

TRACKING ITEM MANAGEMENT PROCESS

Purpose

This document is intended to outline steps support staff can take to document outreach & interventions for students with notifications (Flags, Referrals, To-dos).

In summary, the document will walk users through the process of:

- ✓ **Locating** your active tracking item list
- ✓ **Providing Outreach** to establish direct interactions with students.
- ✓ **Document** Outreach Attempts.
- ✓ **Clearing** flag notifications and “closing the loop” with faculty based on closure reasons: Positive, Negative, or Neutral.

Contents

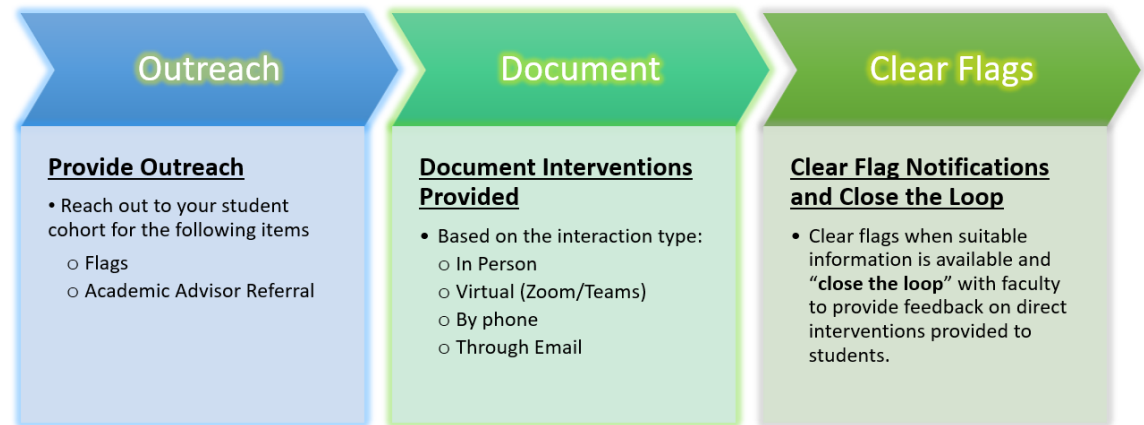
- ✓ Login to Starfish
- ✓ Search for your Flagged Students
- ✓ Filter Tracking List by Sport
- ✓ Assign Tracking Items to You
- ✓ Providing Outreach to Multiple Students at Once
- ✓ Providing Personalized Outreach to a Unique Student
- ✓ Closure Reason Guide
- ✓ Resolving or Clearing a Single Flag
- ✓ Resolving or Clearing Multiple Flags at Once



Tracking Item Management Process (General Overview)

First Intervention Effort

1. [Login to Starfish](#)
2. [Navigate to your Active Tracking Item List](#)
3. [Filter the List Using the “Student Athletes” Cohorts](#)
4. [Assign your Cohort’s Active Tracking Items to Yourself](#)
5. Perform Outreach
 - [Could be Bulk Outreach with a General Message to Multiple Students at Once](#)
 - Use General Flag Outreach Templates
 - [Could be Personalized Outreach to a Unique Student](#)
 - Use Personalized Flag Outreach Templates
6. Record Outreach Date Range



Follow-Up Intervention Efforts

1. Repeat Steps 1-4.
2. When performing follow-up Outreach know that now there are students in your list who will be receiving their first Outreach message and other students in your list you have already received your initial Outreach message.
3. Record Outreach Date Range

Positive Closure Reason Guide:

In general, Flags can be cleared with “Positive” outcomes when direct communications/interventions with a flagged student have been established.

This often includes meeting the following:

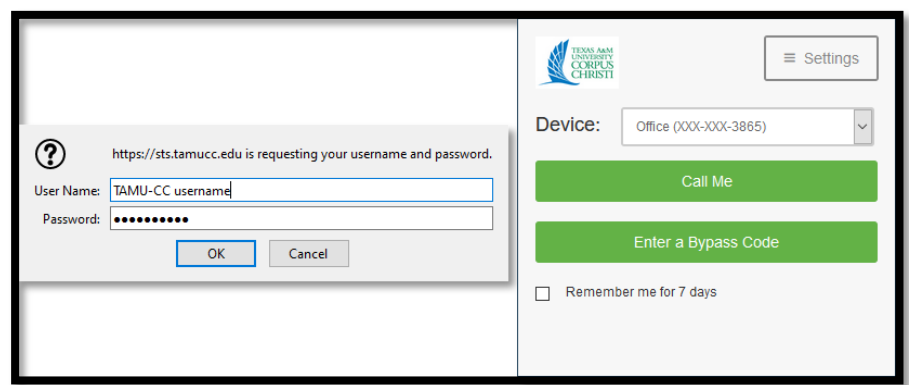
- **Inhibitor Identification:** Any underlying inhibitor(s) preventing progress have been identified
- **Student Awareness:** The student is aware of such inhibitors
- **Resolution Identification:** A course of action to correct course progress concerns have been identified
- **Student Acknowledgement:** The student has stated they are or will complete the course of action identified

Login to Starfish

Option 1 – Direct Link

Access Starfish by using the Direct link:

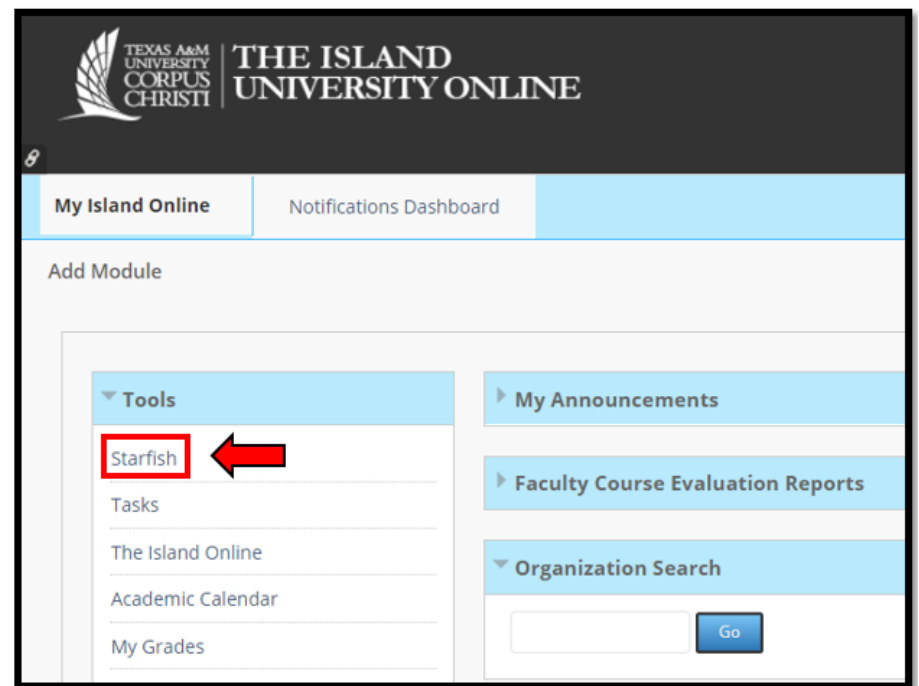
- <https://starfish.tamucc.edu>
- You may be prompted to complete the University's Duo authentication.
- Once completed, you will be routed into your Starfish Account.



Option 2 – Blackboard Link

Access Starfish by logging into Blackboard at:

- <https://bb9.tamucc.edu>
- You may be prompted to complete the University's Duo Authentication. Once Authenticated, you will arrive at the Blackboard landing page.
- Click the Starfish link located at the top of the list in the Tools module to access your Starfish account.



Search for Flagged Students

1. Open the Starfish Navigation menu (hamburger button) located at the top left of the home page

☰ Starfish

2. In the Starfish Navigation Menu, select “Students”, then the “Tracking” tab.

The Tracking tab provides the following elements:

- Students with Tracking Items
- Tracking Item Name
- Item Status
- The person who raised the item and date it was created

A	B	C	D
Student	Item Name	Status	Created
<input type="checkbox"/> Student Name A00000001	Attendance Concern Context: [FALL-20] ENGL-1301-350 - COMPOSITION I (54986.202009)	Active	08-25-2020 by McGonagall, Minerva

3. Select “All My Students” under the Connection field

1.

2.

3.

Starfish

Search for Students

OVERVIEW MY STUDENTS TRACKING ZOOM IN ATTENDANCE PROGRESS SURVEYS

Resolve Comment Assign Flag Referral To-Do Kudos Success Plan Send Message Download

Student Student Name, Username, or ID Go View Inbox Connection All My Students Cohort Additional Filters Add Filters

Student	Retention Score	Item Name	Status	Created Date	Assigned To	Due
<input type="checkbox"/> Student Name A00000001		Class Performance Concern Context: [SP-20] ENGL-1301-350 - COMPOSITION I (54986.202009)	Active	02-18-2022		
<input type="checkbox"/> Student Name A00000002		Class Performance Concern Context: [SP-22] ENGL-1301-350 - COMPOSITION I (54986.202009)	Active	07-2022		
<input type="checkbox"/> Student Name A00000003		Class Performance Concern Context: [SP-22] NURS-3614-001 - FUNDAMENTALS OF NURSING CARE (21121.202201)	Active	02-09-2022		
<input type="checkbox"/> Student Name A00000004		3 or More Absences Context: Student has three or more unexcused absences in the course [SP-22] ENGL-1301-202 - COMPOSITION I.	Active	02-12-2022		

First Previous 1 Next Last

Selected: 0

Displaying 1 - 4 of 4 Items

Filter Tracking List by Sport Assignments

1. Open the Starfish Navigation menu (hamburger button) located at the top left of the home page
2. In the Starfish Navigation Menu, select “Students”, then the “Tracking” tab.
3. Use the Select “All My Students” under the Connection field



1.

Starfish

Search for Students

OVERVIEW MY STUDENTS TRACKING ZOOM IN ATTENDANCE PROGRESS SURVEYS

Resolve Comment Assign Flag Referral To-Do Kudos Success Plan Send Message Load

Student View Connection Cohort Additional Filters
Student Name, Username, or ID Go Inbox All My Students Add Filters

<input type="checkbox"/>	Student	Retention Score	Item Name	Status
<input type="checkbox"/>	Student Name A0000001		Class Performance Concern Context: [SP-22] ENGL-1302-W01 - (21597.202201)	
<input type="checkbox"/>	Student Name A0000002		3 or More Absences Context: Student has three or more unexcused absences in the course [SP-22] MATH-1442-005 - STATISTICS FOR LIFE.	Active
<input type="checkbox"/>	Student Name A0000003		Class Performance Concern Context: [SP-22] NURS-3614-001 - FUNDAMENTALS OF NURSING CARE (21121.202201)	Active
<input type="checkbox"/>	Student Name A0000004		3 or More Absences Context: Student has three or more unexcused absences in the course [SP-22] ENGL-1301-202 - COMPOSITION I.	Active

First Previous 1 Next Last

Selected: 0

Displaying 1 - 4 of 4 Items

Filter Student Athletes

- Baseball
- Cross Country
- Current Student Athletes
- Golf
- Men's Basketball
- Soccer
- Softball
- Tennis
- Track
- Volleyball
- Women's Basketball

You may use the "Cohort" drop down menu to filter your student connection by Sport.

2.

Tracking

Assign Tracking Items

Assigning Tracking Items to yourself helps remove those items from the share queue to help minimize overlap in outreach across support teams.

1. **Open the Starfish Navigation menu (hamburger button) located at the top left of the home page**
2. **In the Starfish Navigation Menu, select “Students”, then the “Tracking” tab.**
3. **Filter by “All My Students” under the Connection field and also by your Assigned Sport using the Cohort” field.**
4. **Select items by clicking the check box to the left of each item you want to assign**
 - If the items you plan to assign are listed on more than one page, click the arrow buttons to navigate from page to page. Items you selected on other pages will be included in your final selection. The count of items selected will display at the bottom of the list.
5. **Click Assign from the action bar at the top of the Tracking tab to open the Assign Item dialog**
6. **Select “Me” in the Assignee field and then click “Assign” to complete the assignment.**

The screenshot illustrates the Starfish interface with several key elements highlighted for the assignment process:

- 1.** The hamburger menu icon in the top left corner.
- 2.** The 'Tracking' tab selected in the left-hand navigation menu.
- 3.** The 'Assign' button in the top action bar of the Tracking tab.
- 4.** The checkboxes next to the tracking items in the list, with two items selected.
- 5.** The 'Assign' button in the top action bar of the Tracking tab, which opens the 'Assign Item' dialog.
- 6.** The 'Assign Item' dialog box, where the 'Assignee' field is set to 'Me' and the 'Assign' button is highlighted.



The 'Assign Item' dialog box contains the following fields and options:

- Assignee:** Radio buttons for 'Unassigned', 'Me' (selected), and 'Other Provider'.
- Comment:** A text input field.
- Buttons:** 'Never Mind' and 'Assign'.

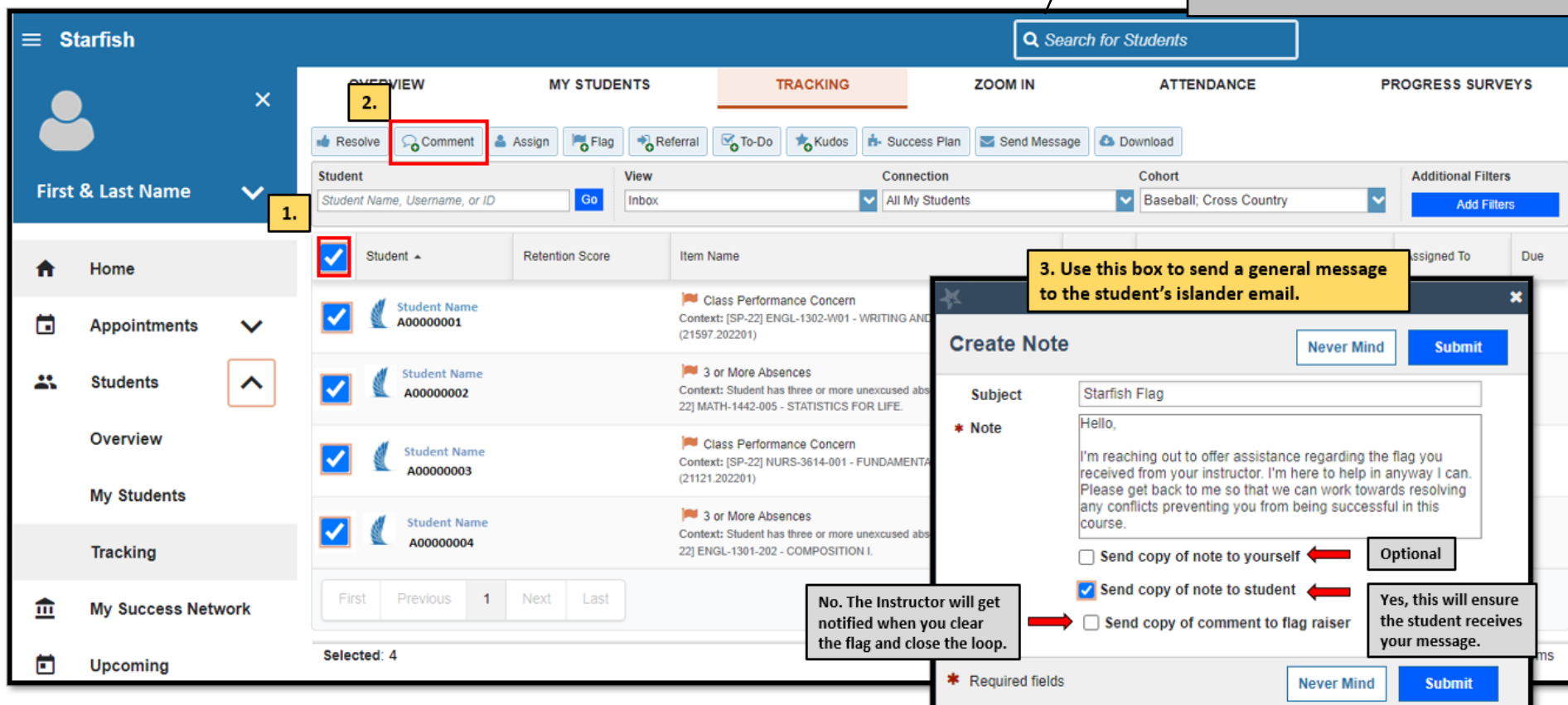
The background interface shows a list of tracking items with columns for 'Student', 'View', 'Connection', 'Cohort', 'Status', 'Created Date', 'Assigned To', and 'Due'. The 'Connection' filter is set to 'All My Students' and the 'Cohort' filter is set to 'Baseball; Cross Country'.

Providing Outreach to Multiple Students at Once

Once you have filtered your tracking list to include only the items assigned to yourself then you can send a **general message** to all these students at once. Please note, that if this is a follow-up outreach attempt there will be students in this list you have already received one outreach message from you and other students who will be receiving a message from you for this first time.

1. Click the “Select All” check box to select all students that meet your filtered criteria. You will notice at the bottom of the page the total number of students that have been selected.
2. Click the  button
3. Fill out the “Create Note” dialog box
 - Treat this as an Outlook message (add Subject & Signature)
 - In the “Note” section type a general message that is general for multiple students with various flag types.
 - Click . This process will allow you to document your outreach in Starfish as well as email the students all at once.

In instances where Flag outreach is done outside of the Starfish System (e.g., phone calls or emails through outlook), the process detailed below can be used to document your outreach attempts.




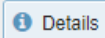
The screenshot shows the Starfish interface with the 'TRACKING' tab selected. A table lists students with their retention scores and item names. A 'Comment' button is highlighted with a red box and labeled '2.'. A 'Select All' checkbox is highlighted with a red box and labeled '1.'. A 'Create Note' dialog box is open, showing a subject line 'Starfish Flag' and a note body. The dialog box has 'Never Mind' and 'Submit' buttons. A yellow box labeled '3.' points to the dialog box. A red arrow points from the 'Send copy of note to student' checkbox to a text box that says 'Yes, this will ensure the student receives your message.' Another red arrow points from the 'Send copy of note to yourself' checkbox to a text box that says 'Optional'. A third red arrow points from the 'Send copy of comment to flag raiser' checkbox to a text box that says 'No. The Instructor will get notified when you clear the flag and close the loop.' The bottom of the dialog box has 'Required fields', 'Never Mind', and 'Submit' buttons.

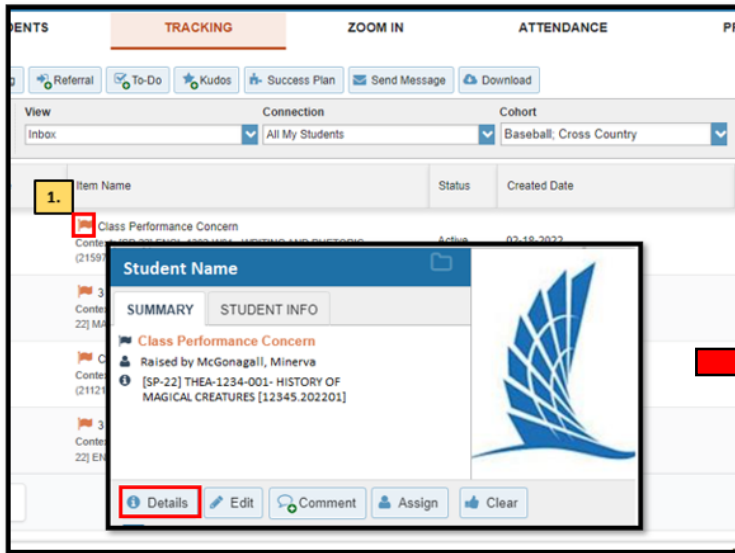
Student	Retention Score	Item Name
<input checked="" type="checkbox"/> Student		
<input checked="" type="checkbox"/> Student Name A00000001		Class Performance Concern Context: [SP-22] ENGL-1302-W01 - WRITING AND (21597.202201)
<input checked="" type="checkbox"/> Student Name A00000002		3 or More Absences Context: Student has three or more unexcused absences 22] MATH-1442-005 - STATISTICS FOR LIFE.
<input checked="" type="checkbox"/> Student Name A00000003		Class Performance Concern Context: [SP-22] NURS-3614-001 - FUNDAMENTALS OF NURSING (21121.202201)
<input checked="" type="checkbox"/> Student Name A00000004		3 or More Absences Context: Student has three or more unexcused absences 22] ENGL-1301-202 - COMPOSITION I.

Selected: 4

Providing Personalized Outreach to a Unique Student

1. To find additional notes made by the instructor (if provided)

- Hover of the Flag Icon  and click  Details



1.

Class Performance Concern

Student Name

SUMMARY STUDENT INFO

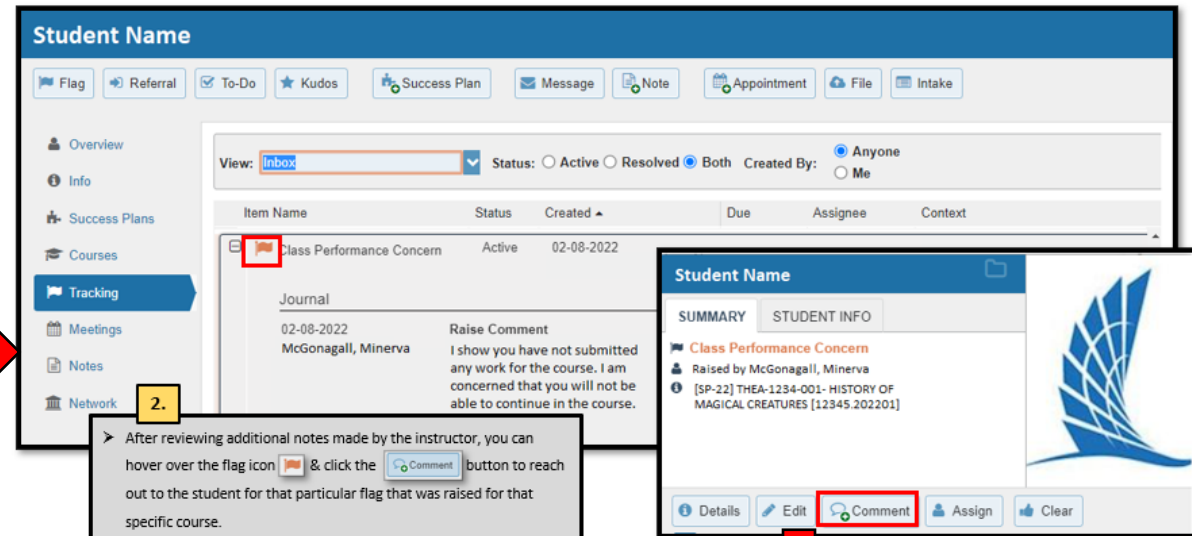
Class Performance Concern

Raised by McGonagall, Minerva

[SP-22] THEA-1234-001- HISTORY OF MAGICAL CREATURES [12345.202201]

Details Edit Comment Assign Clear

2. This action opens the Tracking tab within the Student Folder, from which you can view additional comments made by the item raiser.



2.

Student Name

Flag Referral To-Do Kudos Success Plan Message Note Appointment File Intake

Overview

Info

Success Plans

Courses

Tracking

Meetings

Notes

Network

View: Status: Active Resolved Both Created By: Anyone Me

Item Name	Status	Created	Due	Assignee	Context
Class Performance Concern	Active	02-08-2022			
Journal		02-08-2022			

Class Performance Concern

Raised by McGonagall, Minerva

I show you have not submitted any work for the course. I am concerned that you will not be able to continue in the course.

Student Name


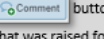
SUMMARY STUDENT INFO

Class Performance Concern


Raised by McGonagall, Minerva

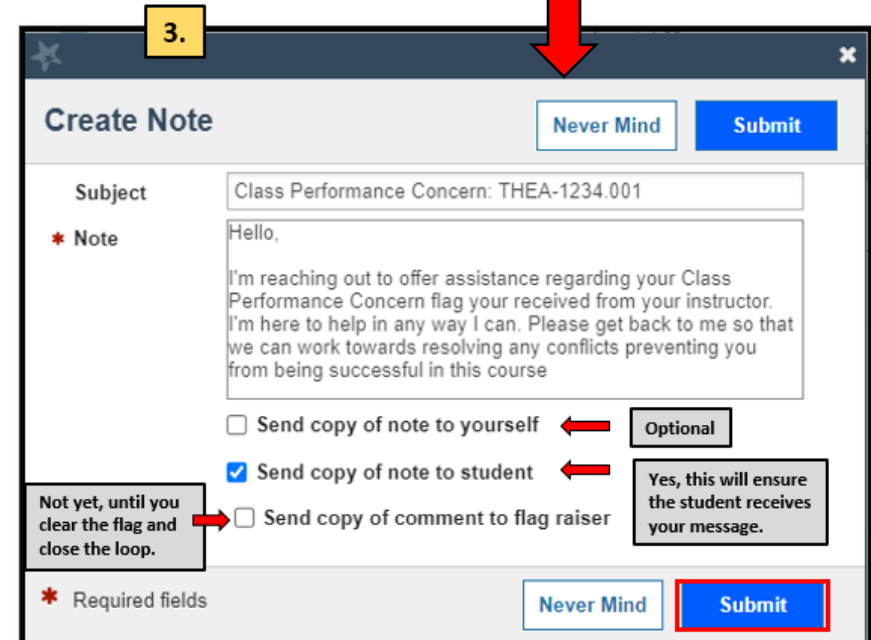
[SP-22] THEA-1234-001- HISTORY OF MAGICAL CREATURES [12345.202201]

Details Edit Comment Assign Clear

After reviewing additional notes made by the instructor, you can hover over the flag icon  & click the  button to reach out to the student for that particular flag that was raised for that specific course.

3. To Send a Notification to a student, select "Comment"; This action opens the "Create Note" dialogue box

- Treat this as an Outlook message (add Subject & Signature)
- In the "Note" section type a personalized message that addresses the item of concern
- Click . This process will allow you to document your outreach in Starfish as well as email the student all at once.




3.

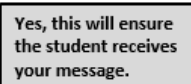
Create Note

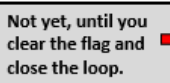
Never Mind Submit

Subject

* Note

Send copy of note to yourself 

Send copy of note to student 

Send copy of comment to flag raiser 

* Required fields

Never Mind Submit

Closure Reasons Guide (with Use Case)

Clearing flags generally occurs **AFTER** you have communicated (in person, over the phone, or through email) with the student and a resolution to the faculty member's concern has been identified and discussed. Further, activities the student will be performing moving forward have been confirmed with the student.

When closing Tracking Items in Starfish, we are presented with "Closure Reasons" to help categorize interventions as either being successfully addressed, not successfully addressed, or closed due to neutral conditions.

***** Note that the positive, negative, and neutral options listed below are broad categories that are designed to account for various reasons for clearing a flag...please select the option that best fits your reason for resolving the flag. *****

Positive -

The Concern was successfully addressed

- **Applicable when:** You have successfully worked with a student to identify resolutions to address faculty members concerns; involves identifying progress inhibitors, solutions, and the student is aware of activities to take moving forward to resolve concerns.
- **Example:** (Attendance Concern); Student stated they were having attendance issues because their car broke down. I spoke with the student, and they shared that they would begin using the bus for transportation and work with the faculty member to identify what options they have moving forward with the faculty member (missed assignments, make-up work, etc.)

Negative

The Concern was not successfully addressed (e.g., student asked to be left alone)

- **Applicable when:** You have gathered enough information from interacting with the student to know that you will not be able to support the student outside of the classroom
- **Example:** Student is not responsive towards attempts at providing interventions – Student states, "I don't care, leave me alone and/or stop calling me."

Neutral

I don't have enough information (No Engagement from Student)

- **Select this reason if:** You have reached out to a student 3 or more times to provide support regarding a flag and have been unsuccessful in engaging with the student. The student has not responded to your outreach, and at this time there is not enough information to clear with a positive or negative reason.

Neutral

The concern is no longer relevant (e.g., withdrew)



- **Select this reason if:** You find the concern noted is no longer relevant (e.g., Student has dropped the course or has withdrawn from the University).

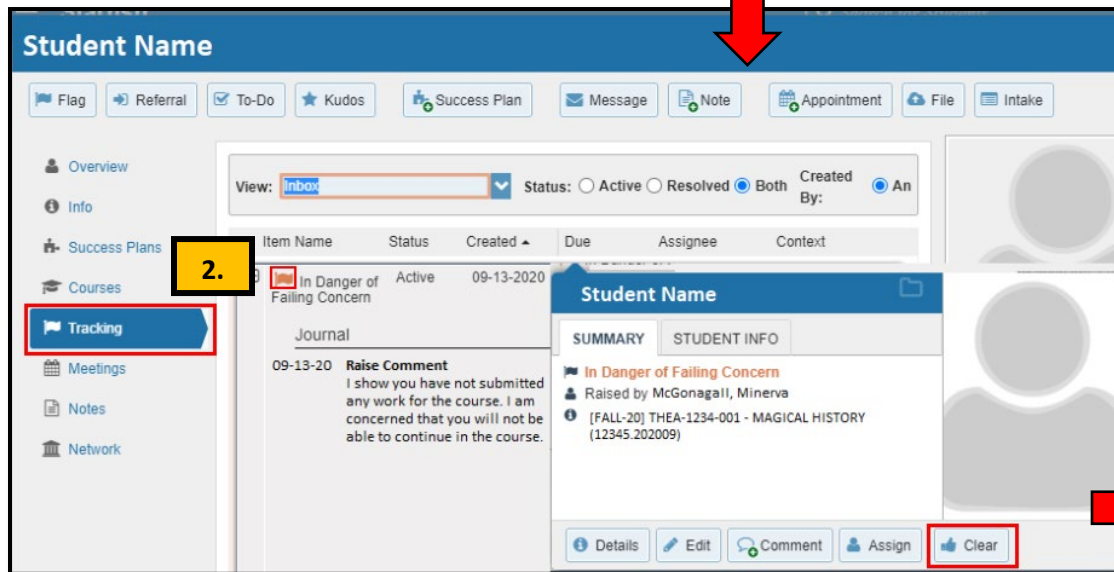
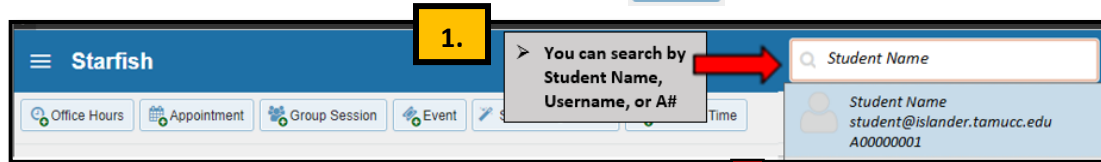
Neutral

The Flag was raised by mistake

- **Select this reason if:** You find that the concern was created by mistake (e.g., Faculty member stated the tracking item was raised in error)

Resolving or Clearing a Single Flag

1. **Search for the student whose items you are wanting to clear.**
2. **Navigate to the Tracking Tab within the student's folder**
 - Hover of the Flag Icon  and click 



3. **Fill out the "Clear Flag" dialogue box:**

- a) Select the "Reason" (Positive, Negative, or Neutral),
- b) Add a Comment (This is where you place your outcomes to document in Starfish)
- c) **"Close the Loop"** send a message to the faculty member stating your progress and interventions conducted with the student
- d) Submit

Resolving or Clearing Multiple Flags at Once

There are times when a unique student has the same type of flag for various courses. If you have communicated with a student and come to a resolution, you can bulk clear all the similar type flags for that one student using the same closure reason.

1. Search the student by Name, Username or ID and click **Go**
2. Click the "Select All" check box to select all the items that meet your criteria.
 - Or, check off one by one the items you wish to clear for that student.
 - You will notice at the bottom of the page the total number of items that have been selected.
3. Click the **Resolve** button
4. Fill out the "Create Note" dialogue box