Western Carolina University

Division of Student Success

# GradesFirst 2.0

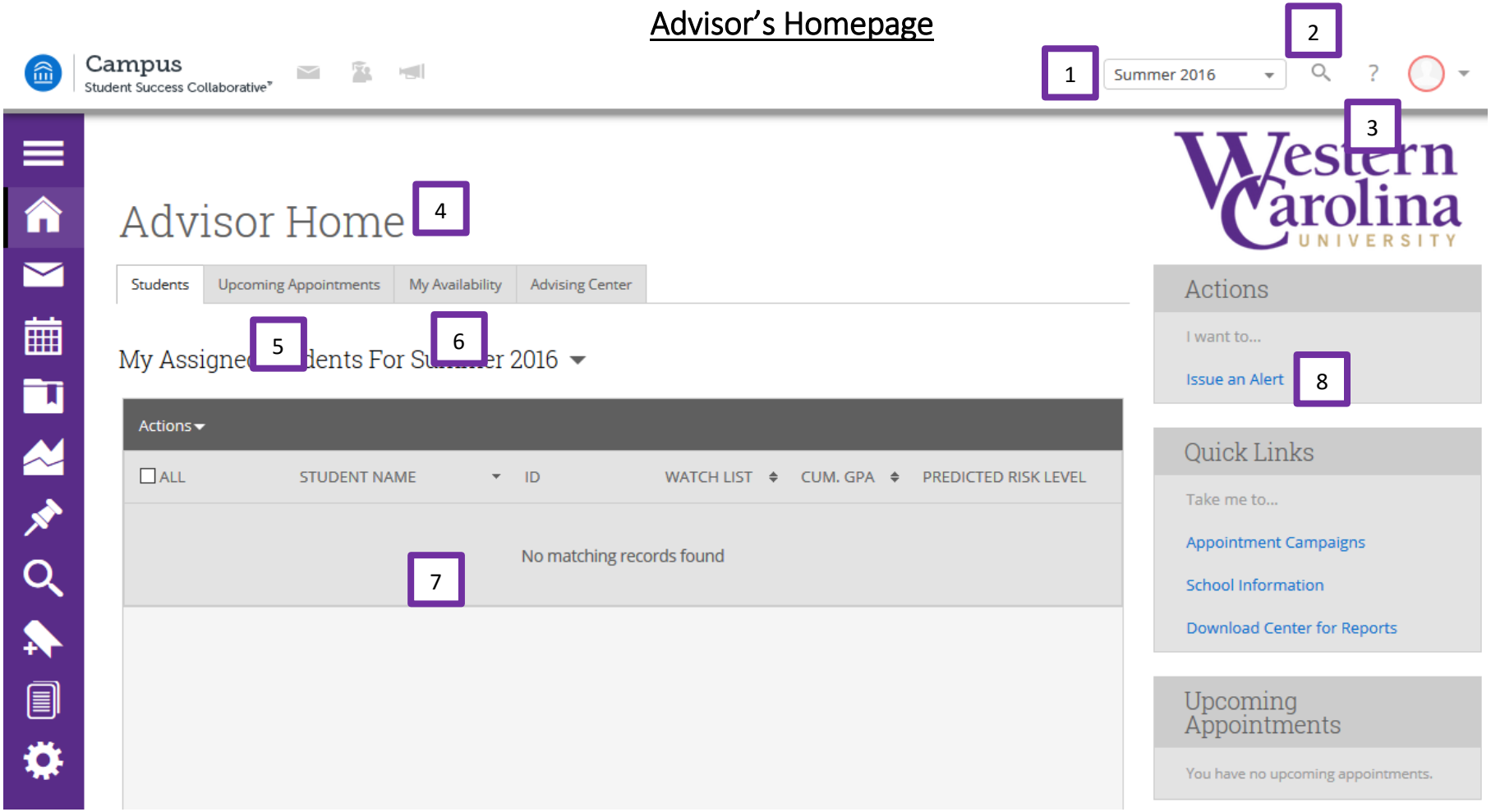
**GradesFirst 2.0 is a web-based tool by the Education Advisory Board (EAB) to coordinate, target, and report on advising, tutoring, and other student success services. These functions allow WCU to have a comprehensive student success solution that brings student support systems and analytics to aid in retention and graduation rates. You can access GradesFirst 2.0 through your myWCU homepage. In the "Quick Links" box there is an "Advising/Tutoring" website link. This link will automatically log you into GradesFirst 2.0. The system will be updated every night. Please call the Advising Center at 828-227-7753 if you have any questions.**

## Your Homepage

1) **Term**
    a. Changing the term will show classes for which the student is/was registered during that term.
2) **Quick Search**
    a. Using the magnifying glass on the top right corner, you can search by the student's ID number, name, or Catamount email. GradesFirst uses the first name as it appears in Banner (SPAIDEN). If a student goes by their middle name, you will have to search by their first or last name.
3) **Help Center**
    a. You are able to view training videos and articles with detailed information about how to navigate GradesFirst 2.0.
4) **User Role**
    a. By clicking on the down arrow, you are able to change your role between advisor and professor.
5) **Upcoming Appointments**
    a. This tab shows who has made appointments, including the date, time, student's name, and any student comments.
6) **My Availability**
    a. You can create open appointments, allowing students to schedule with you, specifying a date range, or certain days and times.
7) **Advisee list**
    a. If a student does not show up on this list, it is because they might not be assigned correctly within Banner or they are not active students for the current term.
8) **Issue Alert**
    a. This is our Issue Alert system. You can report a student from your homepage and also from the student's homepage.
        i. The academic issues will be sent to the Professional Advisor. The non-academic issues will be sent to Student Crisis Response Team within Student Affairs.

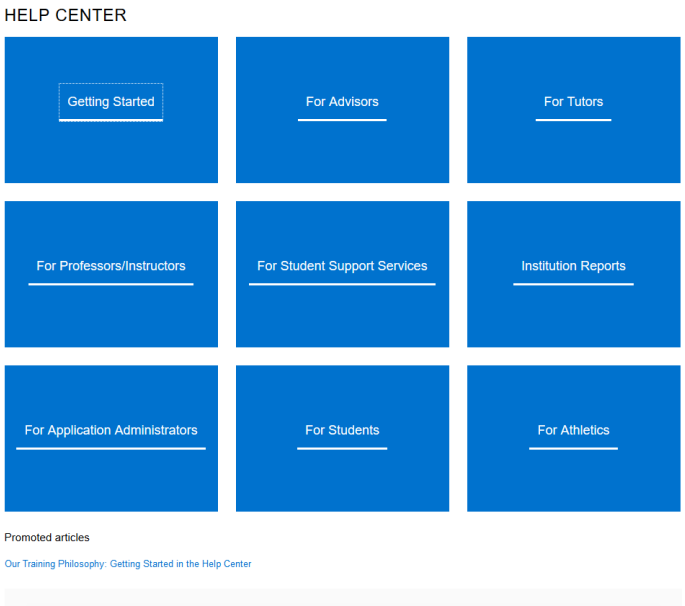
****See page 2 for a visual of these homepage options.****

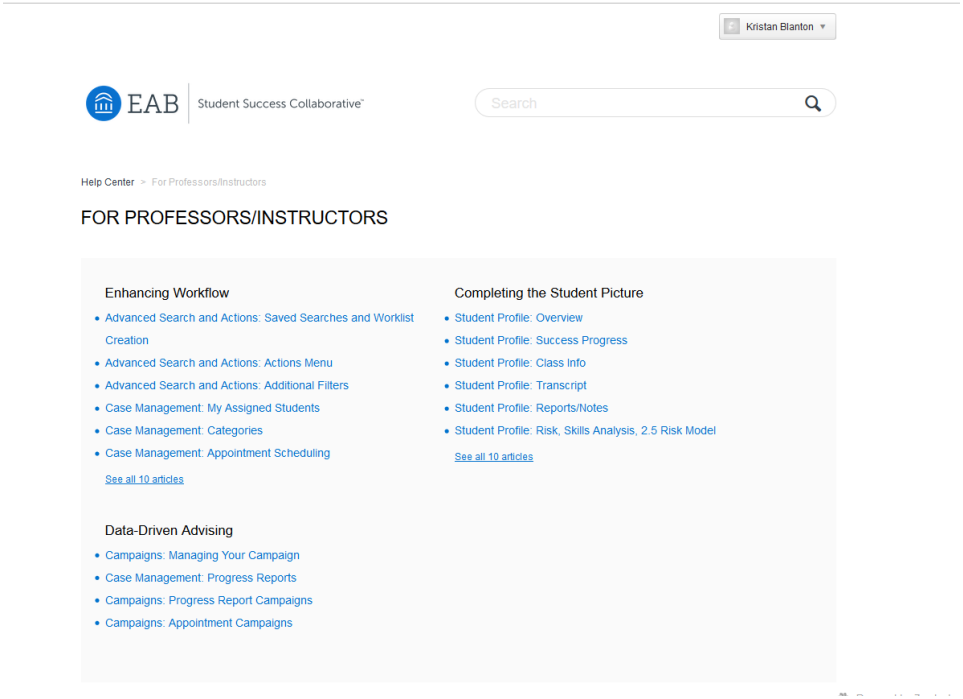
# Advisor's Homepage



# Help Center

You can to view training videos and articles with detailed information about how to navigate GradesFirst 2.0. Click on the “?” on the top right hand side for the Help Center.



# Student's Profile Page

1) **Homepage**
   a. **Overview tab**
      i. At a glance you will be able to see the likelihood that a student will be successful in their current major. (Poor grades, missed success markers, and Cumulative GPA). Success Markers have been put in place by WCU's Department Heads and Program Directors.
   b. **Success Progress tab**
      i. Shows the trend of the student's progress at WCU in graph form.
   c. **Reports/Notes tab**
      i. This will show you any past notes on the student.
   d. **Class Info tab**
      i. This is the student's schedule based on the current term.
      ii. MID = 5th week grades and final grades are pulled from Banner.
      iii. You can view their academic transcript from WCU and transfer coursework.
   e. **Major Explorer tab**
      i. Information about their predicted risk level in multiple majors.
   f. **More tab**
      i. Your appointment calendar through GradesFirst.
      ii. Study Hall- this is required for certain student athletes.
      iii. Conversation- This shows any communication with the student through GradesFirst 2.0.

2) **Actions Box**
   a. **Message Student**
      i. This sends an email to the student's Catamount email. It will show a GradesFirst address as the sender, not your WCU email address.
   b. **Add a Note on this Student**
      i. Record notes about student meetings and attach documents.
   c. **Add a Reminder to this Student**
      i. You can set a reminder on a student and can view it under the student's Report/Notes tab.
   d. **Schedule an Appointment**
      i. You can schedule an appointment with a student without creating availability for the student to see.

****See page 5 for a visual of these Student Profile options.****

# Example of a Student's Homepage

Campus
Student Success Collaborative

Summer 2016

Overview | Success Progress | Reports / Notes | Class Info | Major Explorer | More

1

| Course Grade D/F | Repeated Courses | Withdrawn Courses | Missed Success Markers | Cumulative GPA |
|---|---|---|---|---|
| 0 | 0 | 0 | 0 | 3.905 |

| Total Credits Earned | Credit Completion % at this Institution | Predicted Risk Level |
|---|---|---|
| 122.00 | 100% | Low |

**Film and Television Production**

Coll of Fine & Performing Arts

STUDENT ID
920

CLASSIFICATION
Senior

MOST RECENT ENROLLMENT
Summer 2016

ADDITIONAL ROLES
Tutor

Advisors

Tutors

2

Staff Alerts 0

I want to...

Message Student

Add a Note on this Student

Add a Reminder to this Student

Report On Advising

Schedule an Appointment

Issue an Alert

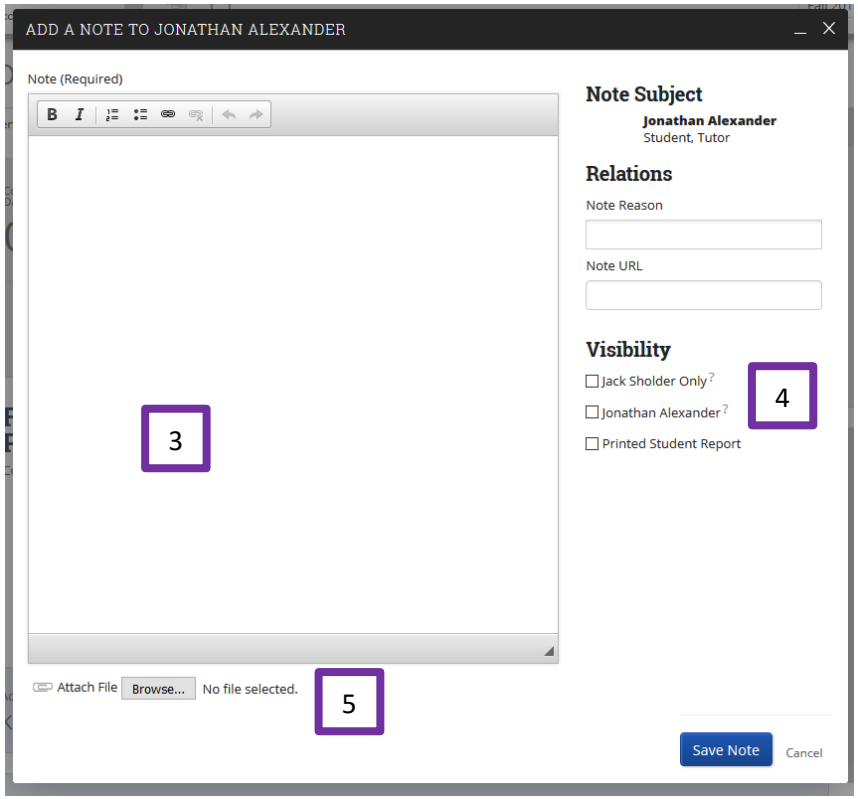
Student Info

Age: 23
DOB: 11/05/1992
Address:
APT 155-1B
The Summit At Cullowhee
Cullowhee, NC 28723

Email:
@catamount.wcu.edu
Home: 919-
Cell: 0

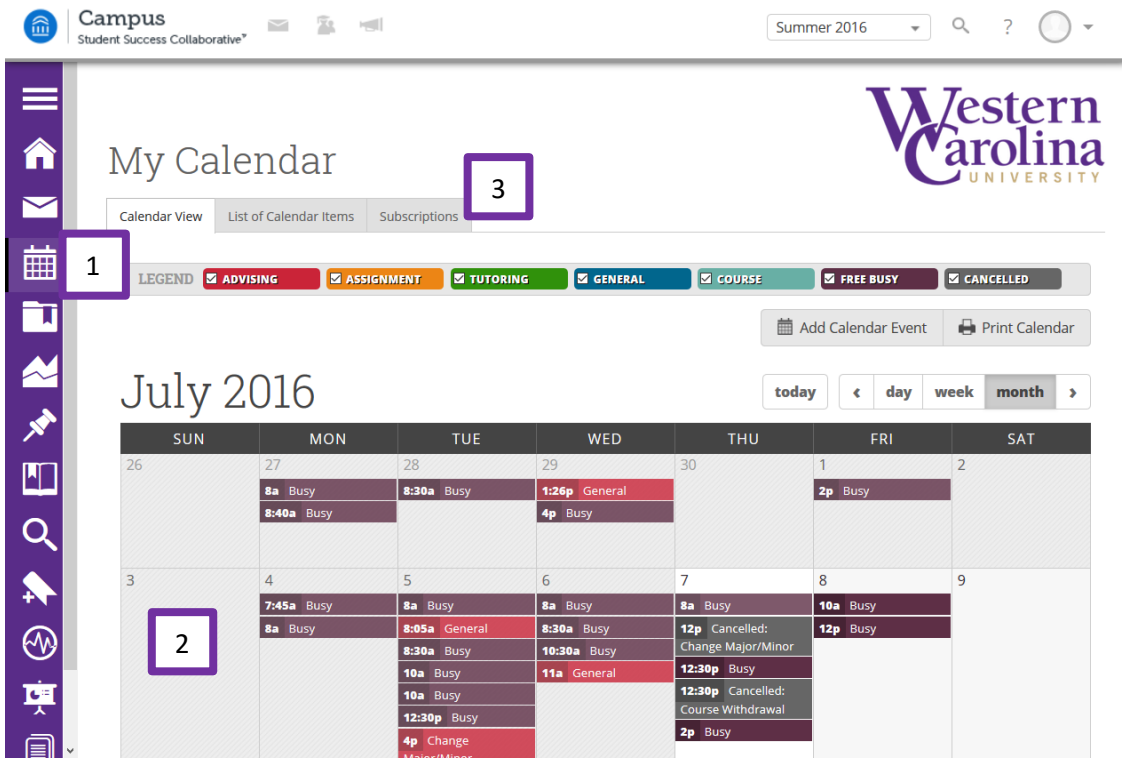
# Saving a Note on a Student's Record

1) Type the student's name, ID number, or Catamount email into the Quick Search box in the top right corner.
2) Once you are on the student's homepage, click the "Add a Note on the Student" link on the right hand side.
3) Type into the "Note" box *(see image)*.
4) Visibility? *(see image)*
    a. If you check only the box with your name, then you are the only one who will be able to view the note.
    b. If you check the box with the student's name, then the student will be able to view the note.
    c. If you don't check either box, then any faculty/staff with access to notes on GradesFirst 2.0 will be able to view it, but the student will not have access to the information.
5) Attach File
    a. You can attach PDFs, Word documents, or emails into GradesFirst 2.0. Save emails in .txt format.

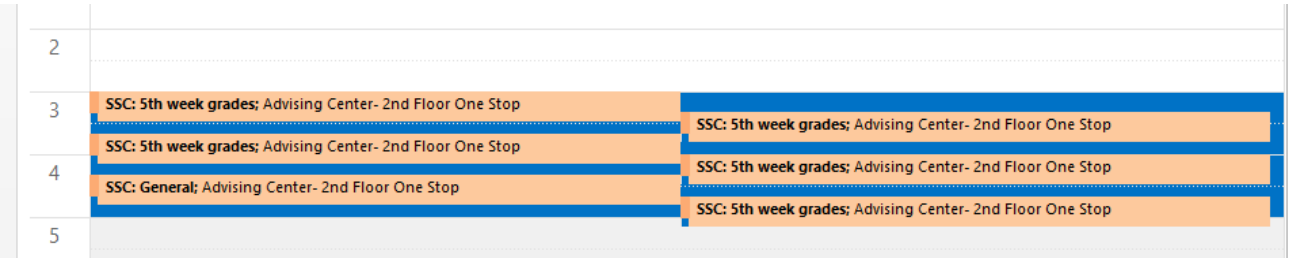


# Calendar Integration

1) Click on the Calendar icon on the left hand side.
2) You will be able to see your calendar with the appointments at a glance. If you want to sync to your Outlook calendar, click on the **Subscriptions** tab and click "Setup Calendar Integration."
3) You also have the option of syncing your Outlook calendar to your GradesFirst 2.0 calendar by clicking on "Setup Exchange Calendar Integration." Outlook information is shown as Busy blocks.

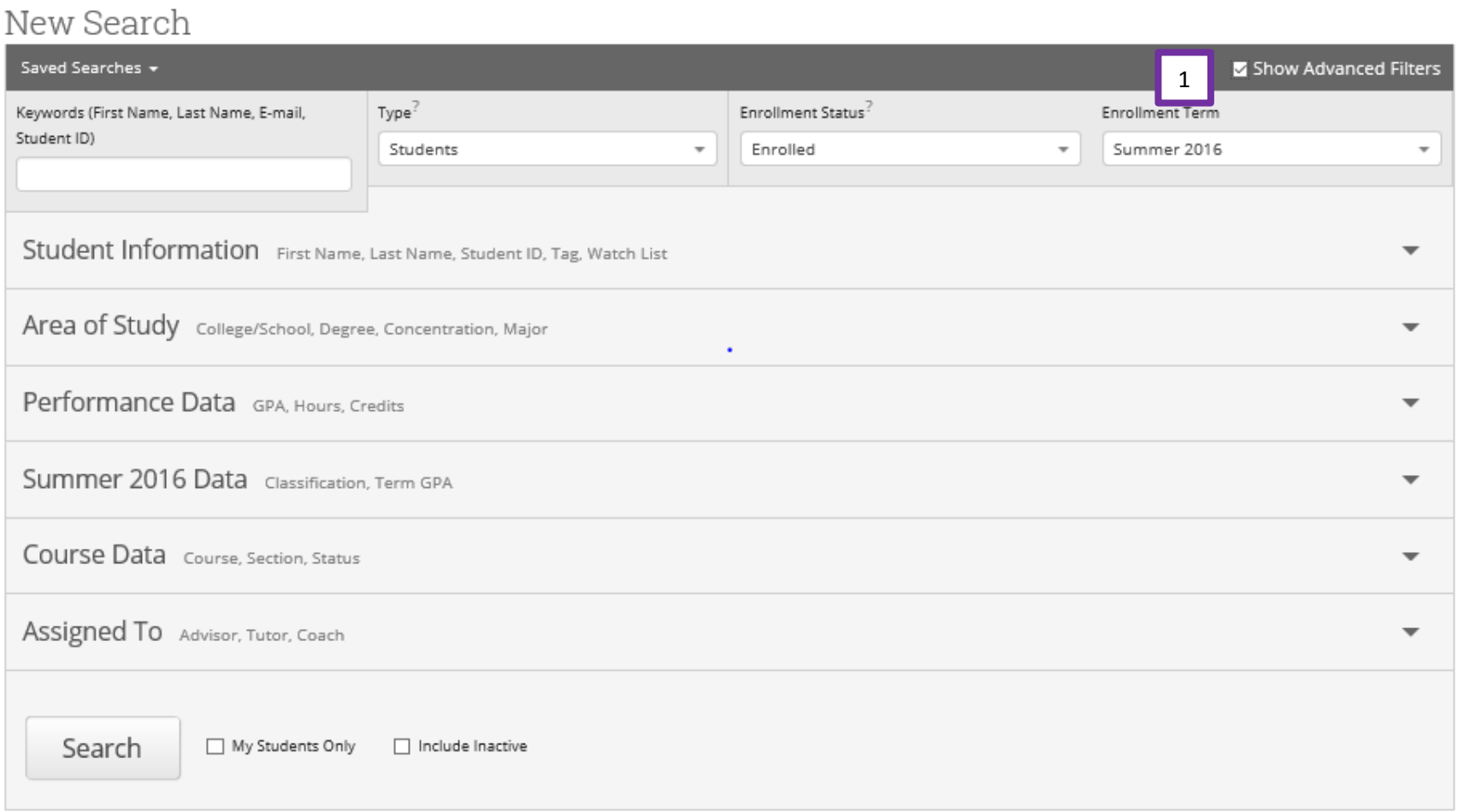



The screen shot below is showing how the GradesFirst 2.0 appointments look in Outlook.

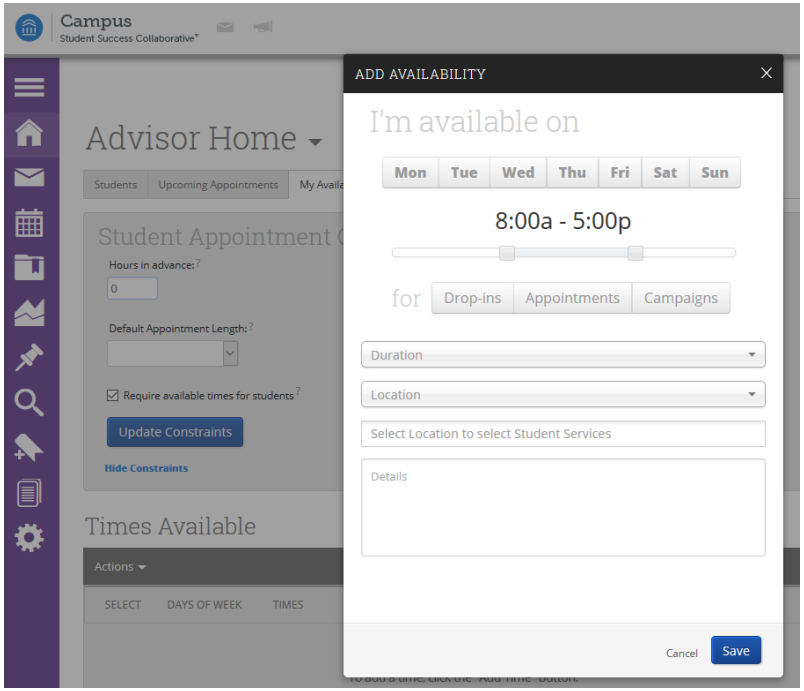


# Searching within GradesFirst 2.0

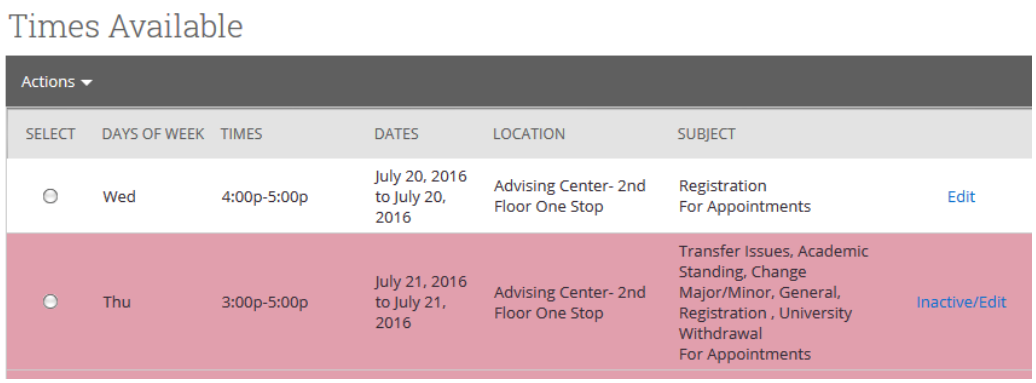
1) You can search all students in GradesFirst 2.0 by clicking on “Show Advance Filters.” See the different filters below.



# How to Create Availability




1) Click on the **My Availability** tab.
2) Click on the **Actions** drop down menu.
3) Select the **Add Time** option.
4) Choose the day of the week you would like to have open appointments.
   a. You can choose to do multiple days at the same time if you want to have a recurring appointment time. (MWF 3-4pm)
5) Use the Scroll boxes to select the range of time for the appointments.
6) Click on the "Appointments" button.
7) Choose from the drop down menu to select how long you would like to have these appointments open.
   a. Forever, term only, or range of dates.
   b. If you choose range of dates, then you will be asked the start date and the end date.
   c. To create availability for one day only, select the same start and end date.
8) Click on "Location" and choose Faculty Advisor's office.
9) Select the Student Services that are listed. (Faculty Advising Appointment or Virtual Advising Appointment)
10) Lastly, click the blue "Save" button.
11) You can then view your availability under the **My Availability** tab.
    a. If the availability is not open for today's date, it will show in pink and have an inactive/Edit hyperlink. Please note that students will still be able to see these appointments.



Times Available

Actions

| SELECT | DAYS OF WEEK | TIMES | DATES | LOCATION | SUBJECT | |
|---|---|---|---|---|---|---|
| ○ | Wed | 4:00p-5:00p | July 20, 2016 to July 20, 2016 | Advising Center- 2nd Floor One Stop | Registration For Appointments | Edit |
| ○ | Thu | 3:00p-5:00p | July 21, 2016 to July 21, 2016 | Advising Center- 2nd Floor One Stop | Transfer Issues, Academic Standing, Change Major/Minor, General, Registration , University Withdrawal For Appointments | Inactive/Edit |

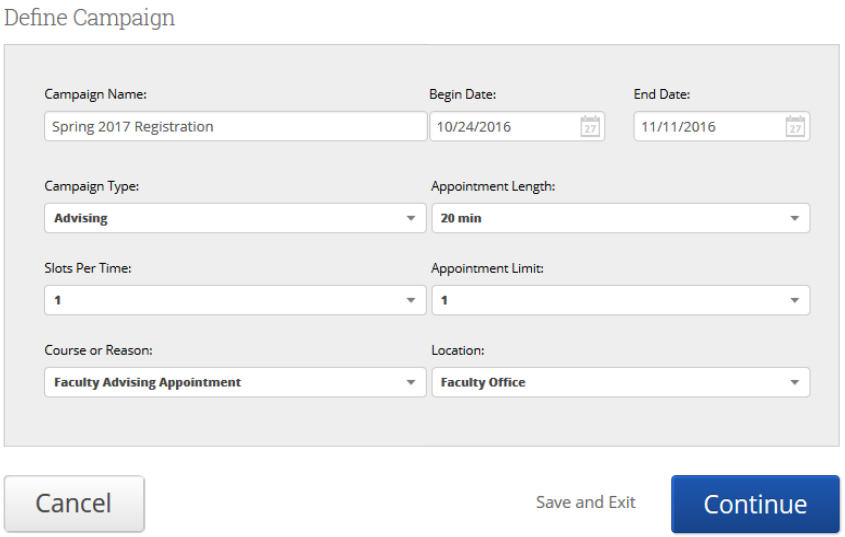
# Directions for Students to Make an Appointment

Use the directions below to let students know how to make an appointment with you through GradesFirst 2.0.

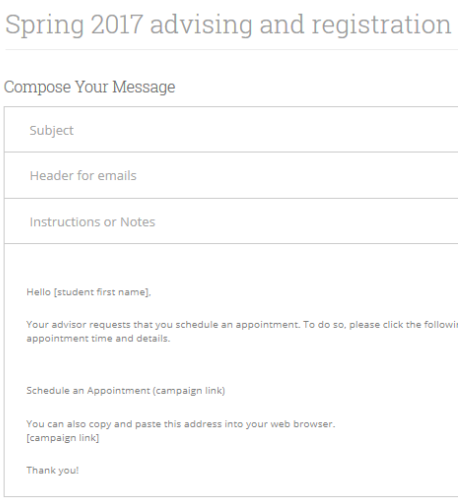
1. Log into myWCU and click on the Advising/Tutoring link in the Quick Links box.
2. Click the blue "Get Advising" button on the right hand side of the screen.
3. Select the type of advising you are seeking (Faculty Advising).
4. Select the reason for the appointment from the drop down menu (Faculty Advising Appointment).
5. Click the blue "Next" button.
6. Select the office Faculty Advisor's Office and the select your faculty advisor.
7. Click the blue "Next" button.
8. You will now see the Advisor's availability split between a Morning and Afternoon option. Use the arrow buttons to change the weeks
9. Click on the blue button for Morning or Afternoon and then select a time.
10. Click the blue "Next" button.
11. You will now see your appointment details. You can add additional comments or click to get a reminder by email or text. (Text reminders require you to enter your mobile number.)
12. Click the "Confirm Appointment" button.

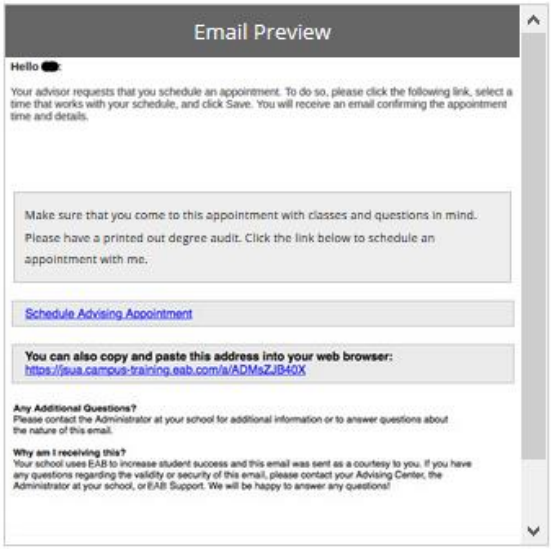
# Appointment Campaign

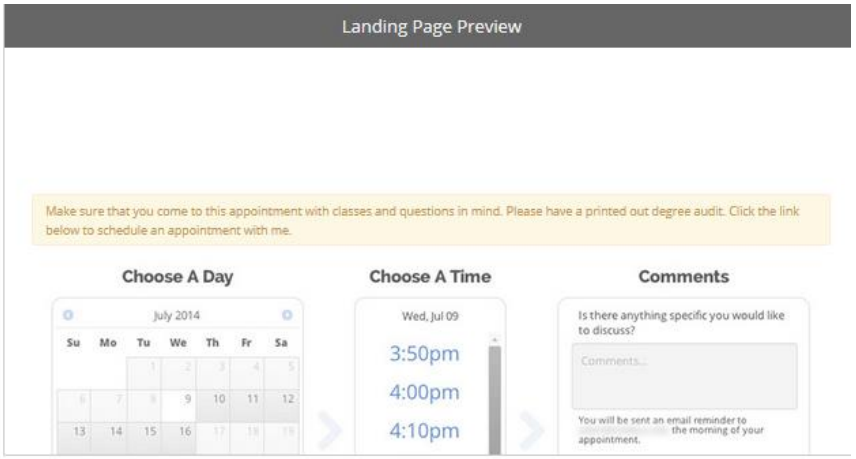
1. Before you start the campaign process you need to make sure you have availability in GradesFirst 2.0 that matches the reason for the campaign reason.
2. Click on "Appointment Campaign" link on the right hand side.
3. Click on "Appointment Campaign" link on the right hand side again.
4. Complete all fields that are shown in screen shot to the right.
5. Click "Continue" and then you will be able to either invite all your assigned students to this campaign or choose Advance Search
6. With the Advance Search option, you can choose by major, course, GPA, hours, advisor, etc.
    - To add the students to the campaign you will need to click on box beside "All", then click on "Actions" and select "Add selected Users and Search for More"



7. You will be given the opportunity to review the students in the campaign. If you want to take someone off just click the box beside their name and click “Actions” then “Remove”. Then click “Continue”
8. Select the box beside your name and click “Continue”
9. You will then have the opportunity to type in the subject, header for the emails, and any instructions or notes you want to be seen in the email. You will be able to see the Email preview and what the page looks like once they click on the “Schedule Advising Appointment”
10. Last step is to confirm everything and hit “Send” These emails will go to the students’ catamount email.



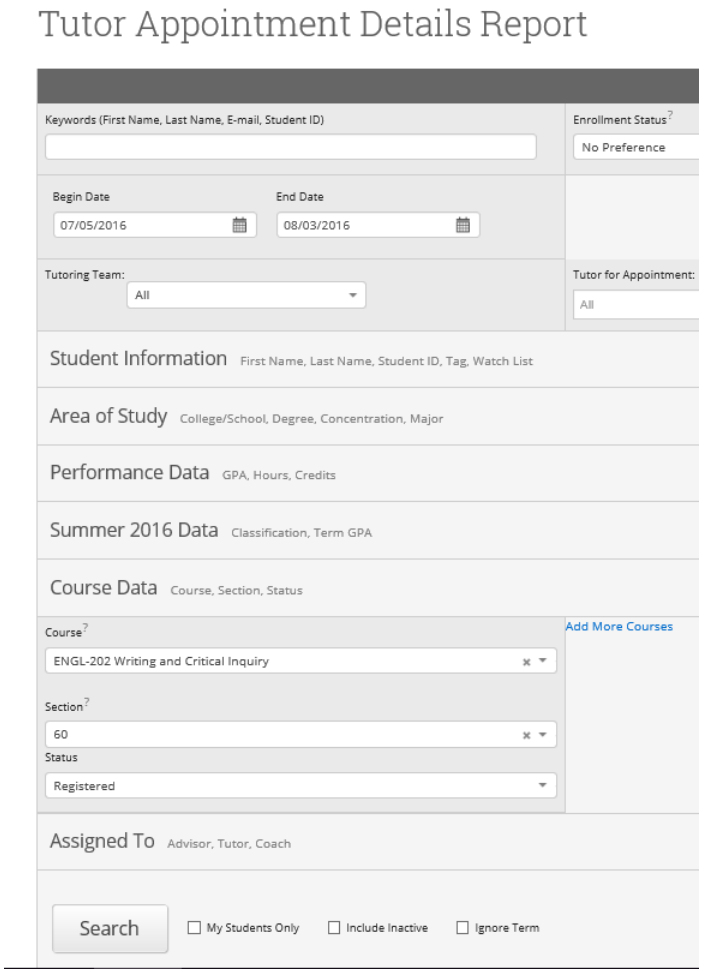



# How to Find Tutoring Reports

Faculty have access to reports of their students' tutoring visits to the Writing and Learning Commons (WaLC). For reports of students' visits to the Math Tutoring Center (MTC), please contact the MTC Director (828-227-3830).

To generate a report for your entire class:

1. On the left-hand menu, click on Reporting.
2. Under **Tutor Reports**, click on Tutor Appointment Details.
3. Change the date range.
4. Under **Course Data**, choose your course and section (you can only search one section at a time).
5. Click **Search.**
6. Under Actions, click on Export to Excel.
7. Click on the link to the Download Center to access your report (you can also access the Download Center from your Home page under Quick Links).
8. Please note that these reports include:
    a. Cancelled appointments (listed in the **Reported duration** column).
    b. No Shows (marked in the **Is no show** column).
    c. Reported session durations (see note below under "Limitations of tutor reports in GradesFirst").
    d. Tutors' notes under the Summary column.
9. For assistance with tutor reports, please call the Writing and Learning Commons at 828-227-2274.

# How to Look Up Tutoring Visits - Individual Students

1. In the search bar, type in the student's name or 920#, then click on their name.
2. You can also click on an individual student's name in your class roster or advisee list.
3. Click on **Reports/Notes** in the tab menu.
4. Scroll down to **Tutor Reports.**
5. Click on "Details" to the right of each visit to read tutors' summary notes.

Tutor Reports

| DATE | REPORT FILED ON | COURSE | FOLLOW-UP | SUMMARY | |
|---|---|---|---|---|---|
| 07/26/2016 11:30 AM | 07/27/2016 | | | Dylan came in with his fina... | Details |

# Limitations of Tutor Reports

1. Writing appointments do not automatically have courses assigned, so your student's writing appointments will only show up on tutor reports if the tutor assigns a specific class while writing their summary report. If you suspect that a student has gone to a writing tutor, but they are not listed in the class report, search for the student individually to see all of his/her tutoring visits (see above).
2. All tutoring appointments are 30-minutes, so some students will have multiple appointments in one day. Make sure to look at the dates/times of each appointment to determine which sessions were actually one concurrent appointment.
3. Duration of appointments under the **Scheduled duration** column will always default to the appointment time (e.g. 11:00-11:30). Actual appointment durations reported by tutors (i.e. if the student left early or stayed late) will be listed under the **Reported duration** column but will not appear until the tutor has completed the report at the end of each week.

| APPOINTMENT CREATED AT | BEGIN DATE TIME | END DATE TIME | SCHEDULED DURATION | LOCATION | ARRIVED AT | DEPARTED AT | REPORTED DURATION |
|---|---|---|---|---|---|---|---|
| 07/22/2016 01:56 PM | 07/25/2016 02:00 PM | 07/25/2016 02:30 PM | 30min | Writing and Learning Commons, Belk 207 | 07/25/2016 02:05 PM | 07/25/2016 02:30 PM | 25min |