How to Clear a Flag

Why should I clear a flag?

In general, advisors are not required to clear a flag, but some colleges do require this (check with your advising director). Clearing a flag (also referred to as closing the loop), allows instructors to see that somebody has reached out to their student(s) who they have concerns about. **IMPORTANT:** You should not clear “3 or more flags” or “6 or more flags.” These are system flags and are raised automatically based on other flags raised on a student. Clearing the other flags will automatically close the “3 or 6 or more flags” tracking item. Otherwise, clearing the “3 or 6 or more flags” tracking item will cause it to be raised again the next day.

Clearing a flag

1. Log into canopy.uc.edu.
2. Click on Starfish under Tools.
3. Click the Menu Icon in the top upper left corner.
4. Select Students.
5. Select the Tracking tab.
6. Hover over the flag you want to clear.
7. Click Clear.
8. Add any comments. The instructor and student will be able to see these comments within Starfish.
9. You can send your comment (or a new comment) to the instructor that raised the flag.
10. Click **Submit** and the Flag is closed.

What if I want to send a message to the instructor, but keep the flag open?

1. When hovering over the flag, click **Comment**. This will open a new note.
2. Add a subject and note.
3. Decide if you want to send a copy of the note to yourself, the student, and/or the flag raiser. (This will be sent via email.)
4. Click **Submit** to send.