

Resolve a Tracking Item Raised

If contact has been made with the student/advisee and feel that a plan has been established, go ahead and resolve the tracking item (i.e. flag). Tracking items can always be raised again if another concern comes up.

The screenshot shows a web interface for managing tracking items. At the top, there is an action bar with buttons: Resolve, Comment, Flag, Referral, To-Do, and Kudos. Below this is a search section with a 'Student' label, a text input field for 'Student Name, Username, or ID', and a 'Go' button. To the right of the search field are 'View' and 'Connection' dropdown menus. The 'View' menu is set to 'Custom' and the 'Connection' menu is set to '1st Year Advisor'. Below the search section is a table with the following columns: 'Student', 'Success Score', 'Item Name', and 'Status'. The table contains six rows of data. The first row is for 'Lands, Rachel' (RL0004296) with a success score of 80 and item name 'Refer to Tutoring'. The second row is for 'Lands, Rachel' (RL0004296) with a success score of 80 and item name 'Improve Coursework'. The third row is for 'Eaton, Tabitha' (TE0004913) with a success score of 69 and item name 'Academic Planning'. The fourth row is for 'Baumann, Shana' (SB0004330) with a success score of 50 and item name 'Academic Plan Off track'. The fifth row is for 'Albright, Randy' (RA0004324) with a success score of 74 and item name 'Refer to Writing Center'. The sixth row is for 'Fore, Jim' (JF0004414) with a success score of 65 and item name 'Improve Coursework'. The 'Status' column for all items is 'Active'. The second and sixth rows are highlighted in blue, and their checkboxes are checked. A blue circle highlights the 'Resolve' button in the action bar.

Student	Success Score	Item Name	Status
<input type="checkbox"/> Lands, Rachel RL0004296	80	Refer to Tutoring Context: Calculus I (MATH.101.109.01)	Active
<input checked="" type="checkbox"/> Lands, Rachel RL0004296	80	Improve Coursework Context: Calculus I (MATH.101.109.01)	Active
<input type="checkbox"/> Eaton, Tabitha TE0004913	69	Academic Planning	Active
<input type="checkbox"/> Baumann, Shana SB0004330	50	Academic Plan Off track	Active
<input type="checkbox"/> Albright, Randy RA0004324	74	Refer to Writing Center Context: College Composition II (ENGL112.014.02)	Active
<input checked="" type="checkbox"/> Fore, Jim JF0004414	65	Improve Coursework Context: Microbiology (BIOL220.109.01)	Active

1. 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.
2. Verify the selected number of items and add a resolution comment that is applicable to all the selected items. If you haven't raised the items being cleared, you will also be prompted to add a close the loop comment.
3. Click the **Submit** button to clear the selected items.