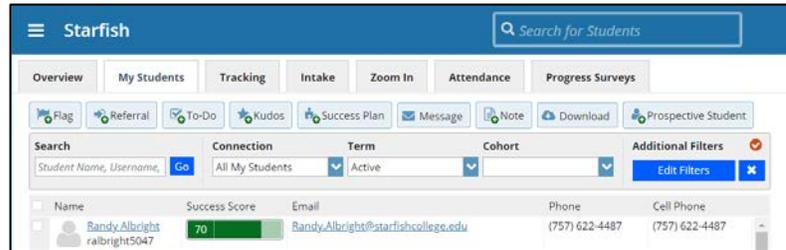


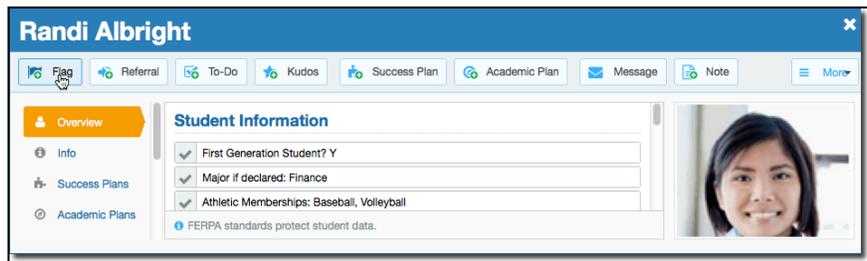
Raise a Flag on one of your students

When you have a concern with a particular student, raise a flag, to-do, or referral to communicate your observations. The appropriate individuals will be automatically notified when you save the item.

1. Click on the **Students** navigation item to see your list of students.
2. Find the desired student by typing the name into the **Search** box.

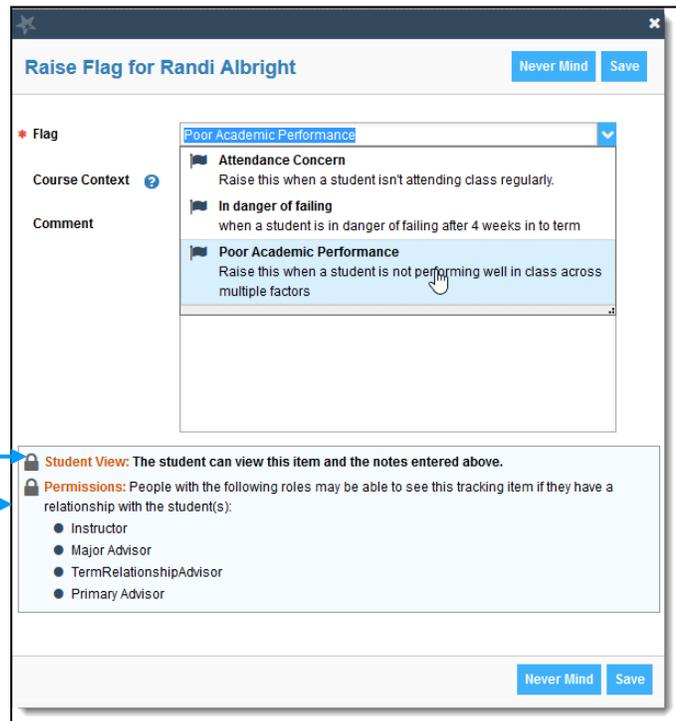


3. Click on the student's name to bring up the **Student Folder**.
4. Click the **Flag** button.



A list of flags that you have permission to raise on this student is displayed.

5. Select the desired **Flag** from the list.
6. If relevant, select a course from the **Course Context**, drop down list, and enter notes in the **Comment** box.
7. Click the **Save** button.



Notes:

The **Student View**: indicates whether the student can view the flag and the notes you include in the **Comment** box.

The **Permissions** area lists roles that have permission to view the selected flag and the notes you include in the **Comment** box.

Resolve Tracking Items

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 MyCoyotePLAN 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.



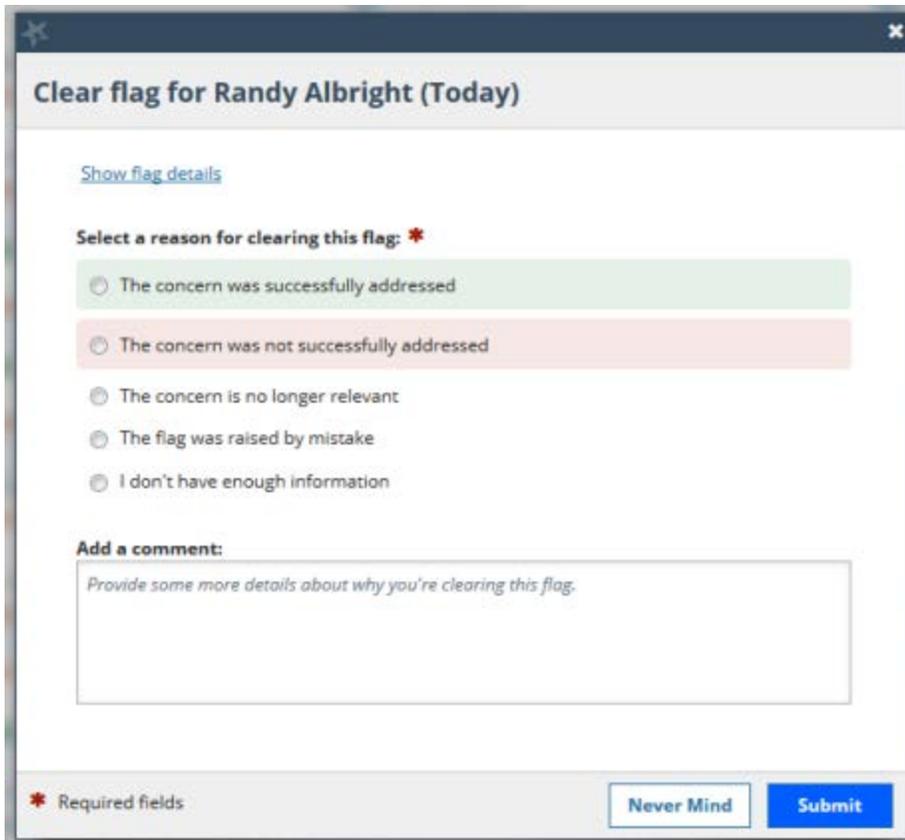
2. Select the resolution option (Clear Flag, Complete To-Do, Complete Referral, or Remove Kudo) for the selected tracking item.



3. In the form that opens, you may be given the option to select a reason for clearing the item, and you will be prompted to add a resolution note.

If your institution has enabled closure reasons for use when clearing tracking items, you may be given the option to provide a reason for why the item is being cleared. The reasons may be used to indicate whether an item is being cleared after successful intervention with a student or because it is no longer relevant, but the reasons available may differ for each institution.

Raise, Resolve or Clear Tracking Items



The screenshot shows a dialog box titled "Clear flag for Randy Albright (Today)". At the top left is a star icon and at the top right is a close button (X). Below the title is a link "Show flag details". The main section is titled "Select a reason for clearing this flag: *". There are five radio button options: "The concern was successfully addressed" (highlighted in green), "The concern was not successfully addressed" (highlighted in red), "The concern is no longer relevant", "The flag was raised by mistake", and "I don't have enough information". Below the radio buttons is a text area labeled "Add a comment:" with the placeholder text "Provide some more details about why you're clearing this flag.". At the bottom left is a red asterisk icon followed by "Required fields". At the bottom right are two buttons: "Never Mind" and "Submit".

A reason may be selected by default for you, or you may be required to actively select a reason for each item you clear.

When resolving multiple items at a time, you will select the reason and enter the comment that applies to all of the items being resolved. When resolving Referrals or To-Dos as well as Flags, you will see tabs for each type of item at the top of the clear items window. Click on any tab to set the reason that will be applied to all items of that type.

Clear multiple items for 2 people

Flags Referrals To-Dos

Select a reason for clearing this flag: *

The concern was successfully addressed

The concern was not successfully addressed

Add a comment:

Provide some more details about why you're clearing these items.

* Required fields

Never Mind Submit

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.

Some Flags do not allow the person who raised the Flag to see notes entered for the Flag after it's been raised. This means that the person who raised the Flag will not be able to view the comments entered when the Flag is cleared and will not therefore know any details about the resolution of the Flag. It is sometimes important to hide these details from the Flag raiser to protect the student's privacy. However, anecdotal evidence shows that the best way to motivate people to raise concerns about students consistently is to let them know their previous efforts have helped a student.

MyCoyotePLAN has created the "Close the Loop" functionality to address this very issue. With this functionality, when you clear a Flag dealing with a sensitive concern, you are able to communicate to the Flag raiser (e.g., instructor) that the issue has been resolved without divulging private information – thus closing the loop.

If you are clearing a Flag, a close loop message will be sent by default to ensure that the flag raiser is aware that the item has been attended to. If a message should not be sent to the flag raiser at all, you can uncheck the "send message" box to prevent a message from being sent.

You can provide additional detail to the flag raiser with a close loop message. If the

Raise, Resolve or Clear Tracking Items

comment made when closing the item is appropriate to send to the flag raiser, you can click the "copy my comment" link to copy it into the bottom box and include that message in the close loop email. If you wish to provide a separate message to the flag raiser, perhaps with fewer details about why the item was closed, you can type a separate message into the bottom box.

Clear flag for Jeff Chappell (Today)

[Show flag details](#)

Add a comment:

Provide some more details about why you're clearing this flag.

Send a message to Goldfinger, Auric to close the loop

To Goldfinger, Auric [Copy my comment](#)

Type a message for Goldfinger, Auric about clearing this flag.

* Required fields

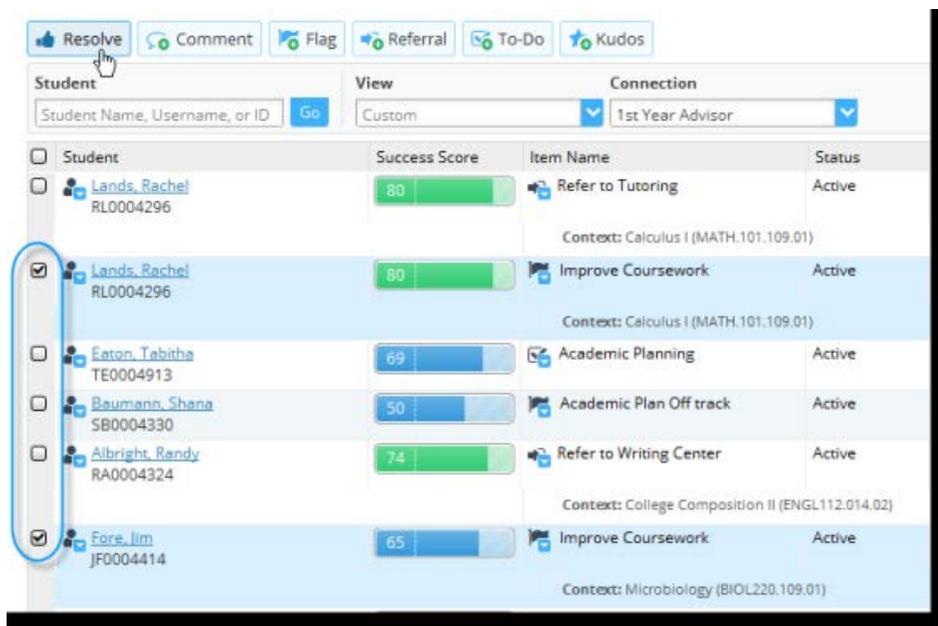
Never Mind Submit

Note: If you are clearing a Flag that was raised by a student, sending a close loop message is not recommended. Check to ensure that the "send message" box is unchecked.

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.



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 close 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.

Frequently Asked Questions

How do I get more detail on a student?

Click the hyperlink associated with the student's name wherever you find it to reach the **Student Folder**. (e.g. in the student list, on an appointment, or in a progress survey).