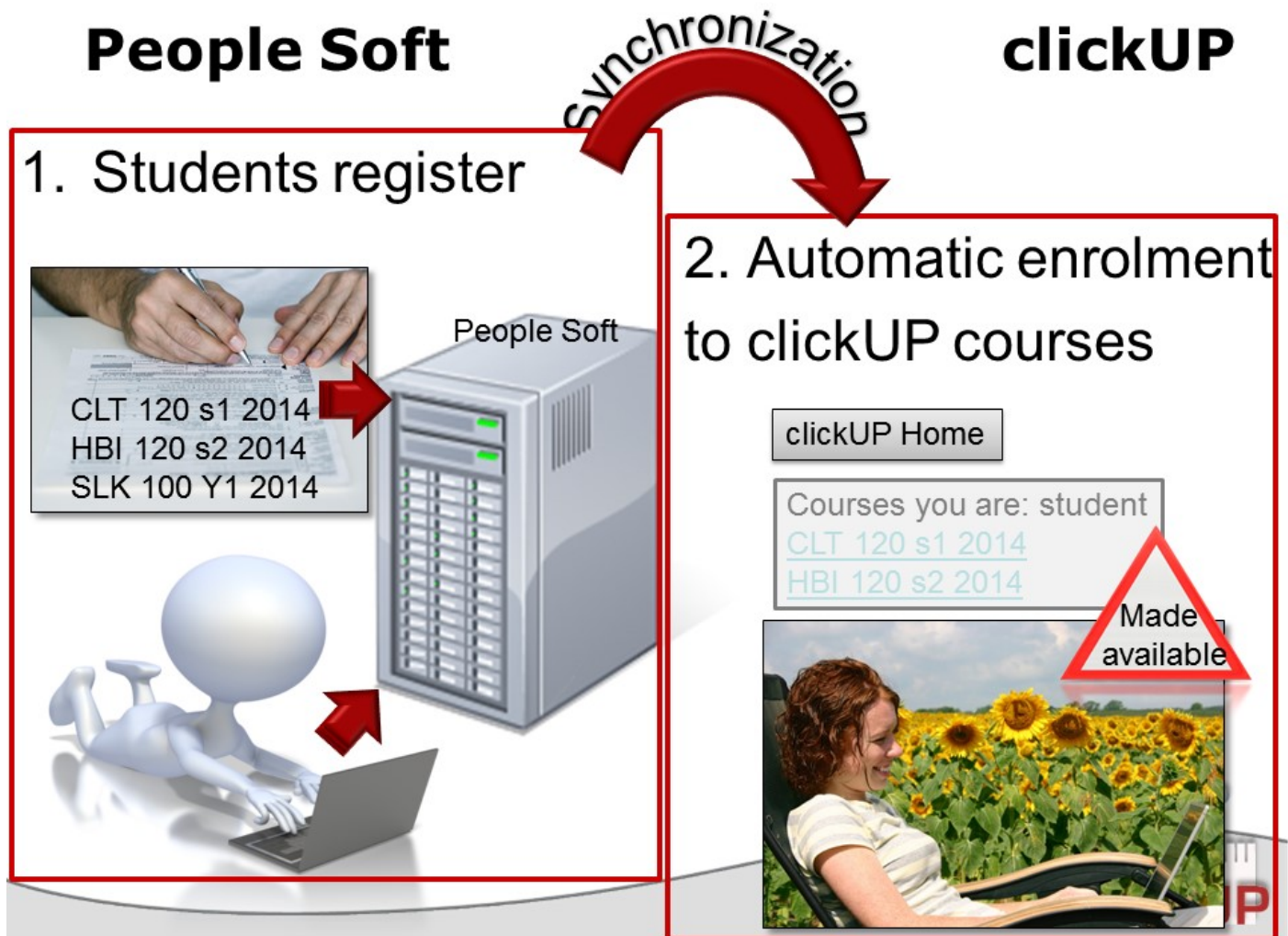




# Where does the student names come from displayed in the Grade Center?

## The Process



1. When students register for modules (courses) this is recorded on the PeopleSoft system.
2. PeopleSoft data synchronises on a daily basis with the clickUP database – comparing the two sets and pushing data that is new to clickUP.

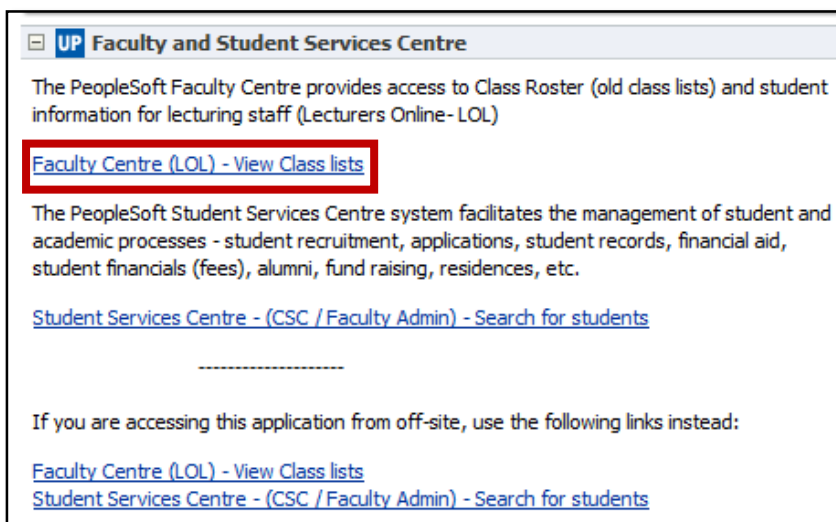
This means that when a student registers – and the registration is done on the PeopleSoft system – it takes up to 24 hours for the SAME data to be available in clickUP.

This means that students are AUTOMATICALLY enrolled in clickUP courses after registration.

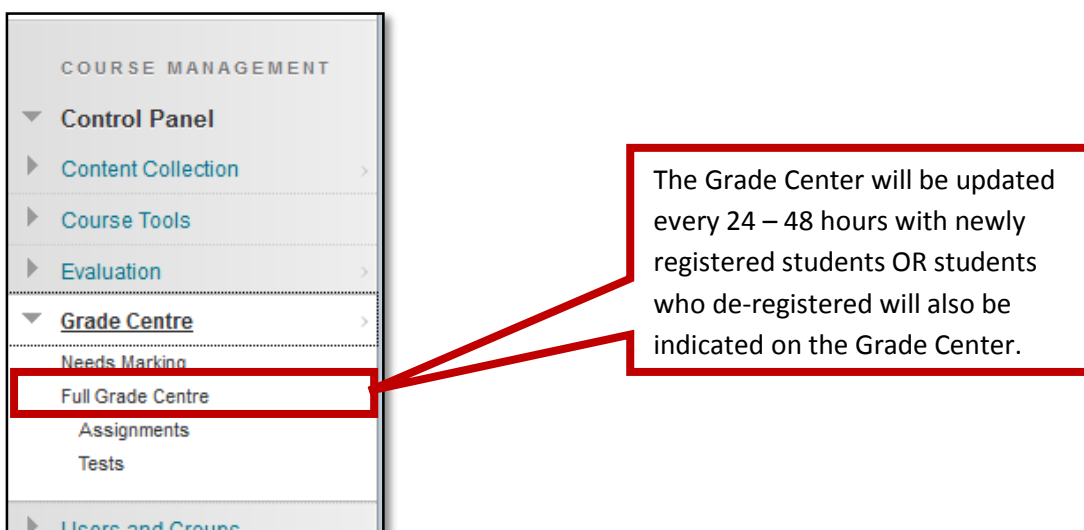
If courses is made available by the lecturer they will have access.

Therefore that student's information will be available in two places:

1. PeopleSoft (access it from the UP Portal, UP Faculty and Student Services Centre, Faculty Centre (LOL) – View Class lists)



2. clickUP (access it from your clickUP course, Grade Center, Full Grade Center)



**Tip:** Never use the class list that you can view and download from the UP Portal to capture marks for clickUP purposes. These two lists do not talk to each other.

Go to clickUP and download the list (an Excel document). Update marks there and upload back to clickUP. Read more on the clickUP help site:

Search for **Work offline**, click on **Tips when working with the Grade Center**.

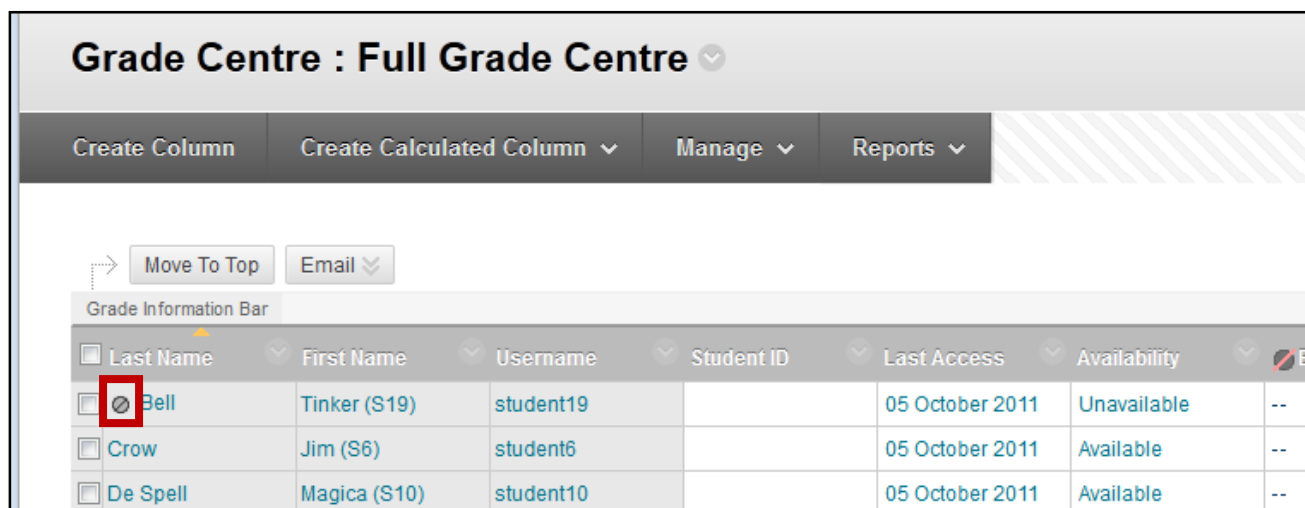
## FAQ's

### A student complains that they do not see a module on their list of modules in clickUP

1. Go to the clickUP Grade Center
2. Click on Full Grade Center
3. Search for the student's name
4. If the student name does not display there, go to the UP Portal
5. Click on UP Faculty and Student Services Centre, Faculty Centre (LOL) – View Class lists
6. Add the course to your list if it is not there yet
7. Display the class list and search for the student name
8. If the student name is not on the list, then the student is not yet registered for the module
9. Else, if the name is on the list and not on the Grade Center list, then contact the [e-support@up.ac.za](mailto:e-support@up.ac.za) office.

Keep in mind that the Grade Center will be updated every 24 – 48 hours with the latest registrations or de-registrations.

### What does the circle in front of the student name mean and how do I hide those students?



**Grade Centre : Full Grade Centre**

Create Column    Create Calculated Column    Manage    Reports

Move To Top    Email

Grade Information Bar

Last Name	First Name	Username	Student ID	Last Access	Availability	
<input checked="" type="checkbox"/> Bell	Tinker (S19)	student19		05 October 2011	Unavailable	--
<input type="checkbox"/> Crow	Jim (S6)	student6		05 October 2011	Available	--
<input type="checkbox"/> De Spell	Magica (S10)	student10		05 October 2011	Available	--

When a student de-registers at Academic Administration, then we do not delete the students from clickUP, we make them inactive. In other words they will not see that module displayed on their list. Therefore, all students with that circle in front of their Last name is an indication that they are inactive in your course.

You may ask “Why do we do that?” Because, deregistration is a hand action which means that a human has to make the change. Humans make mistakes. If we delete that student from the Grade Center then we lose all their data. So, if it was a mistake, then all that students' information, assignment submissions, etc. will be gone. The risk is too high.

### How do I get rid of inactive students?

There are two ways in which you don't display the students:

#### Hide the students using Row visibility

- Click on **Grade Center**
- Click on **Full Grade Center**
- Click on the action link next to the **Availability** heading

- Click on **Sort Ascending** – all the Unavailable students will then be displayed together at the bottom of your class list.
- Click on **Manage**
- Click on **Row Visibility**
- Click on the tick boxes before the students whose status is Unavailable
- Click on **Hide Rows**
- Click on **Submit**
- Now you will not have any students with an Unavailable status on your screen anymore. It should look like this:

Grade Centre : Full Grade Centre

Buttons: Create Column, Create Calculated Column, Manage, Reports, Filter, Work

Sort Columns By: Layout Position Order: ▲ Ascending

Last Name	First Name	Username	Student ID	Last Access	Availability	Wiki Total	Blog Total
Bell	Tinker (S19)	student191		05 October 2011	Available	--	--
Cricket	Jiminy (S7)	student71		05 October 2011	Available	85.00	--
Crow	Jim (S6)	student61		05 October 2011	Available	--	--
De Spell	Magica (S10)	student101		05 October 2011	Available	--	--
DeVilleville	Cruella (S3)	student31		04 October 2011	Available	--	--
Duck	Donald (S4)	student41		04 October 2011	Available	--	--
Jack	Monterey (S13)	student131		05 October 2011	Available	--	--
Kahn	Shere (S16)	student161		05 October 2011	Available	--	--
Mouse	Minnie (S12)	student121		05 October 2011	Available	85.00	--
Pan	Peter (S14)	student141		05 October 2011	Available	--	--
Porter	Jane (S5)	student51		05 October 2011	Available	--	--

**Tip: When you download the Grade Center, DO NOT include the hidden information.**

Download Grades

Buttons: Cancel, Submit

**1. Data**

Select Data to Download

- Full Grade Centre
- Selected Marking Period Marking period wiki
- Selected Column Groups 1  Include Comments for this Column
- User Information Only

**2. Options**

Delimiter Type  Comma  Tab

**Include Hidden Information**  Yes  No  
Hidden information includes columns and users that have been hidden from view.

## Set-up a Smart View to only display active students:

- Click on **Grade Center**
- Click on **Full Grade Center**
- Click on **Manage**
- Click on **Smart Views**
- Click on **Create Smart View**
  1. Provide a name for the Smart View, e.g. Active students
  2. Ensure that you select the tick box to make this a Favourite
  3. Select the **Custom** option
  4. The user criteria must display all Active students in other words those whose Availability status = Available.
  5. Filter results – select **All columns**.

### Create Smart View

*A Smart View is a focused look at the Grade Center. It shows only the data that matches a set of criteria. Smart Views are useful to quickly find data when the Grade Center includes a great number of students and columns. [More Help](#)*

*\* Indicates a required field.*

Cancel **Submit**

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#### 1. Smart View Information

**1** \* Name

Description

Type  Custom

Add as Favorite **2**

---

#### 2. Selection Criteria

Type of View

- Course Group View one or more Course Groups.
- Performance View specific users based on their performance on a single item.
- User View individual users.
- Category and Status View items by their category and status.
- 3**  Custom Build a query based on user criteria.

Select Criteria *Select the users' grade criteria to benchmark.*

**4** User Criteria:  Condition:   Available /  Unavailable

Formula Editor *Change the operators and insert parentheses to edit the formula.*

Filter Results 5 Columns to Display in Results: All Columns  Include Hidden Information

---

**3. Submit**

Click Submit to proceed. Click Cancel to go back.

Cancel Submit

**Tip:** When you want to download only the Active students:

6. Click on the Smart View for the Active Students
7. Click on Work Offline.

You will then only download the information displayed on this Smart View.

**Grade Center : Active students**

When screen reader mode is on the table is static, and grades may be entered on the Grade Details page, accessed by selecting the table cell for the grade. When screen reader mode is off, grades can be typed directly into the cells on the Grade Center page. To enter a grade: click the cell, type the grade value, and press the Enter key to submit. Use the arrow keys or the tab key to navigate through the Grade Center. [More Help](#)

Sort Columns By: Layout Position Order: ▲Ascending

Last Name	First Name	Username	Student ID	Last Access	Availability	Weighted Total	Total	Groups 1	Groups 1
<input type="checkbox"/> Bell	Tinker (S19)	student191			Available	--	1.00		
<input type="checkbox"/> Cricket	Jiminy (S7)	student71			Available	--	3.00	⚠	⚠
<input type="checkbox"/> Crow	Jim (S6)	student61			Available	--	11.00		
<input type="checkbox"/> De Spell	Magica (S10)	student101			Available	--	6.00		
<input type="checkbox"/> DeVille	Cruella (S3)	student31			Available	--	11.00		
<input type="checkbox"/> Duck	Donald (S4)	student41			Available	--	12.00		
<input type="checkbox"/> Jack	Monterey (S13)	student131			Available	--	12.00		
<input type="checkbox"/> Kahn	Shere (S16)	student161			Available	--	9.00		