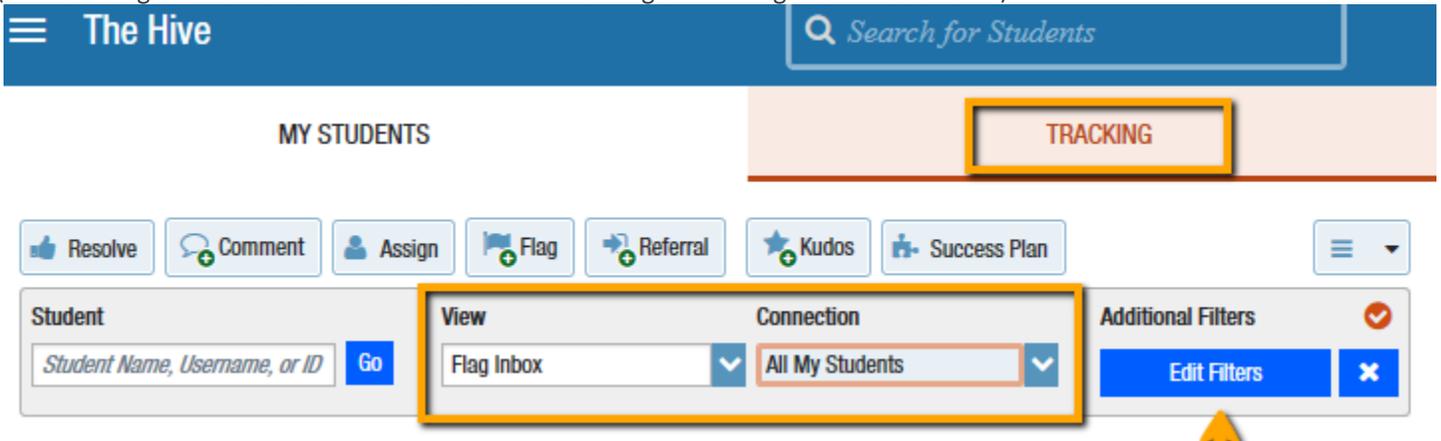


# How to clear a flag:

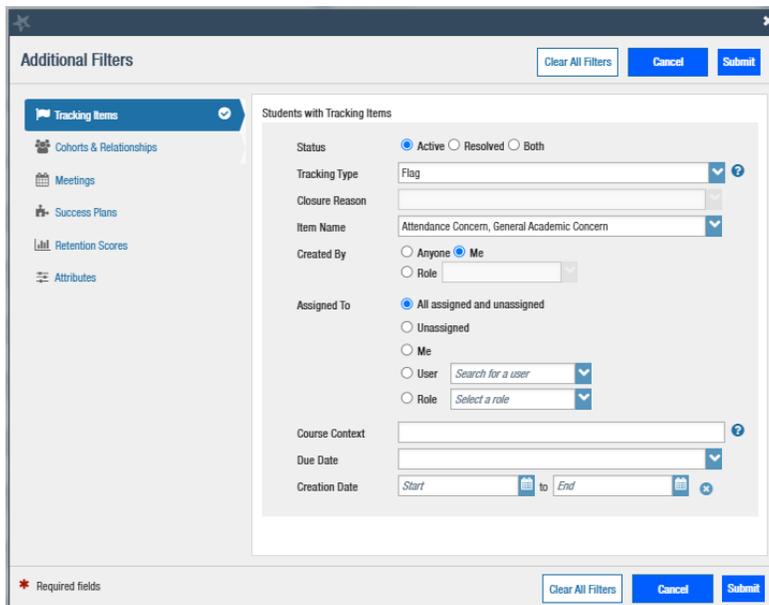


## Filter to see students with a flag

1. Go to The Hive
2. Click ☰ menu button in the top left, click Student, and then click Tracking
3. Select View: Flag Inbox
4. If you need to filter further adjust your Connection (Instructor, Primary Faculty Advisor, etc)  
(After clicking Connection or Add Filters the View will change from "Flag Inbox" to "Custom")



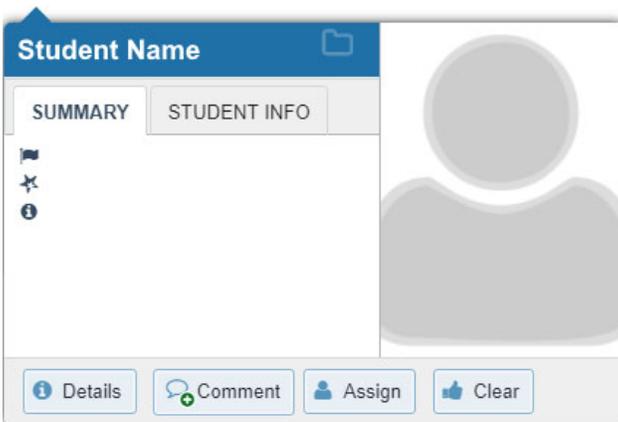
You can also add Additional Filters as needed, to do so click Add Filters on the right. Here you can narrow results to just flags you created by selecting the button for Created by "me". If desired, you can also narrow your results to specific flags or referrals using "Item Name" to filter.



5. Once you have selected your filters click Submit in the right corner
6. Click Student in the top left corner of the tracking list to group all of the students' flags together
7. Record follow-up with the students as described in the next section

## Recording Follow-up with a student

1. Open the students record in The HIVE.
2. Click on the **Notes** tab on the left of the student folder to view any Tracking Comments, Meetings Outcomes, or Notes you or others in the students support network have added.
3. Click on the Tracking tab on the left of the student folder and hover over the Flag icon at the bottom....



If you created the flag, you can add comments or if the student has addressed the concerns you had raised, proceed to clear.

If you did not create the flag but work are part of the students support network , for example their Faculty Advisor, you can add comments about any contact you have had with the student and details about support offered in your outreach. If the flag has been assigned to you, you can also clear the flag when appropriate.

**Clear** the flag and include a **comment** about why you are clearing the flag. At the top, select the reason for clearing the flag. Add comments that capture the outcome.

If you did not create the flag, Close the Loop and **send a message** to email the instructor who raised the flag with the details about your contact with the student and why you cleared the flag.

**Tip:** If there are several Flags to Assign or Clear all with exactly the same details, you can close these in bulk from the Tracking Tab instead of from the Student's Folder. Close the Student Folder by clicking the X in the top right. On the Tracking Tab, check the boxes next to each Flags you act on and then click **Resolve** or **Comment** at the top.