

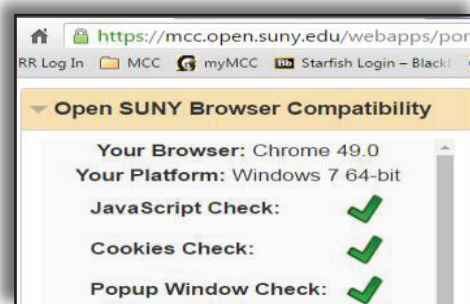


Early Intervention Increases Persistence and Success

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** link in the upper right corner **or** in the blue band in the middle of the page.
- On the next page click the **Home** link located in the blue band of the Starfish module.



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

The screenshot shows the Starfish interface with the 'Students' tab selected. A red arrow points to the 'Flag' button in the top navigation bar. Another red arrow points to the 'Search' bar, which contains the text 'Student Name, Username, or ID'. A third red arrow points to the 'Connection' field, which contains 'AAD-104-005'. A fourth red arrow points to the 'Term' field, which contains 'Spring 2015'. Below these fields is a table of students with checkboxes next to their names. A large red number '2' is overlaid on the left side of the table, indicating the step to select a student.

Name	Email	Phone
<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 Dawwrid 9931522SF	ddawwrid@excellent.edu	888-555-1212

1. Navigate to the **Students** tab.
2. Select the desired student by clicking on 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 checkbox next to each students' name.



- By selecting the student's name you will be taken to their **Student Folder**. Select the desired tracking item (Flag or Kudo) from the button bar at the top of the individual Student Folder.

- On the form displayed, select the tracking item to be raised from the drop-down list presented. Add comments regarding the item selected to inform the Success Coaches who may follow up on the tracking item.

Each flag will inform you whether the student will be able to read your comments and if they will receive an e-mail regarding the flag.

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

Tip—Flag Prioritizing

Prioritize your flags for your student. If the student has been absent, has low grades, and is at risk of failing, **choose just one flag** and use the comments section to touch on the other issues.

The **General Concern Flag** is for faculty to communicate a concern with a Success Coach and is NOT viewable by the student.