GradesFirst – Frequently Asked Questions (FAQ)

How do I login to GradesFirst?
- https://greatfalls.gradesfirst.com/home/
- Your username is your gfcmsu.edu email
- If you have not logged into GradesFirst previously, you will receive login information from GradesFirst at the beginning of the term. Follow the directions to set up your account.

Is the roster in GradesFirst accurate?
- Your class roster information is pulled from the Banner system. If students drop your course after the last day to drop without a W, they will not be removed from your roster in GradesFirst.
- Information in GradesFirst is pulled from Banner each Tuesday and Thursday night so roster information is updated only twice per week.
- Use your roster in Banner Web as the official roster for your course.

What should a faculty do prior to submitting a Student Success Alert?
- Faculty should attempt interventions or communications with the student regarding their concern. This information should be provided in the Comment section on the Alert or Progress Report.
- Attempts include emails, phone calls, text, or meeting with students. Emailing student in D2L if they have not been attending your course is usually not an effective way to communicate with a student.

What should my GradesFirst Alert say?
- You will need to provide the reason for the alert. In addition, you can provide the number of absences and the grade for the student.
- In the Comment box, you will need to provide information on the communication or intervention attempts with the student (phone calls, emails, meetings, etc) and the outcome of those intervention attempts (No response from student, said they would start coming and have not, etc).
- It is also very helpful to describe what you have communicated with the student so that the advisor can know and support what the faculty has said or recommended.
- Example: I had contacted (student) earlier to find out why she was logging on and not doing homework. She emailed back that she couldn't find parts of the class on D2L. I instructed her to use the pull down menu at the top of the page and asked her to contact me if she was still having trouble. She said she would, but never contacted me again and seemed to be attempting the assignments. There is no phone number in D2L. When trying to call the number listed here, it is a wrong number. I have sent emails to emails on file in BANNER.

How soon will I hear from an advisor after I submit an alert?
- Advisors will respond to faculty with a confirmation of receipt of the Alert via email within 24 hours of an Alert submission during the work week (barring extenuating circumstances such as high advising periods).

What will the advisor do when they receive the alert?
- When a Faculty marks a student At-Risk an email is sent to the advisor letting them know a case has been opened.
- Advisors will make 2 contact attempts with the student using email and/or phone. If the student does not respond within 1 week, the case will closed due to non-response from the student.
- When a case is closed, the advisor will email the faculty letting them know the reason the case is closed and any other important information regarding the student.

How often should I submit a case on a student?

- Once a case is submitted regarding a student, the advisor will work on the case and inform the faculty of the outcome.
- If the status of the student has not changed (ie they continue to not attend) a new case is not necessary.
- If there is a change in status (ie the student started attending and stopped again, there is a new concern, the student stated they would attend but have not) then a new Alert can be issued.

Can I email my students in GradesFirst?

- Yes. Emails to students will be saved in your "My Conversations". Please note: Emails in GradesFirst are sent to the students *preferred email* account. Email sent to personal emails is not secure and sending student names, grades, and other identification data is un-safe and a violation of FERPA.

Can I report No-Shows in GradesFirst?

- No – No-Show reporting must be done in Banner Web on the date designated in the Academic Calendar per the Attendance and No Show Policy: http://www.gfcmsu.edu/about/PoliciesProcedures/200/210_1_Attendance_and_No_Show_April_2013_001.pdf.

What do I do if I'm concerned about, or want to share positive information on, a student but they are not at-risk of failing the course?

- You can use the Progress Report function and mark the student not at risk. Provide information on your concerns or comments in the Comment section.
- This does not create a case for the advisor to work on, but creates a note on the student's note page that the advisor can access.