

For Instructors

Raise and Manage Flags, Kudos, Referrals and To-Do's

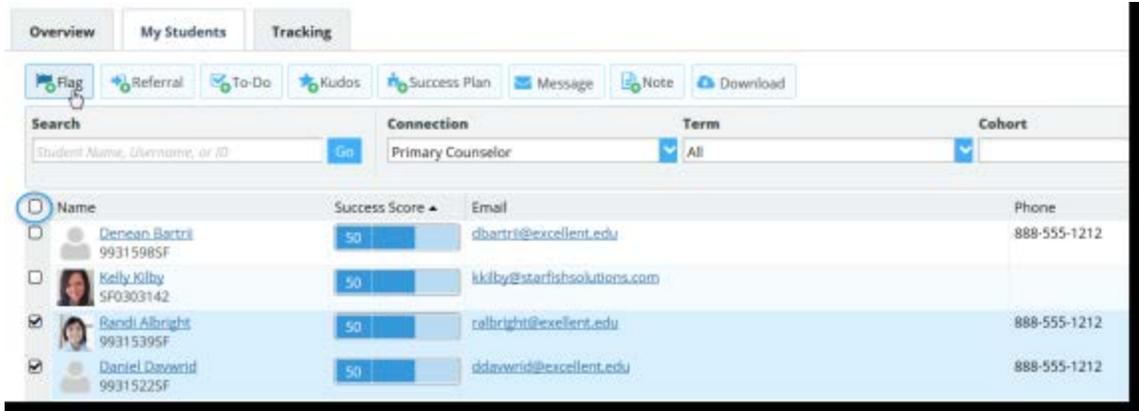


S&T Connect provides users with the ability to interact with their students through a number of tracking items, which may be used to raise alerts (Flag students), provide encouragement (give Kudos), refer students to available people or campus resources (raise Referrals), or assign tasks to students (raise To-Do's).

Raising a Tracking Item for a Student or Students

Flags and Kudos are items that can be raised as part of S&T Connect, which also includes the Progress Survey feature. Referrals and To-Do's are items that can be raised as part of S&T Connect.

1. Navigate to Students > My Students in S&T Connect.
2. Select the desired student(s).
 - For a single student: click on the **student's name** to navigate to the student's folder or click the checkbox to the left of the student's name.
 - To select multiple students, select the checkbox to the left of each of the desired students' names.
 - To select all students listed on the current page, select the checkbox at the top of the list of names.



3. Select the desired tracking item (such as Flag or Referral) from the button bar at the top of the My Students list or from the button bar at the top of the individual student's folder.
4. On the form displayed, select the tracking item to be raised from the drop down list presented. Only those items that you have permission to add for the student(s) selected will be displayed.

Complete the fields in the form (where applicable) to create the tracking items:

1. Select item:
2. Due Date:
3. Course Context:
4. Assignee:
5. Comment:

The notes you enter in the comment box will also be visible to those with a role/relationship to the student listed under the Permissions: heading in the light blue box under the comment box. The comment will be available within the student folder, both associated with the item on the Tracking tab, and on the Notes tab.

5. Click the **Save** button to create the item.

Items can also be raised from within the student's folder. To do so, click on the student's name wherever it displays as a hyperlink, and then click the button for the item you wish to create for that student, such as Flag or Referral.

Use Flags, Kudos, and Progress Surveys

S&T Connect includes two types of tracking items: Flags and Kudos.

Additionally, the Progress Survey feature allows instructors to quickly raise tracking items on students in their classes.

Raise Alerts (Flags and Kudos)

Each institution can customize the set of alerts that are available to their users of S&T Connect. For each tracking item, your S&T Connect admin sets which roles are notified when the alert is raised, as well as permissions for who can view the alert and who is able to comment on or clear an existing alert.

- Raise a Flag to alert the student and/or staff of a student issue or concern related to a course or to some other aspect of the student's academic career. Often a Flag triggers an email to the student about the Flag, with comments that were made by the person who raised the Flag. Flags might also trigger email notifications to staff members.
- Add Kudos to acknowledge positive progress/achievements of students. Kudos almost always include an email to the student with the comments of the person who is adding the Kudos.

Flags and Kudos may be raised manually by logging into S&T Connect and selecting the appropriate action for the desired student.

Respond to a Progress Survey

Very often, instructors will receive an email requesting them to complete a progress survey for their courses at key points during a term. A progress survey provides instructors with a quick way to raise alerts on students by course. Your starfish administrator sets up when the survey will be sent out, which courses will be surveyed, and which alerts to include for your feedback.

Survey: **Introduction to Chemistry (CHEM101.03.20171819): Progress Surv...**

Please provide feedback about how students are doing in this course.

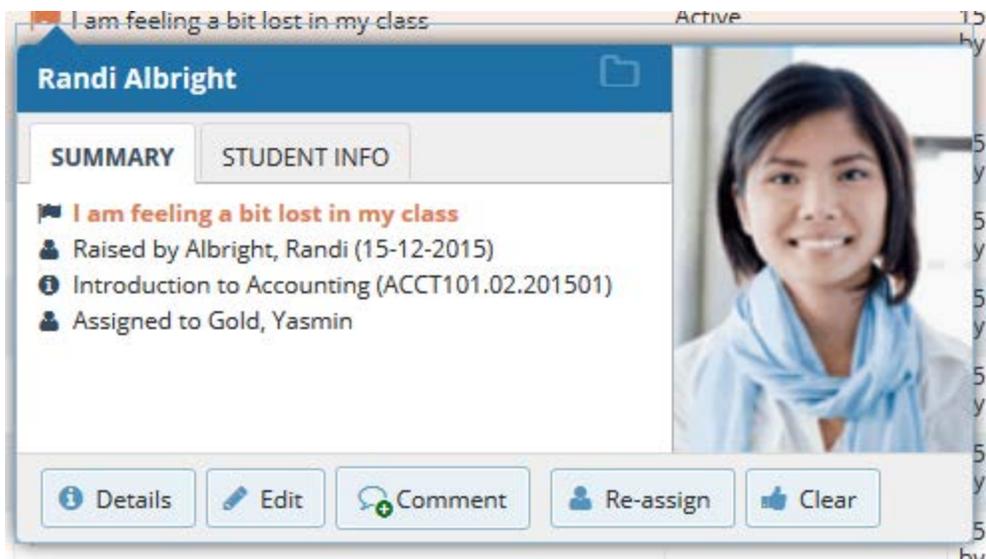
Search				
<input type="text" value="Name"/>				
Name	No Feedback	Poor Attendance	Low Quiz/Test Scores	
 Acosta, Grace S00020534	✓	<input type="checkbox"/>	<input type="checkbox"/>	
 Acosta, Jane S00020433	✓	<input type="checkbox"/>	<input type="checkbox"/>	
 Adkins, Terry S00020467	✓	<input type="checkbox"/>	<input type="checkbox"/>	
 Aguilar, Flint S00020259	✓	<input type="checkbox"/>	<input type="checkbox"/>	
 Albright, Randi S00020000	✓	<input type="checkbox"/>	<input type="checkbox"/>	

When you respond to a progress survey, your input on the survey raises the corresponding alerts as if you had raised them manually, and your permissions to view or update the Flags raised from a progress survey are the same as if you had raised the Flags manually.

Once you click 'submit' on a progress survey, the items that you marked will be raised on the students you selected and you will no longer have access to a survey for that class section.

View, Manage, Assign, and Clear Existing Alerts

Depending on the role(s) you have in S&T Connect and the permissions that have been set on each alert, you may have permission to view or manage one or more Flags for your students.



The View permission means that when the Flag is raised on one of your students, that Flag will appear on your Students/Tracking tab as well as in the Tracking tab within that student's folder, and you will be able to review the comments included by the Flag raiser. The Manage permission allows you to do the following:

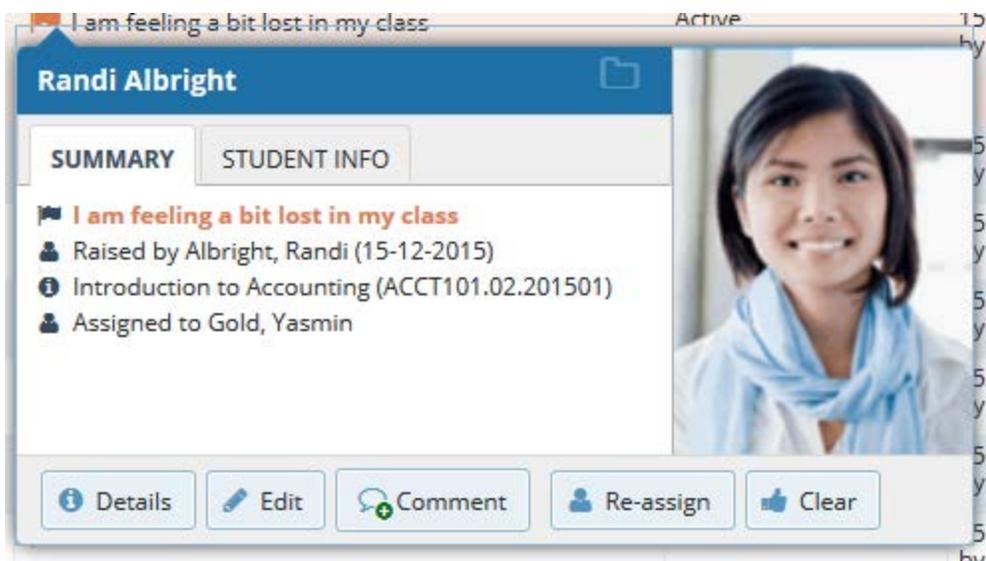
- Add comments to a Flag that has already been raised
- Review comments added by other Flag managers
- Clear (resolve) the Flag

Your role may also have permission to assign active Flags to yourself or other team members that have Manage permission on the Flag.

View and Manage Raised Items

Once an item has been raised, faculty and staff can view and manage those items in a variety of ways.

If you have permission to view tracking items raised for your students, you will see them displayed in the student's folder and in the Tracking sub-tab within your Students tab in Starfish.



When viewing tracking items, hover over the icon beside each tracking item to take additional actions based on your role permissions, including:

Resolve or Clear Tracking Items

Depending on the products licensed and features used by your institution you may have access to view and/or manage one or more tracking items (example: Flags or To-Dos) in Starfish. If you have manage permissions for a tracking item for a particular student, you will be able to resolve the tracking item (example: it is no longer an issue or your work on the issue is completed).

You can resolve a single item, or multiple items at once.

Resolve a Single Tracking Item

Tracking items can be viewed and resolved/cleared from a number of places including:

- Students tab
- Recent Changes channel on your Starfish Home page
- The Student Folder Tracking tab

Resolve items from any of these locations as follows:

1. When viewing the tracking item, hover over the icon to the left of the tracking item name.



2. Select the resolution option (Clear Flag, Complete To-Do, Complete Referral, or Remove Kudo) for the selected tracking item.



3. In the form that opens, you may be given the option to select a reason, and you will be prompted to add a resolution note.
4. If you are clearing an item you did not raise, you can also provide a detailed Close the Loop comment for the flag raiser.
5. Click **Submit** clear the item.

Resolve Multiple Tracking Items Simultaneously

1. Navigate to Students > Tracking.
2. Use the checkboxes next to each student's name to select the items to be resolved. Note that there will not be a checkbox next to any items for which you do not have Manage permissions.

The screenshot shows a web interface for managing student items. At the top, there is an action bar with buttons for 'Resolve', 'Comment', 'Flag', 'Referral', 'To-Do', and 'Kudos'. Below this is a search section with a 'Student' field (containing 'Student Name, Username, or ID') and a 'Go' button. To the right, there are 'View' and 'Connection' dropdown menus, with 'Custom' and '1st Year Advisor' selected respectively.

Student	Success Score	Item Name	Status
<input type="checkbox"/> Lands, Rachel RL0004296	80	Refer to Tutoring Context: Calculus I (MATH.101.109.01)	Active
<input checked="" type="checkbox"/> Lands, Rachel RL0004296	80	Improve Coursework Context: Calculus I (MATH.101.109.01)	Active
<input type="checkbox"/> Eaton, Tabitha TE0004913	69	Academic Planning	Active
<input type="checkbox"/> Baumann, Shana SB0004330	50	Academic Plan Off track	Active
<input type="checkbox"/> Albright, Randy RA0004324	74	Refer to Writing Center Context: College Composition II (ENGL112.014.02)	Active
<input checked="" type="checkbox"/> Fore, Jim JF0004414	65	Improve Coursework Context: Microbiology (BIOL220.109.01)	Active

3. Select the **Resolve** button in the action bar at the top of the page. In the form that opens, the number of items being resolved is noted in the form's header (example: "Mark 2 Flags as Cleared").
4. Verify the selected number of items and add a resolution comment that is applicable to all of the selected items. If you haven't raised the items being cleared, you will also be prompted to add a loop comment. You may also be prompted to select a reason for clearing the item.
5. Click the **Submit** button to clear the selected items.

