

# Grade Change Submission Tutorial

# Log – in to GoldLink Portal

The screenshot shows the GoldLink Portal login page in Internet Explorer. The browser's address bar displays <https://goldlink.etsu.edu/cp/home/displaylogin>. The page features a header with the GoldLink logo and the text "welcome to the etsu portal". A green arrow points to the "Sign into GoldLink" section, which contains a login form with fields for "User Name:" and "Password:", a "Login" button, a "Cancel" button, and a "Password Reset" link. Below the login form is a "Need Help?" section with links for "Student Support", "Faculty & Staff Support", and "Tutorials and Guides". The main content area is divided into three columns: "Prospective & Newly Admitted Students" with links for "Apply for Admission", "Financial Aid", "Look Up Classes", "Prospective Students", "Scholarships", "Transfer Course Equivalencies", "Tuition Estimator", and "GoldLink Payment Suite"; "September 9, 2011 - Events" with details for "Adobe InDesign", "Psychiatry Grand Rounds", "Volleyball vs. UNC Asheville", and "Success without Stress"; and a section for "Teaching a Writing Intensive Course". The footer includes the ETSU logo and the text "EAST TENNESSEE STATE UNIVERSITY". The Windows taskbar at the bottom shows the system tray with the date and time "8:42 AM 9/9/2011".

East Tennessee State University Login - powered by SunGard Higher Education - Windows Internet Explorer

<https://goldlink.etsu.edu/cp/home/displaylogin>

File Edit View Favorites Tools Help

Google Search More >>

Sign In

Favorites Suggested Sites Get More Add-ons

GoldLink Portal East Tennessee State U...

**GOLDLINK**  
welcome to the etsu portal

**Sign into GoldLink**

User Name:   
(Forgot User Name?)

Password:

Login Cancel

Password Reset

**Need Help?**

Student Support

Faculty & Staff Support

Tutorials and Guides

**Prospective & Newly Admitted Students**

**Apply for Admission**  
Enter a new application, return to complete an application, or check your admission status

**Financial Aid**  
A step by step guide through the financial aid process

**Look Up Classes**  
View upcoming course offerings

**Prospective Students**  
Tell us about yourself and request information about ETSU

**Scholarships**  
Search and apply for ETSU scholarships

**Transfer Course Equivalencies**  
See if credits from other schools will transfer to ETSU

**Tuition Estimator**  
Calculate your estimated tuition

**GoldLink Payment Suite**  
Authorized users can view student accounts and billing information

**September 9, 2011 - Events**

**Adobe InDesign - Creating and Distributing Electronic Documents**  
10:00 AM - C. Sherrod Library - ATS Lab 118 - While Adobe InDesign is known best for its role in the development of printed materials, it is also used by major companies to create digital

**Psychiatry Grand Rounds**  
11:00 AM - Stanton-Gerber Hall - Small Auditorium - "Discussing the Intersection of Psychiatry and Multiplayer Online Gaming," w/ Scott Huddleston M.D. "Building 178, Small Auditorium (B-003)

**Volleyball vs. UNC Asheville at Chattanooga TN**  
11:00 AM - Volleyball vs. UNC Asheville at Chattanooga TN

**Success without Stress**  
12:00 PM - Stanton-Gerber Hall - Large Auditorium - "Success without Stress" is an internationally acclaimed seminar based on innovative breathing techniques that can reduce stress and heighten mental clarity and awareness. The seminar

**Teaching a Writing Intensive Course**  
1:00 PM - This workshop is for faculty who already assign writing in their courses, are thinking about assigning writing in a course, or are teaching a writing-intensive

for a full list of todays events.

**ETSU**  
EAST TENNESSEE STATE UNIVERSITY

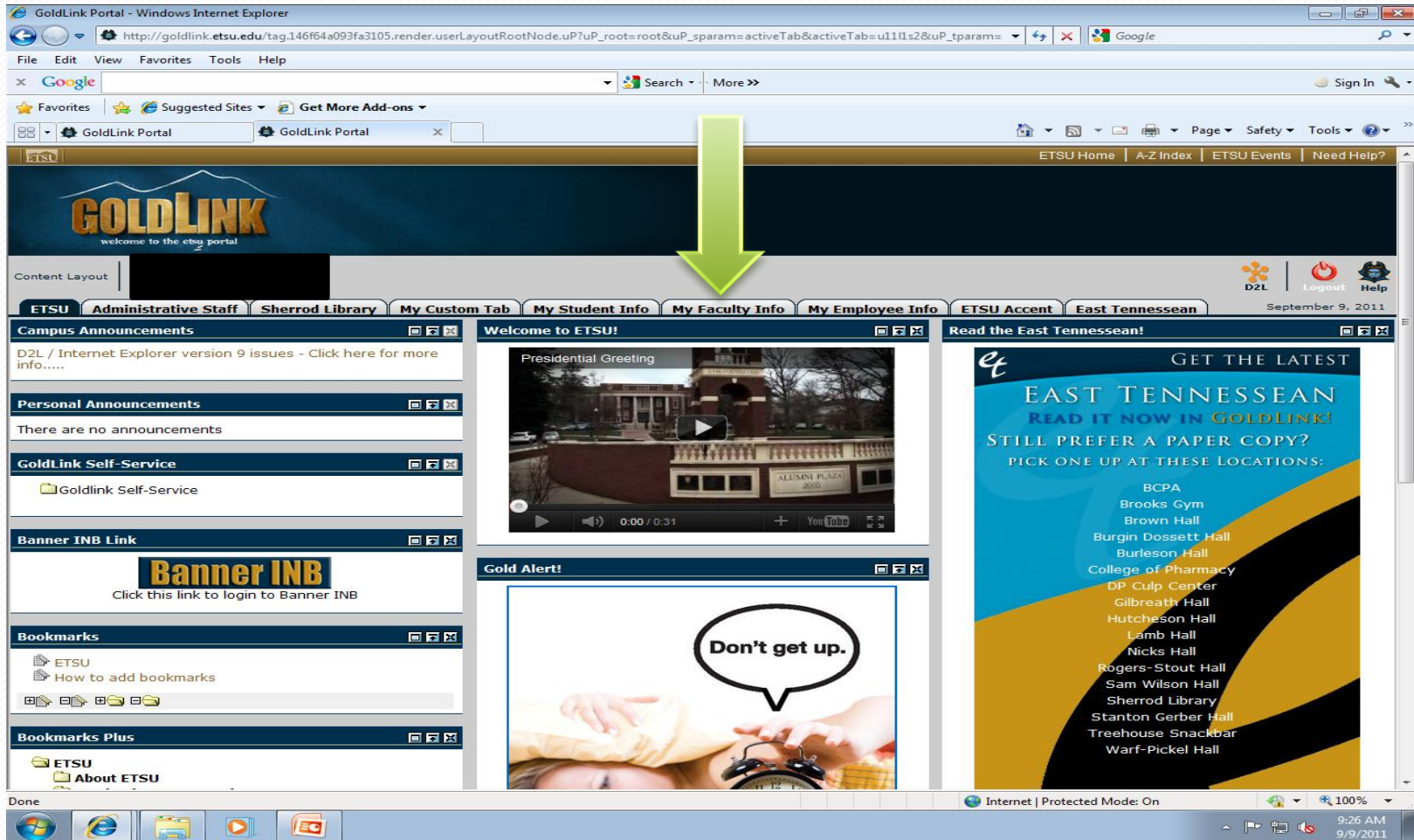
University

Internet | Protected Mode: On 100%

8:42 AM  
9/9/2011

# Once Logged In

- Click on My Faculty Info



The screenshot shows the GoldLink Portal interface in a Windows Internet Explorer browser window. The address bar displays the URL: [http://goldlink.etsu.edu/tag.146f64a093fa3105.render.userLayoutRootNode.uP?uP\\_root=root&uP\\_sparam=activeTab&activeTab=u111s2&uP\\_tparam=](http://goldlink.etsu.edu/tag.146f64a093fa3105.render.userLayoutRootNode.uP?uP_root=root&uP_sparam=activeTab&activeTab=u111s2&uP_tparam=). The browser's address bar includes a search box with the Google logo and a 'Sign In' button. The GoldLink Portal header features the 'GOLDLINK' logo with the tagline 'welcome to the etsu portal' and navigation links for 'ETSU Home', 'A-Z Index', 'ETSU Events', and 'Need Help?'. A green arrow points to the 'My Faculty Info' tab in the navigation menu. The main content area is divided into several sections: 'Campus Announcements' (with a link to D2L / Internet Explorer version 9 issues), 'Personal Announcements' (stating there are no announcements), 'GoldLink Self-Service' (with a 'Goldlink Self-Service' link), 'Banner INB Link' (with a 'Banner INB' link and text 'Click this link to login to Banner INB'), 'Bookmarks' (listing 'ETSU' and 'How to add bookmarks'), and 'Bookmarks Plus' (listing 'ETSU' and 'About ETSU'). The 'Welcome to ETSU!' section features a video titled 'Presidential Greeting' showing a building and a sign for 'ALUMNI PLAZA 2005'. The 'Gold Alert!' section shows a person sleeping with an alarm clock and a speech bubble saying 'Don't get up.'. The 'Read the East Tennessean!' section promotes the newspaper and lists locations where paper copies can be picked up: BCPA, Brooks Gym, Brown Hall, Burgin Dossett Hall, Burleson Hall, College of Pharmacy, DP Culp Center, Gilbreath Hall, Hutcheson Hall, Lamb Hall, Nicks Hall, Rogers-Stout Hall, Sam Wilson Hall, Sherrod Library, Stanton Gerber Hall, Treehouse Snackbar, and Warf-Pickel Hall. The browser's status bar at the bottom shows 'Internet | Protected Mode: On' and the system tray displays the time as 9:26 AM on 9/9/2011.

# Faculty Tools Tab

- Under this tab click on the link that says “more...”

The screenshot shows the GoldLink Portal website in a Windows Internet Explorer browser window. The address bar displays the URL: [http://goldlink.etsu.edu/tag.146f64a093fa3105.render.userLayoutRootNode.uP?uP\\_root=root&uP\\_sparam=activeTab&activeTab=u13i1s2&uP\\_tparam=](http://goldlink.etsu.edu/tag.146f64a093fa3105.render.userLayoutRootNode.uP?uP_root=root&uP_sparam=activeTab&activeTab=u13i1s2&uP_tparam=). The browser's address bar also shows a search box with the text "Google" and a "Sign In" button.

The website's navigation bar includes tabs for "ETSU", "Administrative Staff", "Sherrod Library", "My Custom Tab", "My Student Info", "My Faculty Info", "My Employee Info", "ETSU Accent", and "East Tennessee". The "My Faculty Info" tab is currently selected.

The main content area is divided into several sections:

- Faculty Dashboard:** Contains links for "Corrections In America" and "CJCR 3440 Fall 2011".
- Faculty Grade Assignment:** Includes a dropdown menu for "Final Grades" and a "Go" button. Below it, a message states: "No Final Grades are required at this time."
- Faculty Tools:** A list of tools including "Final Grades", "Early Semester Pr...", "Attendance...", "Look Up Ch...", "Week at a...", and a "more..." link. A green arrow points to the "more..." link.
- Faculty Advisor:** Lists options such as "Advising Summary", "ID Selection", "Term Selection", "Academic Transcript", "Concise Student Schedule", and "more...".
- Personal Information:** Includes links for "Update Addresses and Phones", "Update Emergency Contacts", "Retrieve E#", and "Change PIN".
- George L. Carter Railroad Museum:** A video player showing a 3D architectural rendering of a city.
- Outlook Mail:** A banner for "OUTLOOK WEB ACCESS" with a "Login" button and a link to "Click here to learn more!".
- GradesFirst:** A banner for "GradesFirst" with the tagline "Identify. Engage. Retain." and a "Login" button.
- ETSU Academic Catalog:** Divided into "Undergraduate" and "Graduate" sections, each with a "Select a Year..." dropdown and a "Go" button. Below the dropdowns, text reads: "OR If you have a My Catalog account, you can retrieve everything in your personalized Catalog from a previous visit. If you are a new user, you can create an account, which will allow you to save your personal Catalog and access it later."
- Academic Calendar - Faculty/Staff:** Shows the date "Sunday, September 18, 2011" and "Attendance Reporting". A link says "Click here to see the full, up to date Academic Calendar."
- Academic Technology Workshops:** Lists workshops for "Friday, September 9, 2011" (Adobe InDesign) and "Monday, September 12, 2011" (Adobe Connect).

The bottom of the browser window shows the Windows taskbar with the Start button, several application icons, and the system tray displaying "Internet | Protected Mode: On" and the date/time "8:48 AM 9/9/2011".



# Faculty & Advisors Screen

- Click on “Grade Change” (located at the very bottom)



The screenshot shows a Windows Internet Explorer browser window displaying the GoldLink Portal. The address bar shows the URL: [https://goldlink.etsu.edu/render.UserLayoutRootNode.uP?p\\_tparam=utf&utf=%2fcp%2fip%2flogin%3fsys%3dscstsb%26url%3dhttps://selfserv.e](https://goldlink.etsu.edu/render.UserLayoutRootNode.uP?p_tparam=utf&utf=%2fcp%2fip%2flogin%3fsys%3dscstsb%26url%3dhttps://selfserv.e). The page header includes the GoldLink logo and the tagline "your gateway to services for etsu students, employees and alumni". Below the header, there are navigation tabs for "Personal Information", "Student", "Faculty Services", "Employee", "Financial Aid", and "Administrative Staff". The "Faculty Services" tab is selected. A search bar is located below the tabs. The main content area is titled "Faculty and Advisors" and contains a list of links. A green arrow points to the "Grade Change" link at the bottom of the list. The footer of the page includes the text "RELEASE: 8.2" and "powered by SUNGARD HIGHER EDUCATION". The Windows taskbar at the bottom shows the system tray with the date and time: 8:50 AM, 9/9/2011.

GoldLink Portal - Windows Internet Explorer  
https://goldlink.etsu.edu/render.UserLayoutRootNode.uP?p\_tparam=utf&utf=%2fcp%2fip%2flogin%3fsys%3dscstsb%26url%3dhttps://selfserv.e

File Edit View Favorites Tools Help

Google Search More >> Sign In

GoldLink Portal GoldLink Portal

**GOLDLINK** your gateway to services for etsu students, employees and alumni

Back to My Faculty Info Tab Logout Help

Personal Information Student **Faculty Services** Employee Financial Aid Administrative Staff

Search [ ] Go RETURN TO MENU SITE MAP HELP

## Faculty and Advisors

- Student Information Menu
- Term Selection
- Class Permits and Unofficial Class Roster
- Class Schedule
- Course Catalog
- Look Up Classes
- Schedule of Classes Report
- Active Assignments
- Assignment History
- CRN Selection
- Detail Class List
- Early Semester Progress Reports
- Faculty Detail Schedule
- Final Grades
- Office Hours
- Summary Class List
- Syllabus Information
- Week at a Glance
- Attendance Reporting
- Verification Report
- Grade Change
- Grade Change

RELEASE: 8.2 powered by SUNGARD HIGHER EDUCATION

Done Internet | Protected Mode: On 100% 8:50 AM 9/9/2011

# Grade Change Screen

- From this screen you will be prompted to enter the term for which you want to change the grade. Enter the term and click go

GoldLink Portal - Windows Internet Explorer  
https://goldlink.etsu.edu/render.UserLayoutRootNode.uP?uP\_tparam=utf&utf=%2fcp%2fip%2flogin%3fsys%3dsctssb%26url%3dhttps://selfserv.e

File Edit View Favorites Tools Help

Google Search More >> Sign In

GoldLink Portal GoldLink Portal

**GOLDLINK** your gateway to services for etsu students, employees and alumni

Back to My Faculty Info Tab Logout Help

Personal Information Student **Faculty Services** Employee Financial Aid Administrative Staff

Search  Go SITE MAP HELP

**Grade Change**

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Term:  Go

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RELEASE: 8.2 [ Grade Change ] powered by SUNGARD HIGHER EDUCATION

Internet | Protected Mode: On 100% 8:55 AM 9/9/2011

# Course & Student Listing

- Once you've entered the term a list of your courses should appear for you to choose from. On this example there's a course list and a list of all students

GoldLink Portal - Windows Internet Explorer

https://goldlink.etsu.edu/render.UserLayoutRootNode.uP?uP\_tparam=utf&utf=%2fcp%2fip%2flogin%3fsys%3dscstsb%26url%3dhttps://selfserv.e

File Edit View Favorites Tools Help

Google Search More >>

Sign In

GoldLink Portal GoldLink Portal

**GOLDLINK** your gateway to services for etsu students, employees and alumni

Back to My Faculty Info Tab Logout Help

Personal Information Student Faculty Services Employee Financial Aid Administrative Staff

Search [ ] [Go] SITE MAP HELP

Grade Change

Term: 201110 [Go]

Display My Students In: **All Courses**  
Criminology CJCR-3310-002  
Criminology CJCR-3310-001

← Listing of Courses

| Student            | Grade | Course Title | Section       |
|--------------------|-------|--------------|---------------|
| Andrews, Clifton   |       | Criminology  | CJCR-3310-002 |
| Arnold, Ryan       |       | Criminology  | CJCR-3310-001 |
| Bowman, Brittany   |       | Criminology  | CJCR-3310-002 |
| Brooks, Robert     |       | Criminology  | CJCR-3310-002 |
| Burton, Jarrod     |       | Criminology  | CJCR-3310-001 |
| Byrd, David        |       | Criminology  | CJCR-3310-001 |
| Cash, Logan        |       | Criminology  | CJCR-3310-002 |
| Cedillo, Frank     |       | Criminology  | CJCR-3310-002 |
| Collette, Nicholas |       | Criminology  | CJCR-3310-001 |
| Conn, Trisha       |       | Criminology  | CJCR-3310-001 |
| Cutshall, Brandon  |       | Criminology  | CJCR-3310-002 |
| Daniels, Matthew   |       | Criminology  | CJCR-3310-001 |
| Deaderick, Ian     |       | Criminology  | CJCR-3310-002 |
| Dunn, Dallas       |       | Criminology  | CJCR-3310-002 |
| Farmer, Hannah     |       | Criminology  | CJCR-3310-001 |
| Fish, Kayla        |       | Criminology  | CJCR-3310-001 |
| Fitzgerald, Ashley |       | Criminology  | CJCR-3310-001 |

← List of students

On this screen F's & W's may appear but you will not be able to click on the student names for grade changes. All changes for F's & W's will have to be signed by the Department Chair and processed via the paper form.

Internet | Protected Mode: On 100%

8:56 AM 9/9/2011

# Course & Student Listing

- Once you've chosen the proper course from the list OR the correct student from the all student list; click on the student's name to request the change of grade.

GoldLink Portal - Windows Internet Explorer  
https://goldlink.etsu.edu/render.UserLayoutRootNode.uP?uP\_tparam=utf&utf=%2fcp%2fip%2flogin%3fsys%3dscstsb%26url%3dhttps://selfserv.e

GoldLink your gateway to services for etsu students, employees and alumni

Back to My Faculty Info Tab

Personal Information Student Faculty Services Employee Financial Aid Administrative Staff

Search  Go

Grade Change

Term: 201110 Go

Display My Students In: All Courses  
[Criminology CJCR-3310-002](#)  
[Criminology CJCR-3310-001](#)

| Student                            | Grade | Course Title | Section       |
|------------------------------------|-------|--------------|---------------|
| <a href="#">Andrews, Clifton</a>   |       | Criminology  | CJCR-3310-002 |
| <a href="#">Arnold, Ryan</a>       |       | Criminology  | CJCR-3310-001 |
| <a href="#">Bowman, Brittany</a>   |       | Criminology  | CJCR-3310-002 |
| <a href="#">Brooks, Robert</a>     |       | Criminology  | CJCR-3310-002 |
| <a href="#">Burton, Jarrod</a>     |       | Criminology  | CJCR-3310-001 |
| <a href="#">Byrd, David</a>        |       | Criminology  | CJCR-3310-001 |
| <a href="#">Cash, Logan</a>        |       | Criminology  | CJCR-3310-002 |
| <a href="#">Cedillo, Frank</a>     |       | Criminology  | CJCR-3310-002 |
| <a href="#">Collette, Nicholas</a> |       | Criminology  | CJCR-3310-001 |
| <a href="#">Conn, Trisha</a>       |       | Criminology  | CJCR-3310-001 |
| <a href="#">Cutshall, Brandon</a>  |       | Criminology  | CJCR-3310-002 |
| <a href="#">Daniels, Matthew</a>   |       | Criminology  | CJCR-3310-001 |
| <a href="#">Deaderick, Ian</a>     |       | Criminology  | CJCR-3310-002 |
| <a href="#">Dunn, Dallas</a>       |       | Criminology  | CJCR-3310-002 |
| <a href="#">Farmer, Hannah</a>     |       | Criminology  | CJCR-3310-001 |
| <a href="#">Fish, Kayla</a>        |       | Criminology  | CJCR-3310-001 |
| <a href="#">Fitzgerald, Ashley</a> |       | Criminology  | CJCR-3310-001 |

For this example we'll be submitting a grade change for Logan Cash

Internet | Protected Mode: On 8:56 AM 9/9/2011



# Grade Change Submission Example

- Logan Cash: Click on drop down menu to select new grade

The screenshot shows a web browser window displaying the GoldLink Portal. The page title is "GoldLink Portal - Windows Internet Explorer". The address bar shows the URL: [https://goldlink.etsu.edu/render.UserLayoutRootNode.uP?uP\\_tparam=utf&utf=%2fcp%2fip%2flogin%3fsys%3dscstsb%26url%3dhhttps://selfserv.e](https://goldlink.etsu.edu/render.UserLayoutRootNode.uP?uP_tparam=utf&utf=%2fcp%2fip%2flogin%3fsys%3dscstsb%26url%3dhhttps://selfserv.e). The page content includes a navigation menu with tabs for "Personal Information", "Student", "Faculty Services", "Employee", "Financial Aid", and "Administrative Staff". The "Faculty Services" tab is selected. Below the navigation menu, there is a search bar and a "Go" button. The main content area is titled "Grade Change" and displays the following information: Student: Cash, Logan; Course: CJCR-3310-002 Criminology; Term: 201110; Grade: [Redacted]. Below this information, there is a "Select new grade:" dropdown menu with a list of grades: A, B, B+, B-, C, C+, C-, D, D+, and F. A green arrow points to the dropdown menu. To the right of the dropdown menu, there are "Okay" and "Cancel" buttons. At the bottom of the page, there is a "RELEASE: 8.2" notice and a "powered by SUNGARD HIGHER EDUCATION" logo. The browser's status bar at the bottom shows "Internet | Protected Mode: On" and the system clock displays "9:11 AM 9/9/2011".

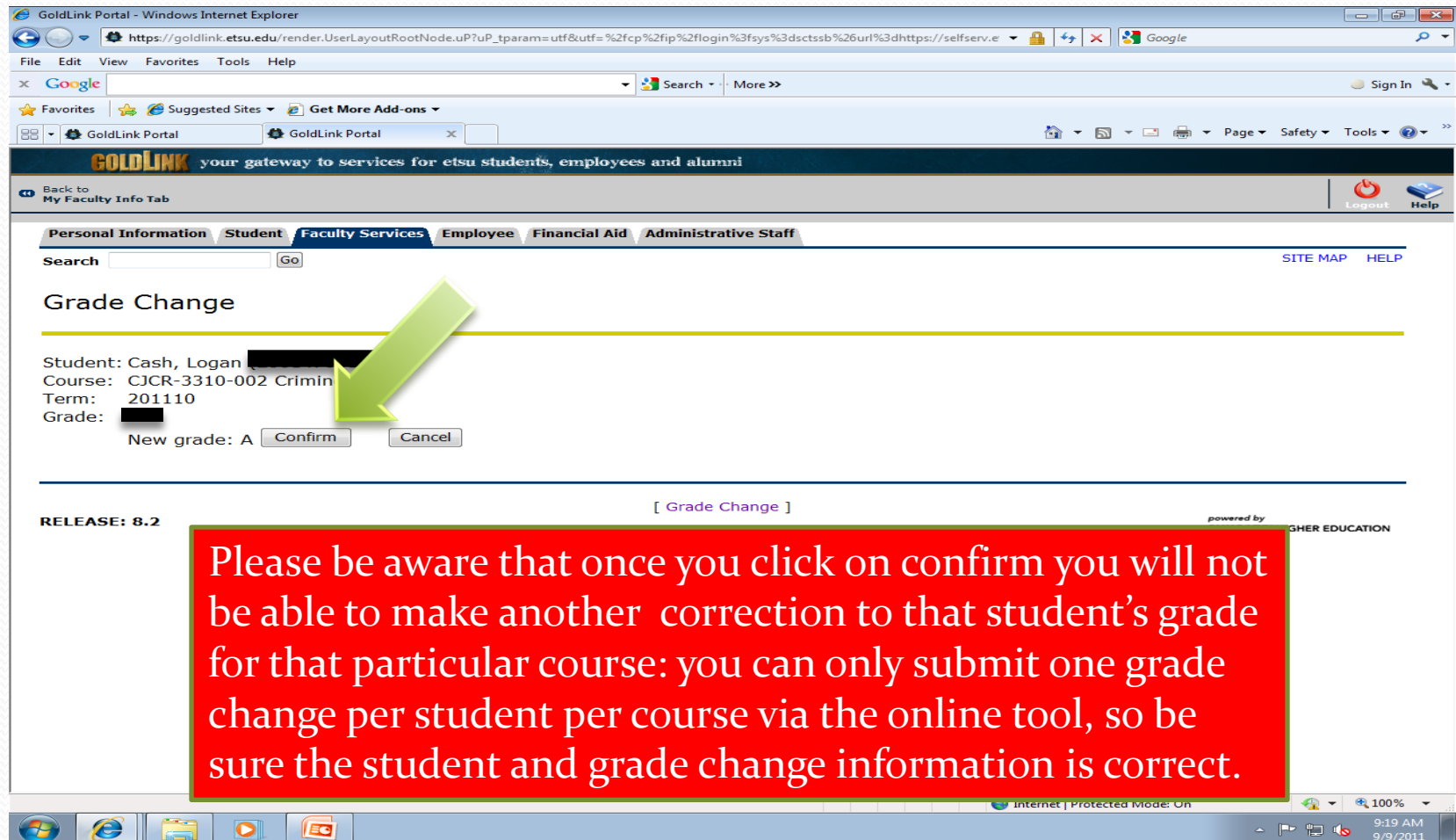
# Grade Change Example Continued

- Logan Cash: Once you've selected the correct grade click ok

The screenshot shows a web browser window displaying the GoldLink Portal. The page title is "GoldLink Portal - Windows Internet Explorer". The address bar shows the URL: [https://goldlink.etsu.edu/render.UserLayoutRootNode.uP?uP\\_tparam=utf&utf=%2fcp%2fip%2flogin%3fsys%3dscstsb%26url%3dhhttps://selfserv.e](https://goldlink.etsu.edu/render.UserLayoutRootNode.uP?uP_tparam=utf&utf=%2fcp%2fip%2flogin%3fsys%3dscstsb%26url%3dhhttps://selfserv.e). The page content includes a search bar, navigation tabs for "Personal Information", "Student", "Faculty Services", "Employee", "Financial Aid", and "Administrative Staff". The "Faculty Services" tab is active, and the "Grade Change" section is displayed. The student information is: Student: Cash, Logan; Course: CJCR-3310-002 Criminology; Term: 201110; Grade: [redacted]. A dropdown menu for "Select new grade:" is open, showing options from A to F. A green arrow points to the "Okay" button. The page also includes a "RELEASE: 8.2" notice, a "[ Grade Change ]" link, and a "powered by SUNGARD HIGHER EDUCATION" logo. The Windows taskbar at the bottom shows the system tray with the time 9:16 AM on 9/9/2011.

# Submission Confirmation Screen

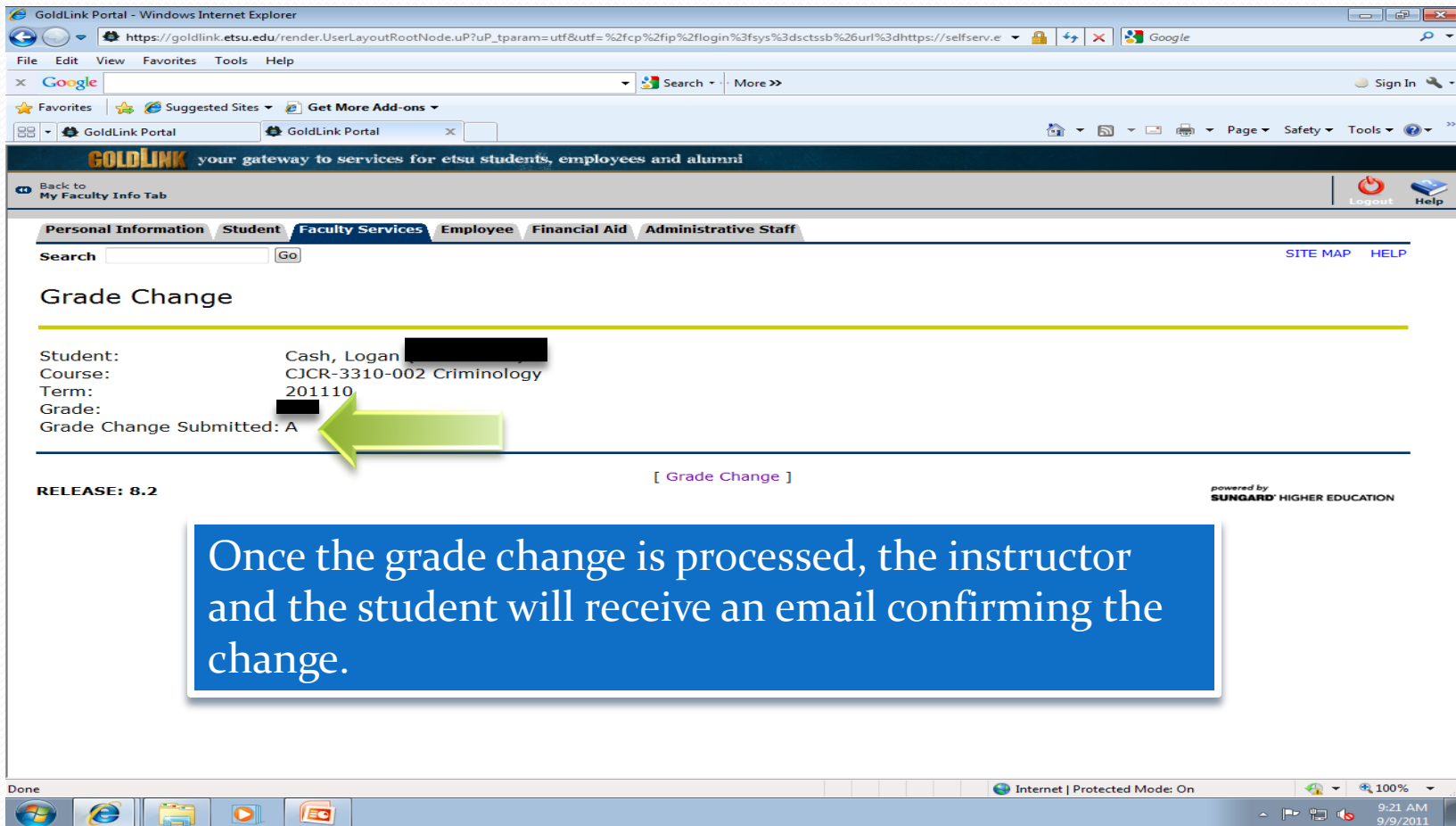
- Logan Cash: Once you click on ok, you should see this screen to confirm what you are about to submit. Verify the change is correct and click on confirm.



The screenshot shows a web browser window displaying the GoldLink Portal. The page title is "GoldLink Portal - Windows Internet Explorer". The URL is "https://goldlink.etsu.edu/render.UserLayoutRootNode.uP?uP\_tparam=utf&utf=%2fcp%2fip%2flogin%3fsys%3dsctsb%26url%3dhttps://selfserv.e". The page header includes "GOLDLINK your gateway to services for etsu students, employees and alumni" and "Back to My Faculty Info Tab". The main navigation tabs are "Personal Information", "Student", "Faculty Services", "Employee", "Financial Aid", and "Administrative Staff". The "Faculty Services" tab is selected. Below the navigation is a search bar with a "Go" button. The main content area is titled "Grade Change" and displays the following information: "Student: Cash, Logan", "Course: CJCR-3310-002 Crimin", "Term: 201110", and "Grade: [redacted]". Below this information is a "New grade: A" field with "Confirm" and "Cancel" buttons. A large green arrow points to the "Confirm" button. At the bottom of the page, there is a red box with white text that reads: "Please be aware that once you click on confirm you will not be able to make another correction to that student's grade for that particular course: you can only submit one grade change per student per course via the online tool, so be sure the student and grade change information is correct." The footer of the page includes "RELEASE: 8.2", "[ Grade Change ]", and "powered by" followed by a logo for "SHER EDUCATION". The browser's taskbar at the bottom shows the system tray with the time "9:19 AM" and date "9/9/2011".

# Submission Confirmation Cont.

- Logan Cash: Once you click confirm, you should see this screen confirming that your change has been submitted.



The screenshot shows a web browser window displaying the GoldLink Portal. The page title is "GoldLink Portal - Windows Internet Explorer". The address bar shows the URL: [https://goldlink.etsu.edu/render.UserLayoutRootNode.uP?uP\\_tparam=utf&utf=%2fcp%2fip%2flogin%3fsys%3dsctsb%26url%3dhhttps://selfserv.e](https://goldlink.etsu.edu/render.UserLayoutRootNode.uP?uP_tparam=utf&utf=%2fcp%2fip%2flogin%3fsys%3dsctsb%26url%3dhhttps://selfserv.e). The page content includes a navigation menu with tabs for "Personal Information", "Student", "Faculty Services", "Employee", "Financial Aid", and "Administrative Staff". Below the navigation menu is a search bar and a "Go" button. The main content area displays the following information:

**Grade Change**

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Student: Cash, Logan [REDACTED]  
Course: CJCR-3310-002 Criminology  
Term: 201110  
Grade: [REDACTED]  
Grade Change Submitted: A

A green arrow points to the "Grade Change Submitted: A" line. Below the main content area, there is a "RELEASE: 8.2" label, a "[ Grade Change ]" link, and a "powered by SUNGARD HIGHER EDUCATION" logo. The Windows taskbar at the bottom shows the system tray with the time 9:21 AM and date 9/9/2011.

Once the grade change is processed, the instructor and the student will receive an email confirming the change.