Grade Transfer Resolution Paths

Overview

Once grades are approved in Grade Centre and grade transfer is attempted, the Grade Sign-off Officer will receive an email notification of success/failure.

All Grade Sign-off Officers recorded for a subject offering within the Subject Coordinators Maintenance Form (SCMF) will receive a copy of the summary/exception email.

The email notification sent will include information relating to the success or failure of the grade transfer. It will include details on the number of students successfully transferred, and if there were exceptions in the process, this information will be included.

Exceptions can be broken down into 3 categories:

- **Critical**: Grades were not transferred for ANY students in the subject offering;
- **Error**: Grades were not transferred for the individual student within the subject offering;
- **Warning**: Grades were transferred for the student, but the warning message needs to be reviewed in order to determine whether any action is required to be taken.

This document includes all the possible exception messages resulting from the grade transfer process in Interact2 along with the resolution steps.

As the grade approval step also locks the Grade Centre from further changes, in some instances, the Grade Centre will need unlocking. This can be requested through a DIT Service Desk request that has been set up to provide high priority grade transfer support. The steps are outlined in each exception message resolution path.

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Critical Messages

Type	Follow up	Exception Message received by Grade Sign-off Officer	Resolution Path for Grade Sign-off Officers
Critical	Action Required	The Calculated Grade and/or Administration Override columns appear to be missing from the subject site. Please contact the DIT Service Desk to have your grade sheet unlocked. Please contact your Schools Grade Centre champion to correctly format the Grade Centre (or see Interact2 help).	1. Submit DIT Service Desk request to have Grade Centre unlocked (see below directions). 2. Create new Calculated Grade Column and/or Administrative Override columns in Grade Centre. See your Schools Grade Centre Champion for assistance in creating columns. 3. Ensure that the created columns reflect the correct marks and grades in Grade Centre 4. Approve to transfer the grades out of Interact2 5. Receive summary/exception email informing of success/failure. Note: For late submission of the Grade sheet outside grading windows, see the following link: • https://apps.csu.edu.au/gtcd/fileSubmit To view the grading windows for your subject offering, see the following link: • https://apps.csu.edu.au/gtcd **Accessing High Priority Support** High priority Division of Information Technology support is available via the DIT Service Desk. Service desk jobs to be logged under: Software Interact2 - Grade Centre - Grade transfer Fail (High Priority)

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| Critical | Action Required | ** CRITICAL ** No grades for this subject site have been transferred **

Grades within the Administrative Override column are not as expected.

You will need to contact the DIT Service Desk to have your grade sheet unlocked.

Please check the selected Grade Schema in Grade Centre under Manage => Grading Schemas (or contact your Schools Grade Centre Champion). | 1. Submit DIT Service Desk request to have Grade Centre unlocked (see below directions)
2. Ensure that the Administrative Override columns reflect the expected override grades in Grade Centre. For assistance, contact your Schools Grade Centre Champion.
3. Approve to transfer the grades out of Interact2
4. Receive summary/exception email informing of success/failure.

Note: For late submission of the Grade sheet outside grading windows, see the following link:
• https://apps.csu.edu.au/gtcd/fileSubmit

To view the grading windows for your subject offering, see the following link:
• https://apps.csu.edu.au/gtcd

Accessing High Priority Support
High priority Division of Information Technology support is available via the DIT Service Desk.

Service desk jobs to be logged under:
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Error Messages

Type	Follow up	Exception Message received by Grade Sign-off Officer	Resolution Path for Grade Sign-off Officers
Error	Action Required	There is a technical issue with the student's identity in CSU systems. Please contact the DIT Service Desk. Technical details: Party record not found for partyId: <party id>	1. Determine whether grade transfer should have occurred for failed student. 2. Contact DIT Service Desk with details of failed student. Reference the error message in the service desk request. 3. Enter student grade directly in Banner (if required to enter grade for failed student). 4. Email DSA (opsgradesheet@csu.edu.au) for further advice if required. Note: For late submission of the Grade sheet outside grading windows, see the following link: • https://apps.csu.edu.au/gtcd/fileSubmit To view the grading windows for your subject offering, see the following link: • https://apps.csu.edu.au/gtcd **<u>Accessing High Priority Support</u>** High priority Division of Information Technology support is available via the DIT Service Desk. Service desk jobs to be logged under: Software Interact2 - Grade Centre - Grade transfer Fail (High Priority)

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Type	Follow up	Exception Message received by Grade Sign-off Officer	Resolution Path for Grade Sign-off Officers
Error	Action Required	Person in the student role is not enrolled in the subject offering in Banner This person appears to be a CSU staff member	1. Determine whether student should be enrolled in subject. 2. Email DSA (opsgradesheet@csu.edu.au) for further advice or to have the problem rectified if required. Note: For late submission of the Grade sheet outside grading windows, see the following link: • https://apps.csu.edu.au/gtcd/fileSubmit To view the grading windows for your subject offering, see the following link: https://apps.csu.edu.au/gtcd
Error	Action Required	Person in the student role is not enrolled in the subject offering in Banner The student has an outstanding requirement from a previous enrolment that may need a grade resolved	1. Determine whether student should be enrolled in subject. 2. Email DSA (opsgradesheet@csu.edu.au) for further advice or to have the problem rectified if required. Note: For late submission of the Grade sheet outside grading windows, see the following link: • https://apps.csu.edu.au/gtcd/fileSubmit To view the grading windows for your subject offering, see the following link: • https://apps.csu.edu.au/gtcd

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Type	Follow up	Exception Message received by Grade Sign-off Officer	Resolution Path for Grade Sign-off Officers
Error	Action Required	Person in the student role is not enrolled in the subject offering in Banner Please check if this person is a genuine student within the subject offering Needs to be investigated by Division of Student Administration if this is a genuine student	1. Determine whether student should be enrolled in subject. 2. Email DSA (opsgradesheet@csu.edu.au) for further advice or to have the problem rectified if required. Note: For late submission of the Grade sheet outside grading windows, see the following link: • https://apps.csu.edu.au/gtcd/fileSubmit To view the grading windows for your subject offering, see the following link: https://apps.csu.edu.au/gtcd
Error	Action Required	Grade transfer can't take place because a grade already exists in Banner. Please identify the correct grade and send confirmation to Division of Student Administration.	1. Determine whether student should have had grade transferred. A substantive grade already exists in Banner (the exception email will return the grade in Interact2 and the grade currently in Banner) 2. Please review grade is correct. Any changes are to be sent to Division of Student Administration (opsgradesheet@csu.edu.au). Note: For late submission of the Grade sheet outside grading windows, see the following link: • https://apps.csu.edu.au/gtcd/fileSubmit To view the grading windows for your subject offering, see the following link: https://apps.csu.edu.au/gtcd

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Type	Follow up	Exception Message received by Grade Sign-off Officer	Resolution Path for Grade Sign-off Officers
Error	Action required	An Approved Withdrawal "AW" grade in Grade Centre cannot be transferred because a substantive grade exists in Banner Please review grade is correct. Any changes are to be sent to Division of Student Administration.	1. Determine whether student should have had grade transferred. A substantive grade already exists in Banner (the exception email will return the grade in Interact2 and the grade currently in Banner) 2. Please review grade is correct. Any changes are to be sent to Division of Student Administration (opsgradesheet@csu.edu.au). Note: For late submission of the Grade sheet outside grading windows, see the following link: • https://apps.csu.edu.au/gtcd/fileSubmit To view the grading windows for your subject offering, see the following link: https://apps.csu.edu.au/gtcd

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Type	Follow up	Exception Message received by Grade Sign-off Officer	Resolution Path for Grade Sign-off Officers
Error	Action required	Grade transfer can't take place because a grade already exists in Banner. Please identify the correct grade and send confirmation to the Division of Student Administration.	1. Determine whether student should have had grade transferred. A substantive grade already exists in Banner (the exception email will return the grade in Interact2 and the grade currently in Banner) 2. Please review grade is correct. Any changes are to be sent to Division of Student Administration (opsgradesheet@csu.edu.au). Note: For late submission of the Grade sheet outside grading windows, see the following link: • https://apps.csu.edu.au/gtcd/fileSubmit To view the grading windows for your subject offering, see the following link: https://apps.csu.edu.au/gtcd

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Type	Follow up	Exception Message received by Grade Sign-off Officer	Resolution Path for Grade Sign-off Officers
Error	Action Required	Student's grade in Grade Centre is blank and no grade has been transferred to Banner. You will need to contact the DIT Service Desk to have your grade sheet unlocked. Please check the grade for the student or the selected Grade Schema in the Calculated Grade/Administrative Override columns (or contact your Schools Grade Centre Champion).	1. Please check the student Calculated Grade applied in Grade Centre to determine whether a blank grade should have been sent. Contact your School Grade Centre Champion for advice if required. 2. Email DSA (opsgradesheet@csu.edu.au) for further advice or to have the problem rectified if required. 3. Unlock the Grade sheet if required (see below). Note: For late submission of the Grade sheet outside grading windows, see the following link: • https://apps.csu.edu.au/gtcd/fileSubmit To view the grading windows for your subject offering, see the following link: • https://apps.csu.edu.au/gtcd **Accessing High Priority Support** High priority Division of Information Technology support is available via the DIT Service Desk. Service desk jobs to be logged under: Software Interact2 - Grade Centre - Grade transfer Fail (High Priority)

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Type	Follow up	Exception Message received by Grade Sign-off Officer	Resolution Path for Grade Sign-off Officers
Error	Action Required	This subject cannot be graded because it's not an active offering. Please export your grade sheet and contact Division of Student Administration for assistance	1. The system is reporting that this subject is not active. 2. Email DSA (opsgradesheet@csu.edu.au) for further advice or to have the problem rectified if required. 3. Unlock the Grade sheet if required (see below). Note: For late submission of the Grade sheet outside grading windows, see the following link: • https://apps.csu.edu.au/gtcd/fileSubmit To view the grading windows for your subject offering, see the following link: • https://apps.csu.edu.au/gtcd **Accessing High Priority Support** High priority Division of Information Technology support is available via the DIT Service Desk. Service desk jobs to be logged under: Software Interact2 - Grade Centre - Grade transfer Fail (High Priority)

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Type	Follow up	Exception Message received by Grade Sign-off Officer	Resolution Path for Grade Sign-off Officers
Error	Action Required	This subject cannot be graded due to an error on the subject master file. Please export your grade sheet and contact Division of Student Administration for assistance	1. The system is reporting a data issue for this subject. 2. Email DSA (opsgradesheet@csu.edu.au) for further advice or to have the problem rectified if required. 3. Unlock the Grade sheet if required (see below). Note: For late submission of the Grade sheet outside grading windows, see the following link: • https://apps.csu.edu.au/gtcd/fileSubmit To view the grading windows for your subject offering, see the following link: • https://apps.csu.edu.au/gtcd **Accessing High Priority Support** High priority Division of Information Technology support is available via the DIT Service Desk. Service desk jobs to be logged under: Software Interact2 - Grade Centre - Grade transfer Fail (High Priority)

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Type	Follow up	Exception Message received by Grade Sign-off Officer	Resolution Path for Grade Sign-off Officers
Error	Action Required	There is a grade mode mismatch within the Student Administration System (Banner). Please export your grade sheet and contact Division of Student Administration for assistance. **Technical details**: Grade mode on SCACRSE and SSASECT are different.	1. The system is reporting a data issue for this subject. 2. Email DSA (opsgradesheet@csu.edu.au) for further advice or to have the problem rectified if required. 3. Unlock the Grade sheet if required (see below). Note: For late submission of the Grade sheet outside grading windows, see the following link: • https://apps.csu.edu.au/gtcd/fileSubmit To view the grading windows for your subject offering, see the following link: • https://apps.csu.edu.au/gtcd **Accessing High Priority Support** High priority Division of Information Technology support is available via the DIT Service Desk. Service desk jobs to be logged under: Software Interact2 - Grade Centre - Grade transfer Fail (High Priority)

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Type	Follow up	Exception Message received by Grade Sign-off Officer	Resolution Path for Grade Sign-off Officers
Error	Action Required	There is a grade mode mismatch within the Student Administration System (Banner). Please export your grade sheet and contact Division of Student Administration for assistance. **Technical details**: Student Grade mode in SFAREGS and SSASECT are different.	1. The system is reporting a data issue for this subject. 2. Email DSA (opsgradesheet@csu.edu.au) for further advice or to have the problem rectified if required. 3. Unlock the Grade sheet if required (see below). Note: For late submission of the Grade sheet outside grading windows, see the following link: • https://apps.csu.edu.au/gtcd/fileSubmit To view the grading windows for your subject offering, see the following link: • https://apps.csu.edu.au/gtcd **Accessing High Priority Support** High priority Division of Information Technology support is available via the DIT Service Desk. Service desk jobs to be logged under: Software Interact2 - Grade Centre - Grade transfer Fail (High Priority)

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Warning Messages

Type	Follow up	Exception Message received by Grade Sign-off Officer	Resolution Path for Grade Sign-off Officers
Warning	Information only	An Approved Withdrawal "AW" grade has been transferred overwriting the existing Banner grade. Please review grade is correct. Any changes are to be sent to Division of Student Administration.	Warning messages are only outputted for informational purposes. No action is required.