GoldLink Workshop

Training materials focus on providing undergraduate academic advisors with the tools they need to access student academic records from GoldLink. This workshop and training material **may also benefit other faculty and staff who need access to student academic records.**

Workshop is an overview of:
- Faculty information in GoldLink
- Advisor information in GoldLink
- Other GoldLink Options/Resources

**Gold Link**
Available from any internet connection
http://www.etsu.edu (click on Gold Link)

or

http://banner.9090 (ON Campus Only and if ETSU website is down)
Choose GoldLink (SSB Self-Service Banner) option

Banner has replaced FRS, SIS, HRS and ADS providing a more integrated, web-based system for processing information on campus. The system was purchased on a state-wide contract and was implemented at all Tennessee Board of Regents institutions. ETSU was fully functional on Banner fall of 2008 for all systems.

Banner may be accessed in two different ways:
- **GoldLink** – aka **Self Service Banner** utilized by students, advisors, staff, and faculty
- **Internet Native Banner (INB)** is the database where information is entered and is navigated thru the use of forms
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The Family Educational Rights and Privacy Act (FERPA)

Federal law prohibits release of student information (attendance, grades, etc) to anyone other than the student. Students under 21, may waive this right (see Partners in Education page 4).

[http://www.etsu.edu/reg/ferpa.htm](http://www.etsu.edu/reg/ferpa.htm)

The Family Educational Rights and Privacy Act of 1974 (USCA 20, 1232G) prohibits the release of educational records or personally identifiable information except directory information without the written consent of the student other than to... "Other school officials including teachers within the educational institution or local educational agency, who have been determined to have legitimate educational interest..."

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.

Inappropriate access is prohibited by the Family Educational Rights and Privacy Act.
Partners in Education Program

Program created by governor of Tennessee to create a partnership, fostering communication between students, their families and the university. Students under 21 years of age may sign a Partners in Education waiver form in the Office of Undergraduate Student Advisement (located in the Welcome Center, 2nd Level of D.P. Culp Center) allowing limited academic information to be released to a designee (parent, guardian, and spouse). All correspondence or requests for information will originate with the Office of Undergraduate Student Advisement. This office will contact university faculty or staff if academic information is to be released by the faculty member.

Do not release educational information when parent indicates student has signed the Partners in Education Program. The forms (given to student and parent) direct ALL inquiries to the Office of Undergraduate Student Advisement (423-439-8557 or 6940). Students may share their GoldLink pin and D2L password with parents if they like which gives parents access to mid-terms, grades, financial aid, transcripts, etc.
First-Time Users
How to Login to GoldLink

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

IF ETSU website is down:
go to: [http://banner:9090](http://banner:9090) (on Campus only)
and choose Goldlink (SSB Self-Service Banner), Production Database (PROD)
Click on Enter Faculty and Staff Services
User ID is your E# (Example: E00001234) If you do not know your E number, click on: Look up E-Number Click here option on webpage.

Note: Pre-Banner students may continue to use their campus ID by adding a “C” for campus in front of ID (example: C10024569)

First time users: your initial PIN is your six digit date of birth (example: 071481). Your new PIN must be six characters (alpha or numeric).

If you have forgotten your pin – use the Forgot PIN? Option. You should be able to answer your security question and your pin will be reset.

Students: If you did not set a security question or have forgotten your answer, please call 423-439-5584 (Registration HelpDesk) for assistance (8:00 am – 4:30 pm EST, M-F).

Faculty/Staff: If you did not set a security question or have forgotten your answer, please email the OIT HelpDesk at oithelp@etsu.edu. Please include your E# and use your ETSU email for this correspondence.

Please set up security question to make PIN reset easier. Option listed under personal information option or tab.
Each person using Gold Link will have different roles represented by individual tabs.

Tabs may include:
- Personal information
- Employee
- Faculty Services Tab
  - New faculty –
    - Access to faculty tab occurs when the following are met:
      - New contract is loaded by Human Resources
      - You are attached to a class in Banner
      - 60 days prior to the beginning of term
      - 60 days after end of term
  - 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 GoldLink 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/forms/default.asp See option under section 2. Form must have all required signatures.
    - Only permanent employees are granted access to all student records.
- 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

Additional Banner workshops and resources are available:

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

Banner Tutorials sponsored by Office of the Registrar for faculty and students:

http://www.etsu.edu/reg/bannertutorials.aspx

Course Building: Contact Laine Howard at: howardk@etsu.edu

Finance: http://www.etsu.edu/fa/fs/bannerinfo/
Section I

FACULTY INFORMATION IN GOLDLINK – some of the information in GoldLink is intuitive. The following pages will include a brief description and notes regarding Faculty Information (screen shots included).

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

Note: Academic Calendar for Faculty by semester with dates for entering attendance, mid-terms (ESPR) and end-of-term grades: http://www.etsu.edu/etsu/acad_cal_facstaff.asp
Click on Faculty Services Tab

View Active Assignments

The following classes have active (not rolled to Academic History view). The class syllabus and office hours may also be maintained.

View History Assignments (beginning fall 2008)
Choose Faculty Detail Schedule option

Or choose Week at a Glance for your schedule
Or select Detail Class List option
Choose CRN
Gives some general information about each of your students in this course.

Or select Summary Class List (easy print or cut/paste)
Quick list of registered students for the course chosen.
Choose Office Hours and complete for easy viewing for students.

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.

Attendance Reporting – students receive financial aid under the assumption that they are attending ETSU. Federal laws require ETSU to report non-attending students and for their aid to be returned. 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.

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).

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

Faculty academic calendar with data entry dates and deadlines by term available at: http://www.etsu.edu/etsu/acad_cal_facstaff.aspx
Section II: Faculty and Advisor Information

This training will review student academic information using Faculty and Advisors security activated.

Notes about Faculty/Advisor access to student academic records:
- Faculty will have access to academic information for students enrolled in their courses. (see page 8 for more details)
  - Only employees with primary job duties which require access to student records will have access to the Faculty and Advisors option.
  - Temporary and graduate assistants are not eligible for this access.
  - Request for access – complete Banner Student Account Request form available at: http://www.etsu.edu/oit/forms/default.asp Form must have all required signatures.

To access student academic information:
Choose Faculty and Advisors option.
To view student information:
Click on Student Information Menu

Note: Page layouts and options may change as ETSU adds enhancements.
Choose 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: 9 digits
- New students receive their E# with their admissions letter
- E# is also on students ETSU ID card
- ETSU SID number (students with Pre-Banner academic records) add C (for campus) in front of number (Example: C10189296)
- There is also a look up E# option at GoldLink.
- Encourage faculty, staff and students to know their E#.
Student name search – it is easier to look up student’s with E#. Please use E# when possible to locate student record.

In the student and advisee query option boxes:

- 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

Note: If a student’s status is inactive (suspended, withdrawn, purged) the name search will not locate the student. You must enter an E# or SID (old campus number with C in front).

** All students are available in Internet Native Banner (INB).
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.
Now that the student is identified, you may select the specific student information you need for that student. The following screen shots will show the type of information for each of the following options.

NEW option - “Advising Summary” quick one click reference to “most” frequently needed undergraduate advisement information for the student selected.
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. This will not prevent you from
Accessing unofficial transcript.

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.

<table>
<thead>
<tr>
<th>Institution Credit</th>
<th>Transcript Totals</th>
<th>Courses in Progress</th>
</tr>
</thead>
</table>

**STUDENT INFORMATION**

Name: Denver Bronco  
Birth Date: Nov 11, 1992  
Curriculum Information  
Current Program: Bachelor of Science  
Program: Human Dev & Learning-BIS  
College: College of Education  
Major and Department: Human Development & Learning, Human Development & Lming

***Transcript type: UNOF is NOT Official***

**COURSES IN PROGRESS**

<table>
<thead>
<tr>
<th>Fall Term 2009</th>
<th>Subject</th>
<th>Course</th>
<th>Level</th>
<th>Title</th>
<th>Credit Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>ENGL 1010</td>
<td>LSG</td>
<td>Crit Read/Expos Writing</td>
<td>2.000</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

RELEASE: 7.2
How to read academic transcript in GoldLink

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.

* beside course number 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. Please see high school deficiency website and brochure at: [http://www.etsu.edu/reg/registration/highschoolunitdeficiencies.aspx](http://www.etsu.edu/reg/registration/highschoolunitdeficiencies.aspx) for more details. High school deficiencies options that also fall within fine arts general education requirements may double count and meet both. A grade of D satisfies a high school deficiency unless the course department has a minimum grade.

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

**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.

East Tennessee State University
Office of Undergraduate Student Advisement
http://www.etsu.edu/advisement
423-439-8557
August 2010
GPA Summary Lines:

<table>
<thead>
<tr>
<th>Transcript Totals (Developmental Studies)</th>
<th>Top</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Institution:</strong></td>
<td></td>
</tr>
<tr>
<td>Attempt Hours</td>
<td>0.00</td>
</tr>
<tr>
<td>Passed Hours</td>
<td>0.00</td>
</tr>
<tr>
<td>Earned Hours</td>
<td>0.00</td>
</tr>
<tr>
<td>GPA Hours</td>
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</tr>
<tr>
<td>Quality Points</td>
<td>0.00</td>
</tr>
<tr>
<td>GPA</td>
<td>0.00</td>
</tr>
<tr>
<td><strong>Total Transfer:</strong></td>
<td></td>
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<tr>
<td>Attempt Hours</td>
<td>6.00</td>
</tr>
<tr>
<td>Passed Hours</td>
<td>3.00</td>
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<tr>
<td>Earned Hours</td>
<td>3.00</td>
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<tr>
<td>GPA Hours</td>
<td>6.00</td>
</tr>
<tr>
<td>Quality Points</td>
<td>2.00</td>
</tr>
<tr>
<td>GPA</td>
<td>2.00</td>
</tr>
<tr>
<td><strong>Overall:</strong></td>
<td></td>
</tr>
<tr>
<td>Attempt Hours</td>
<td>6.00</td>
</tr>
<tr>
<td>Passed Hours</td>
<td>2.00</td>
</tr>
<tr>
<td>Earned Hours</td>
<td>3.00</td>
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<tr>
<td>GPA Hours</td>
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<tr>
<td>Quality Points</td>
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<tr>
<td>GPA</td>
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Unofficial Transcript

<table>
<thead>
<tr>
<th>Transcript Totals (Undergraduate)</th>
<th>Top</th>
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</thead>
<tbody>
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</tr>
<tr>
<td>Passed Hours</td>
<td>21.00</td>
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<tr>
<td>Earned Hours</td>
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</tr>
<tr>
<td>GPA Hours</td>
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<tr>
<td>Quality Points</td>
<td>2.04</td>
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<tr>
<td>GPA</td>
<td>2.04</td>
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<tr>
<td><strong>Total Transfer:</strong></td>
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<td>Passed Hours</td>
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<tr>
<td>GPA Hours</td>
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<tr>
<td>GPA</td>
<td>2.50</td>
</tr>
<tr>
<td><strong>Overall:</strong></td>
<td></td>
</tr>
<tr>
<td>Attempt Hours</td>
<td>104.00</td>
</tr>
<tr>
<td>Passed Hours</td>
<td>80.00</td>
</tr>
<tr>
<td>Earned Hours</td>
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</tr>
<tr>
<td>GPA Hours</td>
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</tr>
<tr>
<td>Quality Points</td>
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</tr>
<tr>
<td>GPA</td>
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</tr>
<tr>
<td><strong>Institution Combined:</strong></td>
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</tr>
<tr>
<td>Attempt Hours</td>
<td>28.00</td>
</tr>
<tr>
<td>Passed Hours</td>
<td>21.00</td>
</tr>
<tr>
<td>Earned Hours</td>
<td>21.00</td>
</tr>
<tr>
<td>GPA Hours</td>
<td>71.10</td>
</tr>
<tr>
<td>Quality Points</td>
<td>2.04</td>
</tr>
<tr>
<td>GPA</td>
<td>2.04</td>
</tr>
<tr>
<td><strong>Transfer Combined:</strong></td>
<td></td>
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<td>Attempt Hours</td>
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</tr>
<tr>
<td>Passed Hours</td>
<td>62.00</td>
</tr>
<tr>
<td>Earned Hours</td>
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<tr>
<td>GPA Hours</td>
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<tr>
<td>Quality Points</td>
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</tr>
<tr>
<td>GPA</td>
<td>2.48</td>
</tr>
<tr>
<td><strong>Overall Combined:</strong></td>
<td></td>
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<tr>
<td>Attempt Hours</td>
<td>110.00</td>
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<tr>
<td>Passed Hours</td>
<td>83.00</td>
</tr>
<tr>
<td>Earned Hours</td>
<td>83.00</td>
</tr>
<tr>
<td>GPA Hours</td>
<td>250.10</td>
</tr>
<tr>
<td>Quality Points</td>
<td>2.57</td>
</tr>
<tr>
<td>GPA</td>
<td>2.57</td>
</tr>
</tbody>
</table>

 RELEASE: 7.2

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 or graduation GPA. Developmental Studies courses do count toward financial aid and fulltime status but are not included in dean’s list calculations.
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.
Advisor Grade Tool in GoldLink
Sponsored by: Office of Undergraduate Student Advisement and Student Affairs
If you have any questions or need assistance, please email Teresa Williams (williata@etsu.edu) or Sally Lee (lees@etsu.edu)

Advisor Grade Tool (ESPR and End of Term) – is a retention strategy for academic advisors. For 20 years advisors have been using Early Semester Progress Reports (ESPR) and End of Term Grades (EOT) to intrusively intervene with students at risk and/or to congratulate high achieving students.

The Advisor Grade Tool is a reporting tool that allows advisors to pull a list of students using various selection criteria. It also has many other options that may be helpful in identifying 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.

Remember that you can narrow your search to pull the students you want to identify. You may use the Advisor Grade Tool for (but not limited to):
- Checking and notifying students about ESPR
- Checking schedules after orientations (using Student ID tab)
- Checking for failing grades at end of term (EOT) – once a student registers for next semester, you can review EOT grades and also review the next semester schedule and determine if they have NOT met pre-requisites.
- Check on success of freshman students (replaces Freshman Success Program)

Typical search example for selecting students who should be contacted and advised regarding failing grades for ESPR (midterm grades):

- Choose faculty/advisor option
- Choose student information option
- Choose Advisor Grade Tool
- Choose term
- Choose major tab
- Select major
- Generate report (choose estimated number of records to display --- this will generate all currently registered students for term selected in selected major)
- Once student information is populated
  - Select “revise this search” button
  - Select ESPR Include tab
  - Choose F or FN
  - Generate Report (this will generate your majors, for selected term, that have ESPR grades of F or FN
    - Note --- email addresses at bottom of page (one page of emails for each page of students). These may be copy/pasted or exported to use for email distribution lists.

East Tennessee State University
Office of Undergraduate Student Advisement
http://www.etsu.edu/advisement
423-439-8557
August 2010
For large lists – you may need to select next 100 entries.
When beginning a brand “new search” – don’t forget to choose “new search”
If student records are printed – they will print one page per student
You may highlight student records and save to word for easy access and to add contact notes.

Utilizing the Advisor Grade Tool options:
Brief description of Advisor Grade Tool options:

**Admission Type:** Limited use --- **BE AWARE THIS TAB SELECTS STUDENTS BY THEIR ENTRANCE TYPE FOR THEIR FIRST TERM.** Do not use this tab except for first semester selection. This is very helpful for identifying first-time freshman or transfers in their first term. Using this tab otherwise will result in an incomplete list.

**Age:** allows you to select a minimum or maximum age or an age range. This allows you to target a specific age population.

**Attempted Hours:** this tab allows you to select a minimum or maximum or range of attempted hours (not necessarily earned). We recommend using this tab to identify students in their freshman year. Using a maximum of 30 hours will select freshmen. **Note:** some first-semester students may have dual or AP credit and be classified above the freshman level because they have earned over 30 hours.

**Athletics:** Tab for Athletic Department use only.

**Campus:** This tab allows specific ETSU campuses to select their students. Example: Kingsport Center.

**College:** This tab allows you to select students within a particular college.

**Concentration:** This tab allows you to select students within a particular concentration

**Developmental Studies:** Tab for University Advisement Center only

**Earned Hours:** This tab allows you to select a minimum or maximum or range of earned hours (not necessarily all attempted hours).

**Ethnicity:** Tab for University Advisement Center only

**ESPR Exclude:** This tab allows you to select all reports for students who have grades others than those selected. i.e. if you wanted to identify all your students who are doing well, you could exclude all grades C or below. This tab is useful in identifying students who ought to be congratulated.

**ESPR Include:** This tab allows you to select all reports for students who have a grade as selected. i.e. if you wanted to identify all your students who have a failing grade you would select F and FN (failing and failing not-attending). This tab is useful in identifying students failing a course.

**EOT (End of Term) Exclude:** This tab allows you to select all reports for EOT for students who have grades other than those selected. i.e. if you wanted to identify all your students who are doing well, you could exclude all grades C or below. This tab is useful in identifying students who ought to be congratulated.

**EOT (End of Term) Include:** This tab allows you to select all reports for students who have a EOT grade as selected. i.e. if you want to identify all your students who have an EOT failing grade you
would select F and FN (failing and failing not-attending). This tab is useful in identifying students failing a course.

**Honors**: Tab for Honors College use only.

**Major**: This tab allows you select students by major. In a couple of instances there are duplicates, if this is our area experiment with both options until you identify your majors.

**Minor**: This tab allows you to select students by minor.

**Probation**: This tab allows you to view students on probation and to verify their academic progress for the semester.

**Residence Hall**: Tab for Housing and Residence Life Office only.

**Student ID**: This allows you to select an individual or GROUP of students. This is helpful for areas such as Disability Services, Student Support Services and program coordinators.

**Veterans Status**: Tab for Veterans Affairs Office only.
Concise Student Schedule: quick student schedule in one page printable option

<table>
<thead>
<tr>
<th>CRN</th>
<th>Course</th>
<th>Title</th>
<th>Campus</th>
<th>Credits</th>
<th>Level</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>UG</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>UG</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 Phys Lab I-Noncalc</td>
<td>ETSU, Main</td>
<td>0.0</td>
<td>UG</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>UG</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 Phys Lab II Noncalc</td>
<td>ETSU, Main</td>
<td>0.0</td>
<td>UG</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

RELEASE: 7.4.0.1

powered by SUNGARD HIGHER EDUCATION
Degree Evaluation (CAPP System)

What is CAPP?
Curriculum, Advising, and Program Planning (CAPP) is a degree evaluation tool that provides the ability to track a student’s progress toward the completion of their degree. The CAPP degree evaluation report shows how ETSU courses, transfer courses, and courses in progress apply toward degree requirements. The “What-If” function of CAPP can evaluate the student’s academic record against the requirements for a potential new program of study.

Currently, option only available to advisors. After testing, degree evaluation may become available for students. CAPP works well for ETSU native students but should be used with caution with transfer students.

- How to Perform a Degree Evaluation in GoldLink: http://www.etsu.edu/reg/bannertutorials.aspx
- Important note for reading Degree Evaluation
  Source Codes:
  - H = ETSU Work
  - R = Registered (In Progress)
  - T = Transfer Work

Important Reminders

Every reasonable effort is made to present current and accurate information. However, all information is provided for informational purposes only and does not constitute a contract between the university and any person or entity unless otherwise specified. This information is subject to change without prior notice.

- At the current time, CAPP Degree Evaluations are ONLY accessible by advisors.
- CAPP degree evaluations are NOT OFFICIAL. Final approval for graduation is required by the student’s department and the ETSU Graduation Office.
- CAPP Degree Evaluation DOES NOT take the place of regular academic advising.
- CAPP can only be used for catalog years beginning Fall 2008 to present. Requirements for future catalogs are not available.
- Not all transfer work has been equated to ETSU classes. You must check with your departmental advisor to determine the status of transfer courses.
- Credit is not awarded for non-transferable courses, including developmental and failed courses. These courses will not show up in the Degree Evaluation reports.
- Undeclared majors and pre-majors must use the "What-If Analysis" on selected degree programs.

Contact Information

If you still have questions after reading the information provided on CAPP Degree Audits, please contact your departmental advisor or email a CAPP specialist at capp@etsu.edu.
Holds:

- If no holds: “no holds exist message” will appear.
- 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.
- Coming fall 2010, advisement HOLD – information will be emailed when process is completed.
**Registration History**: audit trail of adds and drops for student selected by term

<table>
<thead>
<tr>
<th>Term</th>
<th>CRN</th>
<th>Course</th>
<th>Course Title</th>
<th>Credits</th>
<th>Level</th>
<th>Status</th>
<th>Midterm Grade</th>
<th>Final Grade</th>
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</thead>
<tbody>
<tr>
<td>Spring 2010</td>
<td>16032</td>
<td>HSCI 3000</td>
<td>Human Anatomy</td>
<td>4.00</td>
<td>Undergraduate</td>
<td>Web Registered Dec 09, 2009</td>
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<tr>
<td>Spring 2010</td>
<td>15579</td>
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<td>3.00</td>
<td>Undergraduate</td>
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<tr>
<td>Spring 2010</td>
<td>15618</td>
<td>PHYS 2011</td>
<td>Gen Phys Lab I-Noncalc</td>
<td>0.00</td>
<td>Undergraduate</td>
<td>Drop before W grade date Jan 27, 2010</td>
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<td></td>
</tr>
<tr>
<td>Spring 2010</td>
<td>15711</td>
<td>PHYS 2020</td>
<td>Gen Physics II Noncalc</td>
<td>0.00</td>
<td>Undergraduate</td>
<td>Drop before W grade date Jan 21, 2010</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Spring 2010</td>
<td>15715</td>
<td>PHYS 2021</td>
<td>Gen Phys Lab II Noncalc</td>
<td>0.00</td>
<td>Undergraduate</td>
<td>Drop before W grade date Jan 21, 2010</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Released: 7.4.0.1

[Active Registration | Look Up Classes | Add or Drop Classes | Academic Transcript]
Student Addresses and Phones

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.
Student Email Addresses:

Goldmail accounts are not issued to students until they register for classes. Students must activate their Goldmail accounts. Directions for activation available at:
http://www.etsu.edu/oit/students/goldmail/

Students provide personal email addresses during the application process. Students may not update these. These addresses will be out-of-date fairly quickly but may be helpful for new students/prospects.

Goldmail is the preferred email address for students.
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)

<table>
<thead>
<tr>
<th>Information for Denver Bronco</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Information effective</td>
</tr>
<tr>
<td>From Fall Term 2008 to The End</td>
</tr>
<tr>
<td>of Term</td>
</tr>
<tr>
<td>Registered for Term: Yes</td>
</tr>
<tr>
<td>First Term Attended: Fall 2008</td>
</tr>
<tr>
<td>Status: Active</td>
</tr>
<tr>
<td>Residence: In State</td>
</tr>
<tr>
<td>Citizenship: US Citizen</td>
</tr>
<tr>
<td>Student Type: New First Time</td>
</tr>
<tr>
<td>Class: Freshman</td>
</tr>
</tbody>
</table>

**Curriculum Information**

**Current Program**

Bachelor of Science

<table>
<thead>
<tr>
<th>Level:</th>
<th>Undergraduate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program:</td>
<td>Human Dev &amp; Learning-BIS</td>
</tr>
<tr>
<td>Admit Term:</td>
<td>Fall Term 2008</td>
</tr>
<tr>
<td>Admit Type:</td>
<td>First-time Freshman</td>
</tr>
<tr>
<td>Catalog Term:</td>
<td>Fall Term 2006</td>
</tr>
<tr>
<td>College:</td>
<td>College of Education</td>
</tr>
<tr>
<td>Campus:</td>
<td>East Tennessee SU, Main Campus</td>
</tr>
<tr>
<td>Major and Department: Human Development &amp; Learning, Human Development &amp; Learning</td>
<td></td>
</tr>
</tbody>
</table>
Student Schedule – detailed schedule including email links to instructors.

- Total credit hours - includes attempted hours (courses dropped after 14th 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.
Test Scores - ACT/SAT, GRE, Compass, Developmental Studies Placement, Exit Exam, TOEFL, etc.

Quick note: if Developmental Studies Reading, Writing and Math = 4, student is college level. If reading or writing < 4, please contact the University Advisement Center at 423-439-5244 for assistance. Major advisors should advise students to take DSPM0700, 0800 and 850 Math courses as required. The Advising Summary is easier to read and determine developmental studies requirements.

If Test Scores option is blank, please contact the University Advisement Center for information at 423-439-5244.

More about: Developmental Studies Program placement – students who have ACT subscores < 19 (or comparable SAT subscores) in writing, reading and/or math are required to complete developmental studies courses before beginning college level courses. If a student is required to take Developmental reading or writing courses (as noted on SZADEF in INB), please contact the University Advisement Center (UAC) located in the ARC at 423-439-5244. UAC should be advising these students because of testing and assessment procedures. If a student has just math requirements the major advisor will advise the student.

a. Adult students without ACT/SAT scores are required to take a Compass assessment test in Reading, Writing and Math to determine college-level placement.

b. Transfer students who have not completed college level English and Math courses will be required to take a Compass assessment in that area. Registration error messages in GoldLink indicating Pre-Req or Test Score error can mean: 1.) student does not have prerequisite for course OR 2.) that student has not completed Developmental Studies courses required for this course or 3.) transfer student needs to take Compass assessment to determine placement. PLEASE BE CAREFUL WHEN GIVING PERMITS – PERMITS WILL ALSO OVERRIDE DEVELOPMENTAL STUDIES REQUIREMENTS. Please contact the University Advisement Center at 423-439-5244 if in doubt.

How to read view test scores: developmental test scores = 4 indicates student is college-level with no DSP requirements. The other codes indicate the following requirements. If the developmental test scores are < 4, please refer to Internet Native Banner (INB) on SZADEF or call the University Advisement Center at 439-5244 for guidance.

Test Score Codes for Developmental Studies – Banner calculates “Best Score” for DSP Placement for students with multiple ACT or SAT scores. Similar to DSPP line on screen 136 in SIS. The Best ACT Score selects the best score from multiple ACT tests and places students accordingly.
Developmental Studies Writing 1 = DSPW0700 2 = DSPW0800
Developmental Studies Reading 1 = DSPR0700 2 = DSPR0800
Developmental Studies Math 1 = DSPM0700 2 = DSPM0800 3 = DSPM0850
DSP Study Skills (ETSU - Learning Strategies) 1 = DSPS0800 (required) 2 = NOT required

(Test score will indicate lowest level. If DSP Math = 1 student is required to take DSPM0700, 800 and 850.)

If SOATEST or TEST SCORES is blank --- please contact the University Advisement Center 439-5244.
Test Scores: Sample of GRE

<table>
<thead>
<tr>
<th>Test Description</th>
<th>Test Score</th>
<th>Date Taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>GRE Verbal Code</td>
<td>390</td>
<td>Jul 01, 2007</td>
</tr>
<tr>
<td>GRE Quantitative Code</td>
<td>550</td>
<td>Jul 01, 2007</td>
</tr>
<tr>
<td>GRE Analytical Writing Section</td>
<td>2.3</td>
<td>Jul 01, 2007</td>
</tr>
</tbody>
</table>
**Transfer Evaluation**: review of transfer work and how courses transferred to ETSU. This is an important option for departments that allow substitutions from transferring institutions. Notice the arrows below. This Business Law course transferred in a MGMT 2002 Sophomore Elective. Advisor or major department will decide if this course will count toward another ETSU course.

Courses that are frequently substituted should be reported to Undergraduate Admissions. Banner can be coded to accept these substitutions for every student and this will avoid additional paperwork for the advisors, departments and graduation office.

Questions about courses that the student thinks should have met General Education course requirements should be directed to Dr. Dan Brown at brownd@etsu.edu.
Section III: Other GoldLink Options:

Review of Class Permits and Unofficial Roster
Class Schedule – I use look up classes option (see if you need this option)
Course Schedule – I use look up classes option (see if you need this option)
Look up Classes – used by students, faculty and staff to find available courses
Schedule of Classes Report - some departments may find this helpful
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: Query option for finding available courses.
- Click on Look Up Classes icon.
- Choose term
- 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
  - May use control key to choose multiple subjects

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)

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.

Credit Range

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

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

Part of Term:
- Allows student to choose RODP courses

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 developmental studies, high school deficiencies and intensives (ITEC, ICOM, IWRT).

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.
Additional Resources and Training Opportunities:

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

2. Additional Banner workshops and resources are available:
   - Human Resource sponsored: http://www.etsu.edu/humanres/edc/
   - Office of the Registrar: tutorials for entering grades, attendance, etc. available at http://www.etsu.edu/reg/bannertutorials.aspx
     Contact person: Laine Howard
   - Finance tutorials: http://www.etsu.edu/fa/fs/bannerinfo/