Guide: Resolve a Flag or Referral

One of the primary functions of successNET is the use of Flags and Referrals to communicate feedback to students on their academic performance. These serve as an early alert and connection tool that works to support student academic success. After someone raises a Flag or makes a Referral for a student, this notification must be “resolved” to indicate when the situation has been addressed or resolved. Although Flags or Referrals are usually only raised by instructors, they can be resolved by both instructors and advisors. Read the examples below for instances when Flags or Referrals should be resolved.

Examples of When to Resolve a Flag or Referral

Example 1: An instructor raises a “Low Quiz/Test Scores” Flag on a student who performed poorly on the first exam in the course. Upon seeing the Flag on his successNET account, the student met with the instructor individually to discuss her exam performance. Once the instructor and student discussed the issue and/or came to a solution or plan for addressing the issue, the instructor should resolve this flag, thus removing it from the student’s successNET account.

Example 2: An instructor sends a “Learning Commons Referral” to a student who is struggling in her class. The student asks his academic advisor about resources at the Learning Commons, and the advisor explains the various services available at the Learning Commons. The student begins to regularly visit the Learning Commons and sees improvement in his grades. The student meets with his academic advisor again and upon learning of the student’s improvement and use of the Learning Commons, the advisor decides to “Close the Loop” by resolving the Referral. The instructor who sent the referral will be notified when the advisor resolves the Referral.

To start the process, log into successNET and click on the link that says students near the top of the page.

Above the list of all of your students, click Tracking to be taken to a list of only those students with Flags or Referrals.

Next to the name of each student with a flag icon with some text to describe what the flag is for. Just below the flag icon is a small blue box that you can click on to open the flag or referral.

The menu that appears will have several options. You can use the View Flag Details or Add Comment options to update or review an existing Flag or Referral.

To resolve a Flag or Referral, click the Clear Flag item.
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A window appears asking if you are sure that you want to clear the selected flag(s) or referral(s). Enter a comment explaining why you are clearing the flag(s)/referral(s).

When resolving a flag, please make certain that you “close the loop”. Add a message in the **Close the Loop** field detailing what actions were taken to resolve the flag, any remaining concerns you might have, and what further steps are necessary, if any.

*This message will be sent to the flag raiser. By utilizing the “close the loop” feature, advisors and counselors can communicate their appreciation back to the faculty member who raised the flag.

Click the **Submit** button to finish.

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**Advisors Three Flags Student Outreach**

1. Advisors will log-in to successNET regularly to review advisee flags, kudos and referrals.

2. Advisors will respond to email notification of students/advisees having received “Three Flags”, or advisors will use successNET to generate a report/list of advisees who have recently received “Three Flags”.

3. Advisors will conduct some method of outreach to advisees based on the nature of the flags and the most appropriate intervention. This could include email, phone call, or successNET referral.

4. Advisors will, upon responding to emails or initiating other outreach, clear/resolve the successNET “Three Flags” flag within the successNET system.