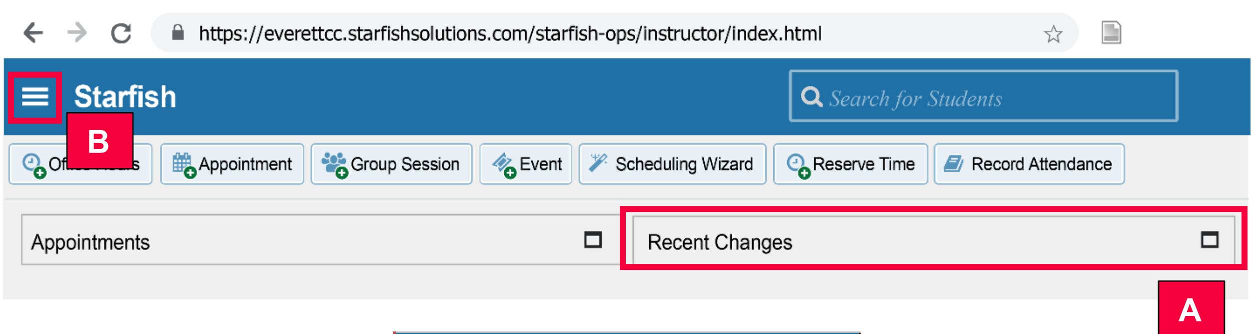
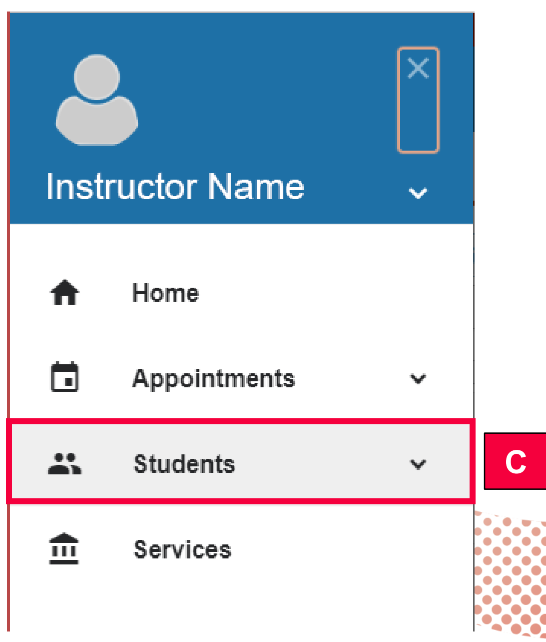
Managing Tracking Items

Several Starfish features can produce tracking items which may need further action. These features include freeform feedback, progress surveys, and Raise Your Hand. When tracking items are raised which you are responsible for handling, you have a few tools you can use to address them.

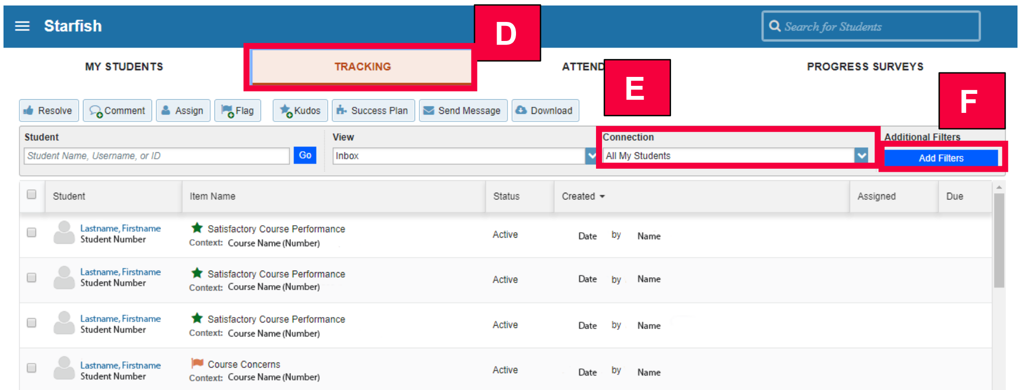
Finding Students with Open Tracking Items

1. Log in to Starfish: https://everettcc.starfishsolutions.com/starfish-ops/support/login.html
2. A list of new tracking items recently raised on your students will appear upon login under Recent Changes **[A]**. To find a complete list of students who have tracking items that you need to address, go to the menu in the upper left hand corner **[B]** select Students **[C]**.

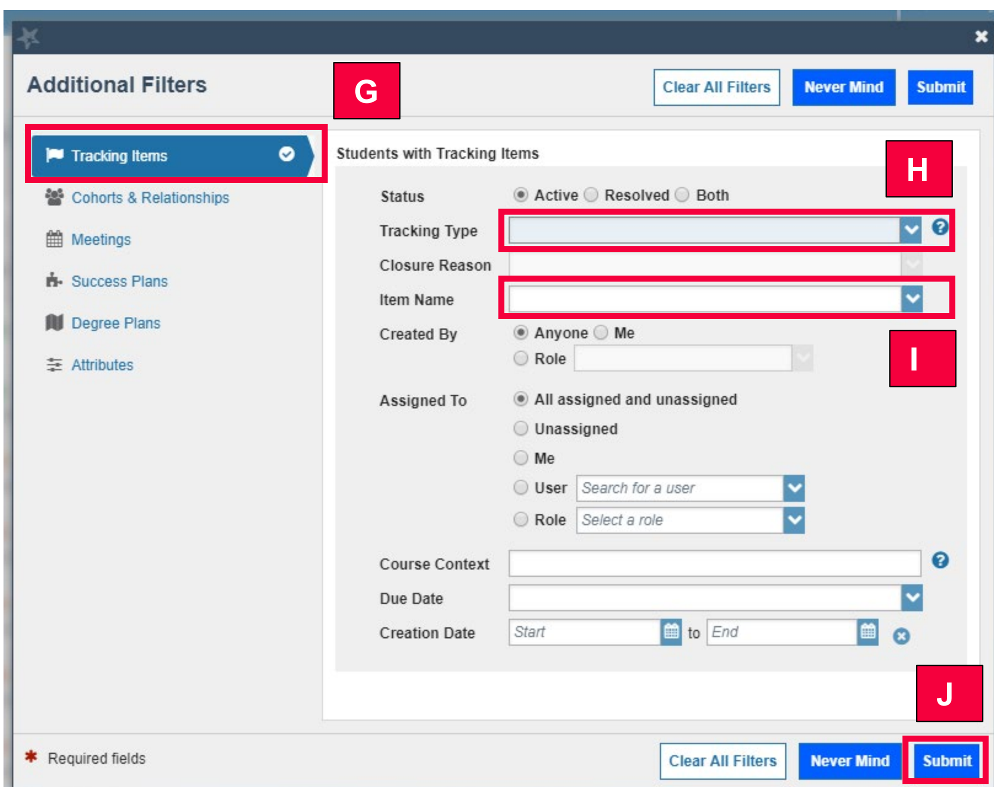




3. To see a list of all students who have any active items, select the Tracking Tab **[D]**. The list of all items will appear by default.

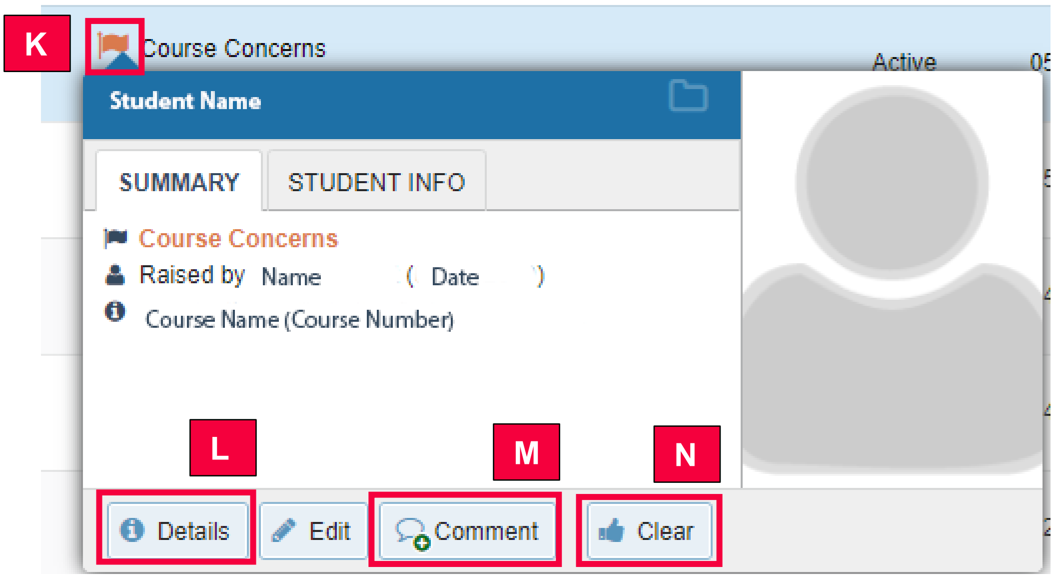


4. To do a more specific search, you will first need to select your relationship to students in the Connection drop down **[E]** in order to proceed. You can then select the Add Filters **[F]** to bring up the additional filters window. Note: if the list of students with action items that displays by default is incomplete, then you can remove filters by hitting the “x” button under Additional Filters.
5. Within the Additional Filters pop-up, select the Tracking Items tab **[G]**. You can then select the item types **[H]** or the specific tracking items **[I]** you wish to find. When you are done, click submit **[J]** to view the list of students who have that item.

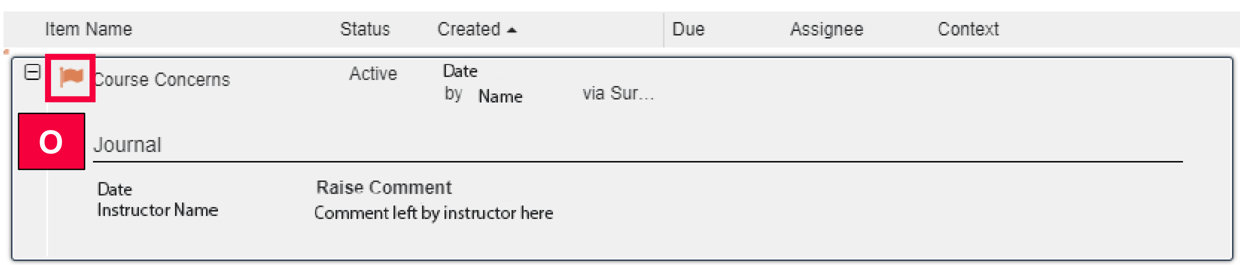


Viewing, Updating and Resolving Tracking Items

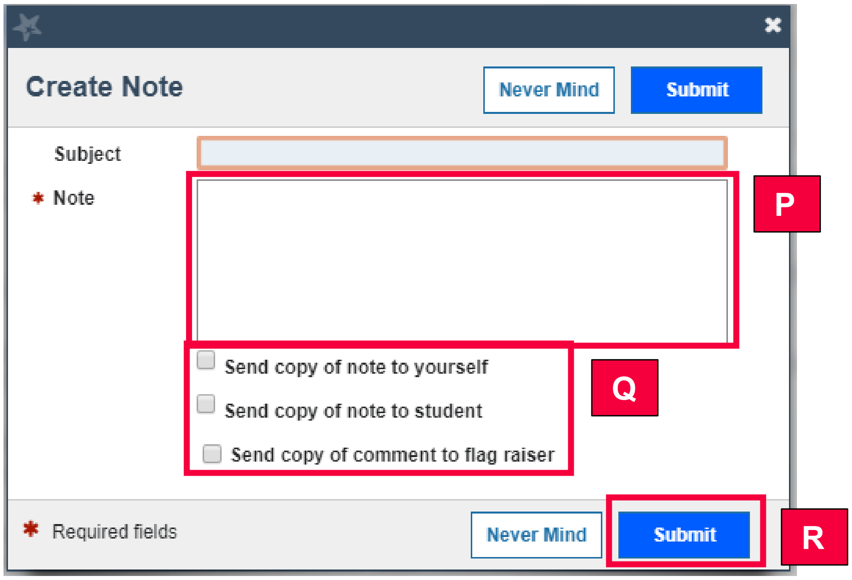
1. To take action or find out more information about a particular tracking item, hover over the symbol for that item in the tracking tab **[K]**. You will see three options to help you manage the flag: display more information (details) **[L]**, comment **[M]**, or clear **[N]**.



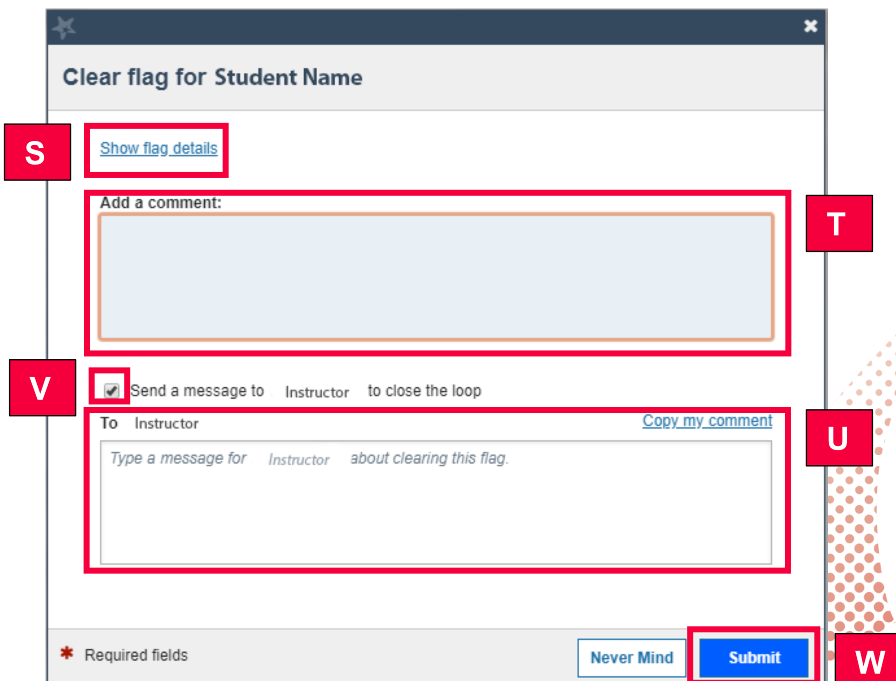
2. To see the full history of the tracking item so far, including all previous comments, click Details button. This will bring up the student's full tracking information, with the tracking item you are interested in managing displayed. You can close the student window when you are done, or manage the flag directly from here by mousing over the tracking item symbol **[O]**.



3. To record progress made on the tracking item without closing it, click Comment. This will bring up the Create Note pop-up. On this screen, you can leave a comment about what you have done to make progress on this item **[P]**. You can also choose to email copies of that note to the student, to yourself, or to the person who originally raised the tracking item **[Q]**. When you are done creating the note, click the submit button to save it **[R]**. Please note that these comments can be viewed by anyone who has permission to view that tracking item.

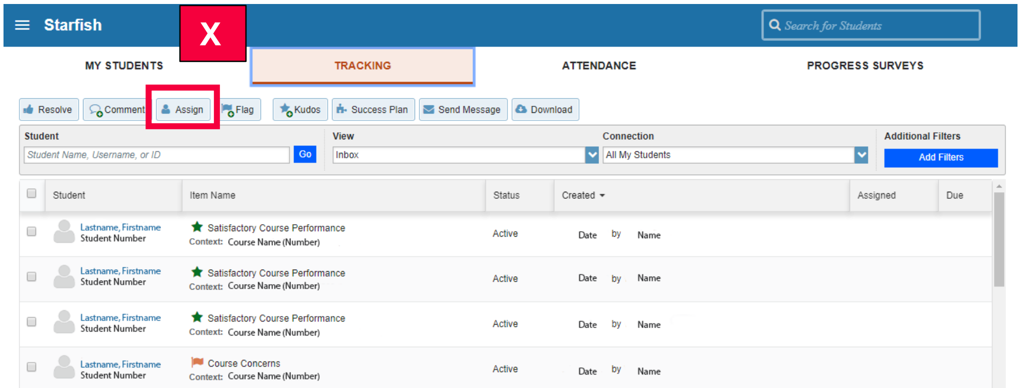


4. If you are ready to resolve a tracking item, then you can click clear from the mouse over. This will bring up the Clear Flag pop-up. In this box, you can view the flag details again **[S]**, leave a comment about what was done to resolve the item **[T]**, and send a message to the flag raiser to close the loop **[U]**. Please note that if you do not want to send a message to the flag raiser, you will need to uncheck the send message box **[V]**. When you are ready to close the flag, click the submit button **[W]**.



Assigning Tracking Items

1. To assign a tracking item or items to yourself or another person, select the tracking items in the tracking tab, and then click the assign button **[X]**.



2. From within the Assign Item Pop-up, select the person who will be addressing the item. You can either assign an item to yourself, assign it to a colleague, or unassign the item **[Y]**. You can then add a comment about the assignment, and submit using the assign button **[Z]**. Note: item have been assigned, you can filter items on who they have been assigned to.