Fresno State Learning Center

GradesFirst

What is GradesFirst?

GradesFirst facilitates better, stronger collaborations and gives you the data to measure those collaborations: Student Success. It's a holistic student support platform that provides you with the tools to identify, intervene, and engage with students to lead them on a successful path, while giving you the ability to measure and assess those relationships to ensure that the intervention is successful.

What GradesFirst can do for you?

- Enhanced Early Alert System to identify at-risk students early in the semester
- Straightforward Advising Summary Reports
- Tracking of specific groups (freshmen, honor students, athletes, etc.)
- Track attendance (class, events, workshops, visits, etc.)

GradesFirst seeks to promote academic success for students by:

- Providing students timely support and direction to appropriate campus resources
- Encouraging students to utilize campus resources and to also communicate with professors, advisors and the department chairperson regarding concerns
- Making the college transition process more enjoyable by providing more opportunity for academic success

Top 3 features advisors like most about GradesFirst:

1. Ability to submit and manage advising reports and notes
2. Ability to schedule appointment with their students
3. Ability for new advisors to see notes and reports of past advisors

Faculty's Role

Faculty can easily identify which students need additional help and notify both students and advisors, who can then assist students with additional support, tutoring, or referrals. Since many faculty advise, you might have two roles on GradesFirst: Professor and Advisor.

Student's Role

Students are able to request tutoring, create an appointment with their advisor (if permitted by the department), and correspond with their professor.

For a full list of manuals, please visit: http://bit.ly/2dXnCDP

Have additional questions or need technical support with GradesFirst?
Please contact gradesfirst@csufresno.edu

Advisor Quick Start Guide

Step 1: Request Access

Users requesting access to the Advising role in GradesFirst must also have pre-approved access to SA Advising in PeopleSoft. This is given typically to professional staff and faculty advisors and those individuals who work directly with student records and have been approved by management. GradesFirst Advisors will have access to the student profile page.

Step 2: Create Availability

Once given access as an Advisor, availability in GradesFirst is the ONLY way appointments can be scheduled. Appointments can include student appointments or even appointments with other advisors.

QUICK TIP: Create availability for hours you will accept advising appointments. If you need to schedule an appointment outside of those hours, as an advisor, you can override the available times.

Step 3: Inform Your Students

All student appointment reminders will be defaulted to send a text message reminder to the students. Students must have their cell phone number listed as "mobile" in PeopleSoft to receive texts. If not, they will get an email reminder instead.

QUICK TIP: If is a student does NOT want to receive text messages, please email gradesfirst@csufresno.edu.

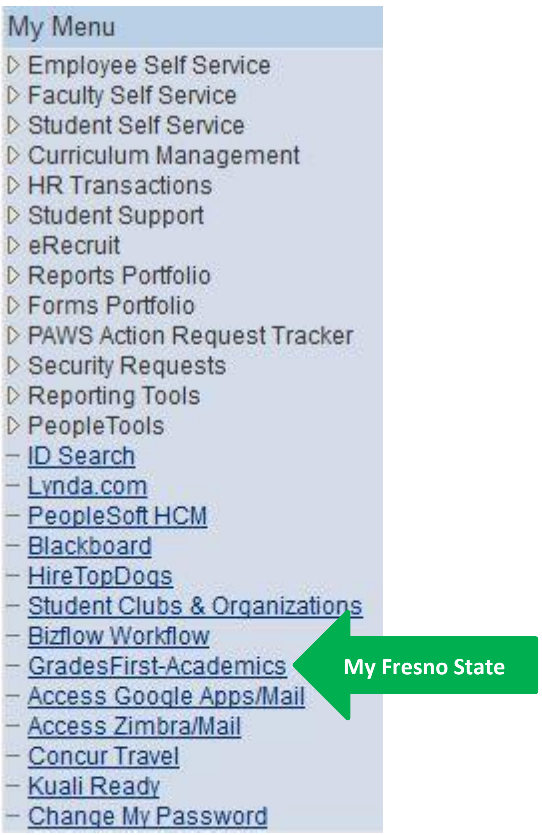
GradesFirst Instructions Guide

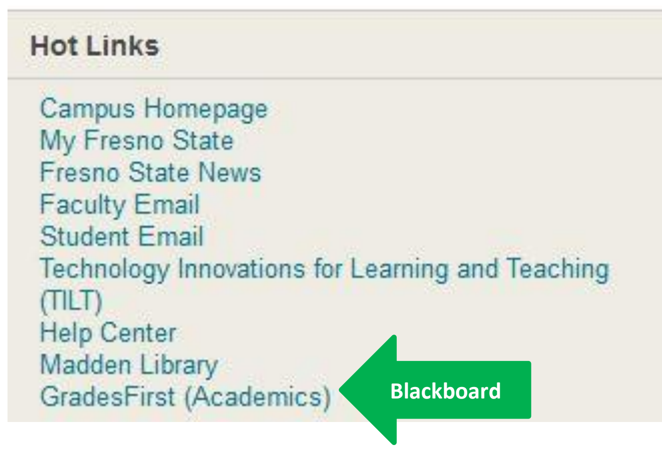
Section 1: Getting Started

Logging into GradesFirst

Log into your GradesFirst account, your user name and password are the same as your Fresno State email.

1. Click the GradesFirst Academics link from the My Fresno State portal OR
2. Click the GradesFirst link on Blackboard OR
3. Go to fresnostateacad.gradesfirst.com and use your Fresno State login/password





Request Access for Advisor Role

All advisors (professional or student) will gain advisor access to GradesFirst when they are approved access to PeopleSoft, DPR, etc.

***NOTE:** You need to ensure that the advisor (professional or student) is linked to your office thru Human Resources documentation so that the necessary approvals are routed to the correct person(s). Please ensure that the person has been hired into your department either as an employee or volunteer since security requests will go to the Dean of the department.*

1. Log onto my.fresnostate.edu
2. From My Menu, select Security Requests
3. Select New Security Request
4. Select User Security. Select Next tab
5. Enter the ID of the person who needs advising access or enter the department (if you are going to submit the request for multiple people within the same department.)
6. Check on the box next to the user and select Add.
7. Verify the correct person was select and select Next tab
8. Under Campus Solutions (HCM) select the Student Advising (Non-Faculty) option or Student Advising (Student Advisors) depending on if the request is for professional staff or student advisor.
9.

   Student Advising (Non-Faculty)
   This Student Administration role is given to staff supporting or providing Student Advising. It grants access pertaining to student advising, Unofficial Transcripts, DARS and the support of Faculty Advisors required by Academic departments, including Advisement and DARS links located in My Fresno State under Student Support folder. It also grants access to the Academic version of GradesFirst.

   GradesFirst is a student advising application used by the campus to track advising sessions and information for students.

   *** GRANTS ACCESS TO VIEW GRADES ***

   Student Advising (Student Advisors)
   This Student Administration role is given to STUDENTS supporting or providing Student Advising. It grants access pertaining to student advising, Unofficial Transcripts, DARS and the support of Faculty Advisors required by Academic departments, including Advisement and DARS links located in My Fresno State under Student Support folder. It also grants access to the Academic version of GradesFirst.

   GradesFirst is a student advising application used by the campus to track advising sessions and information for students.

   *** GRANTS ACCESS TO VIEW GRADES ***

   Select Next tab
10. For staff, choose Permanent Access. For students, enter the appropriate date range (one academic year maximum). Next tab
11. In the text box, enter an explanation for the request.
    a. *If Front Desk Access is being needed, you would put the request here. (For example: Please give Front Desk access for the University Advising Center.)*
12. Select Save

Zimbra Calendar Integration

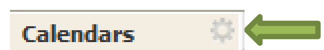
There is a one-time set-up process that needs to be established in order for your GradesFirst calendar and Zimbra calendar to be integrated. GradesFirst will communicate information about appointments to Zimbra. Zimbra will not communicate information from Zimbra to GradesFirst.

Step 1: Get Your GradesFirst calendar feed URL

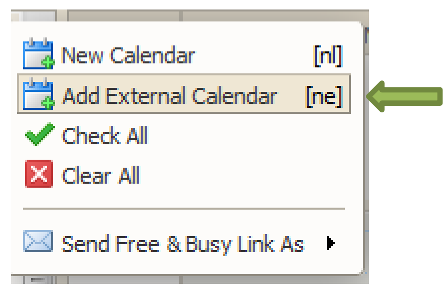
- In GradesFirst, navigate to the **Calendar** icon (in blue bar on the left)
- Click the **Subscriptions** tab
- Click on **Setup Calendar Integration**
- On the **External Calendaring Setup** tab, you will see a URL displayed; beginning with "webcal://" It is located within the gray box. Select the text of this URL and copy it to your clipboard (Control + C)

Step 2: Subscribe to your GradesFirst calendar

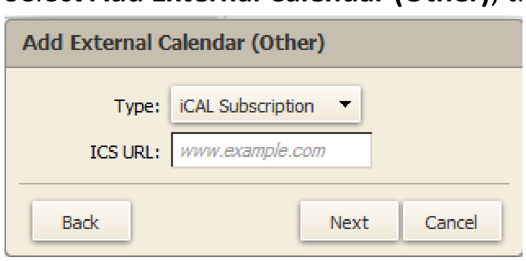
- Navigate to Zimbra
- Click on the **Calendar** tab
- Click on the Options icon near the Calendars menu



- Select **Add External Calendar**



- Select **Add External Calendar (Other)**, then click **Next**



- Type: choose **iCAL Subscription**
- ICS URL: Paste your GradesFirst calendar URL into this field (Control +V)
- Click **Next**
- Enter a name for your calendar. For example, "GradesFirst Calendar" or "Advising Calendar"
- Click **OK**

You should now see a new calendar under your Calendars in Zimbra. It may take a few minutes for your events to display.

Google Calendar Integration

Step 1: Get Your GradesFirst calendar feed URL

In GradesFirst, navigate to the Calendar tab.
Click the Subscriptions tab.
Click on Setup Calendar Integration.
On the External Calendaring Setup tab, you will see a URL displayed, beginning with "webdav://".
Select the text of this URL and copy it to your clipboard (Control + C).

Step 2: Subscribe to your GradesFirst calendar

Navigate to Google Calendar.
Click on the down arrow to the right of Other calendars.
Select Add by URL.

Paste your GradesFirst calendar URL into the URL field.
Click Add Calendar.

You should now see a new calendar under Other calendars. It may take a few minutes for your events to display.
Publish your Google calendar events to GradesFirst

Calendar subscription is a tool that allows you to integrate your Google calendar with your GradesFirst calendar. Once this subscription is complete, your calendars will sync and you will see your Google calendar events listed on your GradesFirst calendar.

To synchronize your Google Calendar events into your GradesFirst calendar:

1. From your Calendar tab click the Subscriptions tab.
2. On the Subscriptions tab, click Setup Free/Busy Integration.
3. Click the Google Apps Integration tab.
4. On the Google Apps Integration tab, click Connect with Google.
5. In the Sign in – Google Accounts dialog, users should find their Google account as an option. If your Google account is not listed, click the Add Account option and login to your Google account.
6. In the Request for Permission dialog, click the Accept button to continue.
7. Select which Google calendar, or calendars, you wish to add to GradesFirst.
8. Click Save.

After all calendar’s have been selected/synced, click on the Calendar tab to view your newly added events. If your events do not immediately appear, click your browser’s refresh button. Please note, it may take a few minutes for your calendars to synchronize. Once synchronized, any events added to your Google calendar will automatically be added to your GradesFirst calendar as “Busy” events.

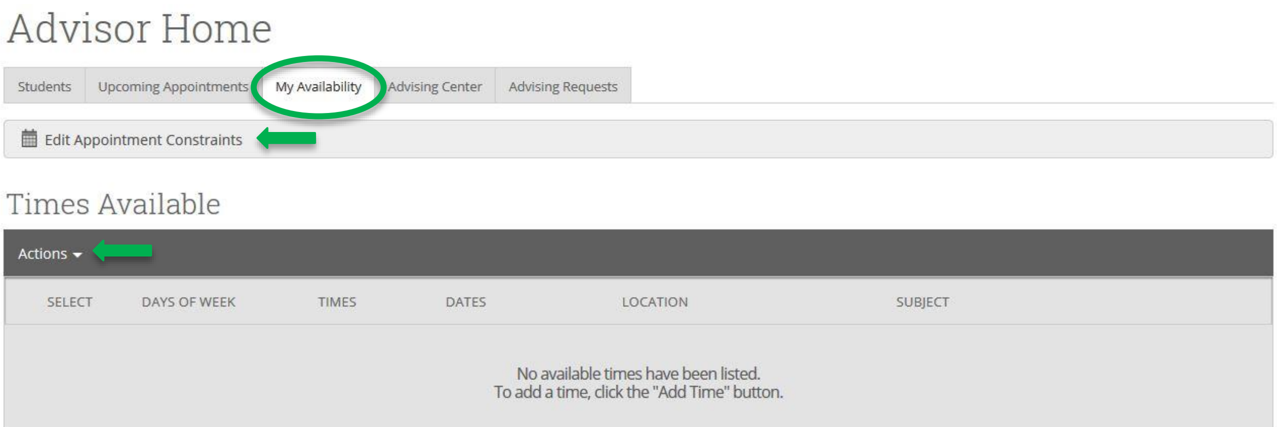
Section 2: Advisor Role

Advisor Availability

In order for students to schedule an appointment with an advisor, you must have your availability set up in GradesFirst.

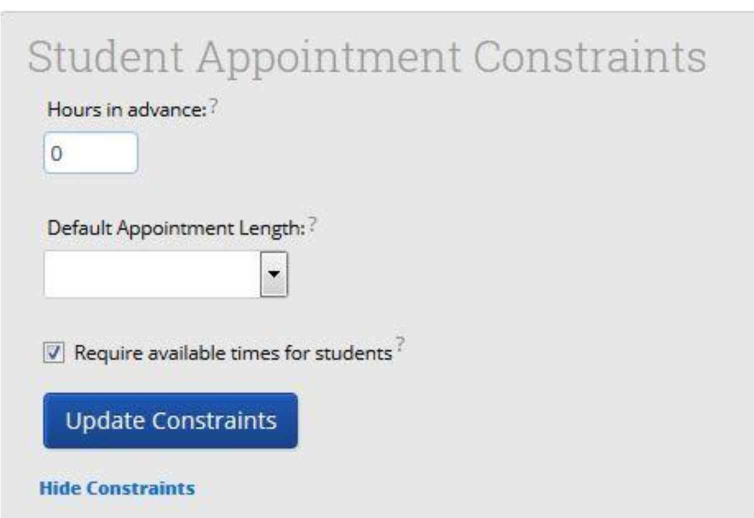
Appointment Constraints

Step 1: To set up your availability, you want to click the “My Availability” tab on the **Advisor Home** screen.



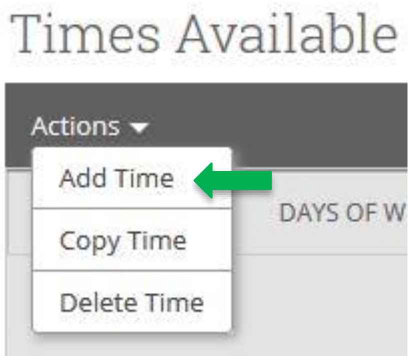
Step 2: The first step is to define the parameters that control your availability for the appointments. First, click the **Edit Appointment Constraints** option.

When clicked, these options are available for you to define:



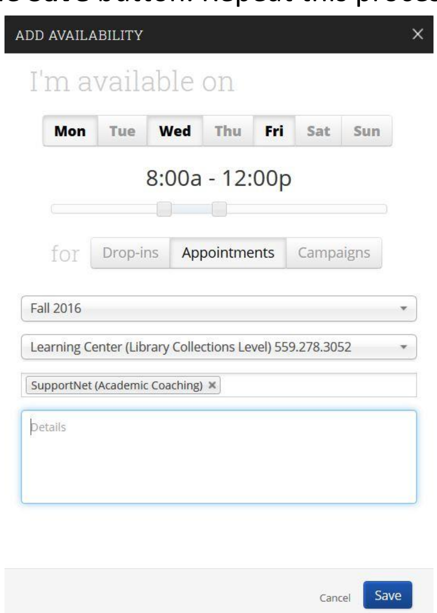
Hours in Advance refers to how many hours, from the current time, a student must wait before they can schedule an appointment. This setting only applies to students making appointments.
Default Appointment Length is the default length of this specific advisor’s appointment. This can be overridden by users with the appointment create permission, except by students, during appointments creation.
Require available times for student means that advisors must have defined *Times Available* before a student can create an appointment with them. If this box is not checked, students are able to schedule with that advisor at any time and day. This box is checked by default. It is highly recommend that advisors use this default during setup.

Step 3: The next step is to define the days and times you will be available to meet with students. It is important to note that locations and services are created by administers. If you have questions about any locations or services set, please contact your GradesFirst Administrator.



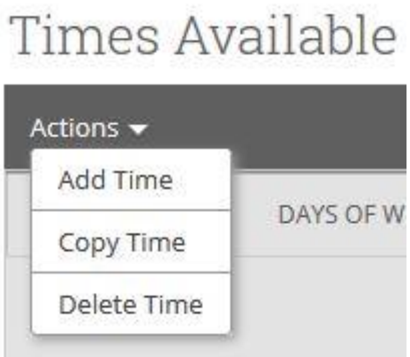
Creating Availability

Step 1: Click the **Add Time** button. You can have as many availabilities as needed.
Step 2: Select the days and times when you are available to meet with students.
Step 3: Select whether you will meet with students via appointments, drop-ins, or campaigns during that time. (**Note**: If all three then you will need to make separate availabilities for each.)
Step 4: Choose the duration (range of dates, semester, or forever).
Step 5: Choose the location where you will be available.
Step 6: Lastly, select which student services you can provide to students during this availability. (**Note**: Leaving this student services field empty means you will appear to be available for all advising student services.)
Step 7: Click the **Save** button. Repeat this process until all of your availabilities have been defined.



Other options

There are two other options when adding **Times Available**.



Copy Time – To copy a time, select the time you would like to copy and then click the **Copy Time** button.
The availabilities will be copied and a dialog will open, allowing you to make edits or to save your newly created availability.

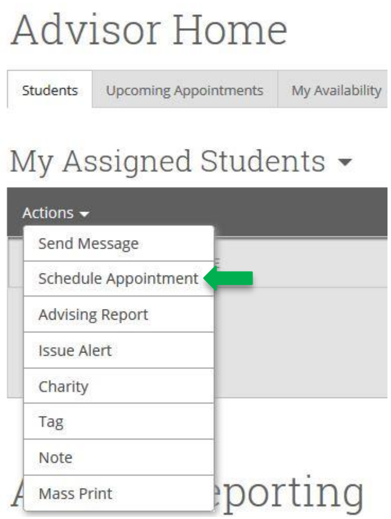
Delete Time – To delete your time, simply select and click the **Delete Time** button.

Note: Inactive availabilities are highlighted in red in the **Times Available** grid.

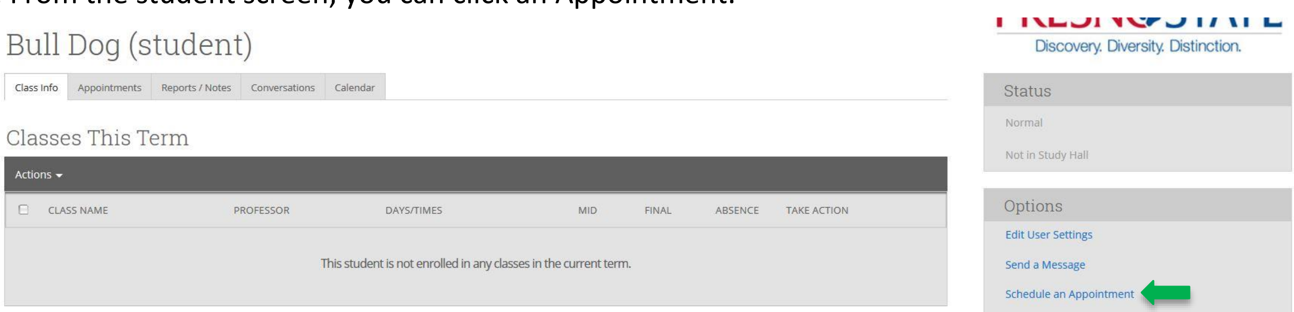
Scheduling and Cancellation of Appointments

There are two ways for advisors to schedule an appointment with a student.

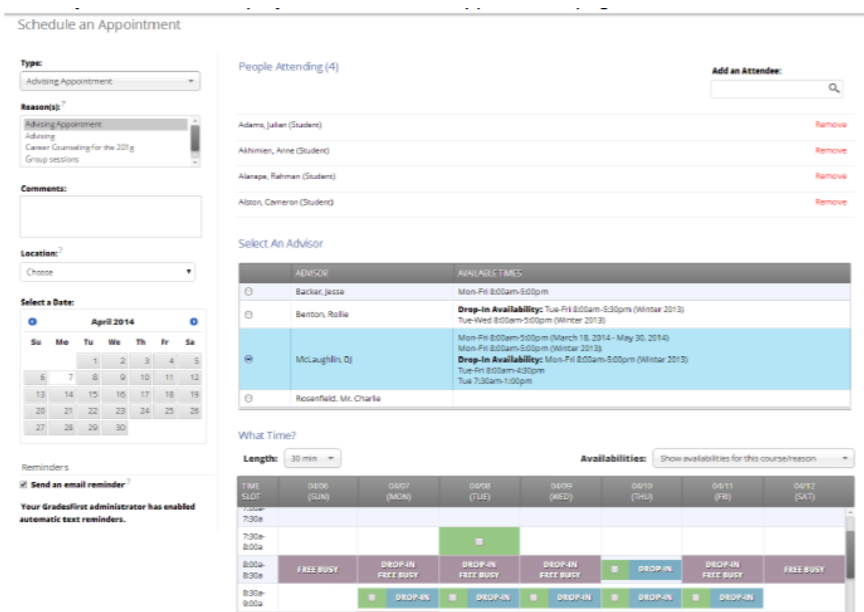
Option 1: From the Advisor Home screen, you can select the student(s) and click **Schedule Appointment** from the drop down options.



Option 2: From the student screen, you can click an Appointment.



The system will then display the **Schedule an Appointment** page.



Appointment Components

- **Type** is what determines whether the appointment you are creating is an Advising, Tutoring, or General appointment. While both Advisor and Tutor appointments are fairly self-explanatory, a General appointment may not be. A General appointment can be considered an obligatory event for the student or advisor. Events that can qualify are things like meetings, trainings, etc.
- **Reasons** is where you will select the purpose of the appointment. For example, Career Counseling and Schedule Changes can be valid reasons for advising appointments. For Advising and Tutoring appointments, reasons are configured by your GradesFirst Administrators. For general events, the reasons field is open.
- **Comments** is a selection where extra commentary can be entered about the appointment. **Both the student(s) and the advisor see these comments when they look at their calendar and receive their notification email.**
- **Select a Date** actually means select a week in which you would like to schedule the appointment. This lets you see the entire week, and not just a single day, to determine which the best day to schedule the appointment is.
- **Location** is where you will meet your students. Select the correct location from the drop down list.
- **Reminders** are sent the day of the appointment. The email reminder is sent the morning of the appointment and the text message is sent 1 hour before the appointment, as long as the student has a valid cell phone number in the system.
- **Add an Attendee** lets the advisor add extra users without having to exit the schedule appointment page. Simply type the user's name, select them, and they will be added to the appointment.
- **People Attending** are the users who will be scheduled for this appointment, the user scheduling the appointment is able to *Remove* or *Add an Attendee* prior to saving the appointment.
- **Select an Advisor** is the list of advisors who have availability at the selected Location. If you are creating an appointment for yourself, simply check your name. However, showing all advisors gives users the ability to create appointments for any advisor at that location (this option can be turned off to where advisors are only able to create appointments for themselves. See your GradesFirst Administrator for more information.)
- **Length** refers to the length of the appointment. While it will default to whatever the advisor had setup in the availability, it can be overridden here.

    The *Scheduling Grid* is where you will actually select what time this appointment will take place. You will notice that a checkbox will appear for any times that is available for scheduling. If something is already scheduled or "Conflicts" with any time, you will see that notated on the grid. For example, Appointments, Free Busy, Conflicts (such as a student's class), or in some cases, Drop-in's for walk-in-appointment times. A blank means the selected advisor does not have availability for that time on that day. You can click on the word Conflicts or Appointment to see who has a scheduling conflict.

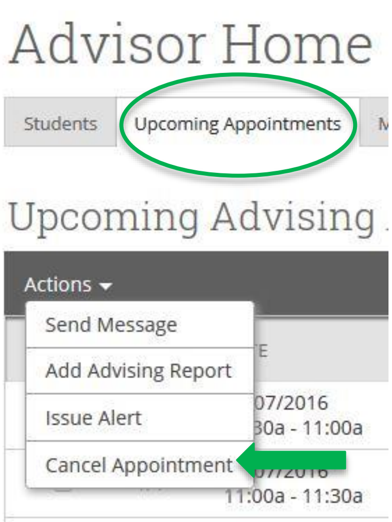
- **Availabilities** is where you can override everything and schedule he appointment at any time at any day. Select the option 'ignore Availabilities, unlock the calendar' and you will see checkboxes appear in every field in the grid. Selecting this option allows you to override any conflict or non-available day to schedule the appointment exactly where and when you want it.

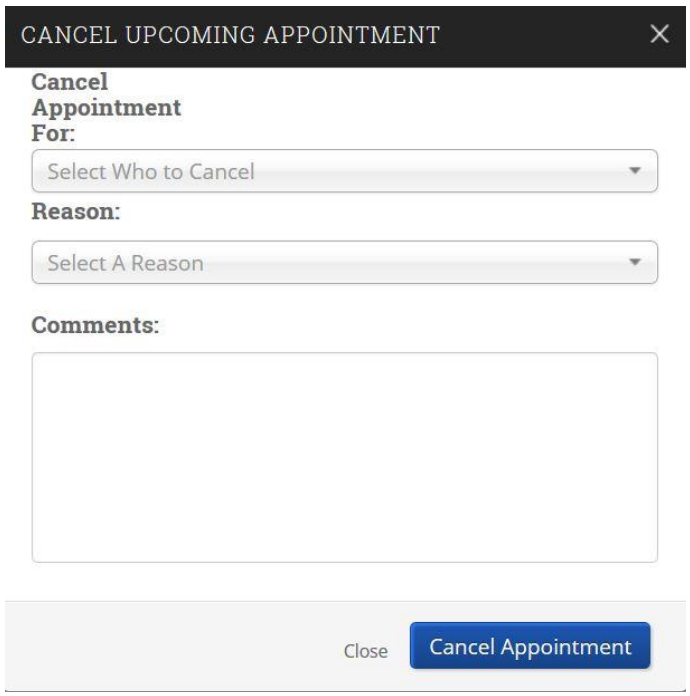
- **Repeat This Appointment?** is where you can make this appointment recurring.
- To finish, click the **Save Appointment** button. When the appointment is saved, the system will send appointment notification emails to each of the attendees with the details of the appointment. It will also update each attendee's calendar.

Cancel Appointments

Need to cancel an appointment? From the advisor homepage, you can click on the Upcoming Appointments Tab.

- Check the appointment and click the Cancel Appointment button and choose the appropriate items in the dropdown menus. **Comments are optional and are seen both by the student(s) and the advisor when they receive their appointment cancellation email.**
- Clicking the Cancel Appointment button will instantly send out cancellation emails to all attendees alerting them the appointment has been cancelled.





Advisor Reports and Notes

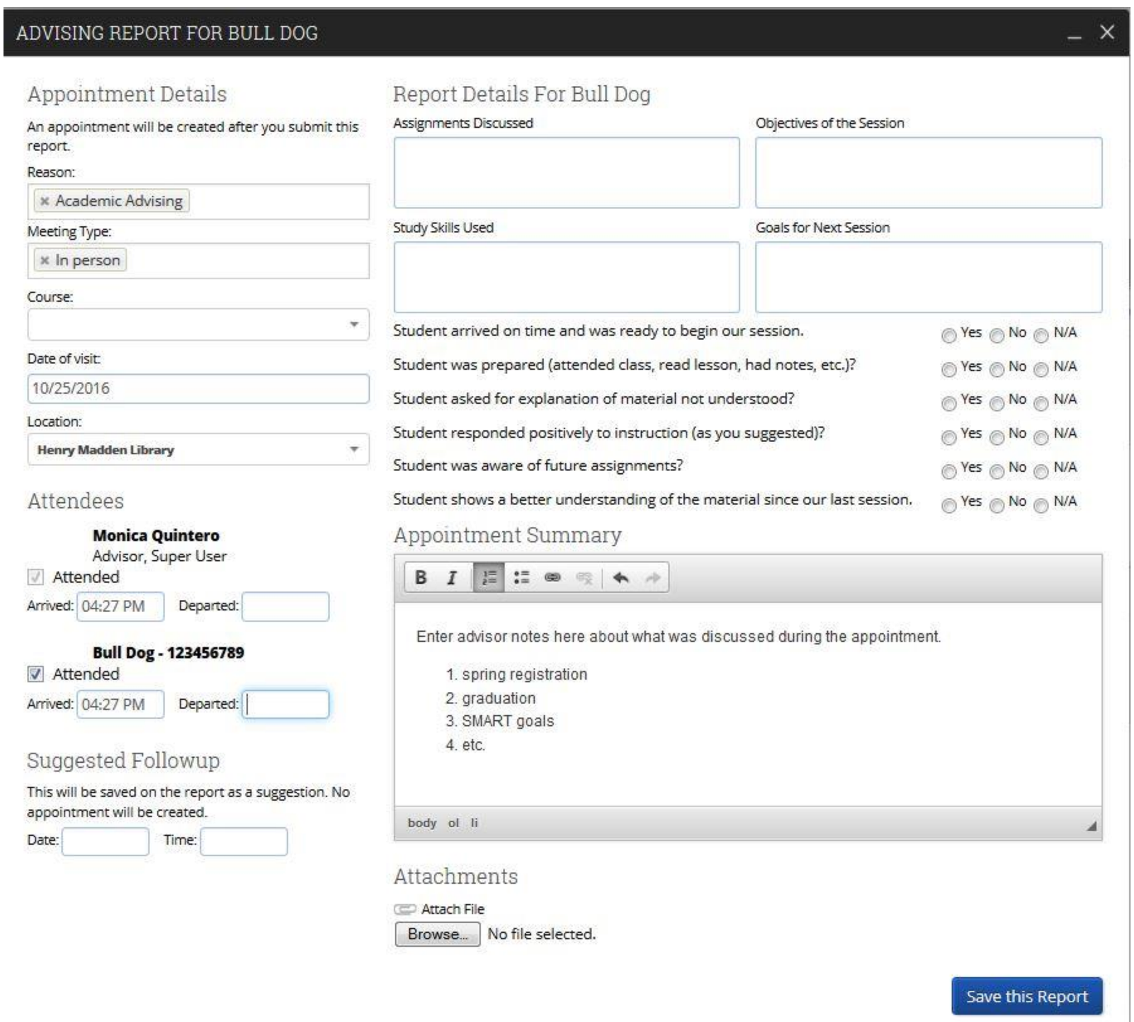
To create an advising report for a drop-in advising session:

1. From the student homepage, click the Advising Report link on the right hand side.
2. The system will then display the **Create an Advising Report** dialog. Every field on this form is optional, so only fill out the fields that are relevant for you and your office (see Supervisor to determine what information your office requires.)

To create an advising report for a scheduled appointment:

3. The advising report will automatically generate when you start the appointment from your student que or…
4. On the advisor homepage, visit the Advisor Reporting Section. Identify the student appointment and click the Advising Report button.

   Note: Advisor Reports are viewable to all advisors on campus.
5. Fill out Advisor Report. **Reminder**: Your office will have specific requirements on what they would like completed on the advisor report. Please confirm with your Supervisor for proper documentation.
6. Once you have completed the report, review the arrived and departed time, and click on **Save This Report**.

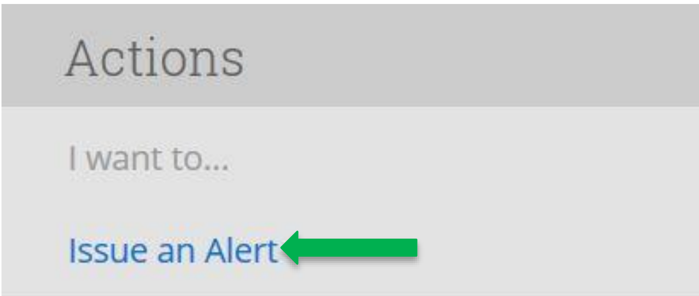


Referring Students to Support Services

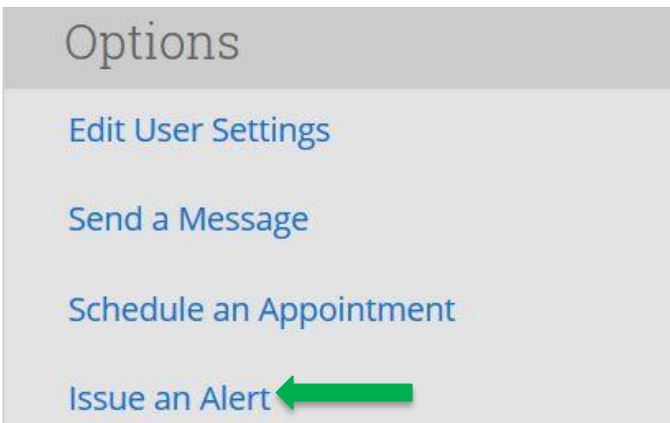
Refer a student at any time… At any point, an instructor or advisor can refer students to SupportNet through GradesFirst.

***This is to refer a single student at a time.

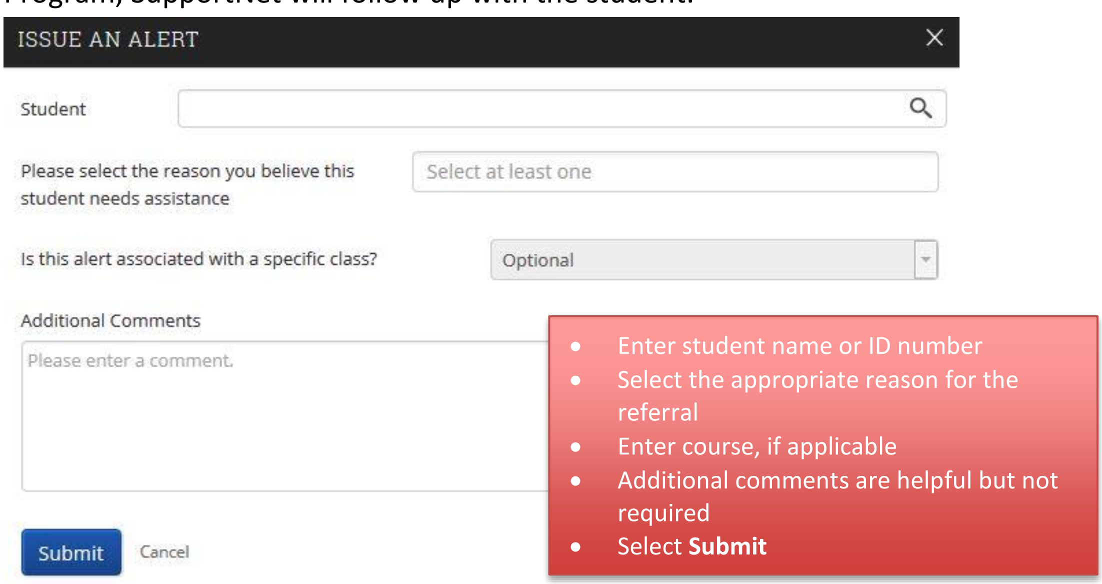
From your Advisor Home Page



From the Student Page



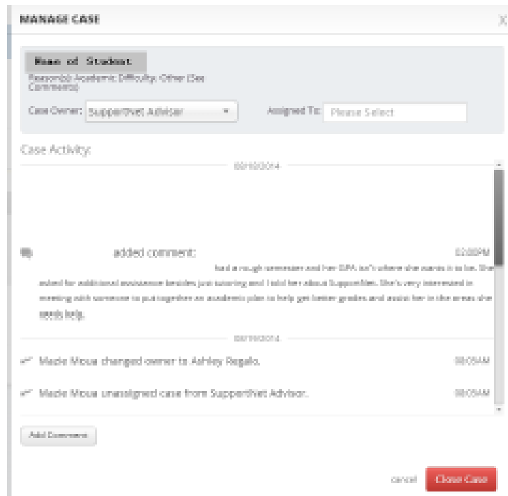
The referral generates a "case" in GradesFirst that is then received by the SupportNet office. If the student belongs to a Student Success Program on campus (i.e. CAMP, SSS, EOP, International, etc.), the cases will be assigned to that advisor for follow up. If the student is not part of a Student Success Program, SupportNet will follow up with the student.



Case Management

If the case is assigned to you, you will receive an auto-generated email notifying you of the referral. A link will be provided within that email to view the case details.

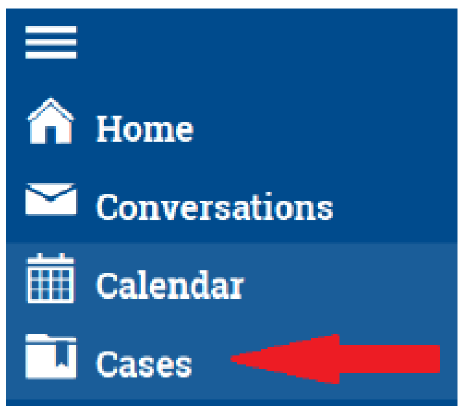
The advisor can read the comments provided and follow up with the student accordingly.

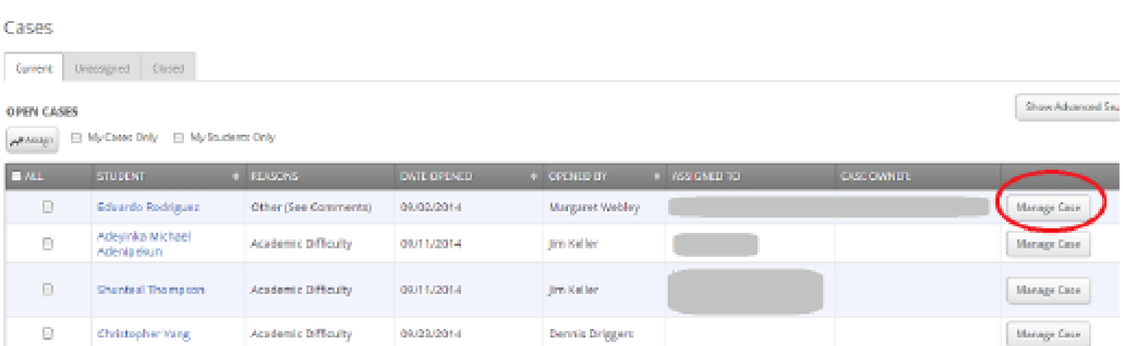


To View and Manage Cases:

From the Side Navigation, click **Cases**. You can view current, unassigned, and closed cases.

To manage a case – click the **Manage Case** button on the appropriate student case.





Section 3: Search and Advanced Search

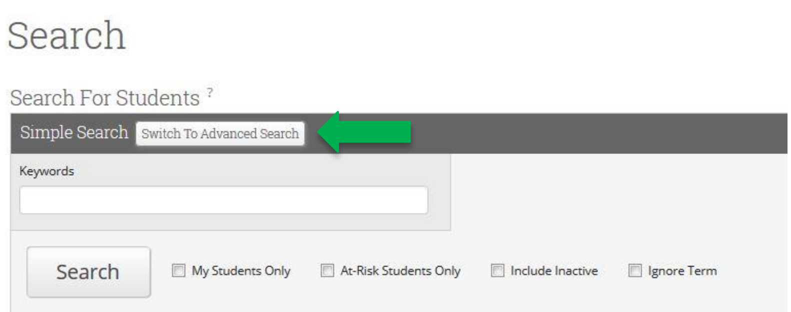
Student Search

Step 1: Once logged into GradesFirst, you will be viewing your advisor home screen. The bar at the top allows you to search for students.

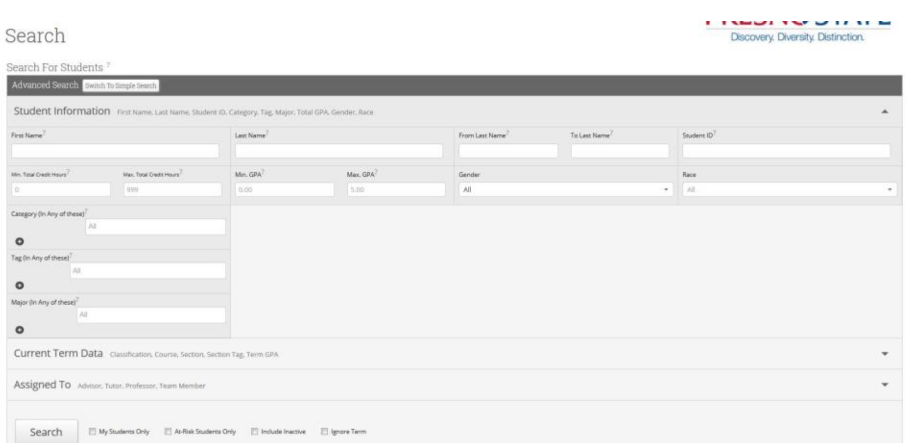
Step 2: Verify that the term is correct and enter the student’s name, email, or student ID# in the search field.
Step 3: A drop down menu will appear and you can click on the student’s name.

Advanced Search

Step 1: Once logged into GradesFirst, click on the magnifying glass on the left side and select Advanced Search.
Step 2: Put in your search features.

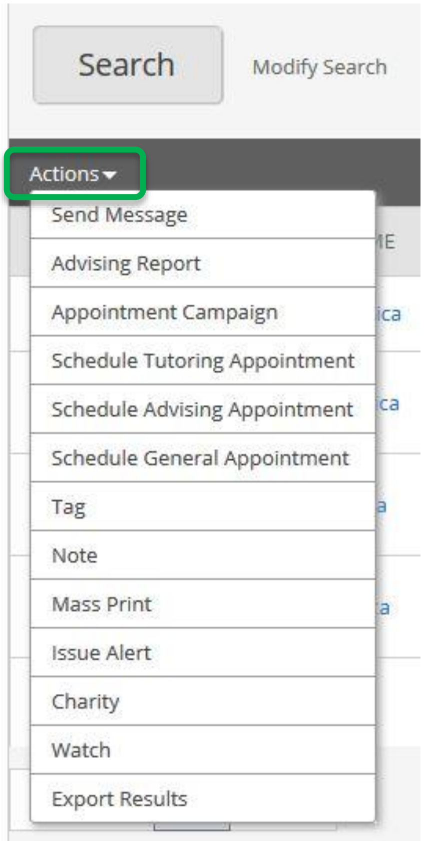


Note: GradesFirst pulls information from PeopleSoft such as: holds, student groups, majors, etc. If your student groups and/or hold is missing please contact gradesfirst@csufresno.edu.

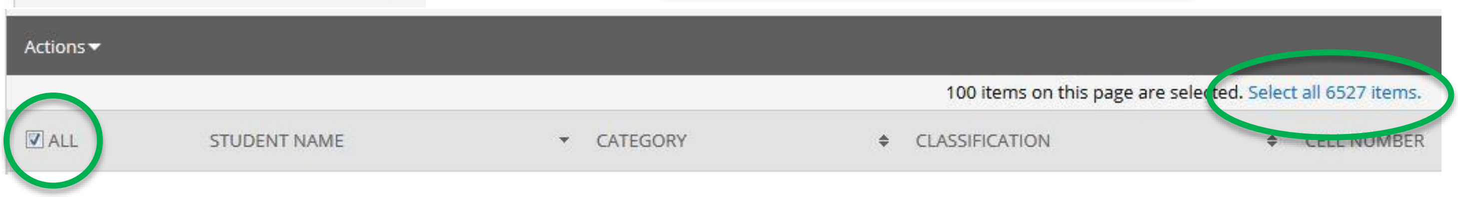


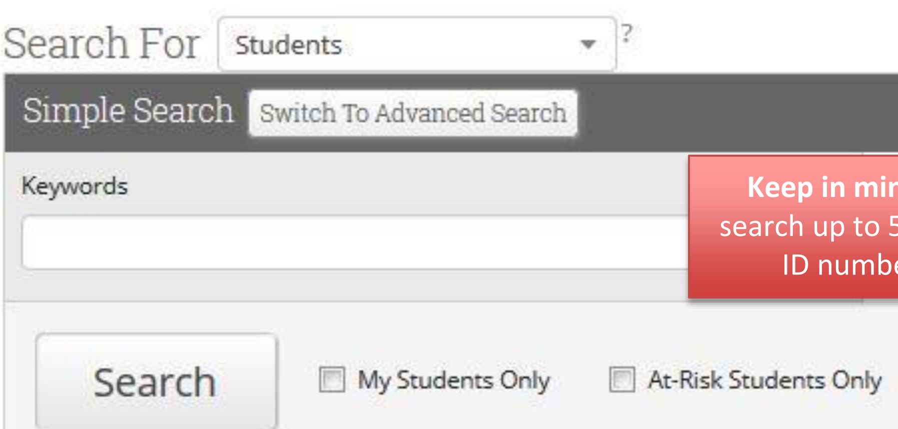
Actions from Advanced Search

You have multiple options from Advanced Search once you pull your data: export results, issue alert, send a message, create an appointment campaign, create an advising report, and add note.



Note: If you want to select all students, click on *Select all #### items*. Or you will just select the first 100 students.



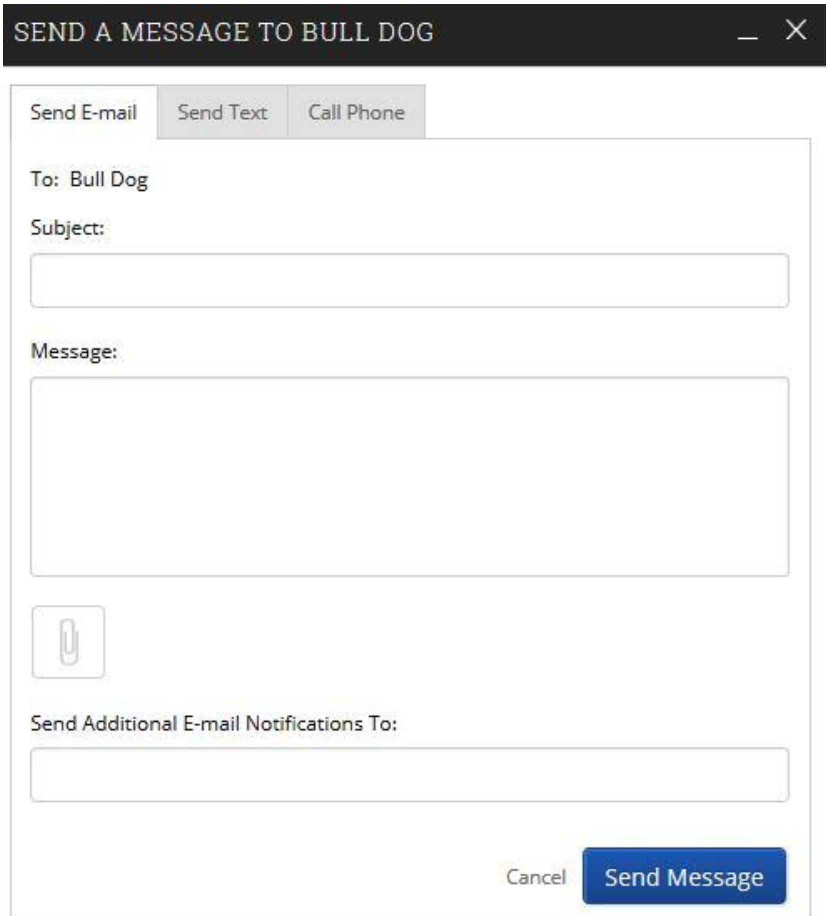


Keep in mind: Under *Keywords*, you can search up to 500 students by just using their ID number. No commas necessary.

Section 4: Sending a Message

In GradesFirst, you can send messages to students from many different screens, including the *Advanced Search* and the *My Assigned Students* list on the *Advising Home* page.

To send an email message, check the box next to the student's name and click **Send Message**. This will bring up the *Send a Message* dialog. **Note**: Text message(s) are currently disabled.



The students you selected to receive the message will be listed at the top. It is worth mentioning that each student will receive their own separate email. We do not "CC" student emails. In other words, when Bull Dog looks at this email, he will not be able to tell that Victor E. also received it. This is especially important when advisors need to send out a sensitive message but don't want students to see who else received it. Lastly, you can also fill in the *Send an Additional E-mail Notification To:* field to also send an email to another email address.

Note: This emails are stored in GradesFirst and can be seen by all advisors, please do not send confidential information.

Users can attach files to an email. To attach a file, click the **Browse** button. Then navigate to and select the file.

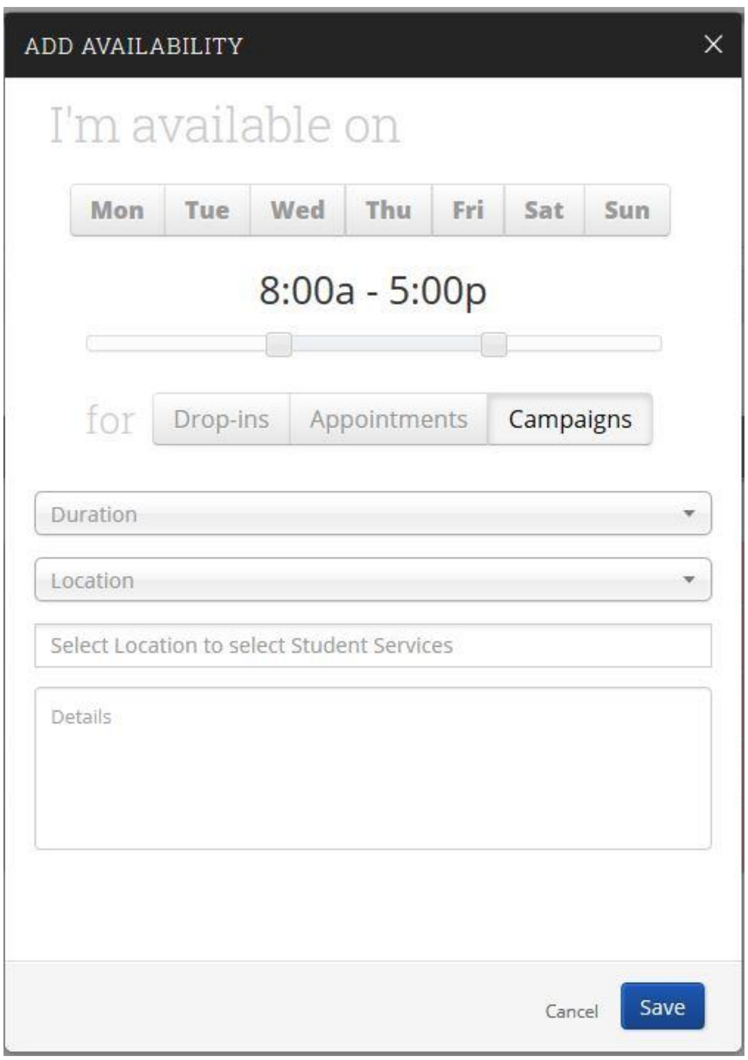
Section 5: Appointment Campaigns

Appointment Campaigns enable the advisor to request that specific students select a specific date and time in which to schedule an appointment instead of the advisor creating appointments for each and every student. This feature is commonly used when an advisor must meet with all of their students at least once per term. To begin, click on **Campaigns** tab then under Actions, click on the **Appointment Campaigns** link and follow the setup steps.

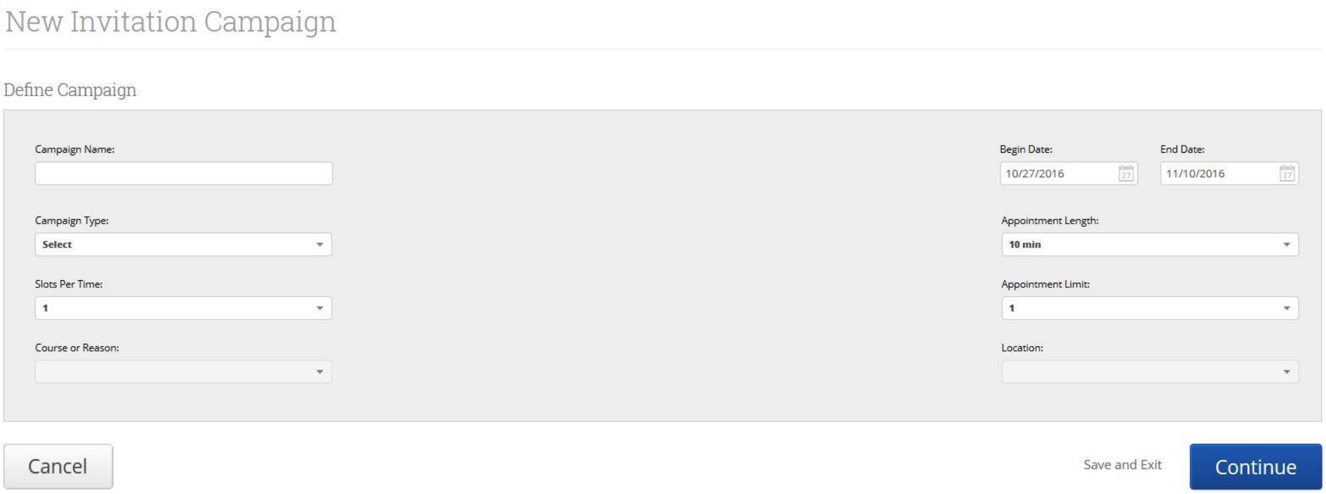
To begin, from the **Advisor Home** Screen, click on **Appointment Campaigns**.
Under **Actions** > Select **Appointment Campaign**

Step 1: Set up your availability

Update or create availability to accept campaign appointments. Advisors will need to have availability defined before they can be added to an appointment campaign.



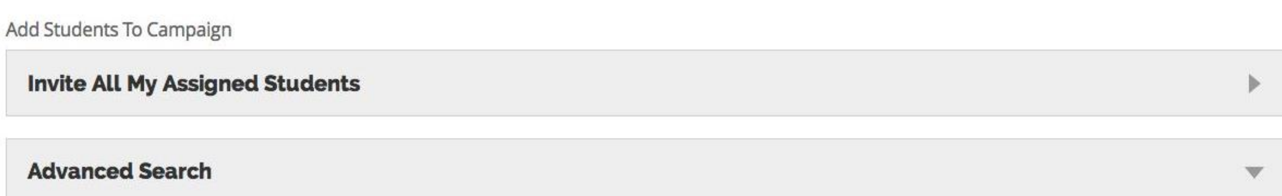
Step 2: Define the Campaign



- **Enter the name of Campaign**: The name of the campaign only appears to the advisor. This needs to be a name that makes sense to you.
- **Campaign Type**: Choose to create a tutoring or advising campaign. Depending on your permissions, you may only have the option to create an advising campaign.
- **Slots Per Time**: This will determine how many students can sign up for a time slot at one time. Changing this to a number greater than one will make this group appointment.
- **Course or Reason**: Choose the course or reason that the appointment will fall under.
- **Choose the Start and the End Date**: This will be the date range for which you want the students to make their appointments.
- **Length of the Appointment**: This is where you define exactly how long the appointment will be. Durations include 10, 15, 30, 45, and 60 minutes intervals.
- **Appointments Limits**: This will determine how many appointments you wish for the students to schedule.
- **Location**: Select the location of where the appointment(s) will be held.

Common issues: If course and reason do not match with your location, check the advisor(s) availability is set to accept campaigns.

Step 3: Add Students to Campaign



Advanced Search: Depending on the population of students that you are issuing the appointment campaign to will determine how you search for these students. Use the best search method for your population and then click **Search**. You can then select student(s) and then click the Continue button.

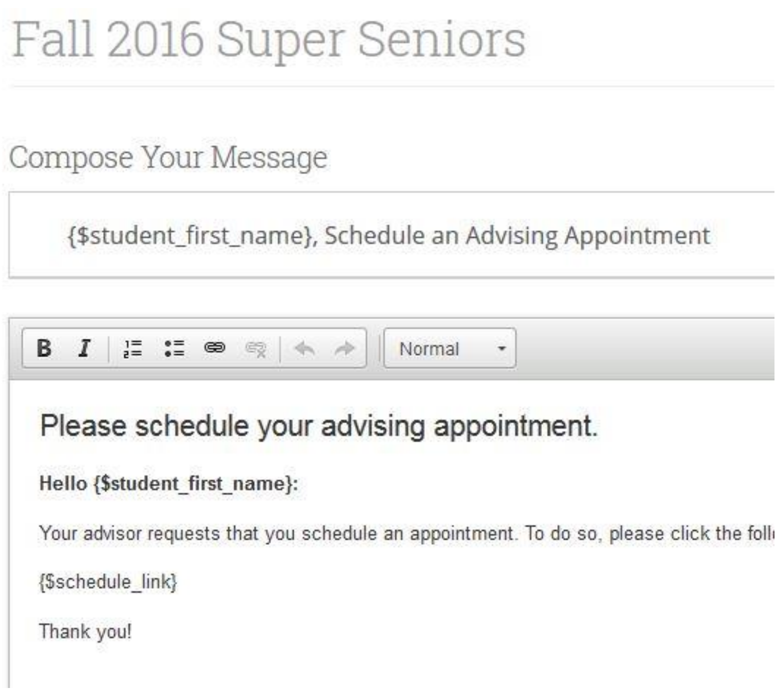
Note: You will be able to review your selection prior to moving onto the third step.

Step 4: Add Advisors to Campaign

You will need to select yourself as the advisor for the campaign. You may select additional advisors if they will be meeting with this population of students for the campaign. **Advisors will need to have availability defined before they can be added to an appointment campaign.**

Step 5: Compose your Message

Compose the message that you would like to send to students in the invitation to schedule an appointment through the campaign.



- Email Subject: The topic will be the subject of the email going to the student.
- Instructions or Notes: This will be your message to the student.
- Anything in {$} is automatically filled by GradesFirst.

Note: This screen will also give you a preview of what the invite will look like.

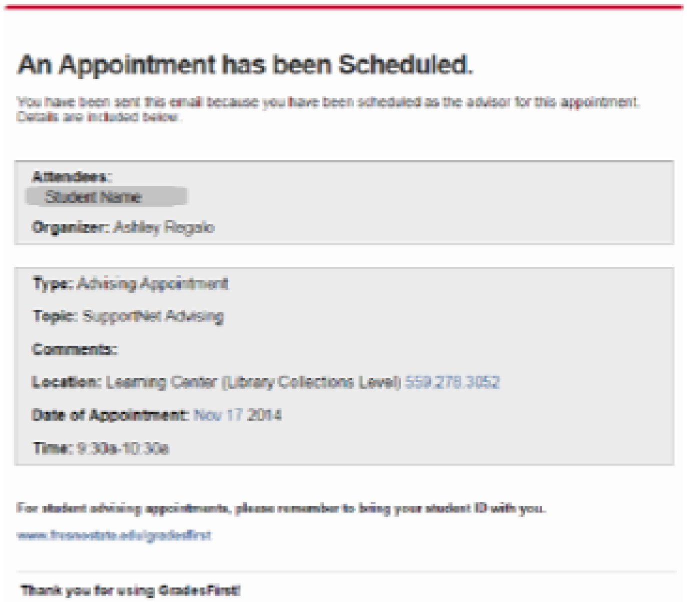
Step 6: Confirm and Send

Review the information and parameters you have entered for the campaign. Click **Send** when you are ready to email the invites to the selected students.

As students schedule an appointment with you from the campaign email, you will receive an auto-generated email notifying you of the appointment. The appointment will automatically be added to your GradesFirst Calendar and adjust your availability.

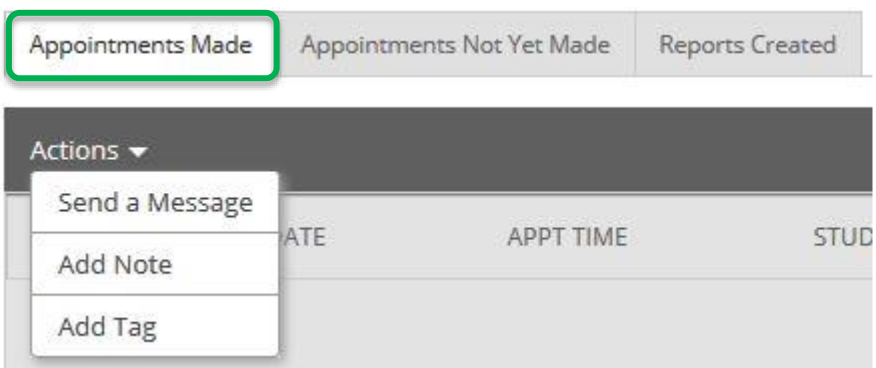
Managing Your Appointment Campaigns

GradesFirst provides you with several tools to help manage your Appointment Campaign after you create and send it.



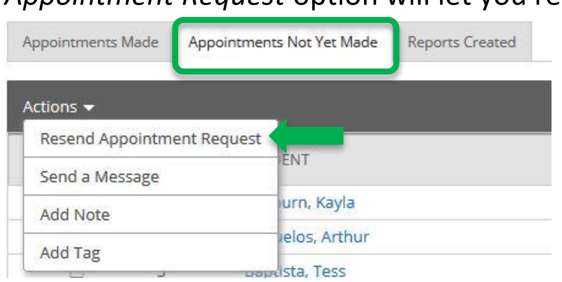
Appointments Made

This tab will let you see which students have made appointments from the campaign. Not only can you view those students, but also you can **Send a Message** or **Add Note** (Note: Add Tag is listed but is an administrative function processed through PeopleSoft).



Appointments Not Yet Made

This tab will display those students who have yet made their appointment from the campaign. *Resend Appointment Request* option will let you resend the appointment campaign email to selected students.



Reports Created

This tab will display all advisor reports that were created for the appointments made during the campaign.

Appointment Campaign Options

- **Edit Campaign Details:** With this option, you can edit anything about the appointment campaign. When those changes have been saved, they will automatically apply to all students who are still required to make an appointment. Students who have already created their appointment(s) will not be affected by the changes.
- **Delete This Campaign**: You can always use this option to delete an existing campaign. However, deleting this campaign will NOT remove any student appointments that have already been schedules.

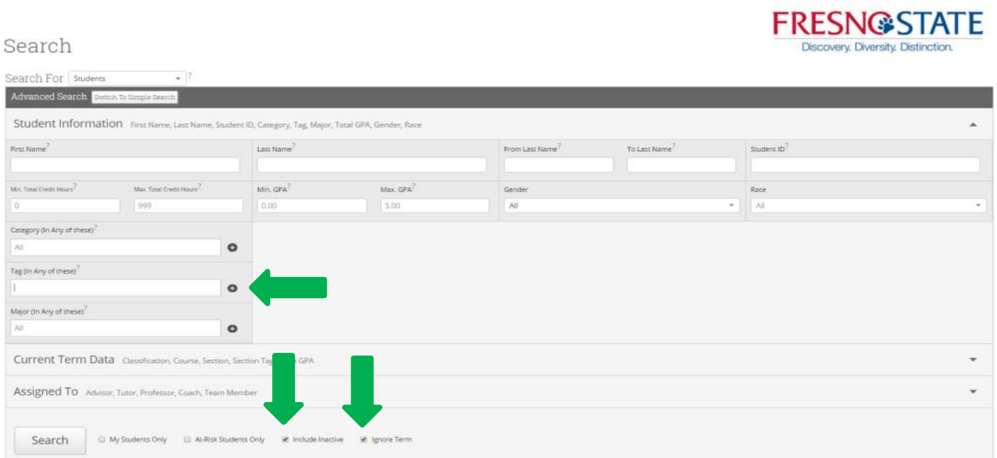
Section 6: Probation Disqualification Students

Instructions for special programs and advising centers to use when identifying and outreaching to students on probation or academically disqualified-readmitted.

Identify Students

To identify students required meet in your area:

1. Perform an advanced search
2. Select the appropriate tag
3. Check “Include Inactive” AND “Ignore Term”
4. Press Search



Tags

DQP-EOP	EOP	DQP-CSM	COLLEGE OF SCIENCE & MATH
DQP-CAMP	CAMP	DQP-CSB	CRAIG SCHOOL OF BUSINESS
DQP-ATHLETE	STUDENT ATHLETE SERVICES	DQP-CSS	COLLEGE OF SOCIAL SCIENCE
DQP-SSSP	SSSP	DQP-JAG	JORDAN COLLEGE OF AG SCI & TECH
DQP-UNDECLARED	UNIVERSITY ADVISNG CENTER	DQP-HHS	HEALTH & HUMAN SERVICES
DQP-SUPPORTNET	SUPPORTNET	DQP-LCE	LYLES COLLEGE OF ENGINEERING
DQP-KRE	KREMEN SCHOOL OF ED	DQP-CAH	COLLEGE ARTS & HUMANITIES

Active vs. Inactive Students

ACTIVE: Students enrolled in spring, summer and/or fall 2016
INACTIVE: Students not currently enrolled (may have used spring 2016 as a stop-out semester)

To identify students who are only enrolled in fall:

1. Change the term on the top right to Fall 2016
2. Perform an advanced search
3. Select the appropriate tag
4. Press Search

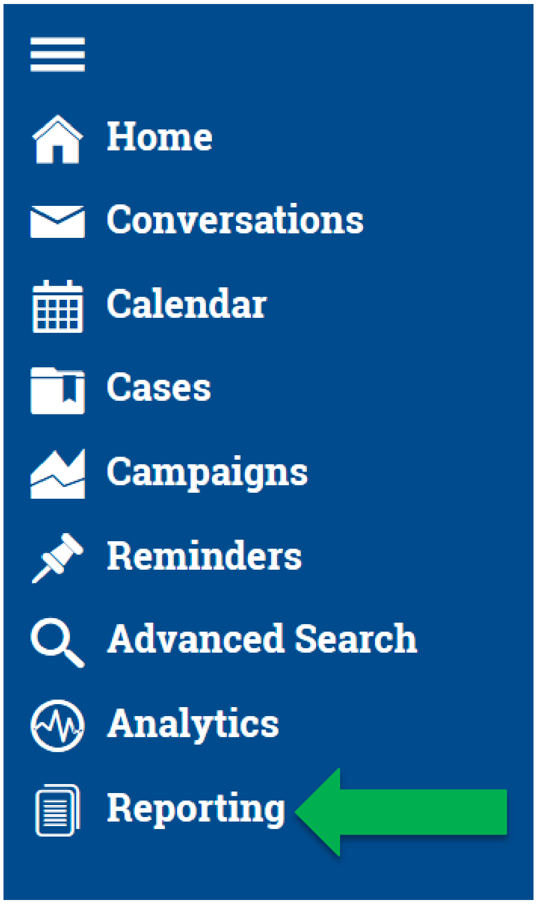
Special Note: When sending an Advising Campaign, students who are INACTIVE will not be able to schedule their own appointment (through the campaign). Include a note to have students who plan on enrolling for following semester to email or call your office to make an appointment.

Section 7: Reports

Reporting

Log into your GradesFirst account

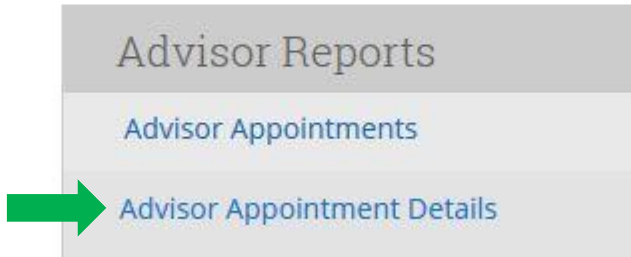
- Click the GradesFirst Academics link from the My Fresno State portal OR
- Click the GradesFirst link on Blackboard OR
- Go to fresnostateacad.gradesfirst.com and use your Fresno State login/password



Advisor Appointment Details Report

Step 1: Click on the reports icon.

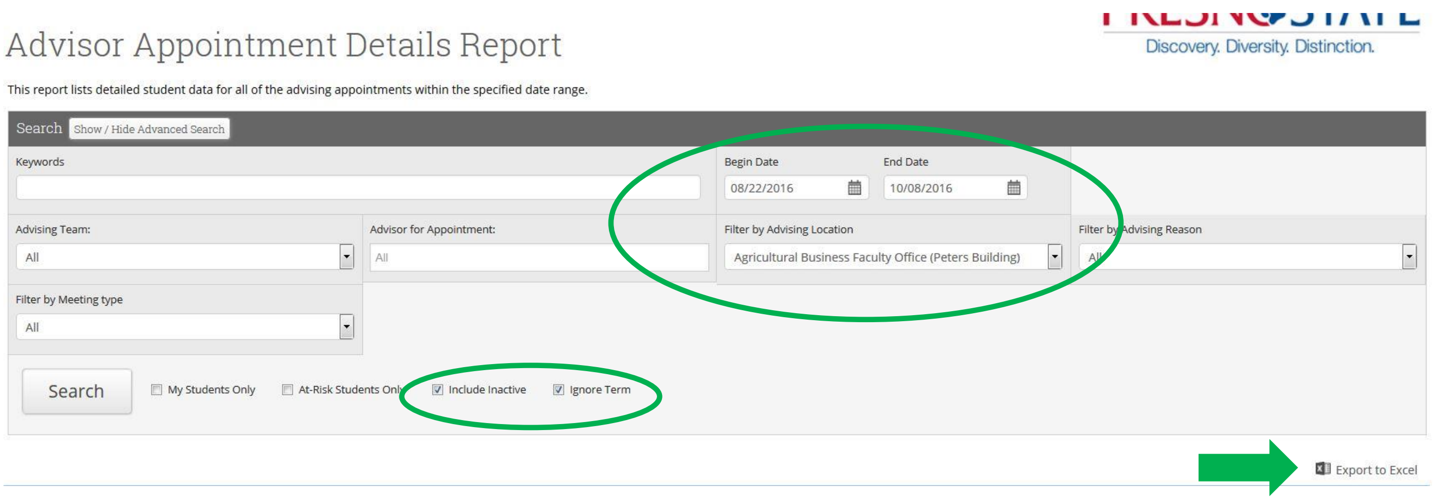
Step 2: Under Advisor Reports click on Advisor Appointment Details.



Step 3: Adjust the date range, filter by your location and filter by Advising Location.

- Check Include Inactive box and Ignore Term

Step 4: Search for your results.



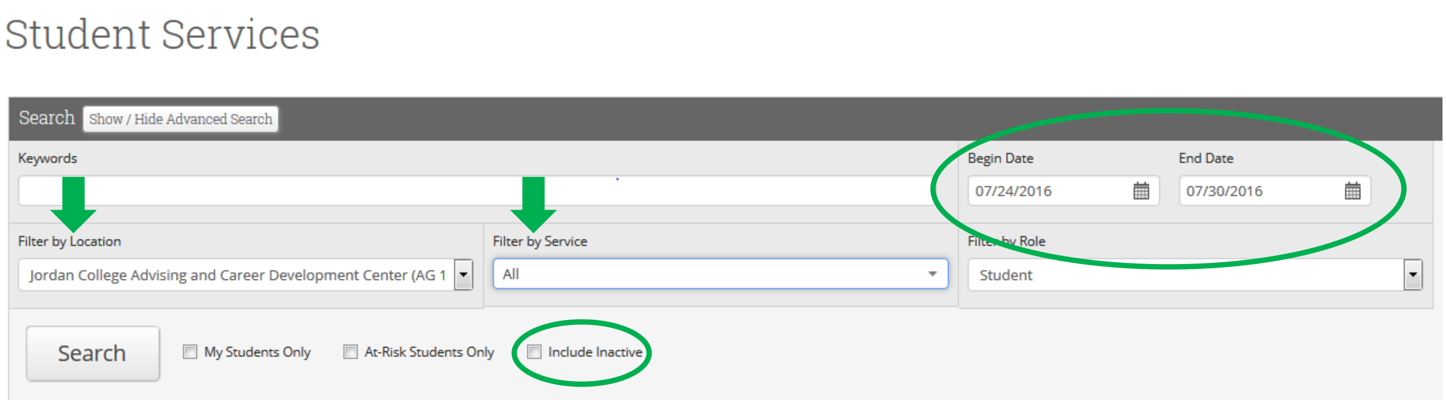
Student Services Report

Step 1: Click on the reports icon.

Step 2: Under Student Services Reports click on Student Services.

Step 3: Adjust the date range, filter by your location and filter by Service (service = workshop). **Note:** Check Include Inactive box

Step 4: Search for your results.



Section 8: Recording a Visit

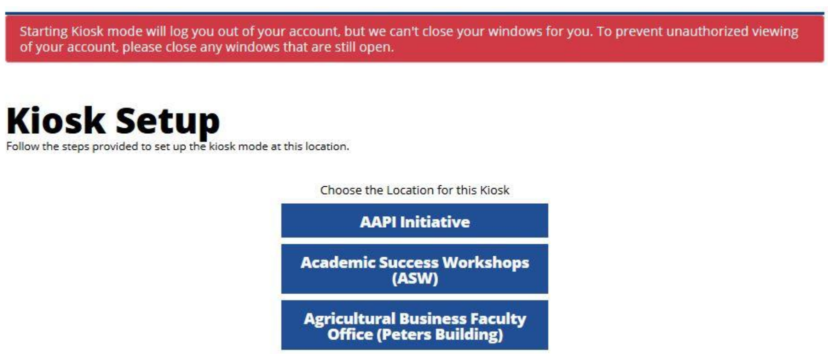
This option is best used for simply tracking a student's attendance for a particular reason. This option does not require students to checkout, rather is simply tracks that the student was at this location for a particular reason. For instance, if the department wanted to track the number of visits for Computer Use, this would be a good option. It won't track how long the student was there for Computer Use, rather just that they were there. **Note**: GradesFirst offers an option to track time. This option is for services that are used to track a student's time (both check-in and check-out) and student would need to check in and out of the location.

Recording a Visit

Step 1: Log into your GradesFirst account.

Step 2: On the bottom right side, click on Advising Kiosk.

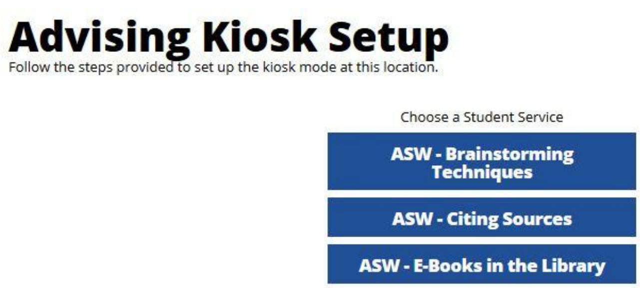
Step 3: A new window will appear, you will choose your location. Once you choose the location you will be logged out of your account.



Step 4: You can then select *Single Purpose* or *Multiple Purpose*.

- Single Purpose allows students to select one reason for their appointment.
- Multiple Purpose Mode allows the student to select list reason for their appointment.

Step 5: Select the workshop you want to record.



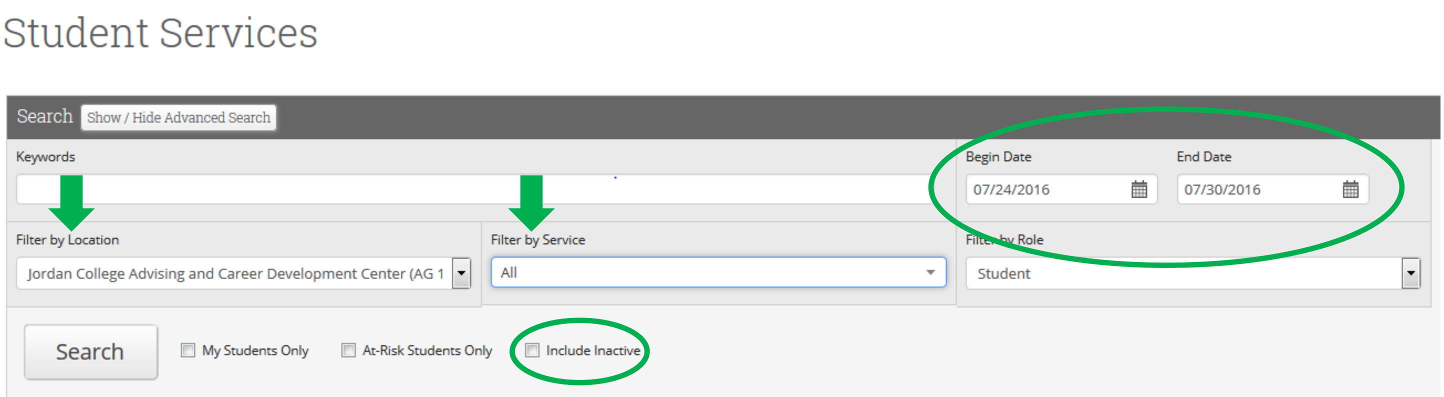
Step 6: The student can then swipe their ID card or enter their ID number.

Student Services Report

Step 1: Click on the reports icon.

Step 2: Under Student Services Reports click on Student Services.

Step 3: Adjust the date range, filter by your location and filter by Service (service = workshop). **Note:** Check Include Inactive box



Section 9: Front Desk and Coach Role

GradesFirst Advising Center allows your student support staff to assist students who need to check in for an appointment, drop in to see an advisor, schedule a future appointment, or cancel an appointment. From Advising Center, you can add students to waiting lists to meet with a specific advisor or the first available advisor. You can also schedule appointments with their assigned advisor or someone else. Advisors can monitor activity within the Advising Center and receive notifications when students are checked in. The Coach Role is intended for use by a front desk employee(s) to schedule and manage appointments without using their own Fresno State credentials.

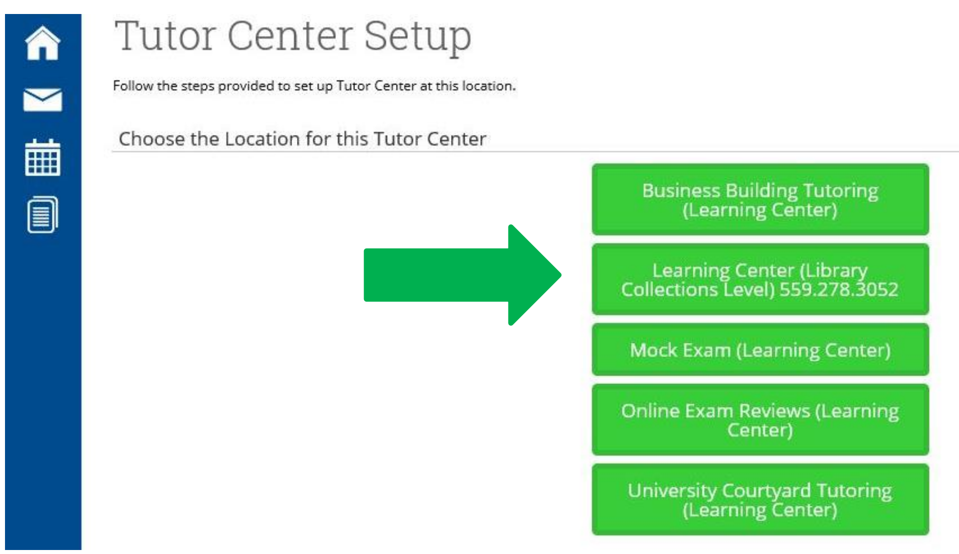
Log into GradesFirst without SSO

- Log into GradesFirst by visiting: https://fresnostateacad.gradesfirst.com/session/new?prevent_redirect=true
- Enter your department's username and password

Tutor Center Mode

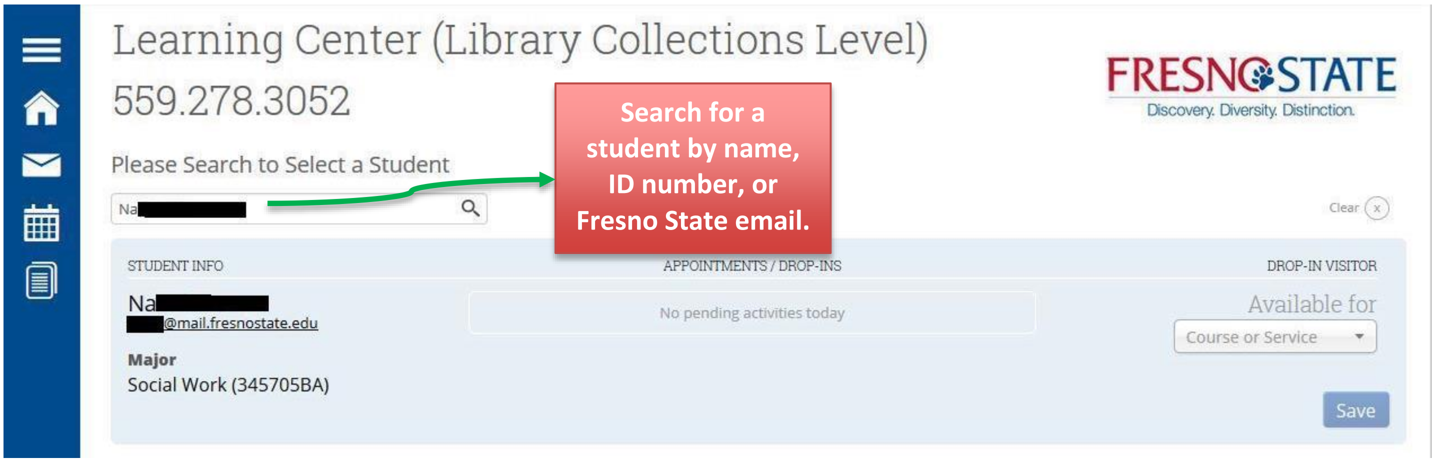
Step 1: Once logged in, click on **Additional Modes** at the bottom right hand of the screen and select **Tutor Center**

Step 2: In the new window, select the appropriate location

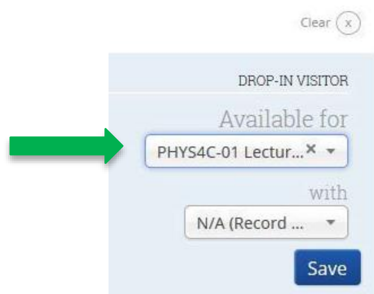


Step 3: Once you have selected the location, the Tutoring Center will appear for you to login students

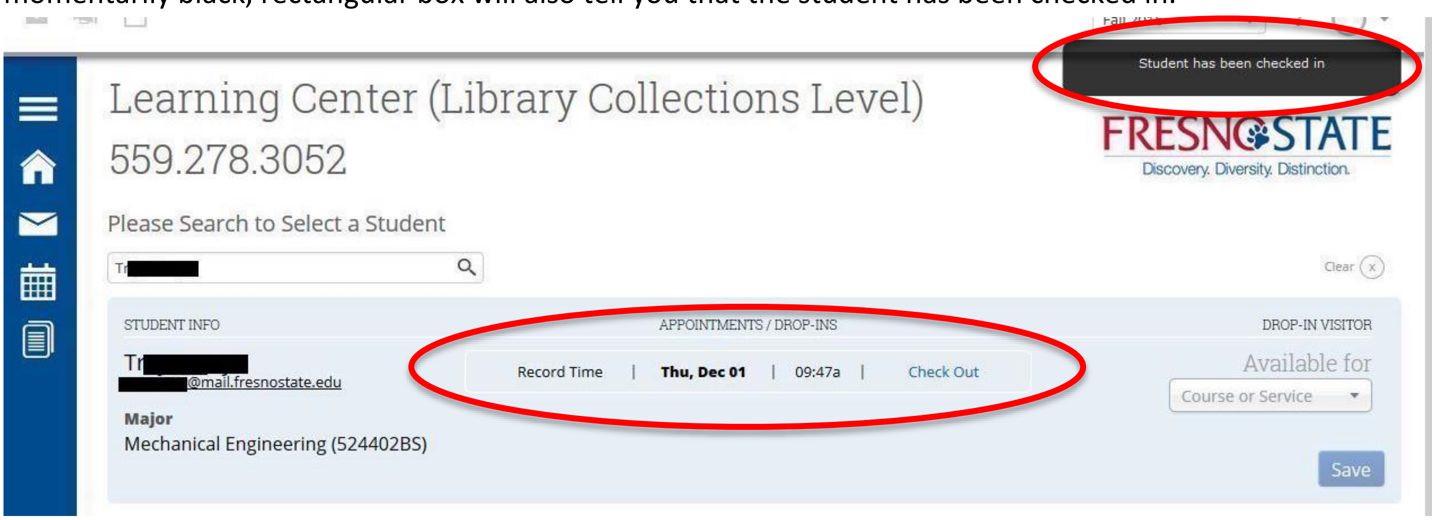
a. Then, by selecting the name of the student that pops up after entering it, a light blue box will show under where you entered the student's ID number/email/name. This contains the student's information (i.e. name, school email, major, and current courses).



Step 4: You will then login the student by looking at the box under **Available for**. Current classes the student is taking should be listed there for you to scroll through and select which course he/she is going to get tutored in.



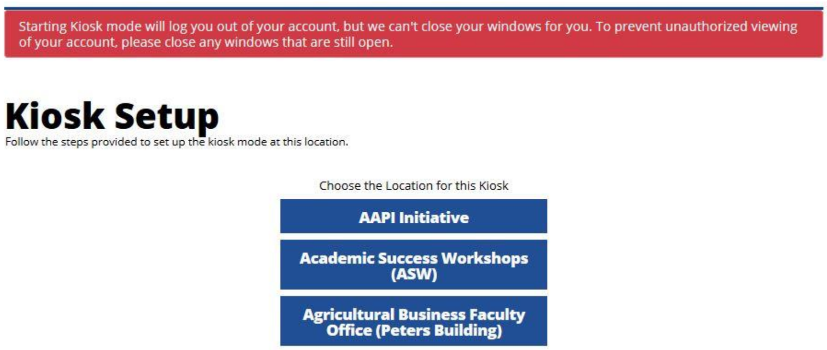
Step 5: Click **Save** and the screen should have the Record Time displayed under **Appointments/Drop-ins**. A momentarily black, rectangular box will also tell you that the student has been checked in.



Advising Kiosk Mode

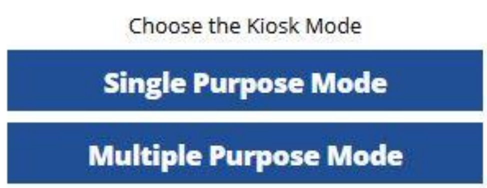
Step 1: Once logged in, click on **Additional Modes** at the bottom right hand of the screen and select **Advising Kiosk**

Step 2: The kiosk will open a new window. Select the appropriate location.

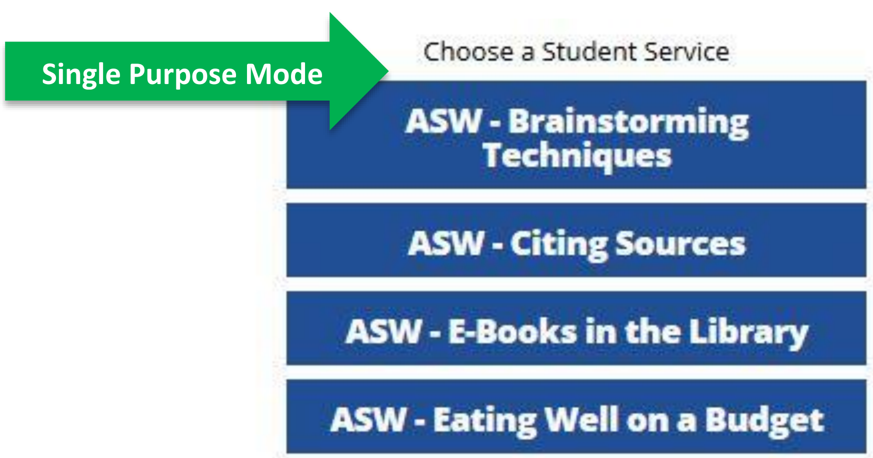


Step 3: You can then select **Single Purpose Mode** or **Multiple Purpose Mode** depending on the set up of your location.

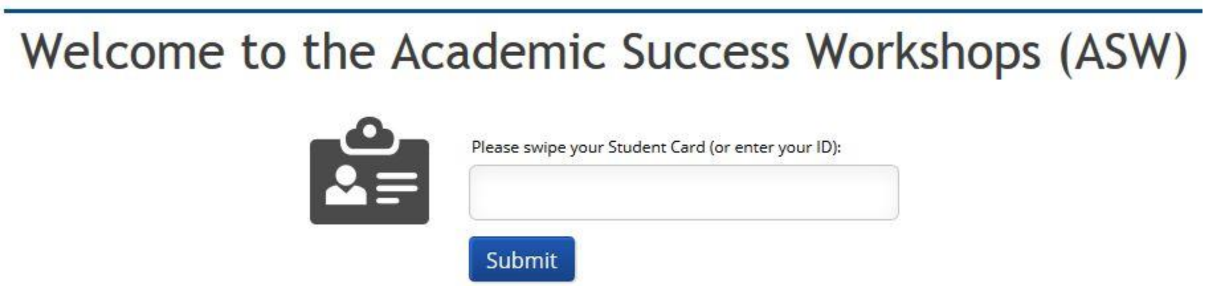
a. **Single Purpose Mode**: allows students to select 1 reason for their appointment
b. **Multiple Purpose Mode**: allows the student to select multiple reasons for their appointment



Step 4: The student then selects the reason(s) that they are there to see an advisor.



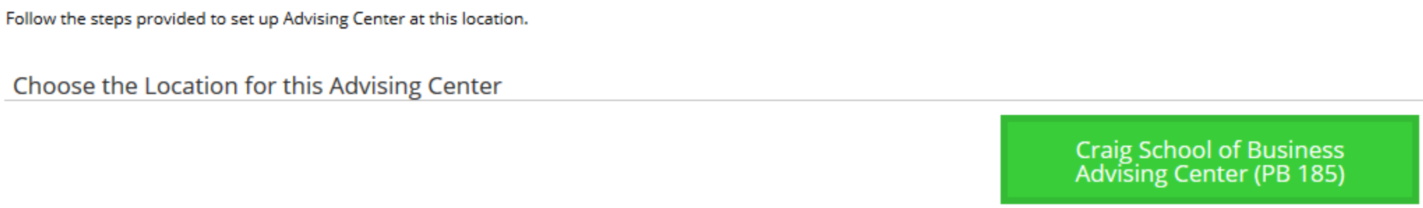
Step 5: The student can then swipe their ID card or enter their ID number



Advising Center Mode

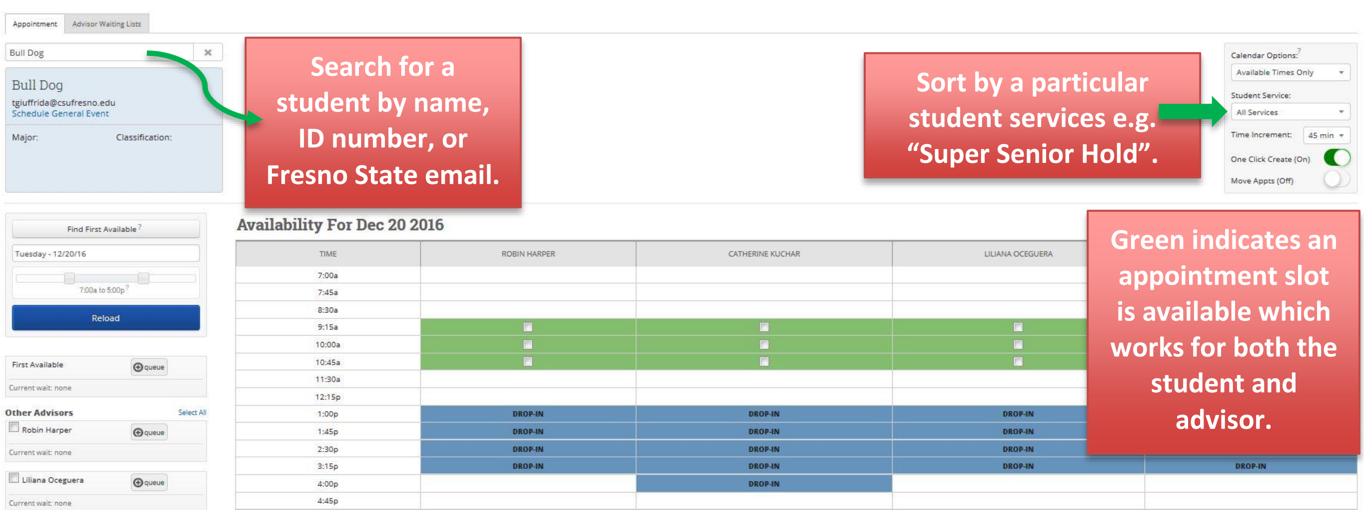
Step 1: Once logged in, click on **Additional Modes** at the bottom right hand of the screen and select **Advising Center**

Step 2: Select the appropriate location

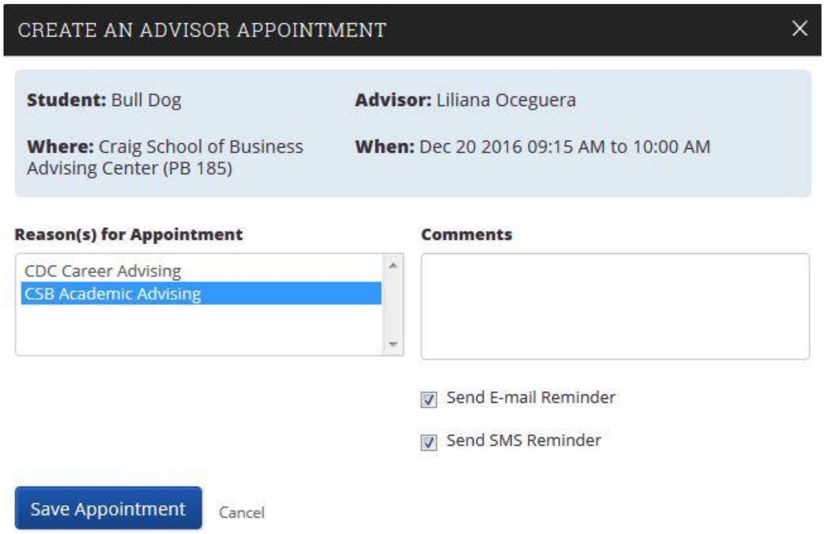


Step 3: Once you have selected the location, you will be presented with the advising center

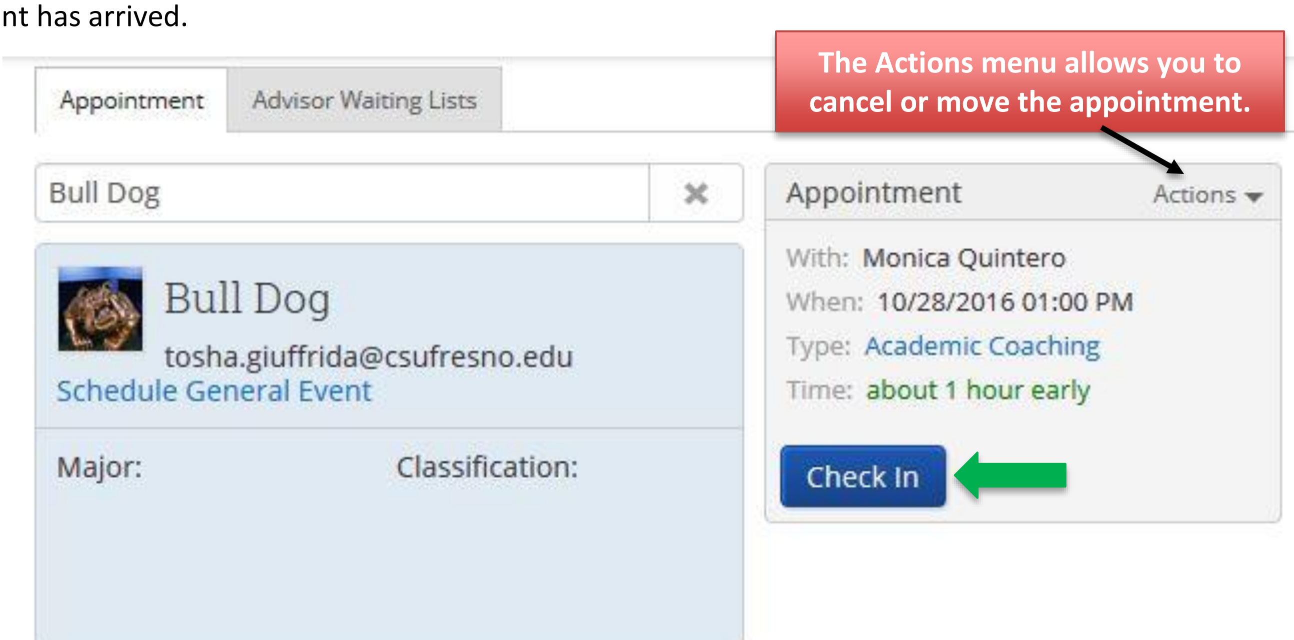
a. Here you can search for a student and schedule their appointment of check them in for their appointment. You can also aloe them to see the first counselor available.



Step 4: Once you click the green box to schedule the appointment, you can confirm the appointment. Choose the reason for the appointment and click on **Save Appointment.** An email will be generated to both the advisor and student.



Step 5: When a student arrives for their appointment, you can swipe their ID card, key in their ID number, or email address and check them in for their appointment. This will notify the appropriate advisor that the student has arrived.



Section 10: Faculty Role (non-advising)

Referring Students to Support Services

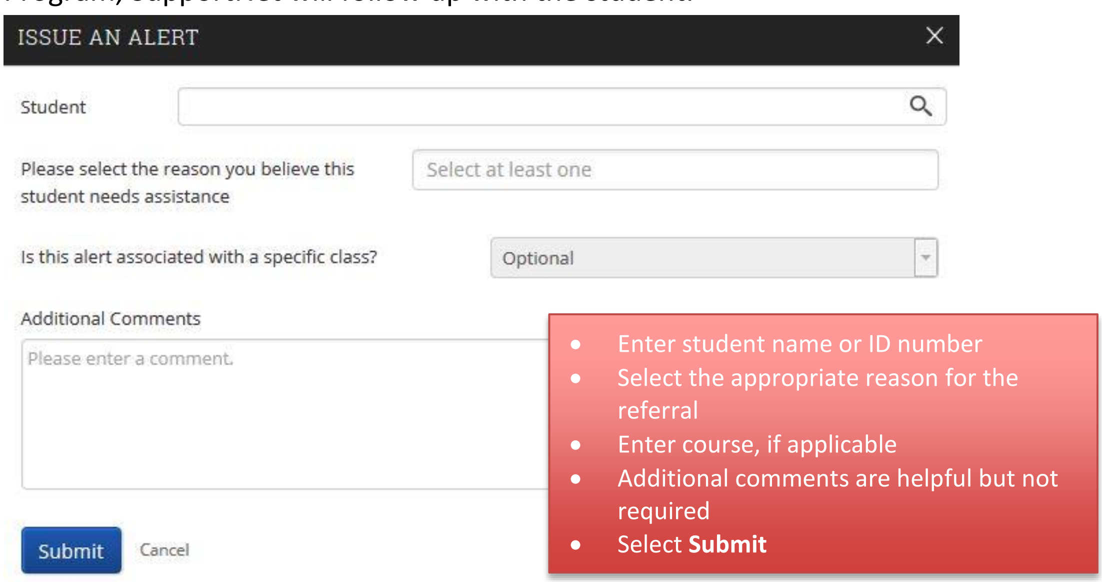
Refer a student at any time… At any point, an instructor or advisor can refer students to SupportNet through GradesFirst.

***This is to refer a single student at a time.

From your Advisor Home Page

From the Student Page

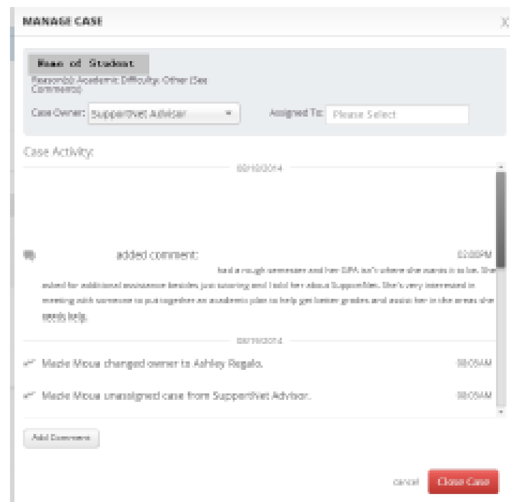
The referral generates a "case" in GradesFirst that is then received by the SupportNet office. If the student belongs to a Student Success Program on campus (i.e. CAMP, SSS, EOP, International, etc.), the cases will be assigned to that advisor for follow up. If the student is not part of a Student Success Program, SupportNet will follow up with the student.



Case Management

If the case is assigned to you, you will receive an auto-generated email notifying you of the referral. A link will be provided within that email to view the case details.

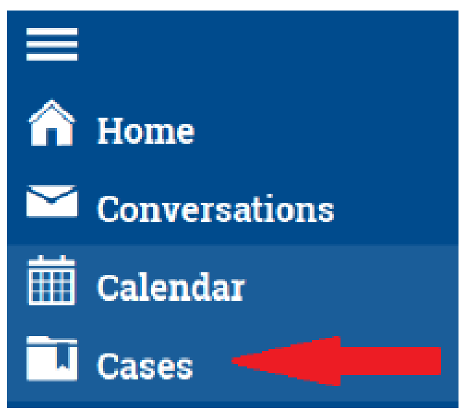
The advisor can read the comments provided and follow up with the student accordingly.

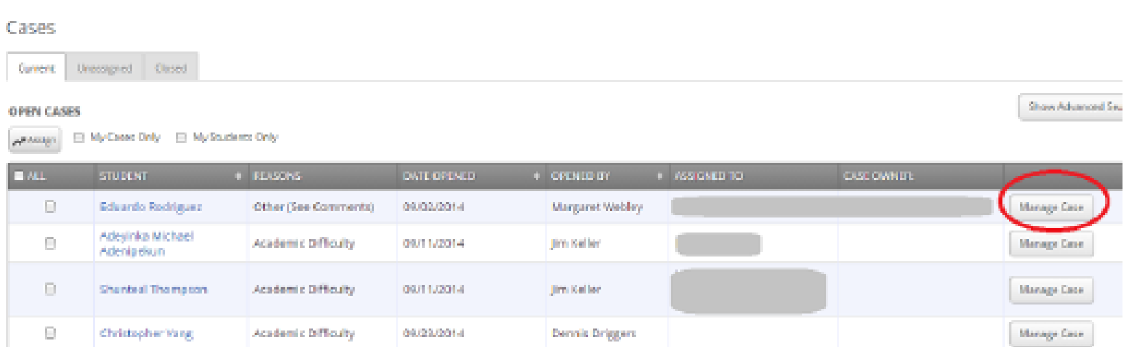


To View and Manage Cases:

From the Side Navigation, click **Cases**. You can view current, unassigned, and closed cases.

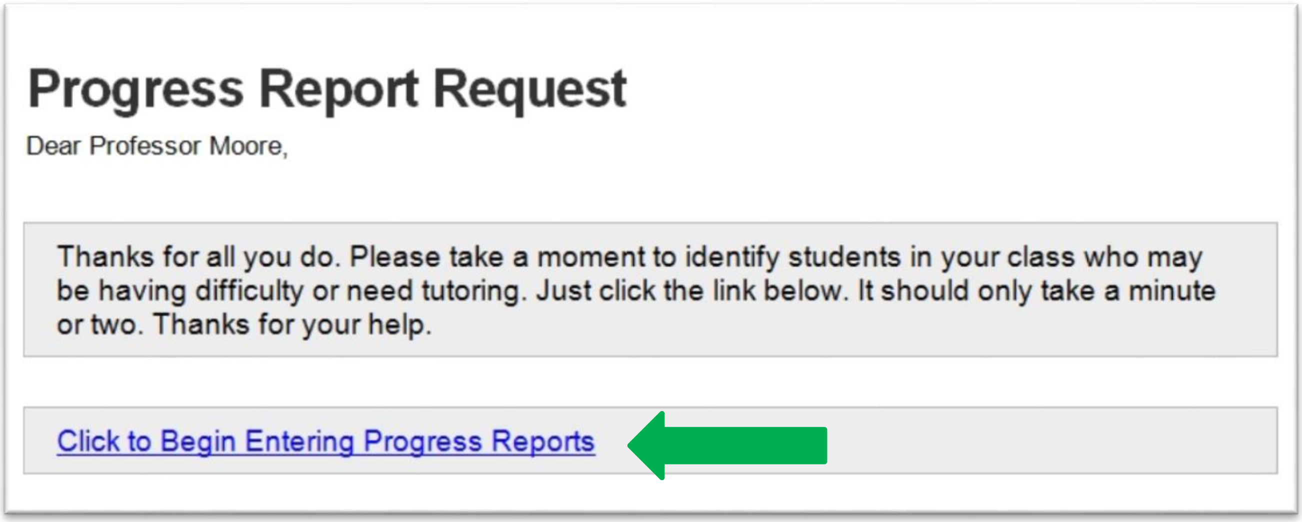
To manage a case – click the **Manage Case** button on the appropriate student case.





Faculty Progress Report

1. The initial email will contain direct links for Progress Reports. You may also log onto GradesFirst to find the progress report.



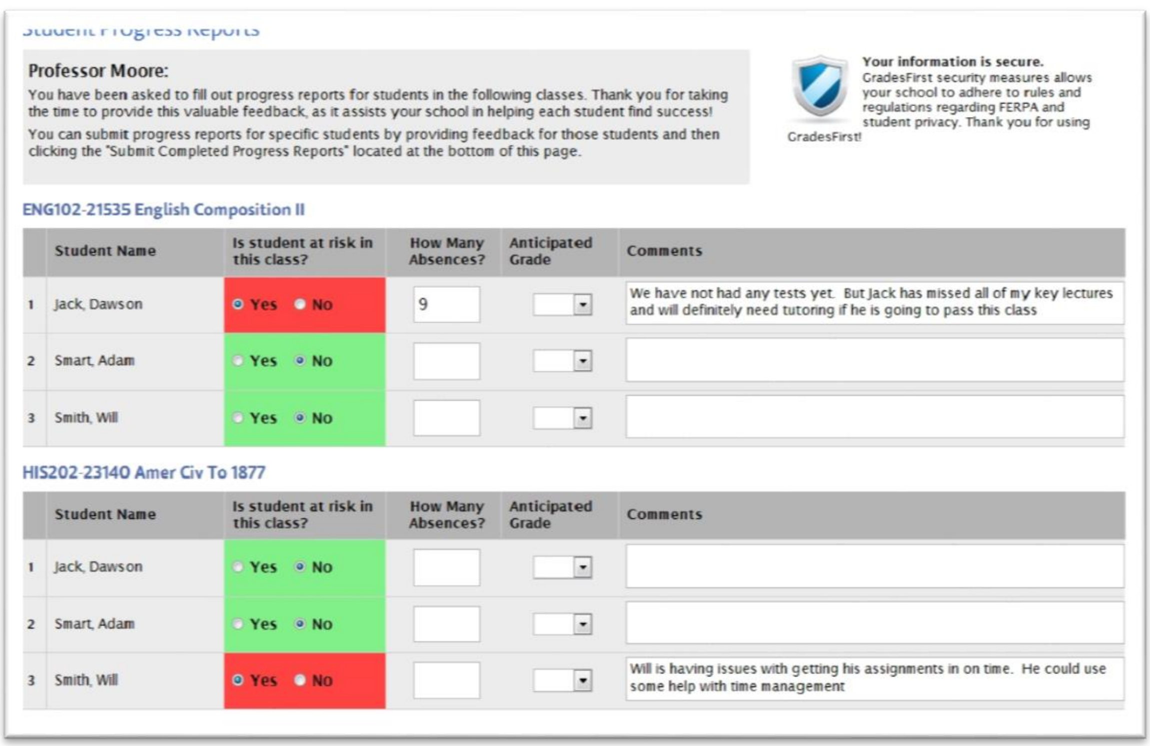
Progress Report Request

Dear Professor Moore,

Thanks for all you do. Please take a moment to identify students in your class who may be having difficulty or need tutoring. Just click the link below. It should only take a minute or two. Thanks for your help.

Click to Begin Entering Progress Reports

2. Only students requiring progress reports will be listed. You are able to save and submit completed reports.



Professor Moore:

You have been asked to fill out progress reports for students in the following classes. Thank you for taking the time to provide this valuable feedback, as it assists your school in helping each student find success!

You can submit progress reports for specific students by providing feedback for those students and then clicking the "Submit Completed Progress Reports" located at the bottom of this page.

Your information is secure. GradesFirst security measures allows your school to adhere to rules and regulations regarding FERPA and student privacy. Thank you for using GradesFirst!

ENG102-21535 English Composition II

	Student Name	Is student at risk in this class?	How Many Absences?	Anticipated Grade	Comments
1	Jack, Dawson	Yes No	9		We have not had any tests yet. But Jack has missed all of my key lectures and will definitely need tutoring if he is going to pass this class
2	Smart, Adam	Yes No			
3	Smith, Will	Yes No			

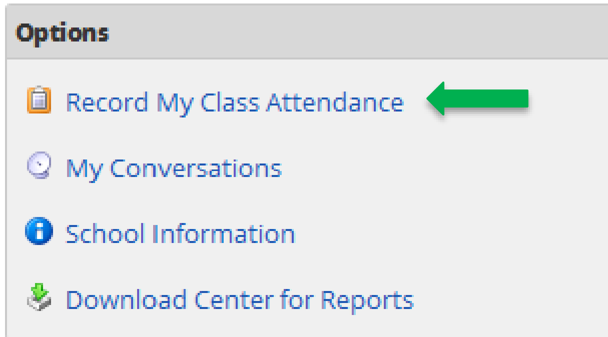
HIS202-23140 Amer Civ To 1877

	Student Name	Is student at risk in this class?	How Many Absences?	Anticipated Grade	Comments
1	Jack, Dawson	Yes No			
2	Smart, Adam	Yes No			
3	Smith, Will	Yes No			Will is having issues with getting his assignments in on time. He could use some help with time management

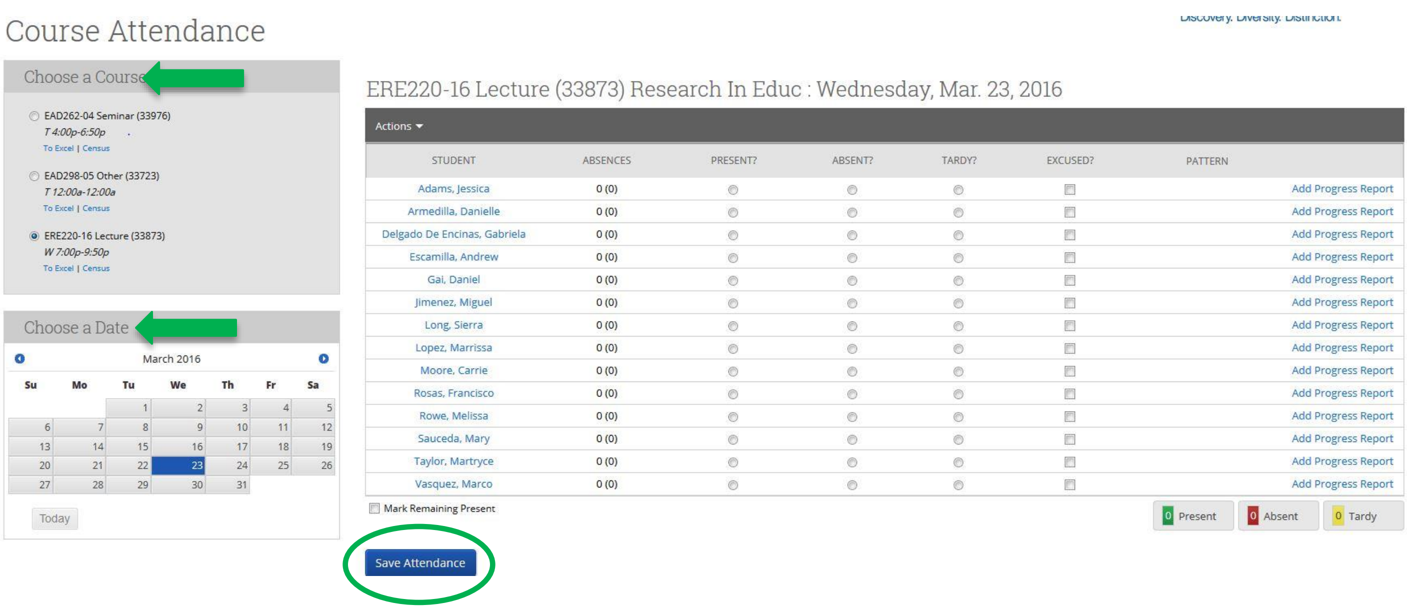
Recording Class Attendance

Step 1: Log into your GradesFirst account

Step 2: On the right side, click on “Record My Class Attendance” and change the term.



Step 3: First choose the course and the date. Once you record attendance press ‘Save Attendance’.



Section 11: Student Role

Request for Tutoring

Step 1: Log into your GradesFirst account

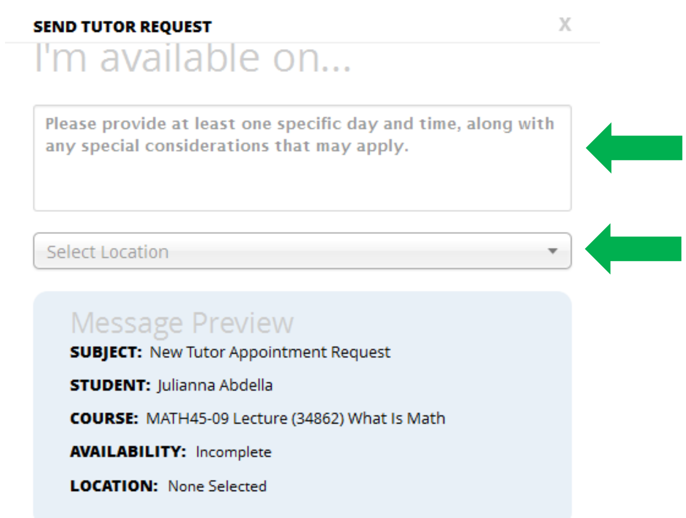
- Click the GradesFirst Academics link from the My Fresno State portal OR
- Click the GradesFirst link on Blackboard OR
- Go to fresnostateacad.gradesfirst.com and use your Fresno State login/password

Step 2: Click the "Request Tutor Appt."

- Link next to the class you need assistance in.

Step 3: Complete the form

- If you are requesting a specific location, select a location. Otherwise, you can leave it blank.



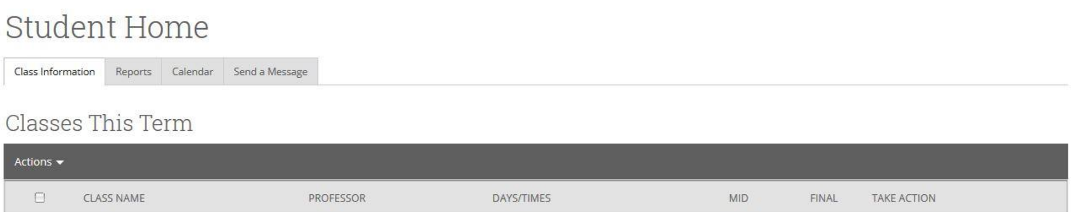
Step 4: Your request will be sent to a tutor coordinator

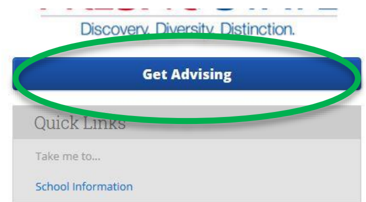
- You should receive a response within <u>24 hours</u>. Please check your Fresno State email for details.

Request for Advising Appointment

Step 1: Log into GradesFirst

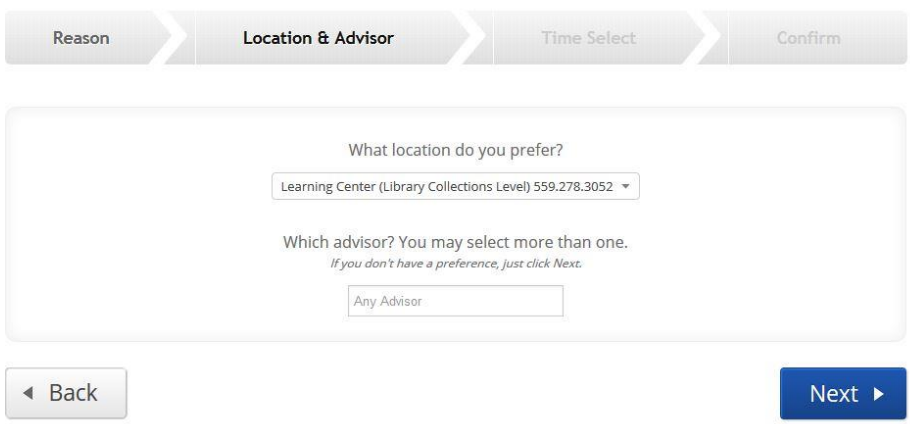
- Log into www.my.fresnostate.edu
  - From **My Menu**, click on **GradesFirst –Academics**
  - Click on **Get Advising**





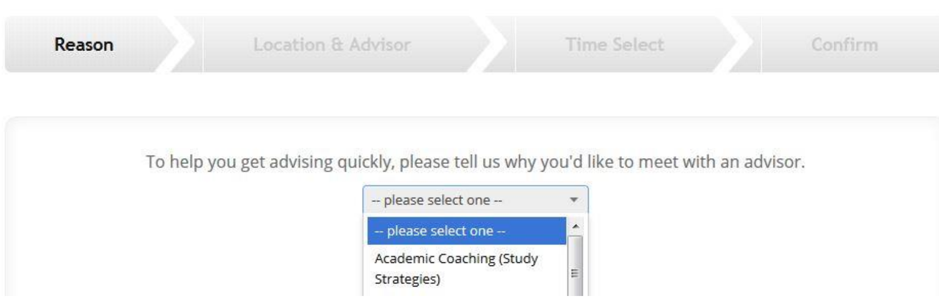
Step 2: Reason

- 1st box: Select Reason, for example: **Academic Coaching (Study Strategies)**
  - 2nd box: Select Location & Advisors, for example: **SupportNet (Academic Coaching)**



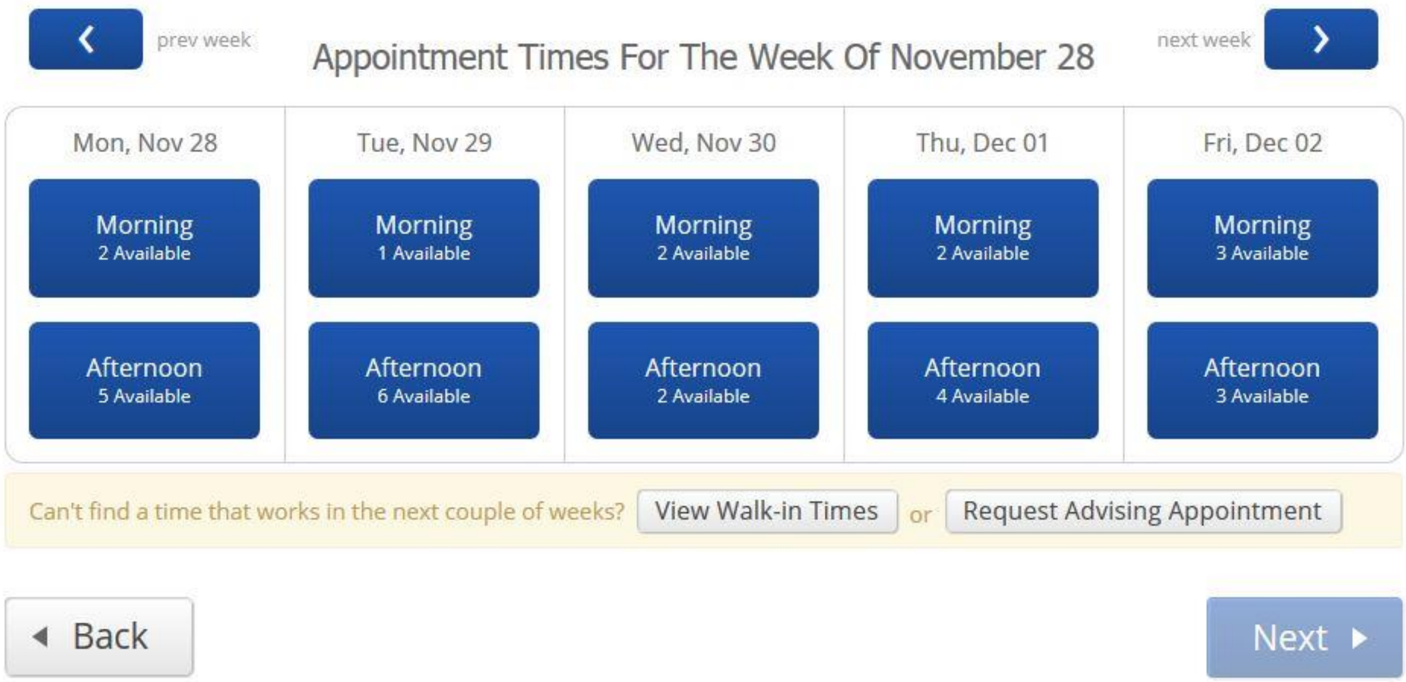
Step 3: Location and Advisor

- 1st box: Learning Center
- 2nd box: Optional – You may choose a specific advisor. If you leave this box blank, you will be scheduled with any advisor in that office.



Step 4: Time Select

- Find the best date that works for you and choose the best time.



Step 5: Review and Confirm Appointment

- View **Appointment Details**, enter a comment about what you want to discuss, set a reminder, and then click **Confirm Appointment**.