GoldLink Workshop
Accessing Student Records thru GoldLink

Objective: Provide ETSU faculty, staff and advisors with basic knowledge and tools needed to navigate and utilize resources and student records in GoldLink.

Training materials focus on providing undergraduate academic advisors with the tools they need to access student academic records and advisor tools thru SSB. Workshop and training material also designed for faculty and staff whose job duties require access to student academic records.

Available from any internet connection
http://www.etsu.edu
(click on Gold Link icon to enter GoldLink Portal)
Use your username and password
(same as staff computer logon or Goldmail logon for students)

or

If the ETSU website is down or the GoldLink Portal is down
You can reach student information by accessing thru Self-Service Banner (SSB) at
https://banner.etsu.edu/

ON Campus Only
Choose SSB Self-Service Banner option
Use your E# and PIN


The web-based system for students and employees is called GoldLink on the ETSU campus.
Getting Started

1. **Request access to academic records** using Self-Service Banner and Internet Native Banner accounts. Have executive aide assist you in completing Banner Student Account Request Form: [http://www.etsu.edu/oit/documents/Banner_Student_Account_Request_FORM1.1.pdf](http://www.etsu.edu/oit/documents/Banner_Student_Account_Request_FORM1.1.pdf)

   **Section 2:** Please discuss required access needed to advise students with your departmental chairperson and/or executive aide. Will you be issuing course permits? If you are advising, you should have an INB account and also check the 3rd box in section 2 for access to Self-Service Banner.

2. **Undergraduate Advisors:**
   **Attend All Three Banner and Advising Workshops** sponsored by Office of Undergraduate Student Advisement: [http://www.etsu.edu/advisement/advisors/workshop.aspx](http://www.etsu.edu/advisement/advisors/workshop.aspx)
   - GoldLink
   - Internet Native Banner
   - Advising 101


4. Complete additional advising training thru your college or departmental office.

5. Attend Academic Advisement Council (a must for advisors) each month [http://www.etsu.edu/advisement/advisors/aacm.aspx](http://www.etsu.edu/advisement/advisors/aacm.aspx)

6. Read and file emails from Office of Undergraduate Student Advisement ([hooven@etsu.edu](mailto:hooven@etsu.edu))
   Email Suzy Hooven ([hooven@etsu.edu](mailto:hooven@etsu.edu)) to add your name to advisor distribution list for email information.

7. Get to know your resources. Good advising includes using your resources and is a continuous learning experience.
   - Office of Undergraduate Student Advisement: [http://www.etsu.edu/advisement](http://www.etsu.edu/advisement)
   - Teresa Williams, Director of University Advisement and Suzy Hooven, Information Research Technician I
   - Your departmental website
   - Graduation Analysts: [http://www.etsu.edu/reg/graduation/analyst.aspx](http://www.etsu.edu/reg/graduation/analyst.aspx)
   - Dr. Dan Brown, general education exceptions and TBR transfer general education reviews
   - Dr. Bill Kirkwood, proficiency intensive requirement exceptions and appeals
   - ARC – one-stop-shop for Academic Support and Service needs… [http://www.etsu.edu/arc](http://www.etsu.edu/arc)

8. **NACADA:** [http://www.nacada.ksu.edu/clearinghouse/advisingissues/index.htm](http://www.nacada.ksu.edu/clearinghouse/advisingissues/index.htm)
Banner Workshops and Tutorials

Undergraduate Student Advisement  http://www.etsu.edu/advisement


Human Resource  http://www.etsu.edu/humanres/edc/

Banner Tutorials
How to: enter grades, attendance, enter permits, etc.  http://www.etsu.edu/reg/bannertutorials.aspx

Finance  http://www.etsu.edu/fa/fs/bannerinfo/
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Family Educational Rights and Privacy Act (FERPA)

http://www.etsu.edu/reg/records/ferpa.aspx

The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) is a Federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education.

Note: Advisors and other university officials have a right to access educational records if performing a task or function which constitutes a legitimate educational interest. However, this information may not be released to third parties without the written consent of the student. All third-party requests are to be addressed to the Office of the Registrar. (423-439-4230 or registr@etsu.edu)

Partners in Education Program

http://www.etsu.edu/advisement/partners.aspx

This program is housed and coordinated by the Office of Undergraduate Student Advisement. Students under 21 may sign a Student Release of Confidential Information form either

1.) during orientations where forms are available in Student Affairs
   or
2.) at all other times, form is available in the Office of Undergraduate Student Advisement located in the Welcome Center (2nd Level of D. P. Culp Center). Separate forms are required for Financial Aid and Bursar’s Office.

By signing this waiver form, students give parent or designee the right to contact the Office of Undergraduate Student Advisement for academic, attendance and other types of information and referrals.

If parent or designee contacts you and indicates that their son or daughter signed a waiver form, please refer them to Office of Undergraduate Student Advisement for referrals. Student and designee are given a PIN number which they must provide to our office before information is shared.

423-439-8557 Office of Undergraduate Student Advisement
How to Login to GoldLink

Go to: [http://www.etsu.edu](http://www.etsu.edu) (and click on GoldLink icon)

GoldLink is an ETSU Portal -
A portal is a customizable user page that pulls relevant information from several different sources into one convenient place based on your roles here at ETSU.

GoldLink now serves as a single sign-on launching point, allowing you to log in one time and link to other ETSU services without having to enter your username and password each
Welcome to GoldLink – ETSU’s Portal

Note: prospective students who have applied and paid their application fee, have access to the ETSU portal and have a username and password.

Login using your username and password.

Forgot your password – use password reset option.

Locked out or disable – email oithelp@etsu.edu from your ETSU email account for assistance.

Want to know more about the ETSU Portal? Great Resource!
Tabs in GoldLink Portal and Self-Service Banner
Each person will have different rolls represented by individual tabs.

Advisor Tab
The advisor tab will give you quick options to locating student information and advisement information (if you have authorized access).

**How to add advisor tab to GoldLink Portal?**
- Click on “Content Layout” option (top left hand corner of webpage)
- Click on “Fragments” option (far right hand tab option)
- Click on “Subscribe” left side of Advisor row
- Click on red X to determine placement of Advisor Tab
- Advisor tab will be available immediately

For more detailed directions visit:
“*How to Add Advisor Tab in GoldLink Portal*” (aka fragments) at: [http://www.etsu.edu/advisement/advisors/bannerhandouts.aspx](http://www.etsu.edu/advisement/advisors/bannerhandouts.aspx)

There are also student specific tabs:
- **My Application** - for prospective students who have applied
- **My Next Steps** - for students who have been admitted
- **Degree Works** – snapshot of student’s degree audit
- **Financial Aid**
- **My Student Info** – grades, registration, account balance etc.
Tabs in GoldLink Under GoldLink Self-Service May Include:

- Personal information
- Employee
- Faculty Services Tab
- Faculty/Advisor icon for access to student academic records.
  - Faculty will have access to student records who are registered in their courses.
  - Access to ALL student records via the faculty and advisors icon, requires special permission.
    - If you do NOT have the Faculty and Advisor option in SSB and your job duties require you to access student information, please request access by completing the Banner Student Account Request Form available at: [http://www.etsu.edu/oit/documents/Banner_Student_Account_Request_Form1.1.pdf](http://www.etsu.edu/oit/documents/Banner_Student_Account_Request_Form1.1.pdf)
    - Be sure and complete Section 2 --- request Internet Native Banner account AND also check box “I am a fulltime employee and I require access to the Faculty and Advisors Tab in GoldLink”.

- Finance (budget information, if you oversee a budget)
- Alumni
- Student – if you have taken classes since 1991
- Financial aid – tab is activated when student files FAFSA
Section I: Faculty Information in GoldLink

My Faculty Info Tab – some of the information in GoldLink is intuitive.

Note: Additional faculty training information for entering attendance, mid-term grades and end-of-term grades including handouts is available on the Office of the Registrar website at: http://www.etsu.edu/reg/bannertutorials.aspx

Faculty may access course information thru the My Faculty Info Tab options or by entering Self-Service Banner (from ETSU tab). Both options take you to the same information.
Faculty Tools

View Active Assignments

The following classes have active, not related to Academic History. The class syllabus and office hours may also be maintained.

Active Assignments

<table>
<thead>
<tr>
<th>Course Title</th>
<th>Credits</th>
<th>Status</th>
<th>Schedule Type</th>
<th>Instructor</th>
<th>Office Hours</th>
<th>Available for Registration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Principles of Acct 1</td>
<td>3.00</td>
<td>Active</td>
<td>Lecture</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>80455 ACCT 2010</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

OR View History Assignments (beginning fall 2008)

The following represents your class assignments, both past and present.

Assignment History

<table>
<thead>
<tr>
<th>Course Title</th>
<th>Credits Level</th>
<th>Campus</th>
<th>Instructional Method</th>
<th>Open for Registration</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Principles of Acct 1</td>
<td>3.00</td>
<td>East Tennessee S.U.</td>
<td>Conventional Methodology</td>
<td>Yes</td>
<td>Active</td>
</tr>
</tbody>
</table>
Choose Faculty Detail Schedule option

Faculty Detail Schedule

Principles of Accnt 1 - 80455 - ACCT 2010 - 001

Status:             Available for Registration:       Jan 29, 2017 - Dec 05, 2019
College:           Business & Technology
Department:        Accounting
Part of Term:      1
Course Credits:    3.000
Course Levels:     Undergraduate
Campus:            East Tennessee St, Main Campus
Override:          No
Syllabus:          Add
Banners:           ClassList
Office Hours:      Add

Enrollment Counts:
Maximum          Actual Remaining
Enrollment:  30          20
Cross List:  0          0

Scheduled Meeting Times

<table>
<thead>
<tr>
<th>Type</th>
<th>Time</th>
<th>Days Where</th>
<th>Date Range</th>
<th>Schedule Type</th>
<th>Instructors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Class</td>
<td>8:15 am - 9:30 am MWF</td>
<td>Sam Wilson Hall 220</td>
<td>Jan 29, 2017 - Dec 05, 2019</td>
<td>Lecture</td>
<td>Teresa A. Williams</td>
</tr>
</tbody>
</table>

Or choose Week at a Glance for your schedule

Week at a Glance

The following is your class schedule by days. Items that do not have scheduled meeting times or have time conflicts are listed at the bottom of the page. Click on hyperlinked courses for more details.

Previous Week

<table>
<thead>
<tr>
<th>Item</th>
<th>Previous Week</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACCT 2010-001</td>
<td>Monday</td>
</tr>
<tr>
<td>80455 Class</td>
<td>8:15 am - 9:10 am</td>
</tr>
<tr>
<td>R012 229</td>
<td></td>
</tr>
</tbody>
</table>

Next Week

<table>
<thead>
<tr>
<th>Item</th>
<th>Next Week</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACCT 2010-001</td>
<td>Monday</td>
</tr>
<tr>
<td>80455 Class</td>
<td>8:15 am - 9:10 am</td>
</tr>
<tr>
<td>R012 229</td>
<td></td>
</tr>
</tbody>
</table>

East Tennessee State University
Office of Undergraduate Student Advisement
http://www.etsu.edu/advisement
423-439-8557
August 2013
Or select **Detail Class List option** - Gives general information about each of your students in this course. Don’t forget to choose CRN if you have multiple courses.

Or select **Summary Class List** (easy print or cut/paste) Quick list of registered students for the course chosen. Email class option.
Choose Office Hours and complete for easy viewing for students. Can list different office hours for each class if needed.

Here's a sample of how to enter office hours (see screenshots below):

- Click on Office Hours
- Click in From Time box - time must be military time (I've included a military conversion table – see page 14)
- Select day or days of office hours
- Include phone number if applicable
- Include location
- From date and to date must be entered. Use term date range (listed with course information on the office hours page) or office hour dates your department has determined.
- Click Display. This allows students to see office hours in GoldLink. Students will see regular time instead of military time. Students will access your office hours from their detailed schedule by clicking on instructor’s name. (see student sample below).
- You can select copy if you want to apply the same office hours to your other classes.

Faculty Office Hours: Screenshot showing how to enter Office Hours in GoldLink
Sample of office hours as displayed to students. Students will access your office hours from their detailed schedule by clicking on instructor’s name. (see student sample below).

Military Conversion Chart

<table>
<thead>
<tr>
<th>Regular Time</th>
<th>Military Time</th>
<th>Regular Time</th>
<th>Military Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Midnight</td>
<td>0000</td>
<td>Noon</td>
<td>1200</td>
</tr>
<tr>
<td>1:00 a.m.</td>
<td>0100</td>
<td>1:00 p.m.</td>
<td>1300</td>
</tr>
<tr>
<td>2:00 a.m.</td>
<td>0200</td>
<td>2:00 p.m.</td>
<td>1400</td>
</tr>
<tr>
<td>3:00 a.m.</td>
<td>0300</td>
<td>3:00 p.m.</td>
<td>1500</td>
</tr>
<tr>
<td>4:00 a.m.</td>
<td>0400</td>
<td>4:00 p.m.</td>
<td>1600</td>
</tr>
<tr>
<td>5:00 a.m.</td>
<td>0500</td>
<td>5:00 p.m.</td>
<td>1700</td>
</tr>
<tr>
<td>6:00 a.m.</td>
<td>0600</td>
<td>6:00 p.m.</td>
<td>1800</td>
</tr>
<tr>
<td>7:00 a.m.</td>
<td>0700</td>
<td>7:00 p.m.</td>
<td>1900</td>
</tr>
<tr>
<td>8:00 a.m.</td>
<td>0800</td>
<td>8:00 p.m.</td>
<td>2000</td>
</tr>
<tr>
<td>9:00 a.m.</td>
<td>0900</td>
<td>9:00 p.m.</td>
<td>2100</td>
</tr>
<tr>
<td>10:00 a.m.</td>
<td>1000</td>
<td>10:00 p.m.</td>
<td>2200</td>
</tr>
<tr>
<td>11:00 a.m.</td>
<td>1100</td>
<td>11:00 p.m.</td>
<td>2300</td>
</tr>
</tbody>
</table>
Syllabus Information – some departments may require faculty to enter syllabus and office hour information. This is a great way to advertise your URL and course syllabus online for students and others using the GoldLink Look Up Classes option (click on CRN to see course details and syllabus information).

When entering syllabus information:
*** Do not change Long Section Title of Course ***
Use title listed under course information.
Example: use title listed under Course Information: Principles of Acct 1
Do not include CRN or ACCT 2010-001.
Faculty Reporting

ETSU depends upon their faculty to enter student information in a timely manner. Listed below are some of the instances where faculty will be needed to enter attendance, grades and academic alerts as part of federal reporting and/or ETSU retention strategies.

“How to Tutorials” for faculty reporting are available online at:
http://www.etsu.edu/reg/bannertutorials.aspx

Attendance Reporting – students receive financial aid under the assumption that they will attend and make academic progress in each of their courses. Federal laws require ETSU to report non-attending students and for their aid to be returned to applicable agencies. It is vital that faculty enter attendance during this critical period and correct any errors as soon as identified.

Early Semester Progress Reports (mid-term grades) – advisors contact students who are experiencing problems at mid-term by using the mid-term grades that faculty have entered. Advisors refer students to tutoring and other resources and try to identify problems early in the semester. The Advisor Grade Tool is available in SSB to provide reports to advisors to identify students who should be contacted for intervention.

Final Grades – end-of-term processing cannot be completed until ALL grades are entered which delays many other processes such as: financial aid reporting, probation reports, suspension reports, degree and transcript posting and mailing of transcripts).

Missing grades are entered as not reported “NR” and adversely impact students’ financial aid, scholarships and sending transcripts to other schools.

Incomplete grades also adversely impact a student’s financial aid and scholarships. Students cannot register for and repeat the course if they have an incomplete. Incomplete grades should only be issued for limited missing coursework due to extenuating circumstances. See Incomplete Policy in Online Catalog under Policies and Procedures: http://catalog.etsu.edu/

Grades First – Academic Alert
GradesFirst is a retention management system that gathers information at the “point of instruction.” It enables schools to identify at-risk students in real-time and prioritize services for their benefit within the semester, before it is too late to engage them in needed services.

For more details, please visit: http://www.etsu.edu/students/acts/gradesfirst.aspx
Section II: Advisor Information, Accessing Student Records

This training will review student academic information using Advisors Tab. Faculty have access to students in their courses. If you are also advising students who are not in your courses, you must complete the Banner Student Account Request form to gain access. Form available online at: [http://www.etsu.edu/oit/documents/Banner_Student_Account_Request_Form1.1.pdf](http://www.etsu.edu/oit/documents/Banner_Student_Account_Request_Form1.1.pdf)

To access student academic information:
Choose ---- 1.) My Faculty Info Tab or 2.) Advisor Tab

Click on ID Selection to choose student
Advisor Tab

See page 8: How to Add Advisor Tab
Select term -
Look for the non-designated term to denote ETSU Campus.
Do not choose Gatton COP or Quillen COM.
You may search for students by ID number and/or by name.

Student or Advisee ID: E#, 9 digits
- New students receive their E# with their admissions letter
- E# is also on students ETSU ID card
- There is also a Look Up E# option at Self Service Banner option (middle column option on GoldLink Login page)
- Encourage faculty, staff and students to know their E#.

You may enter:
1. The ID of the Student or Advisee you want to process, or
2. Partial names, a student search type, or a combination of both. Then select Submit.
Student name search – it is easier to look up student’s with E#. Please use E# when possible to locate student record.

Using student and advisee query option:
- Enter student’s last name or as much as you can spell.
- You may use % as a wild card.
  Example: If student’s name is Bronco and the spelling might be unusual, you can type in Bron%. All students with last names beginning with Bron will be displayed.
- You may also search for first name
- Search type – select “all” option for best results

Note: If a student’s status is inactive (suspended, withdrawn, purged, not accepted for the term selected) the name search will not locate the student. You must enter an E# to access records.

** All students are available in Internet Native Banner (INB). You can look E# in INB.

For new students, you may need to select the term they have been admitted for. Depends upon time in semester.
Select student from drop down menu. You may have multiple entries for students with common names such as Smith or Jones. Look for middle name or request student supply E#.

Sometimes you may need to use Internet Native Banner (INB) to help you identify student and then use E# to review student information in Gold Link.

Once you have selected your student. Click on submit.
Advising Summary

The “Advising Summary” is a quick link to “most” undergraduate advisement information needed for a specific student. Students also have similar access to an “Advising Summary” in their GoldLink options (under Registration Tools, more option).

Much of the same information is available by clicking on other options. Advising Summary is a one-stop shop.

Advisors can release advisement holds on Advising Summary.
### Advising Summary Example:

**Information for "Mark Smith" and E00000000**

#### Admission Status

Students prior to fall 2008 were admitted in SIS and will not have data listed here.

<table>
<thead>
<tr>
<th>Term</th>
<th>Admit Type</th>
<th>Student Type</th>
<th>App No.</th>
<th>Level</th>
<th>App Status</th>
<th>App Status Date</th>
<th>App Dec Seq No</th>
<th>App Decision</th>
<th>App Dec Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall 2012</td>
<td>FR (First-time Freshman)</td>
<td>N (New First Time)</td>
<td>1</td>
<td>UG</td>
<td>D (Decision Made)</td>
<td>14-FEB-12</td>
<td>1</td>
<td>XE (Conditional Admit by Exception)</td>
<td>14-FEB-12</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>2</td>
<td>EC (Exception Conditional to Uncon)</td>
<td>14-AUG-12</td>
</tr>
</tbody>
</table>

#### Student Account Payment Status

Will this student be purged?

<table>
<thead>
<tr>
<th>Term</th>
<th>Code Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>201380 F</td>
<td>Financial Aid Deferment</td>
<td>Because you have signed a Financial Aid Promissory Note and have agreed to pay your student account balance of charges even if your Financial Aid awards are not received, your class schedule will not be dropped at this time. Please check your Financial Aid and Student Account regularly for any changes where a balance due must be paid.</td>
</tr>
</tbody>
</table>

#### Financial Aid Status

Status of Academic Progress is based on your academic performance for each term that you are enrolled. For more information or to view/print the appeal form, see [ETSU Satisfactory Academic Progress (SAP) Policy](#).

Effective Fall 2012 the student Financial Aid Satisfactory Academic Progress Status is Good

The student documents/requirements are complete as of this time

**Note:** Unsatisfactory Status = No aid eligibility **beginning** with the Last Term Reviewed even if awards are still listed on your account.

#### Catalog Year

**Catalog Year**

201280

#### ETSU Degrees Earned

<table>
<thead>
<tr>
<th>Seq</th>
<th>Degree Code</th>
<th>Degree</th>
<th>Level</th>
<th>Grad Term</th>
<th>Catalog College</th>
<th>Major</th>
<th>Minor</th>
<th>Conc</th>
<th>Major 2</th>
</tr>
</thead>
</table>

#### Previous Degrees

<table>
<thead>
<tr>
<th>Seq No</th>
<th>College</th>
<th>Degree Code</th>
<th>Degree Date</th>
<th>Degree</th>
<th>Attend From</th>
<th>Attend To</th>
</tr>
</thead>
</table>
High School Information

<table>
<thead>
<tr>
<th>GPA</th>
<th>School</th>
<th>School City</th>
<th>School State</th>
<th>Class Rank</th>
<th>Class Size</th>
<th>Graduation Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.88</td>
<td>Chaparral High School</td>
<td>Temecula</td>
<td>CA</td>
<td>50</td>
<td>685</td>
<td>08-JUN-12</td>
</tr>
</tbody>
</table>

Immunization Summary

Please refer students to the [ETSU Student Health Services](http://www.etsu.edu/health) website to view the State of Tennessee Immunization Requirements and to determine how they will meet the missing requirements listed below in red. 439-4225

**Hepatitis B and Meningitis:** Students 18 or older will complete this requirement in GoldLink when they register for the first time. Students under 17 must have [Hep B/Meningitis Waiver Form](http://www.etsu.edu/reg/webforms_net/immunizationWaiver.aspx) completed by a parent/guardian before registration.

**Meningococcal Meningitis:** Effective July 1, 2013; all new incoming students living in "on-campus" housing must provide medical documentation of having received a Meningococcal vaccine within the past 5 years.

Missing immunization requirements restrict students to part-time registration (11.99 hrs undergraduate and 8.99 hrs graduate).

Students with one Chicken Pox and one Measles, Mumps & Rubella may be eligible for a one-term extension to the requirements. [http://www.etsu.edu/reg/webforms_net/immunizationWaiver.aspx](http://www.etsu.edu/reg/webforms_net/immunizationWaiver.aspx)

<table>
<thead>
<tr>
<th>Action Required</th>
<th>Immunization</th>
<th>Date Administered</th>
<th>Form Received</th>
</tr>
</thead>
<tbody>
<tr>
<td>NONE</td>
<td>Chicken Pox Dose 1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NONE</td>
<td>Chicken Pox Dose 2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NONE</td>
<td>Hepatitis B</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NONE</td>
<td>Meningitis</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NONE</td>
<td>Measles, Mumps and Rubella 1</td>
<td>08-OCT-07</td>
<td></td>
</tr>
<tr>
<td>NONE</td>
<td>Measles, Mumps and Rubella 2</td>
<td>08-NOV-07</td>
<td></td>
</tr>
</tbody>
</table>

Learning Support Requirements

If student is required (R in status column) for **LS Read** or **LS Write** competency, please contact the [University Advisement Center](http://www.etsu.edu/advisement) 423-439-5244 for information. These students must be advised by the University Advisement Center due to the complexities of Learning Support Program.

For students with only a **LS Math Competency** requirement, they are advised by their major advisor. For LS Math advisement guidelines, please visit [The University Advisement Center Website](http://www.etsu.edu/advisement). If student needs a permit, please call the University Advisement Center 423-439-5244 and have the selected CRN ready.

<table>
<thead>
<tr>
<th>Code</th>
<th>Deficiency Description</th>
<th>Status</th>
<th>Status Date</th>
<th>Term</th>
<th>CRN</th>
<th>Subject Number</th>
<th>Transfer</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

If blank --- check Test Scores (see option bottom of page)

Classification

<table>
<thead>
<tr>
<th>Classification</th>
<th>Term Code Effective</th>
<th>Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>FR</td>
<td>201380</td>
<td>UG</td>
</tr>
</tbody>
</table>

East Tennessee State University
Office of Undergraduate Student Advisement
http://www.etsu.edu/advisement
423-439-8557
August 2013
Major/Minor
Encourage students to declare minors and concentrations early.

<table>
<thead>
<tr>
<th>College</th>
<th>Major</th>
<th>Major Concentration</th>
<th>Minor</th>
<th>Minor Concentration</th>
</tr>
</thead>
<tbody>
<tr>
<td>BT - Business &amp; Tech</td>
<td>Digital Media, Eng Tech, Surv &amp; Digital Media</td>
<td>Digital Visualization</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

TELS GPA
Advisors: this TELS information is provided to you as an informational item and all students should be referred to Financial Aid or the Scholarship Office for questions or concerns about their TELS “Lottery” Scholarship.

Note: TELS hours and GPA are captured in Banner for every student and are reflected regardless of students overall eligibility. Before dropping or withdrawing TELS students should review Don’t Lose Hope website.

Students should view their Lottery Scholarship Eligibility in GoldLink under “Student Records”.

<table>
<thead>
<tr>
<th>GPA Interval</th>
<th>Attempted Hours</th>
<th>Earned Hours</th>
<th>GPA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current</td>
<td>30</td>
<td>9</td>
<td>.6600</td>
</tr>
<tr>
<td>24 hours attempted</td>
<td>30</td>
<td>9</td>
<td>.6600</td>
</tr>
</tbody>
</table>

Email
Personal emails are not usually updated. May only be valid for new students.

<table>
<thead>
<tr>
<th>Email Address</th>
<th>Email Code</th>
<th>Preferred Indicator</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:SsmithM@GOLDMAIL.ETSU.EDU">SsmithM@GOLDMAIL.ETSU.EDU</a></td>
<td>CAMP</td>
<td>Y</td>
</tr>
<tr>
<td><a href="mailto:smtithR@YAHOO.CO.UK">smtithR@YAHOO.CO.UK</a></td>
<td>PERS</td>
<td>N</td>
</tr>
</tbody>
</table>

Addresses

<table>
<thead>
<tr>
<th>Type</th>
<th>From</th>
<th>To</th>
<th>Street 1</th>
<th>Street 2</th>
<th>City</th>
<th>State</th>
<th>Zip</th>
<th>County</th>
<th>Nation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mailing Address</td>
<td>07-FEB-12</td>
<td>31 Smith Street</td>
<td></td>
<td></td>
<td>Winchester</td>
<td>CA</td>
<td>92596-8608</td>
<td>06065</td>
<td></td>
</tr>
<tr>
<td>Campus Box</td>
<td>27-AUG-12</td>
<td>Box 217</td>
<td></td>
<td></td>
<td>Johnson City</td>
<td>TN</td>
<td>37614</td>
<td>47179</td>
<td></td>
</tr>
</tbody>
</table>

Phone Numbers

<table>
<thead>
<tr>
<th>Type</th>
<th>Area</th>
<th>Number</th>
<th>Ext</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cellular</td>
<td>922</td>
<td>2212753</td>
<td></td>
</tr>
</tbody>
</table>

Permits/Overrides

<table>
<thead>
<tr>
<th>Permit/Override</th>
<th>Subject</th>
<th>Crse Numb</th>
<th>Seq Numb</th>
<th>CRN Activity User Date</th>
</tr>
</thead>
</table>

Alternate Pins
East Tennessee State University
Office of Undergraduate Student Advisement
http://www.etsu.edu/advisement
423-439-8557
August 2013
Indicates if student has early registration privileges (Veterans, Students with Disability, Honors, Athletes)

<table>
<thead>
<tr>
<th>Term</th>
<th>Process Name</th>
<th>Pin</th>
<th>Activity Date</th>
</tr>
</thead>
</table>

**Test Scores** - see option at the bottom of page to view test scores.

**Administrative Holds**
Please check processes affected column. Some holds do not prevent registration.

<table>
<thead>
<tr>
<th>Hold</th>
<th>From</th>
<th>To</th>
<th>Amount</th>
<th>Reason</th>
<th>Originator User</th>
<th>Processes Affected</th>
</tr>
</thead>
<tbody>
<tr>
<td>Final College Transcript</td>
<td>01-NOV-13</td>
<td>31-DEC-99</td>
<td></td>
<td>Univ of the Redlands</td>
<td>WILLMD01</td>
<td>Registration</td>
</tr>
</tbody>
</table>

**Current Schedule, Midterm and Final Grades**

<table>
<thead>
<tr>
<th>CRN</th>
<th>Subject</th>
<th>Course</th>
<th>Section</th>
<th>Course Title</th>
<th>Campus</th>
<th>Midterm Grade</th>
<th>Final Grade</th>
<th>Credits</th>
<th>Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>85457</td>
<td>GEOG</td>
<td>1013</td>
<td>904</td>
<td>Intr Worl Reg Ge</td>
<td>ETSU, Main</td>
<td>3.000</td>
<td></td>
<td>3.000</td>
<td>Undergraduate</td>
</tr>
<tr>
<td>81427</td>
<td>SPCH</td>
<td>1300</td>
<td>904</td>
<td>Intro to Communication Studies</td>
<td>ETSU, Main</td>
<td></td>
<td></td>
<td>3.000</td>
<td>Undergraduate</td>
</tr>
</tbody>
</table>

**Future Schedule**

<table>
<thead>
<tr>
<th>CRN</th>
<th>Subject</th>
<th>Course</th>
<th>Section</th>
<th>Course Title</th>
<th>Campus</th>
<th>Term</th>
<th>Credits</th>
<th>Level</th>
</tr>
</thead>
</table>

**Additional Advising Information**

- Academic Transcript
- Student Registration Status
- Student's Completed Intensives
- Transfer Evaluation
- Test Scores

These options are reviewed in the following pages.

---

**holds**

East Tennessee State University
Office of Undergraduate Student Advisement
http://www.etsu.edu/advisement
423-439-8557
August 2013
• Note processes affected. Some holds are for transcripts only.
• Some holds prevent registration (note processes affected)
• Watch from and to dates – some holds are for the future
• Graduation Office is using this forum to notify students and advisors of missing items. You might see missing writing intensive course, missing major sheet or needs exit exam. These do not affect registration or transcripts – only prevents graduation.
• UA - Undergraduate Advisement Hold
  o Major advisor should release hold
    ▪ Use Advising Summary “Release” option or
    ▪ Use SOAHOLD in INB
• SO - Student Orientation Hold
  o Ended when student attends on ground orientation (if within 250 mile radius) or
  o Ended when student completes online orientation “Launch”
Additional Advising Information

Academic Transcript

- Click on Academic Transcript
- Choose Transcript Level: Choose all levels (unless you only want to see Developmental Studies work)
- Choose Transcript Type: Choose Student Unofficial Transcript
- Click on Display Transcript
If student has any holds a warning will display. A holds warning does not prevent advisor from accessing record. It is just a WARNING/REMINDER.
Unofficial transcript - use scroll bar at right to see all information

How to read academic transcript in GoldLink

East Tennessee State University
Office of Undergraduate Student Advisement
http://www.etsu.edu/advisement
423-439-8557
August 2013
How to read academic transcript in GoldLink (continued)

For transfer work: subject/course and title is equivalent course at ETSU. Course number and title will reflect electives. See Transfer Evaluation option for course name/number from transferring institution. (see page # of this document)

* indicates it is a developmental studies course (DSP courses do not count toward graduation hours or final gpa).

# indicates the course satisfied a high school deficiency.

# high school deficiency courses in foreign language may count toward graduation if counted as electives in student’s program of study.

High School Unit Deficiency Policy Change: Due to recent changes from the Tennessee Board of Regents, beginning Spring 2013 high school unit deficiency requirements will no longer be tracked. The following guidelines will be effective regarding high school unit deficiency requirements:

- High School Unit Deficiencies will continue to be met with core courses used to satisfy general education requirements
- Foreign language deficiencies will only be addressed if the student's major/degree require unit(s) of foreign language
- All high school unit deficiency holds and remaining requirements will be removed from student accounts prior to registration for Spring 2013. For further questions please contact: The Registrar's Office at 423-439-7097

R Column indicates Repeat Modes

I = included in gpa and hours
E = excluded from gpa and hours
F= frozen

Note: last attempted grade counts in repeats. Students CANNOT choose “best grade” when repeating. Students are not permitted to repeat A or B grades.
GPA Summary Lines

Total institution: includes ETSU hours
Total Transfer: includes only Transfer hours
Overall: all ETSU and transfer work (excludes DSP)

“Combined” indicates that Developmental Studies work is included.
Institution Combined: includes ETSU hours including Developmental Studies work
Transfer Combined: includes transfer hours including Developmental Studies work
Overall: all ETSU and transfer work INCLUDING Developmental Studies work

Caution: Developmental Studies courses do not count toward graduation hours (passed hours) or graduation GPA.
Registration Status
Indicates whether a student is ready to register for next term. Includes:

- Holds
- Readmissions status (will state if student needs to do readmit process)
- Registration date/time
- Academic Standing
- Class, program, admit term, etc.

Registration Status Sample:
Information for "Michelle Elephant" and E00000000

✔ You have no Holds which prevent registration.
✔ You may register after Wednesday 04/03/2013 04:00 PM.
✔ Your Academic Standing is Good Standing which permits registration.
✔ Your Student Status permits registration.
Your Class for registration purposes is Senior.

Registration Permits and Overrides

<table>
<thead>
<tr>
<th>Permit/Override</th>
<th>CRN</th>
<th>Subject Course</th>
</tr>
</thead>
<tbody>
<tr>
<td>Instructor/Dean/Dept Approval</td>
<td>84359</td>
<td>BGSD 4210 Pro Field Exper</td>
</tr>
</tbody>
</table>

Earned Credit

<table>
<thead>
<tr>
<th>Level</th>
<th>Type</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Undergraduate</td>
<td>Overall</td>
<td>93.000</td>
</tr>
<tr>
<td>Undergraduate</td>
<td>Overall Combined</td>
<td>102.000</td>
</tr>
</tbody>
</table>

Curriculum Information

Current Program
Bachelor of General Studies
Level: Undergraduate
Program: General Studies-BGS
Admit Term: Summer 2010
Admit Type: First-time Freshman
Catalog Term: Summer 2010
College: Continuing Studies
Campus: ETSU, Main
Major and Department: General Studies, Cross-Disciplinary Studies
Minor: Social Work
Student’s Completed Intensives

Please read documentation in this option. The list only includes completed intensives. The list must be used along with intensive requirements for level and major as referenced in the document. If you print this for a student, include entire page.

**ETSU Course Work - Michelle Smith (E00000000)**

<table>
<thead>
<tr>
<th>Term Code</th>
<th>Level</th>
<th>Subject</th>
<th>Course</th>
<th>Sequence</th>
<th>Final Grade</th>
<th>Attribute Code</th>
<th>Attribute Desc</th>
<th>Intensive Status (See Note Above)</th>
</tr>
</thead>
<tbody>
<tr>
<td>201050</td>
<td>UG</td>
<td>SPCH</td>
<td>2320</td>
<td>050</td>
<td>A-</td>
<td>ICOM</td>
<td>Intensive Oral Commun (ICOM)</td>
<td>Excluded</td>
</tr>
<tr>
<td>201110</td>
<td>UG</td>
<td>BGSD</td>
<td>2200</td>
<td>906</td>
<td>A</td>
<td>ICOM</td>
<td>Intensive Oral Commun (ICOM)</td>
<td></td>
</tr>
<tr>
<td>201180</td>
<td>UG</td>
<td>PHIL</td>
<td>2040</td>
<td>004</td>
<td>C+</td>
<td>ICOM</td>
<td>Intensive Oral Commun (ICOM)</td>
<td></td>
</tr>
<tr>
<td>201110</td>
<td>UG</td>
<td>BGSD</td>
<td>2200</td>
<td>906</td>
<td>A</td>
<td>ITEC</td>
<td>Intensive Info Tech (ITEC)</td>
<td></td>
</tr>
<tr>
<td>201210</td>
<td>UG</td>
<td>WMST</td>
<td>2010</td>
<td>901</td>
<td>A</td>
<td>IWRT</td>
<td>Intensive Writing (IWRT)</td>
<td></td>
</tr>
</tbody>
</table>

**ETSU Course Work (Current Semester - In Progress)**

<table>
<thead>
<tr>
<th>Term Code</th>
<th>Level</th>
<th>Subject</th>
<th>Course</th>
<th>Sequence</th>
<th>Attribute Code</th>
<th>Attribute Desc</th>
</tr>
</thead>
<tbody>
<tr>
<td>201380</td>
<td>UG</td>
<td>BGSD</td>
<td>4210</td>
<td>907</td>
<td>IWRT</td>
<td>Intensive Writing (IWRT)</td>
</tr>
</tbody>
</table>
**Transfer Evaluation Sample**

Sarah Smith E00000000

- Lists course name/number and previous institution.
  - Elective courses (see highlighted courses below) may be evaluated to determine if they can be used as exceptions or substitutions.
  - Courses that may be equivalent to General Education should be referred to Dr. Dan Brown (brownd@etsu.edu). Also see: [http://www.etsu.edu/cas/casinarc/](http://www.etsu.edu/cas/casinarc/)
  - Other courses should be referred to respective academic department chairs for review.
  - Exceptions are noted on SPACMNT (in INB) and in Degree Works when approved.

<table>
<thead>
<tr>
<th>Subject</th>
<th>Crs Number</th>
<th>Crs Title</th>
<th>CR Hrs</th>
<th>Grade</th>
<th>Institution</th>
<th>Term</th>
<th>ETSU Subject</th>
<th>ETSU Crs Number</th>
<th>ETSU Crs Title</th>
<th>ETSU CR Hrs</th>
<th>ETSU Grade</th>
<th>ETSU Repeat Ind</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACCT 5111</td>
<td>PRIN ACCOUNTING I</td>
<td>3</td>
<td>A</td>
<td>West Virginia State University</td>
<td>Fall 1977</td>
<td>ACCT 2010</td>
<td>Principles Of Acct I</td>
<td>3</td>
<td>A</td>
<td>-</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ACCT 5112</td>
<td>PRIN ACCOUNTING II</td>
<td>3</td>
<td>A</td>
<td>West Virginia State University</td>
<td>Fall 1977</td>
<td>ACCT 2020</td>
<td>Principles Of Acct II</td>
<td>3</td>
<td>A</td>
<td>-</td>
<td></td>
<td></td>
</tr>
<tr>
<td>BANK 2101</td>
<td>PRIN OF BANKING</td>
<td>3</td>
<td>A</td>
<td>West Virginia State University</td>
<td>Fall 1977</td>
<td>FNCE 1001</td>
<td>Fr Finance Elective</td>
<td>3</td>
<td>A</td>
<td>-</td>
<td></td>
<td></td>
</tr>
<tr>
<td>BIO 3101</td>
<td>GEN BIOL-BOT/LEC</td>
<td>3</td>
<td>A</td>
<td>West Virginia State University</td>
<td>Fall 1977</td>
<td>BISC 1100</td>
<td>General Biology Lec I</td>
<td>3</td>
<td>A</td>
<td>-</td>
<td></td>
<td></td>
</tr>
<tr>
<td>BIO 3101L</td>
<td>GEN BIOL-BOT/LAB</td>
<td>1</td>
<td>A</td>
<td>West Virginia State University</td>
<td>Fall 1977</td>
<td>BISC 1101</td>
<td>General Biology Lab I</td>
<td>1</td>
<td>A</td>
<td>-</td>
<td></td>
<td></td>
</tr>
<tr>
<td>BIO 3102</td>
<td>GEN BIOL-ZOOL/LEC</td>
<td>3</td>
<td>A</td>
<td>West Virginia State University</td>
<td>Fall 1977</td>
<td>BISC 1200</td>
<td>General Biology Lec II</td>
<td>3</td>
<td>A</td>
<td>-</td>
<td></td>
<td></td>
</tr>
<tr>
<td>BIO 3102L</td>
<td>GEN BIOL-ZOOL/LAB</td>
<td>1</td>
<td>A</td>
<td>West Virginia State University</td>
<td>Fall 1977</td>
<td>BISC 1201</td>
<td>General Biology Lab II</td>
<td>1</td>
<td>A</td>
<td>-</td>
<td></td>
<td></td>
</tr>
<tr>
<td>BLAW 5214</td>
<td>BUSINESS LAW</td>
<td>3</td>
<td>B</td>
<td>West Virginia State University</td>
<td>Fall 1977</td>
<td>MGMT 2002</td>
<td>Mgmt Management Elective</td>
<td>3</td>
<td>B</td>
<td>-</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Should I be advising this student?

Students who have Learning Support Program requirements in Reading or Writing (formerly Developmental Studies Requirements) must be advised by the University Advisement Center to ensure students are taking the correct courses and that they have been correctly placed. Missing ACT/SAT scores or late college transcripts may cause a student to be incorrectly placed in LS courses. If in doubt, please call the University Advisement Center (439-5244).

General Information about Learning Support Program (LS)

- First time freshmen are placed into LS Labs in Reading, Writing and Math if their ACT/SAT subscores fall below the minimum requirements as mandated by Tennessee Board of Regents (TBR) and ETSU policy.
- Transfer students will be required to take a placement test if they 1.) do not have ACT/SAT test scores less than 3 years old, 2.) have not transferred in college level English or Math courses. COMPASS is ETSU’s assessment tool.
- Adult students (without ACT/SAT scores) are required to take the COMPASS assessment in Reading, Writing and Math.
- Students may challenge their initial placement by taking the COMPASS assessment in the required subject area.

For more information visit: http://www.etsu.edu/uac/learningsupport/default.aspx

Test Scores

ACT/SAT, GRE, Compass, Developmental Studies Placement, Exit Exam, TOEFL, etc.

- If Developmental Studies Reading, Writing and Math = 4, student is college level.
- If Reading or Writing < 4, review Learning Support requirements on Advising Summary
  - If student has required Learning Competencies in Reading or Writing --- they must be advised by University Advisement Center in the ARC (439-5244)
- If Developmental Studies information is missing or if Test Scores page is blank, please contact the University Advisement Center for information at 423-439-5244.
- Students with Learning Competency requirements in Math, will take a Math 1530 L section to complete their requirement. Call the University Advisement Center for a Math 1530 L section permit. Have specific section identified when calling.

Test Scores Page Sample:

<table>
<thead>
<tr>
<th>Test Description</th>
<th>Test Score</th>
<th>Date Taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACT Best English</td>
<td>15</td>
<td>Mar 05, 2010</td>
</tr>
<tr>
<td>ACT Best Math</td>
<td>16</td>
<td>Mar 05, 2010</td>
</tr>
<tr>
<td>ACT Best Reading</td>
<td>15</td>
<td>Mar 05, 2010</td>
</tr>
<tr>
<td>Developmental Studies Writing</td>
<td>2</td>
<td>Mar 05, 2010</td>
</tr>
<tr>
<td>Developmental Studies Math</td>
<td>2</td>
<td>Mar 05, 2010</td>
</tr>
<tr>
<td>Developmental Studies Reading</td>
<td>2</td>
<td>Mar 05, 2010</td>
</tr>
<tr>
<td>Study Skills</td>
<td>1</td>
<td>Mar 05, 2010</td>
</tr>
<tr>
<td>ACT Best Science Reasoning</td>
<td>16</td>
<td>Mar 05, 2010</td>
</tr>
<tr>
<td>ACT Best Composite</td>
<td>16</td>
<td>Mar 05, 2010</td>
</tr>
<tr>
<td>ACT English</td>
<td>15</td>
<td>Sep 01, 2008</td>
</tr>
<tr>
<td>ACT Math</td>
<td>16</td>
<td>Sep 01, 2008</td>
</tr>
</tbody>
</table>
Other GoldLink Options (not in Advising Summary)

Active Registrations
Easy view access to Early Semester Progress Report (mid-term grades) and end of term grades for specific student/by term. Also shows grade mode: standard letter or audit.
Concise Student Schedule: quick student schedule in one page printable option

<table>
<thead>
<tr>
<th>CRN</th>
<th>Course Code</th>
<th>Course Title</th>
<th>Campus</th>
<th>Credits</th>
<th>Start Date</th>
<th>End Date</th>
<th>Days</th>
<th>Time</th>
<th>Location</th>
<th>Instructor</th>
</tr>
</thead>
<tbody>
<tr>
<td>16032</td>
<td>HSCI 3000</td>
<td>Human Anatomy</td>
<td>ETSU, Main</td>
<td>4.0</td>
<td>Jan 14, 2010</td>
<td>Apr 30, 2010</td>
<td>TR</td>
<td>8:15 am - 11:05 am</td>
<td>Lamb Hall</td>
<td>Forsman</td>
</tr>
<tr>
<td>15579</td>
<td>PHYS 2010</td>
<td>Gen Physics I - Noncalc</td>
<td>ETSU, Main</td>
<td>3.0</td>
<td>Jan 14, 2010</td>
<td>Apr 30, 2010</td>
<td>MWF</td>
<td>1:40 pm - 2:35 pm</td>
<td>Brown Hall</td>
<td>Giroux</td>
</tr>
<tr>
<td>15618</td>
<td>PHYS 2011</td>
<td>Gen Physics Lab I - Noncalc</td>
<td>ETSU, Main</td>
<td>0.0</td>
<td>Jan 14, 2010</td>
<td>Apr 30, 2010</td>
<td>R</td>
<td>1:30 pm - 3:30 pm</td>
<td>Brown Hall</td>
<td>Tittle</td>
</tr>
<tr>
<td>15711</td>
<td>PHYS 2020</td>
<td>Gen Physics II Noncalc</td>
<td>ETSU, Main</td>
<td>0.0</td>
<td>Jan 14, 2010</td>
<td>Apr 30, 2010</td>
<td>TR</td>
<td>11:15 am - 12:35 pm</td>
<td>Brown Hall</td>
<td>Tittle</td>
</tr>
<tr>
<td>15715</td>
<td>PHYS 2021</td>
<td>Gen Physics Lab II Noncalc</td>
<td>ETSU, Main</td>
<td>0.0</td>
<td>Jan 14, 2010</td>
<td>Apr 30, 2010</td>
<td>T</td>
<td>1:30 pm - 3:30 pm</td>
<td>Brown Hall</td>
<td>Tittle</td>
</tr>
</tbody>
</table>

Total Credits: 7.0

[Student Detail Schedule]

East Tennessee State University
Office of Undergraduate Student Advisement
http://www.etsu.edu advisement
423-439-8557
August 2013
**Registration History:** audit trail of adds and drops for student selected by term
Purges or drops before census are not included. To see audit trail see SFASTCA (INB).
Student Information – “General Student Information”

**Student Status:** for registration student status must be active. Active does not mean currently enrolled. Active means is currently admitted. Student may have holds that could prevent registration.

**Student type:** will change for a student from term to term. For example: a student may be a first-time freshman their first term and then change to continuing student the next term.

**Admit type:** will remain constant unless student is readmitted.

**Catalog Term:** catalog year (also check SPACMNT in INB for updates/changes to catalog year)
Student Schedule – detailed schedule including email links to instructors.

- Total credit hours - includes attempted hours (courses dropped after 14\textsuperscript{th} day will be included in this total)
  - Check academic transcript to see hours enrolled for term
- Includes Grade Mode that can indicate audit, pass/fail, etc.
Section III: GoldLink Tools

These options are available in:
1. Advisor Tab in the Registration Tools for Advisors section or
2. Faculty/Advisor Tab in the Faculty Tools or Faculty Advisor “more” options

- **Review of Class Permits and Unofficial Roster**
  - Let’s you view outstanding permits for a specific class

- **Look up Classes** – used by students, faculty and staff to find available courses
  - Class search with lots of criteria options
  - Course descriptions, etc.

- **Schedule of Classes Report** - some departments may find this helpful
  - Can be used to generate report of course availability by campus, department

- **Advisor Grade Tool** – The Advisor Grade Tool is a reporting tool that allows advisors and staff to pull a list of students using various selection criteria. It also has many other options that may be helpful in identifying “at risk” students. To select your population of interest use the tabs provided in the Advisor Grade Tool in GoldLink. Most tab options are intuitive but some are not. Please use the following tutorial to pull student information for ESPR and End of Term. The Advisor Grade Tool is a retention strategy for academic advisors and staff.

Class Permits and Unofficial Class Roster

Access to class rosters for classes you are NOT teaching. May also help manage permits when multiple people are entering permits/override for students. Identifies outstanding permits that students have not used.

Enter CRN (use Look Up Classes option) or enter subject code (example: ENGL) and then course number (Example: 1010). You can choose a section or leave blank and pull all sections. Click on SEARCH. Then click specific section.
Class roster will include student E#, student name, class, college, program, student email, status and permit/override.

This roster will help you identify students who have a permit/override for course but have not registered. An ** will be in the status column with “not registered”.

Use copy/paste to extract data for word, excel, etc.
Look-Up Classes Option

- Click on Look Up Classes icon
- Choose term
- Choose Advanced Search (my preference)
- Choose options (see examples below)
- Click on Class Search to display courses

The following options allow a student to narrow their search of courses.

Subject: at least one subject must be chosen to execute search
- Click in subject box
- Click the first letter of the subject area (example: e for English)
- Scroll thru options and click on desired course
  - Use control key to choose multiple subjects
  - Use shift key to select all subjects or range

Course Number:
- Enter course number (example: 1010)
- May be left blank, search will pull every course with identified subject
- May enter 2 (to access only 2000 level courses) or 3 (for 3000 level courses)
- When searching for science lectures and labs, select course subject, type common digits of course numbers (ie: Biol 1110/1111 enter 111 in course number. Can see lecture and lab on same page.

Instructional Method:
- Web-Asynchronous – pulls ETSU online courses
  - Note: some ETSU online courses still require students to come to campus for presentations, exams, etc. Students should review course description and/or contact instructor for details.

Campus:
- Allows student to choose campus of choice such as Kingsport
- Choosing main campus will exclude off campus sites and prevent registration errors

Course Level:
- Allows student to choose undergraduate, graduate, doctoral, etc.

Part of Term:
- Allows student to choose RODP courses or WINTER SESSION

Instructor:
- Student may search for courses offered by specific instructor
  - Must select subject area to execute search by instructor

Attribute:
- Allows student to search by attribute type. Courses have searchable attributes such as intensives (ITEC, ICOM, IWRT) and Learning Support.

Start Time, End Time and Days:
- Student may search for courses that meet a specific time or day.
- Good option for students wanting only Tues/Thursday classes etc.
Look-Up Classes (screenshot)
Schedule of Classes Report

Gives faculty/staff option of pulling course or class listing using different filters. Great tool for reviewing course options and building future schedules.

Select campus to filter by:
- Click on campus option
- Click on arrows to send option to right

Select departments to filter by:
- Click on department option
- Click on arrows to send option to right

 Generate report in browser (to view) or generate to word (to save)
Sample of report: selected main campus and ART. Report may be copied and pasted into word, excel, etc.
Section IV

BACKDOOR OPTION

If the portal or ETSU website is down, you may still be able to access GoldLink (SSB) by logging in at https://banner.etsu.edu/ (from campus computers).

Step 1
Choose Self-Service Banner (PROD) option

Step 2
Click on Enter Faculty and Staff Services Option
Step 3
Type in E# (remember capital E)
PIN (initial login 6 digit dob, mmddyy)

*Registration HelpDesk can help with
PIN reset 423-439-5584