



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

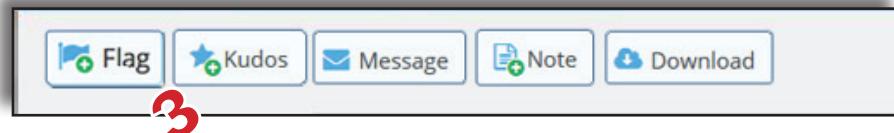
- Sign in to Blackboard at mcc.open.suny.edu using **Google Chrome**. Sign in using your **full e-mail address**.
- Check the Browser Compatibility box on the left side of the screen. Resolve any red X's by adjusting browser settings.
- Click the **Starfish Home** link located in the blue band in the 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 Starfish application interface. At the top, there is a navigation bar with tabs for Home, Appointments, Students (highlighted), Services, Admin, and a search bar. Below the navigation bar, there are three main tabs: Overview, My Students, and Tracking (highlighted). In the Tracking tab, there is a toolbar with buttons for Flag, Referral, Kudos, Message, Note, and Download. Below the toolbar, there is a search bar with a placeholder "Student Name, Username, or ID" and a "Go" button. To the right of the search bar are fields for "Connection" (set to AAD-104-005) and "Term" (set to Spring 2015). The main area displays a list of students with their names, emails, and phone numbers. The student "Randi Albright" has a checked radio button next to her name, indicating she is selected. A large red number "2" is in the bottom-left corner of the screenshot.

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.