Starfish – Faculty Guide

Clearing the Financial Aid Flag



These instructions show you how to clear a flag – if the student who was initially flagged for not attending is now attending class. You will need to clear the "Financial Aid Not Attended" flag to accomplish this.

Step one: Visit the Starfish website at <u>https://academicaffairs.southtexascollege.edu/starfish/</u> and click on the blue login button. A login screen will pop up and add your STC credentials



Step two: Your Starfish home page should appear (see below for an example).

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Step three: Click on the hamburger menu (3 lines in the top left corner).

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Step four: Click on "Students" tab

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Step five: Next, click on "Tracking" as seen below.

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Step six: To clear the flag, you have two options:

Option 1: If the student is now showing up to class, hover over the orange flag by "Financial Aid Not Attended" and the following window should appear. Click on the "Clear" button.

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Once the "Clear" button has been clicked, a comment box (as shown below) should appear. You may enter a comment, if desired – this is optional, and then click on the "Submit" button at the bottom right.

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Once submitted, you should get a confirmation that the flag has been cleared.



Option 2: If the student is now showing up to class, (1) click on the box next to the student's name (as seen below and you can click on multiple names) who has been flagged as "Financial Aid Not Attended". Next, (2) move the cursor up to the "Resolve" button on the top, left side, and click.

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Once the "Resolve button has been clicked, a comment box (as shown below) should appear. You may enter a comment, if desire – this is optional, and then click on "Submit" button at the bottom right.

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Once submitted, you should get a confirmation that the flag has been cleared.



Shannon Perales

Starfish Administrator



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We're here to help, reach out to Starfish today! Email: starfish@southtexascollege.edu Phone: (956)872-8363

