

Early Intervention Increases Persistence and Success

Instructors can manually raising **Flags and Kudos at any time**. Raising a flag when you first notice a student's performance decreasing is the first step in early intervention.

Getting Started

- Sign in to Blackboard at mcc.open.suny.edu using **Google Chrome**. Sign in using your **full e-mail address**.
- Check the Browser Compatibility box on the left side of the screen. Resolve any red X's by adjusting browser settings.
- Click the **Starfish Home** link located in the blue band in the middle of the page **or** click the Starfish Support tab in the top navigation bar and click the **Starfish Home** link located in the blue band on the next page.

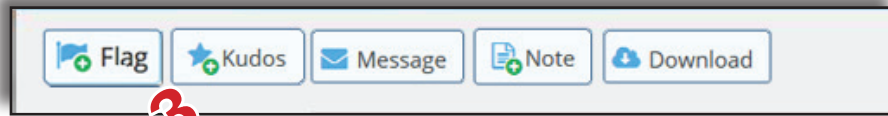


Manually Raising Tracking Items— Flags and Kudos (No Survey Required)

The screenshot shows the Blackboard interface. At the top, there is a navigation bar with 'Home', 'Appointments', 'Students', 'Services', and 'Admin'. The 'Students' tab is selected. Below this, there are tabs for 'Overview', 'My Students', and 'Tracking'. A toolbar contains buttons for 'Flag', 'Referral', 'Kudos', 'Message', 'Note', and 'Download'. The 'Flag' button is highlighted with a red arrow and a red '2' next to it. Below the toolbar, there is a search bar and filters for 'Connection' (AAD-104-005) and 'Term' (Spring 2015). A table lists students with columns for Name, Email, and a phone number. The 'Flag' button is also highlighted with a red arrow.

Name	Email	Phone Number
<input type="checkbox"/> Denean Bartrii 9931598SF	dbartrii@excellent.edu	
<input type="checkbox"/> Kelly Kilby SF0303142	kkilby@starfishsolutions.com	
<input checked="" type="checkbox"/> Randi Albright 9931539SF	ralbright@excellent.edu	888-555-1212
<input checked="" type="checkbox"/> Daniel Davwrid 9931522SF	ddavwrid@excellent.edu	888-555-1212

1. Navigate to the **Students** tab.
2. Select the desired student by clicking on the radio button next to their name. You may search for a student in the search bar and narrow your search by selecting the class or term in the **Connection** and **Term** fields. To select multiple students: click the check box next to each student's name.



3. Select Flag or Kudo
4. On the form displayed, select the tracking item to be raised from the drop-down list presented. Each flag will inform you whether the student will be able to read your comments.
5. Click the **Save** button to create the item.

Tip—Be Specific in Flag Comments

When adding comments to a flag, include how the student is not performing up to expectations, how the student and you have addressed the issue to date, and what the student can do to improve their situation. This will help the student and their Success Coach develop a plan of action.