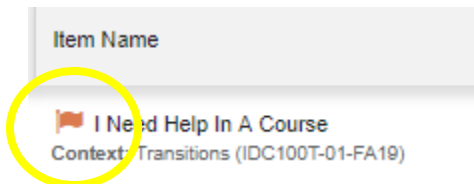
9. Change your Connection to All My Students or to the course(s) you teach this semester.



10. Flags raised by the student or for the student will be viewable.

NOTE: You can view all of the flags for the student but the only one you will be able to clear is the "I need help in a course" flag.

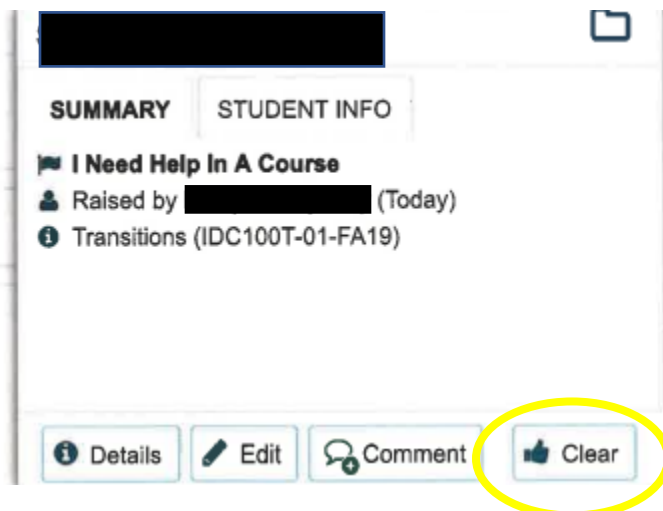
11. Hover over the orange flag next to the student's name



12. The summary box will open and you can view more details.

NOTE: You can click on the student's name to view additional details about the student through the student folder.

13. Click Clear on the summary box



14. Select the reason for clearing the flag.

15. Enter your comments.

16. Check the box if you wish the message to be sent to the student's Racer Email when the flag is cleared. If you don't check this box, the student will not see the reason the flag was cleared or your comments through email or in his/her Starfish account.

NOTE: Comments entered here should be factual and a short summary of the discussion and action taken by the instructor and/or the student.

17. Click Submit

Clear flag for [REDACTED]

[Show flag details](#)

Select a reason for clearing this flag: *

Intervention = Two-way communication with student (email, phone, text message, or in-person). The concern was addressed with the student.

Attempted Contact = Attempted to contact student, but student has not responded

Dropped/Withdrew = Student dropped the course or withdrew from the University

The flag was raised by mistake.

Add a comment:

Discussed homework questions with a student after class.

Send a message to [REDACTED] (student) to close the loop

To [REDACTED] (student)

[Copy my comment](#)

Discussed homework questions with a student after class.

* Required fields

Never Mind

If you need assistance, please contact the staff in Student Engagement and Success or visit murraystate.edu/starfish