



## Viewing & Clearing Tracking Items (Flags)

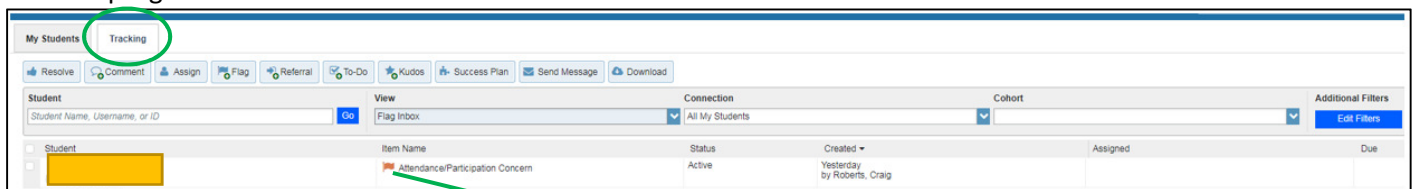
While faculty are the primary source of raised flags in SupportNET, outreach will be performed by campus support professionals, as well as, faculty & staff advisors and students have the ability to work with the individual they feel most comfortable with to discuss these alerts/flags. Thus, the person who interacts with a student may decide that the SupportNET flag can be considered “**resolved**”. It is helpful if those that “**resolve**” a flag with the student mark it as such and “**close the loop**” in the SupportNET system. This action updates the student’s folder and keeps everyone informed of the outreach results.

## How to View a Tracking Item (Flag)

1. Click on the **Students** navigation item to see your list of students. (Menu > Students)
2. Click on **My Students Tab**
3. Find the specific student using any or all of the following:
  - a. **Search** box
  - b. **Connection** box
  - c. **Term** box
  - d. **Cohort** box



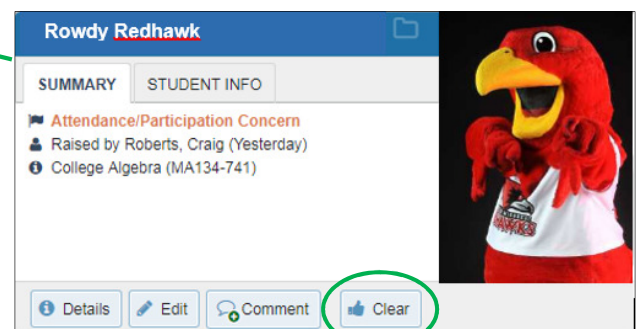
4. Once the student search is complete select a student by clicking the check boxes next to the students’ name.
5. You can view the student’s folder and click on the tracking tab to see details about the tracking item you raised and progress on the item.



To view a student’s tracking record

- Go to the **Tracking** tab under Students
- Hover over the tracking edit icon that corresponds to the students under the Item Name column
- You will then be able to select the appropriate action to view, clear, add comment, edit or view the student folder depending on your permissions.

6. Once the tracking item has been raised the users that have the ability to manage the tracking item can document notes on the tracking item without clearing or completing the item.
7. The comments are viewable to users that have privileges to view the tracking item under the **Notes** tab in the student folder.
8. To resolve the tracking item, select **Clear** and type in comments.



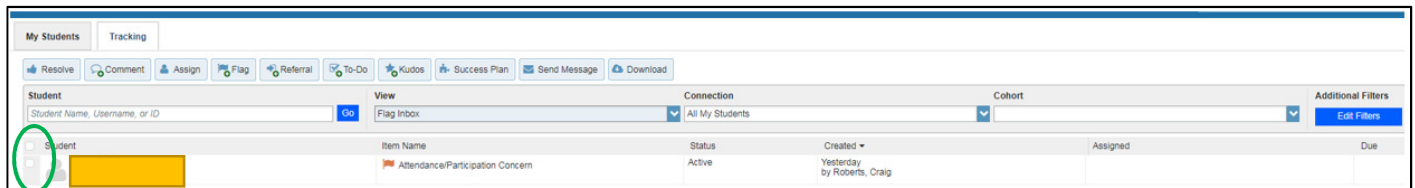


## How to Clear a Flag

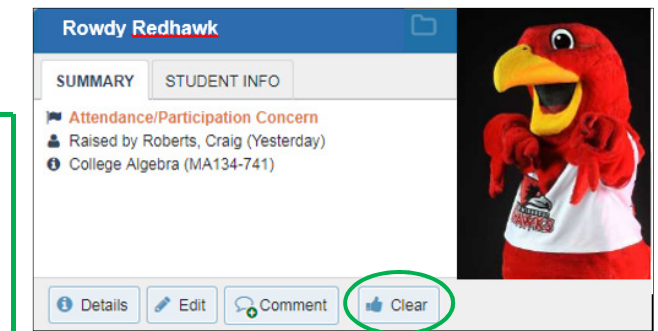
Much like entering a comment for a tracking item, flags can be cleared through Individual or Batch selection.

To clear a flag, select the box next to the student's name, "select all," or select multiple students and then click "Resolve" to clear that tracking item and enter a close reason to clear flag.

**Note:** If selecting multiple students, all student profiles will record the same clearing comment.



1. Go to the **Tracking** tab under students
2. Search for or select the student that needs their flag cleared.  
Under **Item Name**, find the **Flag** that you are clearing and hover over the drop-down icon
3. Select **Clear**



**Clear flag for Rowdy Redhawk**

[Show flag details](#)

Select a reason for clearing this flag: \*

- The concern was successfully addressed
- The concern was not successfully addressed - PLEASE ADD COMMENTS
- The concern is no longer relevant
- The flag was raised by mistake
- I don't have enough information

Add a comment:

I met with the student when he stopped by for his advising appointment. The flag was discussed and the student mentioned that he talked about the flag with the faculty member who raised it.

Send a message to Baranovic, Kris to close the loop

To Baranovic, Kris [Copy my comment](#)

Kris - I talked to the student and he mentioned that you and he talked about the flag and the issue was being resolved.]

\* Required fields

Cancel Submit

4. Provide details why the flag is being marked as cleared
  - a. Select a reason why the flag is being cleared.
  - b. Enter a comment about why the flag(s) is being cleared.
  - c. Check the box to include a comment to **"Close the Loop"** to the flag raiser (i.e.: Faculty/TA)
5. Click **Save**

**Note:** If you are clearing a flag raised by someone other than yourself, the "clear flag" action will prompt you to "Close the Loop." This is a message that gets sent to the flag raiser as to why the flag was cleared, thus closing the loop of information.