# UNCW® STARFISH

## Tracking Items: Raising Flags, Kudos, & Referrals

Oftentimes, faculty, advisors, and staff see behaviors or concerns that are not presented in all settings across campus. With a holistic approach, we can assess students' likelihood for success and provide resources and support at the moment it's needed most.

> When you **have a concern** for a particular student, **raise a flag** or referral to communicate your observations. You can also **praise deserving students** or note positive changes by **raising a kudo**. The appropriate individuals will be automatically notified when you save the item in Starfish.

### Who Can View Tracking Items (Flags, Kudos, Referrals)?

Viewing privileges for instructors, advisors, and support staff are determined by system permissions set by UNCW. Instructors can view student information related to the course(s) they are teaching. Advisors can view all of their advisees' information. Support staff can view information for students to whom they have a direct relationship with or via referral for those who may need assistance from their department.

### What Happens When Students are Flagged?

All flags, kudos, and referrals will result in a standardized email from the flag-raiser to the student that will convey praise, concerns, or recommended course of action (View Standard Email Templates). Advisors and some support staff may receive notification of tracking items raised on students, who may reach out to the student based on the nature of the flag.

### Important Notes:

> Advisors **may not act upon every flag** submitted on behalf of a student because they are monitoring for important trends over time. If further action is necessary, **the flag will be "cleared"** and the flag-raiser will receive a notification that **the issue has been resolved**.
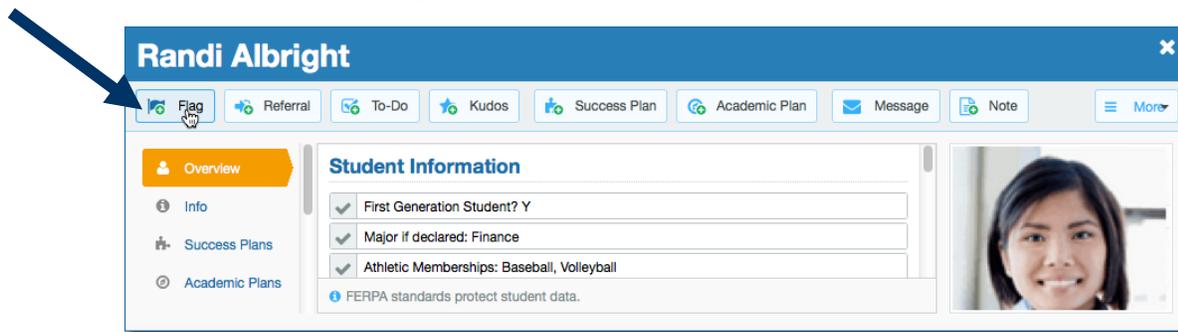
### How to Raise a Flag:

1. Login to Starfish

2. Click on the **Students** navigation item to see your list of students. Find the desired student by typing the name into the **Search** box.
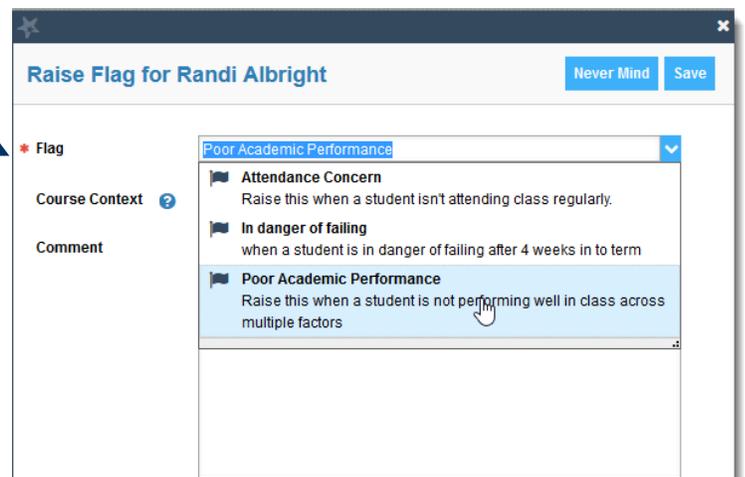
3.  Click on the student's name to bring up the **Student Folder**.   Click the **Flag** button.



4.  A list of flags that you have permission to raise on this student is displayed.  Select the desired **Flag** from the list.
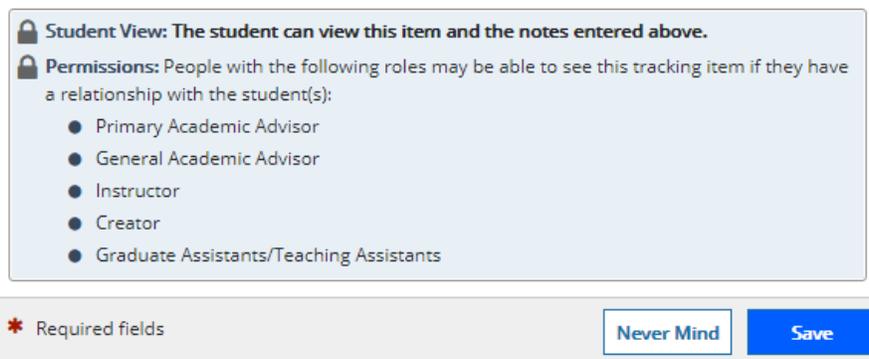
5.  If relevant, select a course from the **Course Context**, drop down list, and enter notes in the **Comment** box.

6.  Click the **Save** button.



**Note:**
The **Student View:** indicates whether the student can view the flag and the notes you include in the **Comment** box. The **Permissions** area lists roles that have permission to view the selected flag and the notes you include in the **Comment** box.



**Training Resources:**

- [Update Your Email Notifications for Flags, Kudos, and Referrals](#)

- [Closing the Loop to Clear a Flag](#)

**Questions?  Email [starfish@uncw.edu](mailto:starfish@uncw.edu)**