

Resolve a Tracking Item

Article Number: 387 | Rating: 1/5 from 1 votes | Last Updated: Mon, Dec 19, 2016 at 12:03 PM

Resolving a tracking item

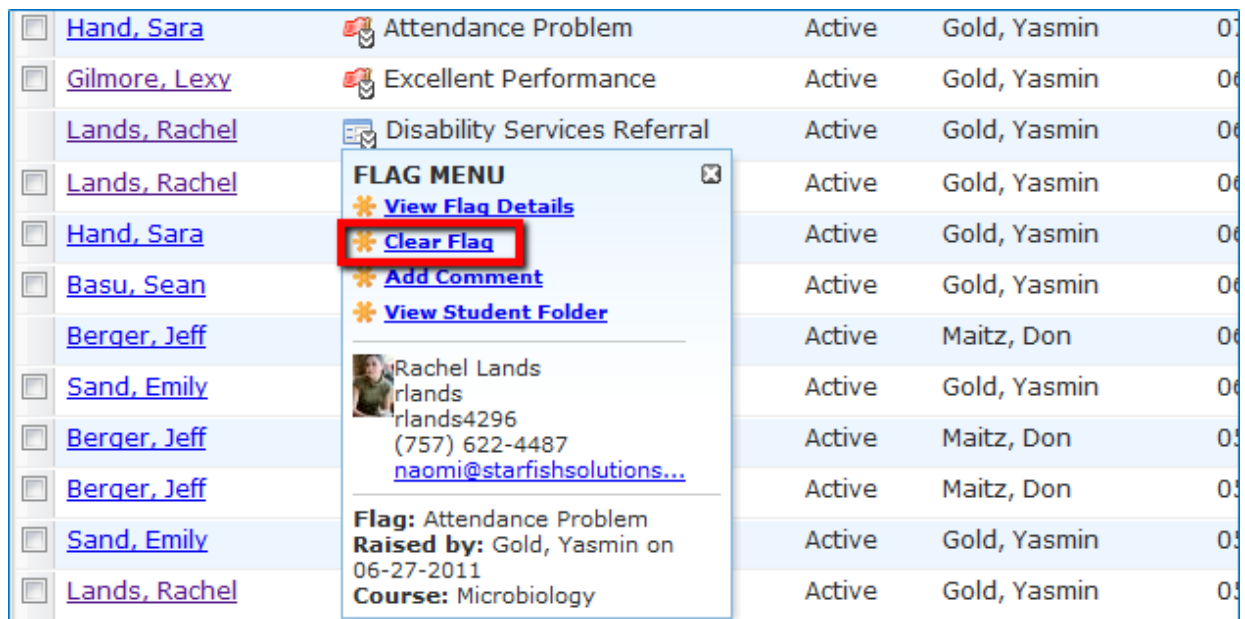
If you have manage permissions for a tracking item for a particular student, you will be able to resolve the tracking item when it is no longer an issue or your work on the issue is completed.

There are a couple ways to resolve a tracking item. To resolve a single tracking item:

1. When viewing the tracking item in the student list, student folder or on your dashboard, select the menu icon to the left of the item name.
2. Select the resolution option for the selected tracking item (Clear Flag, Complete To-Do, Complete Referral or Remove Kudo).
3. In the form that opens add a resolution note, and where applicable a Close the Loop note, and **Submit** the form.

Tracking items can be viewed and cleared from a number of places including:

1. Students tab
2. Recent Changes channel on your Starfish Home page



<input type="checkbox"/>	Hand, Sara	Attendance Problem	Active	Gold, Yasmin	01
<input type="checkbox"/>	Gilmore, Lexy	Excellent Performance	Active	Gold, Yasmin	06
<input type="checkbox"/>	Lands, Rachel	Disability Services Referral	Active	Gold, Yasmin	06
<input type="checkbox"/>	Lands, Rachel		Active	Gold, Yasmin	06
<input type="checkbox"/>	Hand, Sara		Active	Gold, Yasmin	06
<input type="checkbox"/>	Basu, Sean		Active	Gold, Yasmin	06
<input type="checkbox"/>	Berger, Jeff		Active	Maitz, Don	06
<input type="checkbox"/>	Sand, Emily		Active	Gold, Yasmin	06
<input type="checkbox"/>	Berger, Jeff		Active	Maitz, Don	03
<input type="checkbox"/>	Berger, Jeff		Active	Maitz, Don	03
<input type="checkbox"/>	Sand, Emily		Active	Gold, Yasmin	03
<input type="checkbox"/>	Lands, Rachel		Active	Gold, Yasmin	03

FLAG MENU

- [View Flag Details](#)
- Clear Flag**
- [Add Comment](#)
- [View Student Folder](#)

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Flag: Attendance Problem
Raised by: Gold, Yasmin on 06-27-2011
Course: Microbiology

3. The Student Folder Tracking tab

To resolve multiple tracking items at once:

The screenshot shows a web interface with tabs for 'MY STUDENTS', 'TRACKING', 'ZOOM IN', 'ATTENDANCE', and 'FLAG SURVEYS'. The 'TRACKING' tab is active. In the top action bar, the 'Resolve' button is highlighted with a red box. Below the action bar, there are filters for 'View' (set to 'Custom'), 'Student' (set to 'Student Name'), and 'Connection' (set to 'All Students'). An 'Advanced Search' button is also present. The main content is a table with the following data:

<input type="checkbox"/>	Student Name	Item Name	Status	Created By	Creation Date	Due Date	Context
<input type="checkbox"/>	Berger, Jeff	Financial Concern	Active	Gold, Yasmin	07-14-2011		
<input checked="" type="checkbox"/>	Hand, Sara	Attendance Problem	Active	Gold, Yasmin	07-14-2011		Microbiology
<input type="checkbox"/>	Gilmore, Lexy	Excellent Performance	Active	Gold, Yasmin	06-29-2011		General Biology I
<input type="checkbox"/>	Lands, Rachel	Disability Services Referral	Active	Gold, Yasmin	06-27-2011	07-25-2011	
<input checked="" type="checkbox"/>	Lands, Rachel	Attendance Problem	Active	Gold, Yasmin	06-27-2011		Microbiology
<input type="checkbox"/>	Hand, Sara	Improve coursework	Active	Gold, Yasmin	06-17-2011		General Biology I

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_** link in the action bar at the top of the page.
4. In the form that opens add a resolution note, and where applicable a Close the Loop note, and **Submit** the form.

Posted - Thu, Nov 13, 2014 at 9:47 AM. This article has been viewed 7150 times.

Online URL: <https://kb.mc3.edu/article/resolve-a-tracking-item-387.html>