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Faculty Service Centre (FSC) User Guide | Last updated: April 28, 2016
What is the FSC?
The Faculty Service Centre (FSC) is used by UBC Instructors, Teaching Assistants and Staff to:

- Access Classlists
- Email Students
- Enter and Submit Grades
- Generate Change Grade forms

Recommended Browser: Google Chrome*

*Only the newest browser version is supported

What You’ll See
Instructors and Teaching Assistants

Can’t see your sections? Contact your Departmental Administrator/Timetable Representative.
Administrators

You will need to add course sections that you are authorized to administer. See [Find Your Course Sections](#) for more info.

**Customize Your Settings**

**Access Your Settings**

Click to customize your settings
Select Your Preferences

Select groups of columns to display

Select Download format

Click to save settings
Find Your Course Sections
I am an...

- Instructor or Teaching Assistant
- Administrator

Instructors and Teaching Assistants
The list of sections you are assigned to will appear on the FSC Home Screen under Assigned Sections. Navigate between sessions by clicking on the tabs.

Administrators
Search for a Course Section
Enter Session Information on the FSC Home page.
Enter Campus, Subject, Course and Section information in the pop-up form.

Review Search Results
Each search will produce a new tab. Click between tabs to view each set of search results.

Remove Search Result Tabs
Select tab to remove and click Remove Sections from View.
**View Your Classlists**
I want to view a...
- Classlist
- Series of Classlists

**View a Classlist**
Click the course link on the FSC Home page.

<table>
<thead>
<tr>
<th>Select All</th>
<th>Course</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>TEST300 - GHI</td>
</tr>
<tr>
<td></td>
<td>TEST100 - DEF</td>
</tr>
<tr>
<td></td>
<td>TEST200 - ABC</td>
</tr>
<tr>
<td></td>
<td>TEST200 - DEF</td>
</tr>
<tr>
<td></td>
<td>TEST100 - ABC</td>
</tr>
<tr>
<td></td>
<td>TEST100 - NAN</td>
</tr>
</tbody>
</table>

**View a Series of Classlists**
Select the sections you want to view and click View Classlist(s)/Enter Grade(s).

1. Select courses

<table>
<thead>
<tr>
<th>Select All</th>
<th>Course</th>
<th>Term</th>
<th>Starts</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>TEST300 - GHI</td>
<td>1</td>
<td>2013-09-03</td>
</tr>
<tr>
<td></td>
<td>TEST100 - DEF</td>
<td>1-2</td>
<td>2013-09-03</td>
</tr>
<tr>
<td></td>
<td>TEST200 - ABC</td>
<td>1-2</td>
<td>2013-09-03</td>
</tr>
<tr>
<td></td>
<td>TEST200 - DEF</td>
<td>1-2</td>
<td>2013-09-03</td>
</tr>
<tr>
<td></td>
<td>TEST100 - ABC</td>
<td>2</td>
<td>2014-01-06</td>
</tr>
<tr>
<td></td>
<td>TEST100 - NAN</td>
<td>??</td>
<td>2013-09-03</td>
</tr>
</tbody>
</table>

[Links to view classlist(s)]
Above your list of course sections a series of tabs will appear for each of the course sections you selected.

Download or Print Classlists
Select Course Sections to Download or Print

1. Select courses

2. Click to download/print
Customize Classlist Format and Download or Print

Clicking Download/Print Classlist(s) brings up the following dialog box where you can customize the format of and either download or print your Classlist.

![Classlist dialog box]

Select the format: Table or Grid

Select Print Format:

Select columns to download/print:

- Student Number
- Subject
- Course
- Section
- Primary Section
- Secondary Section
- Tertiary Section
- Term
- Surname
- Given Name
- Preferred Name
- Gender
- Program
- Year
- Version
- Percent Grade
- Letter Grade
- Standing
- Standing Reason
- Status
- DET Completion Date
- Grade/Standing Last Modified By

Available columns are based on your Settings. To change them, please go to Settings. Downloaded columns are based on your access to a Course.

Display: Bold Size

Print...

Click to Print

Download...

Click to Download

Adjust Font/Image Size for Printing

Print Preview

Example Classlist:

**TEST 100 - ABC (2012W)**

<table>
<thead>
<tr>
<th>Student Number</th>
<th>Subject</th>
<th>Course</th>
<th>Section</th>
<th>Primary Section</th>
<th>Secondary Section</th>
<th>Tertiary Section</th>
<th>Term</th>
<th>Surname</th>
<th>Given Name</th>
<th>Preferred Name</th>
<th>Gender</th>
</tr>
</thead>
<tbody>
<tr>
<td>44556678</td>
<td>TEST</td>
<td>100</td>
<td>ABC</td>
<td>ABC</td>
<td></td>
<td></td>
<td>2</td>
<td>Student</td>
<td>Graduation</td>
<td>Male</td>
<td></td>
</tr>
<tr>
<td>12345678</td>
<td>TEST</td>
<td>100</td>
<td>ABC</td>
<td>ABC</td>
<td></td>
<td></td>
<td>2</td>
<td>Testing</td>
<td>Webster</td>
<td>Female</td>
<td></td>
</tr>
</tbody>
</table>

**TEST 200 - DEF (2012W)**

<table>
<thead>
<tr>
<th>Student Number</th>
<th>Subject</th>
<th>Course</th>
<th>Section</th>
<th>Primary Section</th>
<th>Secondary Section</th>
<th>Tertiary Section</th>
<th>Term</th>
<th>Surname</th>
<th>Given Name</th>
<th>Preferred Name</th>
<th>Gender</th>
</tr>
</thead>
<tbody>
<tr>
<td>12345678</td>
<td>TEST</td>
<td>200</td>
<td>DEF</td>
<td>DEF</td>
<td></td>
<td></td>
<td></td>
<td>Testing</td>
<td>Webster</td>
<td>Female</td>
<td></td>
</tr>
</tbody>
</table>
Email Your Students
Select Course Sections to Email
Email all registered students in the selected section(s).

1. Select courses

<table>
<thead>
<tr>
<th>Select All</th>
<th>Course</th>
<th>Term</th>
<th>Starts</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>TEST300 - GHI</td>
<td>1</td>
<td>2013-09-03</td>
</tr>
<tr>
<td>✔️</td>
<td>TEST100 - DEF</td>
<td>1-2</td>
<td>2013-09-03</td>
</tr>
<tr>
<td></td>
<td>TEST200 - ABC</td>
<td>1-2</td>
<td>2013-09-03</td>
</tr>
<tr>
<td>✔️</td>
<td>TEST200 - DEF</td>
<td>1-2</td>
<td>2013-09-03</td>
</tr>
<tr>
<td>✔️</td>
<td>TEST100 - ABC</td>
<td>2</td>
<td>2014-01-06</td>
</tr>
<tr>
<td></td>
<td>TEST100 - NAN</td>
<td>??</td>
<td>2013-09-03</td>
</tr>
</tbody>
</table>

2. Click to compose email
Select Individual Students to Email
Load the classlist and select the students to email.

1. Select students
2. Click to compose email
Send Your Email
Once you click Send Email, the Email Editor window will appear.

Enter a Subject and write or copy your email text into the message field. Click browse to add any attachments you’d like to include and Send Email.

Note: The email editor does not save drafts and will automatically time out after 30 minutes. We recommend that you compose your email in a separate document and copy the text into the FSC Email Editor.

---

**Can be used to create emphasis in the email**
Upload or Enter Grades

I want to...

- Know When Grades Are Due
- Upload Grades
- Enter Grades Manually
- Submit Grades

When Are Grades Due?

Grades are due:

- 7 business days following the examination date OR
- 5 days following examination dates written on the last 2 days of the examination period

Due dates for Distance Examination grades are determined by the instructor’s department.

Upload Grades

Download your classlist from the FSC. Your file will already contain the correct formatting for uploading to the FSC.

Files downloaded from Connect are also acceptable, but will need to be formatted in excel for uploading into FSC.

File Format

Save your file with one of the following file extensions:

- .xls (Excel) - must contain only one worksheet
- .txt (Tab Delimited)
- .csv (Comma Delimited)
Review Your File
Your downloaded file will have the following column headings:

Session | Campus | Student Number | Subject | Course | Section | Percent Grade | Standing | Standing Reason

Each column heading is necessary, even if you are not entering data into a column.

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
<th>H</th>
<th>I</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>2013W</td>
<td>UBC</td>
<td>33333333</td>
<td>TEST</td>
<td>100</td>
<td>ABC</td>
<td></td>
<td>T</td>
</tr>
<tr>
<td>3</td>
<td>2013W</td>
<td>UBC</td>
<td>12345678</td>
<td>TEST</td>
<td>200</td>
<td>DEF</td>
<td>45</td>
<td>DNW</td>
</tr>
<tr>
<td>4</td>
<td>2015W</td>
<td>UBC</td>
<td>44455555</td>
<td>TEST</td>
<td>300</td>
<td>GHI</td>
<td></td>
<td>P</td>
</tr>
<tr>
<td>5</td>
<td>2013W</td>
<td>UBC</td>
<td>12345678</td>
<td>TEST</td>
<td>300</td>
<td>GHI</td>
<td></td>
<td>F</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Enter Your Students' Information
Enter student information into the Percent Grade, Standing or Standing Reason columns according to the criteria in the below.

Note: leave cells blank if value is not known. You can enter the information manually at a later date.

Acceptable Values for Entry into Your File
Percent Grade:
- Enter whole numbers (0-100)
- Entering decimal place values will result in an unsuccessful upload
- Do not enter a Percent Grade if entering a Standing

Standing:
- Enter either H, P, F or T.
- Do not enter a Standing if entering a Percent Grade

For information on the Standings, please visit one of the following pages:
- Vancouver: http://www.calendar.ubc.ca/vancouver/index.cfm?tree=3.42.97.0
- Okanagan: http://www.calendar.ubc.ca/okanagan/index.cfm?tree=3.41.90.1015

Standing Reason:
- Enter DNW if the student did not write the final exam
- A Percent Grade or Standing must also be entered with a DNW
- Do not use DNW with a T Standing
Upload Your File
Click Upload Grades on the FSC Home page.

Was My File Upload Successful?

Upload Successful
You will be returned to the FSC Classlist View where each section will be displayed on a separate tab. You now need to submit your grades.

Note: If you cannot see the grades in the classlist view, go to Settings and make sure "Grade" is checked off to display the Grades columns.

Students with Errors
You will receive a message with a list of the students with errors and the reason for each.

To upload students with no errors, click Continue with Upload; otherwise, click Cancel to reject the entire file.

If you choose to upload students with no errors, you will need to submit your grades OR you can submit later, once you've resolved the remaining errors.

Note: If you continue with Upload, you can re-upload the same file with the resolved errors at a later time. Any new data will merge with the existing data.

Upload Unsuccessful
You will receive an error message with the exact reason the file failed to upload. Please resolve the issue and resubmit your file. After you resubmit your file, you will need to submit your grades.

Enter Grades Manually
View the classlist for which you want to enter grades.

Note: If you cannot see the grades in the classlist view, go to Settings and make sure "Grade" is checked off to display the Grades columns.

Enter Your Students' Information
Enter student information into the Percent Grade, Standing or Standing Reason columns according to the criteria in the below.

Press Tab or Enter to save data.

Note: Leave cells blank if value is not known. You can enter new information at a later date.
Acceptable Values for Manual Entry

Percent Grade:

- Enter whole numbers (0-100)
- Entering decimal place values will result in an unsuccessful upload
- Do not enter a Percent Grade if entering a Standing

Standing:

- Enter either H, P, F or T.
- Do not enter a Standing if entering a Percent Grade

For information on the Standings, please visit one of the following pages:

- Vancouver: http://www.calendar.ubc.ca/vancouver/index.cfm?tree=3,42,97,0
- Okanagan: http://www.calendar.ubc.ca/okanagan/index.cfm?tree=3,41,90,1015

Standing Reason:

- Enter DNW if the student did not write the final exam
- A Percent Grade or Standing must also be entered with a DNW
- Do not use DNW with a T Standing

Submit Your Grades

(Restricted to Instructors and Administrators)

Load the classlist and click Submit Saved Grades.
### Change Grades

**Reason for change:**

**Grade and/or Standing changes:**

<table>
<thead>
<tr>
<th>Student Number</th>
<th>Name</th>
<th>Old Grade</th>
<th>Old Standing</th>
<th>Old Standing Reason</th>
<th>New Grade</th>
<th>New Standing</th>
<th>New Standing Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>80.0</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Enter new Percent Grade, Standing and/or Standing Reason
- Click to generate form

Download Change Grade Form | Cancel