GradeSync FAQ's

1. **Q: What is GradeSync?**
   A: GradeSync is a tool available in eCampus that will allow instructors to submit grades from a Grade Center column to STAR, without having to enter grades in manually for each student. This tool will decrease the time required for entering Midterm and Final grades. Instructors who use this tool will no longer have to submit grades through STAR.

2. **Q: How do I submit grades using GradeSync?**
   A: Follow the instructions in the GradeSync Instructor Guide located here.

3. **Q: What do I need to do to prepare my Grade Center for using GradeSync?**
   A: Follow the instructions in the Preparing the Grade Center for GradeSync guide located here.

4. **Q: Does GradeSync allow +/- marks on the letter grades to be used?**
   A: Yes, GradeSync will automatically add the +/- marks that are specified in the course Grading Schema. For more information, please see the Grading Schema guide located here.

5. **Q: Do I need to submit a Grade Modification form for students making up an incomplete grade in the course?**
   A: Yes, Instructors will need to update grades for students making up incompletes using the online Grade Modification process in STAR.

6. **Q: I don't see the Midterm Grades or Final Grades tab?**
   A: Grade forms have not been opened by the Office of the University Registrar or the grades have already been rolled to academic history in STAR.

7. **Q: How can I verify that the grades were submitted successfully?**
   A: A green bar with the message "Grades Submitted" will be displayed at the top of the GradeSync screen. It is also a **best practice** to verify that the grades have been successfully submitted by checking in STAR after submitting through GradeSync.

8. **Q: Why I am receiving an error when using GradeSync?**
   A: The red error bar at the top of the screen can be caused by multiple reasons. Here are some common scenarios that can cause errors:
   - The Last Date of Attendance (LDA) is greater than the course end date or greater than the current date.
   - If the grade(s) being submitted does not match the grading mode that the student(s) is registered for in STAR. (e.g. If a student has registered for a course using the Pass/Fail grade mode and the instructor enters in a letter grade other than a "P" or "F".)

9. **Q: When do I use the Last Date of Attendance (LDA) column?**
   A: When submitting a grade of "F" due to non-attendance, a LDA must be submitted.

10. **Q: What column in the Grade Center does GradeSync use?**
    A: GradeSync uses the "External Grade" column. For more information, please refer to the guide located here.

11. **Q: Who can submit grades using GradeSync?**
    A: Only an instructor assigned to the course in STAR can submit grades.

12. **Q: How do instructors upload grades to their course Grade Center?**
    A: Video instructions are available here. It is recommended that instructors create columns in the Grade Center prior to downloading their Grade Center in Excel format.

13. **Q: Why am I receiving the error message "User or course not found for student ID"?**
    A: This is caused when a student who is not enrolled in STAR, has a grade on the GradeSync form. You must clear the student's grade cell on the form and resubmit. Some examples are the Instructor_PreviewUser and any student who is making up an incomplete, but not enrolled in STAR.