

## TROUBLESHOOTING FACULTY PATHWAY ACCESS, CLASS ROSTERS, AND GRADING

### How is instructor access to Pathway set-up?

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Each semester the Registrar's office has queries that check for:

- 1) People listed as instructors on the Schedule of Classes in Pathway (they can be added to the Schedule of Classes at any time throughout the semester, so the timing of when they were added may have an effect on the "automatic" set-up of their account)
- 2) People who have passed the required FERPA exam
- 3) Pathway roles already in existence
- 4) Active HR appointments

The "Self-Service Instructor" role is automatically added for those people who are listed as instructors and active in HR and who have no student roles assigned.

- If they've passed FERPA, their account is "automatically" made available with the Instructor access (even if they have student roles assigned).
- If they have not yet passed FERPA, their account is "locked" and when they try to log-in to Pathway they will get a "your account is disabled" message.
  - If they have student roles assigned, and have not passed FERPA, we do nothing because we don't want to restrict the access to their student information.

**Retirees & Adjuncts:** Instructors who leave the university automatically have their Pathway access deleted when their HR appointment becomes inactive or in a retired status. If they return, their access may not automatically get set back up and they might have to send an e-mail to request it. Instructors who "come and go" do not have to retake FERPA at this time, as long as we have a record of their attempt at some point since we began the exam in Spring 2007.

**Students/GTA's:** Because we don't want to restrict student accounts while we wait for them to take FERPA, instructors who also have student access may need to send an e-mail to Amy Cole or Doug Swink to request their access be set-up once they have passed the FERPA exam. They should include the class(es) they are teaching so we can verify that they are an instructor prior to giving them the Self-Service Instructor role.

**Password Reset:** Faculty/Staff must use the "Forgot My Password" link on the myHR log-in page. (They can't use the password reset on the Pathway log-in page.)

## Are they able to log-in?

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- a. “UserID or Password is Invalid” message
  - i. Are they putting the @umkc.edu after their SSO? (if so, they should not be)
  - ii. Is the Caps Lock on?
  - iii. Are they using a supported browser? (see <http://www.umkc.edu/registrar/pathway.asp> for a chart of supported browsers – at the very bottom of the page)
    1. Safari may not always print properly
  - iv. Ask them to clear their cache, close their browser, and try again. (It may not solve the problem, but it’s the first thing the technical folks will always ask if they’ve tried.)
- b. “Account Disabled” message
  - i. Have they passed the FERPA exam?
    1. YES.
      - a. If it was within the last 24-48 hours, their access just may not be set-up yet.
      - b. Are they listed on the Schedule of Classes? If not, we have no way of knowing they are an instructor and thus have not “automatically” set-up their access. They need to request from their department that they be added as an official instructor of the class. A list of department contacts are available online:  
<http://www.umkc.edu/registrar/procedures/room-scheduling.asp>
      - c. If they passed FERPA, more than a week ago, AND are listed on the Schedule of Classes, e-mail Amy Cole and Doug Swink with the instructor’s Name, SSO, Empl ID, and class(es) they are teaching and we will get their account set-up ASAP.
    2. NO. Refer them to <http://www.umkc.edu/registrar/records/ferpa-course.asp> for instructions on the FERPA exam.
- c. Are they able to log-in to UMKC e-mail, computers, Blackboard?
  - i. NO. There may be a larger problem with their SSO, rather than a Pathway problem.
  - ii. YES. There may be a Pathway problem. 😊
    1. Ask them to clear their cache, close their browser, and try again. (It may not solve the problem, but it’s the first thing the technical folks will always ask if they’ve tried.)
    2. Are they using a supported browser? (see <http://www.umkc.edu/registrar/pathway.asp> for a chart of supported browsers – at the very bottom of the page)
      - a. Safari may not always print properly
    3. E-mail UM-PS Security, Doug Swink, and Amy Cole with the person’s Name, SSO, and EMPL ID (and it never hurts to include what class they are teaching).

## Do they know where to go after they log-in?

After they log-in, to access their Class Rosters or Grade Rosters, they need to navigate to **Self Service** and then **Faculty Center**. These instructions are displayed on the page, as well as a link to more detailed instructions on the Registrar's office Web site.

### Faculty

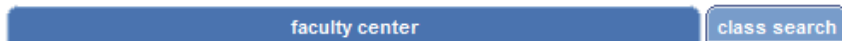
The Faculty Center is the main page for the faculty functionality within Pathway. To access the Faculty Center, click on **Self Service** in the Menu on the left (in the blue box), a sub-menu will appear, then click on **Faculty Center**.

For help navigating the Faculty Center, visit [www.umkc.edu/registrar/instructors-pathway.asp](http://www.umkc.edu/registrar/instructors-pathway.asp).

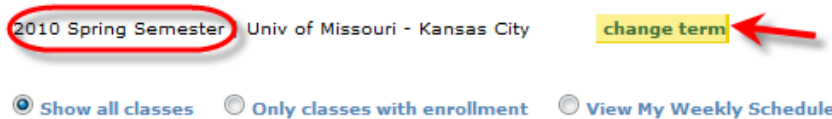
## Is the correct term displayed when they get to their Faculty Center?

Once they are in their Faculty Center, it \*should\* default to the current term, but after the term is over, it may begin defaulting to a future term, and then they will have to click the "change term" button and select the term they wish to see the classes for.

### James Falls



### Faculty Center



Class Roster		Grade Roster				
My Teaching Schedule > 2010 Spring Semester > Univ of Missouri - Kansas City						
	Class	Class Name	Enrolled	Days and Time	Room	Class Dates
	<a href="#">HISTORY 201-0001 LEC 13820</a>	Western Civ To 1600 (Lecture)	140	MoWeFr 10:00AM - 10:50AM	Royal Hall-Rm 00104	Jan 11, 2010- May 7, 2010
	<a href="#">HISTORY 201-0002 LEC 17917</a>	Western Civ To 1600 (Lecture)	0	TBA	Off Campus: High School	Jan 4, 2010- May 28, 2010
	<a href="#">HISTORY 201-0003 LEC 17918</a>	Western Civ To 1600 (Lecture)	0	TBA	Off Campus: High School	Jan 4, 2010- May 28, 2010
	<a href="#">HISTORY 201-0004 LEC 17919</a>	Western Civ To 1600 (Lecture)	0	TBA	Off Campus: High School	Jan 4, 2010- May 28, 2010
	<a href="#">HISTORY 201-0005 LEC 17920</a>	Western Civ To 1600 (Lecture)	0	TBA	Off Campus: High School	Jan 4, 2010- May 28, 2010
	<a href="#">HISTORY 201-0006 LEC 17921</a>	Western Civ To 1600 (Lecture)	10	TBA	Off Campus: High School	Jan 4, 2010- May 28, 2010
	<a href="#">HISTORY 201-0007 LEC 17922</a>	Western Civ To 1600 (Lecture)	0	TBA	Off Campus: High School	Jan 4, 2010- May 28, 2010

## Are they clicking the correct icon?

Many, *many*, *many* instructors click on the icons in the “key” instead of on the ones next to the class.

faculty center class search

### Faculty Center

2008 Spring Semester | Univ of Missouri - Kansas City

Show all classes  Only classes with enrollment  View My Weekly Schedule

Class Roster Grade Roster

My Teaching Schedule > 2008 Spring Semester > Univ of Missouri - Kansas

	Class	Class Name	Enrolled	Days and Time
	<a href="#">GEOG 105-0001</a> <a href="#">LEC 13477</a>	Intro Elements Geography (Lecture)	49	TuTh 4:00PM - 5:15PM
	<a href="#">GEOG 203-0001</a> <a href="#">LEC 13479</a>	Intro Geog Info System (Lecture)	19	MoWe 5:30PM - 6:45PM
	<a href="#">GEOG 496-0001</a> <a href="#">LEC 13478</a>	Geography Internship (Lecture)	0	TBA

Note: The Class Roster icon will not be available next to the class if no students are enrolled.

If the grade roster icon does not exist next to the class they are teaching (as with GEOG 203 in the screenshot above) the problem may be:

- The grade roster may not have been created for that class yet (grade rosters are not created until 2 weeks before the end of the term)
- The instructor may not have been given permission to grade for that class (sometimes GTA's and Law professors are not allowed to enter their own grades).
- There may not be any students enrolled in the class.
- There may be other set-up issues on the Schedule of Classes.

**Solution:** Refer them to Amy Cole or Marcia Roberts in the Registrar's office. E-mails are preferred because we often have to do a lot of research to figure out what is going on, and can't answer the question quickly/immediately on the phone. Ask them to include the Subject, Course Number, and Section Number, often times they'll just say "Geography Internship" and I have no idea what that is.

## My students say they received a blank e-mail from me?

Notify	ID	Name	Roster Grade	Official Grade	Grading Basis	Withdraw Date	Acad Plan	Level
<input type="checkbox"/>	02250819	<a href="#">Test Student</a>	AT		AUD		Elementary Education BA/Art BA	Freshman
<input type="checkbox"/>	02250820	<a href="#">Test Student</a>	WF		WWF	2008-11-07	Oral Maxillofacial Surg Gr Ct	Graduate
<input type="checkbox"/>	02250823	<a href="#">Test Student</a>		W	WWF	2008-09-30	Medicine MD-Six Year Program	Freshman
<input type="checkbox"/>	07060968	<a href="#">Test Student</a>	NR		GRD		English BA/Mathematics & Statistics BA	Senior

Both the Class Roster and the Grade Roster have “Notify” buttons at the bottom of the page. These buttons take you to a new screen that allows you to type an e-mail message to your students. **This option DOES NOT** send the students the grade they have been assigned.

### Send Notification

Type e-mail addresses in the To, CC or BCC fields using a comma as a separator.

Notification from Karen Schlabach

**From:** schlabachk@umkc.edu

**To:**

**CC:**

**BCC:**

**Subject:** <From the desk of Karen Schlabach>

**Message Text:**

- The students’ e-mail addresses will be automatically input into the “blind carbon copy” (bcc) field so they all receive the same e-mail, but can’t see the other student’s e-mail addresses.
- You can type in the “Message Text” box the message you want them to receive. **ALL** students will receive the exact same message, so do not include anything personal or private about a specific student.

## General Grading Steps

1. Input grades for ALL the students on your grade roster
2. Click the yellow save button at the bottom of the page
3. Change the "Approval Status" at the top of the page from "Not Reviewed" to "Approved"
4. Click the yellow save button at the bottom of the page (again)

## Faculty Center

### Grade Roster

[View FERPA Statement](#)

#### GEN-ENRL 100 - Study Abroad Ugrd 0001

Independent Study (45750)

2009 Fall Semester | Regular Academic | Univ of Missouri - Kansas City | Undergraduate

Meeting Information			
Days & Times	Room	Instructor	Meeting Dates
TBA	Arranged	Staff	8/24/2009 - 12/18/2009

\*Grade Roster Type

\*Approval Status

Display Unassigned Roster Grade Only

Select "Approved" when done, then Save again.

[Retrieve Grades From Blackboard](#)

<- add this grade to all students

Assign your grades here

Student Grade	Notify	ID	Name	Roster Grade	Official Grade	Grading Basis	Acad Plan	Level
	<input type="checkbox"/>	02250824	<a href="#">Roo, Casey</a>	<input type="text" value="B-"/>		GRD	Geography BA/Secondary Education BA	Freshman

[NOTIFY SELECTED STUDENTS](#)

[NOTIFY ALL STUDENTS](#)

[PRINTER FRIENDLY VERSION](#)

[RETURN](#)

[SAVE](#)

Save often!

## Common Grading Problems & Solutions

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**Problem:** I've entered grades for every student on my roster, but the Approval Status menu is red and it won't let me save it.

**Solution:** Pathway can't tell that you entered grades for all of your students because you did not save the grade roster before changing the approval status to approved. Steps to resolve:

1. Change the approval status to "Not Reviewed."
2. Click Save at the bottom of the page.
3. Change the approval status to "Approved."
4. Click Save at the bottom of the page.

**Problem:** I already approved my roster but I need to change a grade on it.

**Solution:**

1. If grades have not yet posted to student records (the "official grade" column is still blank) you may still make changes to the grades by following this procedure:
  - a. Change your approval status back to "not reviewed"
  - b. Click "save"
  - c. Make changes to the grades
  - d. Click "save"
  - e. Change your approval status to "approved"
  - f. Click "save"
2. If the grades have posted to student records (the "official grade" column is completely filled out), you must submit a grade change form. These forms are available in each dean's office.

**Problem:** I entered all my grades and saved the grade roster, but now they are gone.

**Solution:** Grade rosters are static and thus must be regenerated daily until the end of the term to reflect any changes in enrollment (adds or drops) that occur during that time period. Any grade rosters not marked as "approved" and "saved" will be regenerated, and when that occurs any saved grades will be removed and must be re-entered. You must re-enter your grades.

**Problem:** I have a grade for a student who is not on my grade roster.

**Solution:** The student is not officially enrolled in your class. In order to assign a grade, the student must be officially enrolled. The student may have administrative holds that prohibit them from enrolling.

- An official add form (with the student's signature and a Dean or their representative's approval) should be sent to the Registration and Records Office for any late student additions to a class. You can print the add form from the Registrar's Web site: [www.umkc.edu/registrar/forms-resources/](http://www.umkc.edu/registrar/forms-resources/)
- The student's grade will need to be submitted on an official grade change form that is available in each Dean's Office or wait until the student is officially registered and the grade roster will be re-generated over night.