





## Closing the Loop

Step	Directions
1	Click the  in the top left-hand corner of your Starfish homepage and click <b>Students</b>
2	Click the <b>Tracking</b> tab at the top
3	Under <b>Connection</b> : select your most applicable role or the “All My Students” option
4	<b>*This step is optional*</b> Click <b>Edit Filters</b> , Status: Active, Tracking Type: Filter by flags, Item Name: Select all flags you want to see, Creation Date: Date of last outreach to current date. Pro Tip: If you leave the tracking type or item name unfiltered your search will return all flag, kudos, and referrals.
5	Review the students with flags raised directly in Starfish in the tracking tab or download a CSV/excel file by selecting the download button at the top. Pro Tip: Using <a href="#">YAMM</a> can help you structure outreach to multiple students more simply and effectively.
6	After you have completed your outreach and connected with a student, provide a close the loop comment for the flag raiser.
7	To add a comment to a flag, in the tracking tab hover over the  icon and click <b>Comment</b> .
8	In the <b>Subject</b> area, be sure to include the student’s first and last name, course number and section, and the original flag raised title.
9	Add any relevant information you wish to share with the original flag raiser in the <b>Note</b> section.
10	Check the box titled, “Send copy of comment to flag raiser,” and click <b>Submit</b> .