Banner Workshop
Self-Service Banner (SSB)

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

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.

**Self-Service Banner (SSB)**
Available from any internet connection
http://www.etsu.edu (click on Gold Link icon to enter GoldLink Portal)

or

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

Fall 2008, Banner 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.

Banner may be accessed in two different ways:
- **Self Service Banner** internet based, utilized by students, advisors, staff, and faculty
  - Accessed thru ETSU GoldLink Portal OR
  - Also accessed thru [http://banner:9090](http://banner:9090) (on campus)
- **Internet Native Banner** (INB) database where information is viewed, entered and is navigated thru the use of forms
  - Accessed thru ETSU GoldLink Portal OR
  - Also accessed thru [http://banner:9090](http://banner:9090) (on campus)

Self-Service Banner and Internet Native Banner may be accessed by faculty, staff and advisors thru the GoldLink Portal and/or thru the Self-Service Banner option (middle column of GoldLink Portal login page).
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 and also check the 3rd box in section 2 for access to Self-Service Banner.

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

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

4. 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)

5. Read and file emails from Office of Undergraduate Student Advisement (hooven@etsu.edu)

6. 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
   - Major or minor checklist or curriculum guide for your department
   - Departmental website
   - [ETSU Online Catalog](http://www.etsu.edu/reg/catalog/undergraduate.aspx)
   - Graduation Office and 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)

Additional Banner Workshops and Tutorials

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

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

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

Course Building  Contact Deidra Close at closed@etsu.edu

Finance  http://www.etsu.edu/fa/fs/bannerinfo/
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East Tennessee State University  
Office of Undergraduate Student Advisement  
http://www.etsu.edu/advisement  
423-439-8557  
July 2011
**Family Educational Rights and Privacy Act (FERPA)**

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**

Program housed and coordinated by 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.

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.
How to Login to Self-Service Banner

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

Welcome to GoldLink – ETSU’s 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 time.

Login using your username and password.
Important Note: new students will use the “Self-Service Banner (SSB) – Register for courses for the first time option” to access Self-Service Banner (center column, last option, see below). New students will not have access to the GoldLink Portal until after they register for classes. After students are registered, they will have access to the ETSU GoldLink portal within about 24 hours.

BACKDOOR OPTION
If the portal or ETSU website is down, you may still be able to access Self-Service Banner by logging in at http://banner:9090 (from campus computers). Choose GoldLink Self-Service Banner (PROD) option.

Here you will login to Enter Faculty and Staff Services with your E# and pin number. If you forget your pin, you may use the “forgot pin” option to reset.
First-Time students will enter Self-Service Banner thru this logon point.

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.
Tabs in GoldLink Portal and Self-Service Banner
Each person will have different roles represented by individual tabs.

Advisor Tab in GoldLink Portal
The advisor tab will give you quick options to locating student information (if you have authorized access). Adding a student tab will also let you view what a student sees when they login.

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

To learn more about Goldlink Portal options visit:
http://www.etsu.edu/academicaffairs/elearning/ats/portal/default.aspx

Tabs in Self-Service Banner 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
    - Be sure and complete Section 2 --- request Internet Native Banner account AND 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

My Faculty Info Tab – some of the information in GoldLink and Self-Service Banner 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 or many other options)

Self-Service Banner
Click on Faculty Services Tab

View Active Assignments

OR

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

Faculty Detail Schedule

Or choose Week at a Glance for your schedule

Week at a Glance

The following is your class schedule by day and time. Classes 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.
Or select Detail Class List option (Gives some general information about each of your students in this course) Choose CRN

Detail Class List

An asterisk will appear next to the appropriate field if any of the following conditions exist: 1) The student has more than one major or department in his/her primary or secondary curriculum. 2) The student has a program, level, college, or degree in the secondary curriculum that is different from that in his/her primary curriculum.

If the word Confidential appears next to a student’s name, the personal information is to be kept confidential.

Course Information
Principles of Acct I - ACCT 2010 001
CRN: 80405
Duration: Aug 25, 2008 - Dec 05, 2008
Status: Active

Enrollment Counts
Maximum Actual Remaining
Enrollment: 50 28
Cross List: 0 0

Detail Class List

<table>
<thead>
<tr>
<th>Record Number</th>
<th>Student Name</th>
<th>ID</th>
<th>Registration Status</th>
<th>Registration Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>New Applicant, Freshman U.</td>
<td>E00144899</td>
<td>Registered</td>
<td>1</td>
</tr>
</tbody>
</table>

Current Program
Undeclared
Level: Undergraduate
Program: Undoc: UNKGRD - degree seeking
Admit Term: Full Term 2008

Or select Summary Class List (easy print or cut/paste)
Quick list of registered students for the course chosen.

Summary Class List

An asterisk will appear next to the appropriate field if any of the following conditions exist: 1) The student has more than one major or department in his/her primary or secondary curriculum. 2) The student has a program, level, college, or degree in the secondary curriculum that is different from that in his/her primary curriculum.

If the word Confidential appears next to a student’s name, the personal information is to be kept confidential.

Course Information
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CRN: 80405
Duration: Aug 25, 2008 - Dec 05, 2008
Status: Active

Enrollment Counts
Maximum Actual Remaining
Enrollment: 50 28
Cross List: 0 0

Summary Class List

<table>
<thead>
<tr>
<th>Record Number</th>
<th>Student Name</th>
<th>ID</th>
<th>Reg Status</th>
<th>Level</th>
<th>Credits</th>
<th>Grade Detail</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>New Applicant, Freshman U.</td>
<td>E00144899</td>
<td>Registered</td>
<td>Undergrad</td>
<td>3.000</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>New Applicant, Freshman U.</td>
<td>E00144890</td>
<td>Registered</td>
<td>Undergrad</td>
<td>3.000</td>
<td></td>
</tr>
</tbody>
</table>
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. 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 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. 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).

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: Faculty and Advisor Information

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

To access student academic information:
Choose Faculty and Advisors option or Use Advisor Tab in Portal
Should I be advising this student?

Students who have Developmental Studies Program (DSP) 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 DSP courses. If in doubt, please call the University Advisement Center (439-5244).

There are two Advising Summary sections to review to help you determine if you should be advising this student:

1. Developmental Studies Requirements (DSP) (INB: SZAADEF)
   Students who have a required (R) for Reading, Composition or Study Skills must be advised in the University Advisement Center (located in the ARC, 2nd Level of D. P. Culp). These students will have specific DSP courses they must complete before they can register for “most” freshman level general education courses.

   Major advisors will advise students who only have DSP Math requirements. A student can be placed into 1, 2 or 3 different levels of DSP Math courses. They are: 1.) DSPM0700 – Basic Arithmetic, 2.) DSPM0800 – Elementary Algebra and/or 3.) DSPM0850 – Intermediate Algebra.

2. Test Scores (INB: SOATEST)
   Developmental Studies writing, reading and/or math scores of 4 indicate student is college level and does not require any DSP courses. If the test score section does not have entries for Developmental Studies writing, reading, and math, please contact the University Advisement Center for assistance (439-5244).

General Information about Developmental Studies Program
First time freshmen are placed into Developmental Studies courses in Reading, Composition 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.

Note: TBR is redesigning the Developmental Studies Program. The new program is named Learning Support. Currently, ETSU is piloting several Learning Support courses. Full implementation should be complete by fall 2012. Watch for new information about Learning Support guidelines and policies (http://www.etsu.edu/uac/dsp/default.aspx)
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 a specific student.

I STRONGLY RECOMMEND USING THE ADVISING SUMMARY!!!!
**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.
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 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.
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 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
If you have any questions or need assistance, please email
Teresa Williams (williata@etsu.edu) or Suzy Hooven (hooven@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.
- 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>
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<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**
Degree Evaluation (CAPP System)

What is CAPP? CAPP Tutorial available in SSB.

http://www.etsu.edu/reg/capp/default.html

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.
- UA - Undergraduate Advisement Hold
- SO - Student Orientation Hold
**Registration History**: audit trail of adds and drops for student selected by term

<table>
<thead>
<tr>
<th>Associated 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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<tr>
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<td>15579</td>
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<tr>
<td></td>
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<td>Noncalc</td>
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<td></td>
</tr>
<tr>
<td>Spring 2010</td>
<td>15618</td>
<td>PHYS</td>
<td>Gen Physics Lab I</td>
<td>0.00</td>
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<td>Drop before W grade date Jan</td>
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<td></td>
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<td>PHYS</td>
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<td>Drop before W grade date Jan</td>
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<td>Noncalc</td>
<td></td>
<td></td>
<td>21, 2010</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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:

New students are sent directions in their acceptance letters on how to activate and login to their Goldmail accounts.

For more information:  http://www.etsu.edu/oit/studentinfo/goldmail.aspx

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 and confidential information should only be transmitted thru Goldmail.
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 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.

Test Scores: Sample of GRE

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<tr>
<th>Test Description</th>
<th>Test Score</th>
<th>Date Taken</th>
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</thead>
<tbody>
<tr>
<td>GRE Verbal Code</td>
<td>390</td>
<td>Jul 01, 2007</td>
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<tr>
<td>GRE Quantitative Code</td>
<td>550</td>
<td>Jul 01, 2007</td>
</tr>
<tr>
<td>GRE Analytical Writing Section</td>
<td>3.5</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.

For more information see: [http://www.etsu.edu/cas/casinarc/](http://www.etsu.edu/cas/casinarc/)

<table>
<thead>
<tr>
<th>Course Abbreviation</th>
<th>Course Title</th>
<th>Institution</th>
<th>Term</th>
<th>Year</th>
<th>Subject Abbreviation</th>
<th>Course Title</th>
<th>Term</th>
<th>Year</th>
<th>Course Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACCT 5111</td>
<td>PRIN ACCOUNTING I</td>
<td>West Virginia State University</td>
<td>Fall</td>
<td>1977</td>
<td>ACCT 2010</td>
<td>Principles Of Acct 1</td>
<td>3</td>
<td>A</td>
<td></td>
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<tr>
<td>ACCT 5112</td>
<td>PRIN ACCOUNTING II</td>
<td>West Virginia State University</td>
<td>Fall</td>
<td>1977</td>
<td>ACCT 2020</td>
<td>Principles Of Acct II</td>
<td>3</td>
<td>A</td>
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<tr>
<td>BANK 2101</td>
<td>PRIN OF BANKING</td>
<td>West Virginia State University</td>
<td>Fall</td>
<td>1977</td>
<td>FNCE 1001</td>
<td>Fr. Finance Elective</td>
<td>3</td>
<td>A</td>
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<tr>
<td>BIO 3101</td>
<td>GEN BIOL-BOT/LEC</td>
<td>West Virginia State University</td>
<td>Fall</td>
<td>1977</td>
<td>BISC 1100</td>
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<td>Fall</td>
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<td>BISC 1101</td>
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<td>BISC 1200</td>
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<td>BLAW 5214</td>
<td>BUSINESS LAW</td>
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<td>So Off. Mgmt Elective</td>
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<td>ECON 8201</td>
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<td>Fall</td>
<td>1977</td>
<td>ENGL 1110</td>
<td>Crit Read/Expos Writing</td>
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<td>A</td>
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<td>Fall</td>
<td>1977</td>
<td>ENGL 1120</td>
<td>Crit Thesis/Assessment</td>
<td>3</td>
<td>A</td>
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</tbody>
</table>
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.