

**Registrar and Secretary's Office**



## **User's guide**

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### Notes:

v1.0	First edition
v2.0	Revisions to support Phase III
v2.1	Minor amendments and corrections
v2.2	Updating of screenshots
v3.0	Revisions to support Phase IV
v3.1	Minor changes following user testing
v3.2	Updates following fixes to system in June/July 2010

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## 1 INTRODUCTION

Results Online is an electronic self-service system for students (and staff) to enable viewing of module marks and progression/award decisions online.

It was piloted in Innovation North (Undergraduate Scheme) and the Faculty of Arts and Society (School of Social Sciences) during 2006/07 (Phase I). Results Online was made live across the University in 2007/08 (Phase II) and has since been accessible to all students and staff. A further pilot took place in Innovation North in 2008/09 (Phase III) which added further features to the service.

Results Online has replaced the previous service of providing results via notice-boards and letters and is the only means by which students will be able to access their results.<sup>1</sup> Results are published five working days after the board of examiners or examination committee has been held. The system includes a disclaimer explaining that the marks cannot be considered as being formal and final.<sup>2</sup>

In addition to providing module marks and progression/award decisions, Results Online will also provide a complete history of results for that particular student or course.

Results Online is linked to the University's student system, Banner, and draws data from Banner. Therefore University staff need not enter information into Results Online.

There are three ways to access Results Online:

- Student login
- Staff login by cohort
- Staff login by student

There are links to Results Online from the [Quality manual](#), as well as the [For Staff](#) page on our University's website. Students are able to access this page via the [student portal login screen](#). Additional links will appear on the homepage at key times throughout the year.

A general introduction web page to Results Online can be found at: [http://www.leedsmet.ac.uk/prs/index\\_results\\_online.htm](http://www.leedsmet.ac.uk/prs/index_results_online.htm).

This document provides staff with a basic introduction to Results Online and covers:

- Use of the system by staff
- Use of the system by students
- Use of the release mechanism
- Use of the search facilities

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<sup>1</sup> Faculties will still have the capability, where required, to manually produce results letters and lists.

<sup>2</sup> For the purpose of Results Online only a transcript letter shall mean the intermediate letter sent to students following the board of examiners or examination committee and not the final Diploma Supplement, issued following completion of registration, which is the formal confirmation of marks.

This document does not cover the following business processes:

- Boards of examiners and examination committees
- Reporting
- Academic quality and standards
- Data quality in Banner
- Business processes related to releasing marks

This document is an amended version of the *Results Online – User Guide v5* which was developed by Information, Media and Technology Services.

It is important to remember that Results Online is simply the medium by which results are disseminated to students and it is therefore important that this does not prevent colleagues in faculties from quality-controlling the information accessible to students, via the board of examiners spreadsheet and particularly where marks have been changed in boards of examiners or examination committees.

## 2 USING RESULTS ONLINE

There are currently two entry points into Results Online for University staff:

- Staff login by cohort
- Staff login by student

Please note that in order module details to show in Results Online, marks in Banner must be rolled within the form **SFASLST**.<sup>3</sup>

Please also note that if marks are rolled and the board of examiners or examination committee does not happen straight away, e.g. if it is in the next academic year, Results Online will display the marks, even though they have not yet been formally ratified. In order to avoid this, marks should not be rolled until after the examination committee.

### 2.1 LOGGING IN

To log into Results Online you will need your computer ID and password. If you experience problems logging in, try resetting your password via the Leeds Met Password Manager:

<https://userid.leedsmet.ac.uk/IDM/portal/portlet/IDMLoginPortlet>.

If this does not solve the problem, you will need to contact the Helpzone in order to retrieve your default password.

Results Online is only available to members of staff who are also Banner Users and therefore some members of staff will not be able to access the system.

### 2.2 STAFF LOGIN BY COHORT

This point of entry to Results Online will give a member of staff access to the sets of results for an entire cohort of students by programme, term code (academic year), year of study and mode of study.

It can be accessed by staff by following links to 'Staff login by cohort' or by clicking on the **Results Online** link within the **For Staff** page on our University's website.

Figure 1 - Staff login by cohort screen

<sup>3</sup> For more information see the Banner guide *How to... roll student marks into academic history* ([http://www.leedsmet.ac.uk/local/banner/docs/howto\\_docs/How\\_To's\\_V7/Assessment\(AS\)/AS07\\_Rol\\_Student\\_Marks\\_to\\_Academic\\_History.doc](http://www.leedsmet.ac.uk/local/banner/docs/howto_docs/How_To's_V7/Assessment(AS)/AS07_Rol_Student_Marks_to_Academic_History.doc)).

This will take you to the cohort selection screen:

Figure 2 – Cohort selection screen

To find and select a course there are two options:

1. You use the **Search Program** text box to search for a course either by the programme title or programme code, as follows:

Figure 3 – Course search box

2. You use the **Program Code** drop-down box to search for a course alphabetically by programme title, as follows:

Figure 4 – Programme code selection

You then use the **Term** drop-down box to search for the academic year of the programme you have selected, as follows:<sup>4</sup>

<sup>4</sup> This list of academic years is linked to the programme you have selected and will therefore be restricted to the years the programme has been active.

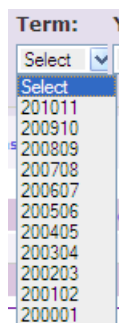


Figure 5 – Term selection

Following selection of the programme and term, you can then select the level of the programme you require, using the **Year** drop-down box as follows:

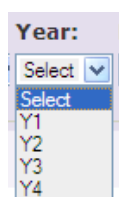


Figure 6 – Year selection

You can also search by mode of study using the **Mode** search.<sup>5</sup>

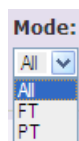



Figure 7 – Mode selection

After selecting all of the options the  button will then find all the students in that particular cohort. The list will not exclude any students, e.g. those with debtor holds against them.

You are currently logged in as : Peter Richardson (richar11)

 **RESULTS ONLINE COHORT SEARCH**

**Cohort Search**  
 Search Program:  Program Code:  Term:  Year:  Mode:


Filter by release status:   <-- Use for group release function [272 Students]

Student ID	Student Name ↓	Course	Status	<-- Click title to sort by
33141912	Adam, Abdelwahab	Law (LLBH)	Released ?	<input type="button" value="View Results"/>
33158879	Adamson, Zoe	Law (LLBH)	Released ?	<input type="button" value="View Results"/>
33096164	Adeniyi, Cleopatra	Law (LLBH)	Released ?	<input type="button" value="View Results"/>
33150514	Ahmad, Usman	Law (LLBH)	Released ?	<input type="button" value="View Results"/>
33177447	Ahmed, Afsheen	Law (LLBH)	Released ?	<input type="button" value="View Results"/>
33129886	Ahmed, Usman	Law (LLBH)	Released ?	<input type="button" value="View Results"/>

Figure 8 – Search results for cohort

<sup>5</sup> The modes of study available will reflect the information held in Banner.

For ease of access, the full cohort is presented in a scrollable list, sorted into alphabetical order. Clicking on the **Student ID**, **Student Name** or **Status** heading will re-order the list by that criterion.

If you move the mouse cursor over the  symbol it will display the release status and audit log of a particular student.

To view a set of results for an individual student, click on .

### 2.3 STAFF LOGIN BY STUDENT

This point of entry into Results Online will give a member of staff access to an individual student's set of results, using a student's Computer ID, i.e. the student ID with the first digit replaced by a lower-case "c", e.g. c1234567.

It can be accessed by staff by following links to 'Staff login by student'.

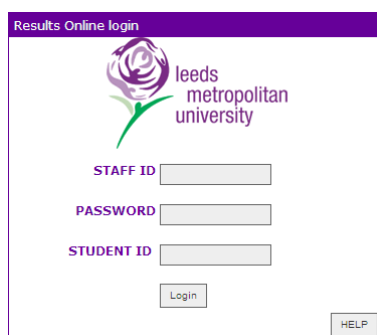


Figure 9 - Staff login by student screen

### 2.4 VIEWING THE RESULTS









The information contained within the system is taken directly from Banner and is shown on a real-time basis (as if you were using Banner or Grade-e-Ent). All information displayed in Results Online is read-only.

The following information is shown in the top portion of the screen:



Figure 10 - Staff view of results screen

On this screen, the following buttons can be used:

<b>Button</b>	<b>Function</b>
	<i>Will take you back to the cohort search results page</i>
	<i>Will log you out of the system. You must always log out by using this button</i>
	<i>See section 2.5 (p. 12)</i>
	<i>See section 2.6 (p. 13)</i>
	<i>Will display a list of actions performed against a set of results</i>
	<i>Will display a student's results for a given year</i>
	<i>Will allow you to scroll through the list of students without having to go back to the cohort screen</i>
	<i>Will display a results letter for printing</i>

The next parts of the screen show the student's basic details, such as name and course, followed by the board of examiners and progression/award decision, which is followed by module marks and other information, as on the following page. Please note that the information has been simulated and some elements removed from the screen in order for it to fit onto one page.

You are currently logged in as : Peter Richardson (richar11) Cohorts Log Out

Release Unrelease Audit

LAST ACTION Date: May 18, 2010 11:41:50 User: B1274179310 - richar11 Action: Released  
Result set is accessible to the student



## STAFF RESULTS AUTHORISATION ONLINE

200506 200607 200708 **200809** 200910

<< Previous Next >>

[1 of 272]

Print Results

### STUDENT DETAILS

Student Name :	Alan Partridge
Student ID :	87654321
Academic Year :	200708
Registered Course :	Radio Broadcasting
Qualification :	Bachelor of Arts (Hons)
Mode :	Part Time
Faculty :	Innovation North

### OUTCOMES

Achievement :	Level 3 Achieved with Award. You have met the requirements to pass the final level and achieve the award.
Progress Decision :	Award Completed. You have successfully completed the award for which you are registered.
Comments of the board :	No data available
Board of Examiners Meeting date :	08-JUN-07
Awarded Course :	Radio Broadcasting
Awarded Qualification :	Bachelor of Arts (Hons)
Award Classification :	Upper Second Class Honours

### ASSESSMENTS

TERM	CRN	MODULE	LEVEL	CREDIT	OVERALL GRADE
200708	12345	Monkey Tennis	3	15	59
200708	67890	A Partridge Amongst the Pigeons	3	15	71
200708	54321	Youth Hostelng with Chris Eubank	3	30	54
200708	90210	Alan Attack	3	30	50
200708	23442	Inner-City Sumo	3	15	71
200708	33214	Arm Wrestling with Chas and Dave	3	15	60

### AUTHORISATION

Board of Examiners Disclaimer : [Board Disclaimer](#)

Leeds Met Disclaimer : [Leeds Met Disclaimer](#)

### FURTHER INFORMATION

**Questions about your results**  
If you have any questions directly relating to your results you should speak to your course administrator or course leader in the first instance. Do not send queries to the email feedback address, as they will not be dealt with.

[Email Feedback](#)  
We are keen to capture any feedback you may have, please email comments using the email link above. **Please do not use this email address if you have queries relating to your results or other academic matters.** You are advised to speak to your course leader or course administrator in these cases.

[Student Appeals](#)  
Further information on the academic appeals process.

[Leeds Met Student Portal](#)

[Leeds Met Students' Union](#)

[Information on the Progression and Award Regulations](#)  
Detailed Information on Academic Principles, Regulations & Procedures

## 2.5 RELEASING RESULTS

The results students see are a collection of data values based on the information available in Banner at that particular moment in time. It is this set of data as a whole – and not individual items of data – that are released. The disclaimer students agree to state that the information is correct at that moment in time.

leeds metropolitan university

### RESULTS ONLINE

The Results Online service draws the displayed information directly from the University's central student information system. The marks provided to you by this service are correct at the time of publication and viewing, as they reflect the current status of the information the University holds about you at that time.

However, during the course of a working day, this information may be changed and/or updated, depending on the circumstances of your relationship with the University. This may result in the information you see changing between different viewing sessions. These changes are more likely to happen at key times of the academic cycle, e.g. registration, enrolment and examination boards. This may therefore result in any errors being automatically resolved during that time.

However, if a problem does persist then it is in your interests to inform the University. Any queries should be directed to your programme administrator.

The mark(s) provided to you by this electronic service cannot be considered as formal confirmation of your module mark(s) and examination board progress decision. This will be confirmed to you in writing in due course.

During peak periods of the academic cycle, such as registration and enrolment, it is possible that there will be a delay in the information reaching the Results Online service.

Please note that the University maintains a log of the usage of Results Online service, which includes the recording of the date, time and information presented during the viewing session.

If you wish to view the Leeds Met standard website terms and conditions [click here](#).

**I confirm that I have read the Terms & Conditions**

View Marks Online

Figure 11 – Student disclaimer

The following section describes how you can use Results Online to release sets of results to be made accessible to students.

Results Online does not automatically allow students to see their results after the board of examiners or examination committee has been held. In order for results to be accessible to students, the following two conditions have to be satisfied:

1. **A member of staff has to 'release' these results**
2. **Five working days (seven days) need to have passed since the board of examiners or examination committee.**

Releasing results is an additional administrative task for staff to undertake within the board of examiners and examination committee process.

Results for previous years' studies are released by default and therefore do not need to be released. They can, however, be unreleased if necessary (see also section 2.15, p.18).

When a set of a student's results is first retrieved, it will have no actions recorded against it, as can be seen in the example below (i.e. the  box is blanked out):

Release Unrelease Audit

LAST ACTION : No Actions Applied  
Result set is not accessible to the student

Figure 12 – Status of results

In order to make the set of results accessible to the student, it must be released. To do this, press the  button on the left-hand side of the page. This will:

- Record a snapshot of the set of results at the moment in time that the data was released
- Record the time, date and user that released the results
- Record the results as released
- Send an e-mail to the user to confirm the action

Results Online will also indicate that the results are accessible to the student:



Figure 13 – Released results

In addition the cohort list will show the current status for each set of results.

Once a set of results has been released, the **Audit** button will become available and it will be possible to see a history of the actions taken against that set of results:



Figure 14 – History of actions on a set of results

## 2.6 UNRELEASING RESULTS

As well as releasing a set of results, it is possible to ‘unrelease’ a set. This will make the results inaccessible to the student. To do this, select the **Unrelease** button. This will:

- Record the time, date and user that unreleased the results
- Send an e-mail to the user to confirm the action

Unreleasing a set of results will cause the **Release** and **Unrelease** buttons to be highlighted (as below) in addition to indicate that the results are not accessible to the student:



Figure 15 – Unreleased results

In addition the cohort list will show the current status for each set of results.

## 2.7 USING THE GROUP RELEASE FUNCTION

Results Online enables groups of students’ results to be released without having to look at each individual’s set of results before releasing, though it is up to each user to ensure that the information being released is correct and in a fit state to be

seen by students (e.g. ratified by board of examiners and no outstanding chair's actions, etc.).

The following will appear on the cohort search screen by default:



Figure 16 –Group release section

To use the group release function you will first need to search for a cohort of students (see section 2.2, p.6).

Once a list of students has been retrieved you can then apply a filter in order to limit the search results by a specific status:

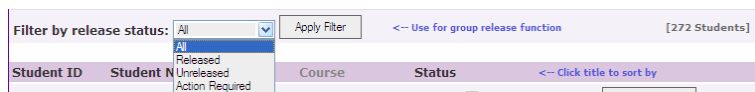
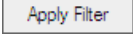


Figure 17 –Group release statuses

- **All** (see all release statuses)
- **Released** (see all students that have had their results released)
- **Unreleased** (see all students that have not had their results released)
- **Action Required** (see all students that have an action pending on their results)

Select the desired status and then click the  button in order to show only students with that status.

If there are no sets of results that match the status, the following will be displayed:

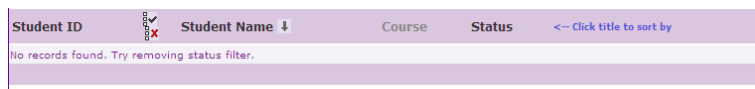


Figure 18 –No results found

You will then need to re-apply but using a different status.

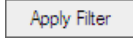
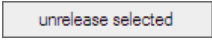
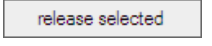
When results have been found that match the required status, Results Online will show an additional button next to the  button. This will show an action opposite to the status found, e.g. if the criterion is to find released results then the button will unrelease results.



Figure 19 –Group filter applied

Next to each student's name will be a tick-box. Selecting a tick-box and then pressing the  or  button will then apply that action against all the students selected.

The following icon can be used to select or unselect all students in the list:

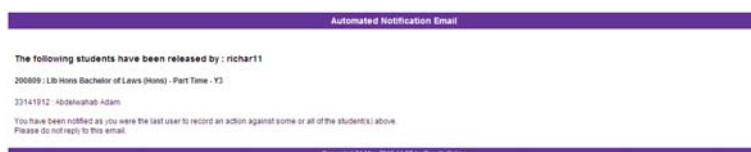


**Figure 20 –Select or unselect all students**

Once an action has been applied against set(s) of results the page will refresh and those students will disappear from the filtered list. Results Online will also send a notification e-mail to that member of staff, showing multiple students (see section 2.8 below). This feature can be used to quickly release or unrelease results for entire cohorts.

## 2.8 E-MAIL NOTIFICATIONS TO STAFF

Whenever a change is made to a student's set of results, Results Online will automatically notify all users (i.e. in the audit log) that have applied actions against that student. The e-mail will look like this:



**Figure 21 –Results Online e-mail notification**

Dependent on the usage levels of Results Online and the e-mail server, the e-mail may not arrive immediately.

## 2.9 CHANGES TO DATA IN BANNER

Results Online has been designed to be a fail-safe application. Should a student's set of results change (e.g. marks amended, board of examiners comments change, etc.) the system will automatically revoke the results from the student's view and in the staff screens show the previously released or unreleased results in **red** and state "**Result set has changed since last action**". You will be required to re-release the results in order for students to be able to view them.

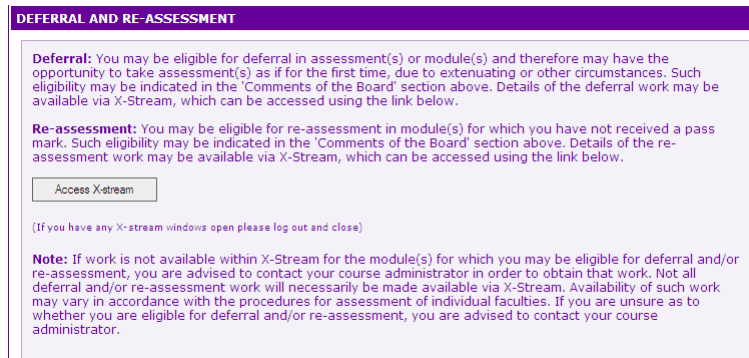
**By default the student will NOT be able to see these results if the Banner data changes.**

If a set of results has changed, it will have a different **Result Set** number recorded against it in the audit screens. This screen will also enable you to see when the set of results changed.

## 2.10 COMPONENT MARKS

Under the **Assessments** section of the results screen there is an option to display or hide module component marks, e.g. examination and written assignment for the same module. To toggle this on/off, click on the [Module Components](#) button.



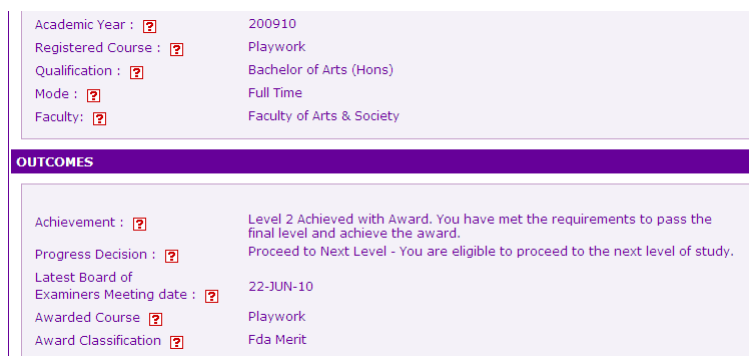


**Figure 25 –Re-assessment and deferral information**

See also section relating to SHATCMT comments (section 2.14, p.17).

### 2.13 AWARDED CLASSIFICATION AND CONTAINED AWARDS

If a student has not been awarded the target award for which s/he was registered and has been awarded a contained award or another award (e.g. award proceed), Results Online will display the award that has been awarded to the student. It will be clearly marked to students as **Awarded Qualification**.

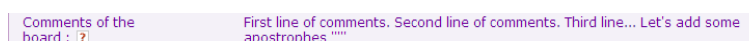


**Figure 26 –Awarded qualification**

### 2.14 SHATCMT COMMENTS

Results Online will display comments as recorded in **SHATCMT** in Banner. These comments should be clear, particularly when offering instructions to students or advising of re-assessment opportunities. More than one line of comments can be used as these will be concatenated by Results Online. Comments should always refer to an **Effective Date** in Banner; otherwise this will cause problems with displaying results.

Comments should also be concise and easy to follow. If too lines of many comments are used it may also cause problems with Results Online. It is therefore useful to abbreviate some of the comments.



**Figure 27 –SHATCMT comments in Results Online**

Level:	UG	Undergraduate
Originator:	EB	Exam Board
Term:	200910	2009/2010

Academic Events	Transcript Comments By Level	Transcript Comments By Term
-----------------	------------------------------	-----------------------------

Comment	Level	Term	Originator	Effective Date
First line of comments.	UG	200910	EB	20-MAY-2010
Second line of comments.	UG	200910	EB	20-MAY-2010
Third line...	UG	200910	EB	20-MAY-2010
Let's add some apostrophes ""	UG	200910	EB	20-MAY-2010

Figure 28 –SHATCMT comments in Banner

## 2.15 RESULTS FOR NON-STANDARD STARTERS

For part-time students and students with non-standard start dates (e.g. February starters) instances may arise whereby students may see marks before they have been ratified by a board of examiners or examination committee. This will happen if the results belong to the previous academic year. All previous years' marks are released by default.

To avoid this, module marks should not be rolled in Banner until after ratification by a board or committee.

## 2.16 POSTGRADUATE OPPORTUNITIES

If a student has completed an award at level 6, Results Online will display notification offering information about postgraduate study, as follows:

Why not consider staying at Leeds Met to study for a Postgraduate qualification? We have a wide range of [courses](#) to enhance your career options and you will qualify for a [10% discount](#).

Figure 29 – Postgraduate opportunities

## 2.17 LETTERS OF CREDIT FOR STUDENTS WHO HAVE NOT ACHIEVED AN AWARD

If a student has gained credits, either via a short course or by not having achieved enough for an award, the student is entitled to view this on Results Online. However, as the student will not gain a formal certificate of award or diploma supplement, there will be no formal notification of the student's results.

In such cases, the Faculty must provide the student with a signed transcript letter on University headed paper, using the Transcript report available via Business Objects / InfoView.

## 2.18 MULTIPLE EVENTS

Results Online will always show the latest academic event for any given year, in cases where there are more than one event, e.g. EB1, EB2, RB1, SC1, etc. This is because the latest event contains the student's most up-to-date status. If there are multiple events against a student, ensure that there is not more than one event on the same date; otherwise this will prevent Results Online from accurately displaying the correct information.

### 3 USER'S GUIDE FOR STUDENTS

A user's guide for students has been published at:

[http://www.leedsmet.ac.uk/rso/downloads/Results\\_Online\\_user\\_guide\\_for\\_students.pdf](http://www.leedsmet.ac.uk/rso/downloads/Results_Online_user_guide_for_students.pdf)

#### 3.1 STUDENT LOGIN

Students can access Results Online in the following ways:

- Type the following URL directly into the browser:  
<http://resultsonline.leedsmet.ac.uk>
- Click on one of the links within the Leeds Met website:



After entering a correct username and password a student is then presented with the terms and conditions of the system which must be acknowledged and accepted, before proceeding (see also section 2.5, p. 12). This action is audited.

Students will see only their own results screen and will be able to see released results for all years and all courses they have studied at the University with that particular student ID.

#### 3.2 NO MARKS AVAILABLE

If a student's marks have not been released, the following page will be displayed:

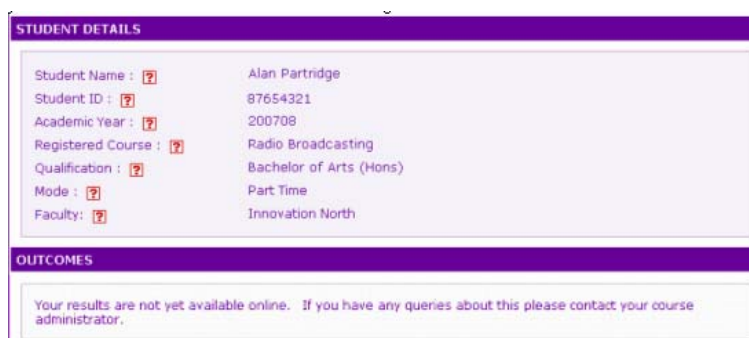


Figure 30 – No released results

This may be due to the following:

- The set of results has not been released yet
- The set of results has been unreleased
- The set of results has changed in Banner and will need to be re-released
- There are no results within Banner

Cases like this where students are unable to see their results are likely to generate a number of queries and administrative staff should be aware of the possible causes.

A help and FAQ page for students is available at:

[http://www.leedsmet.ac.uk/prs/index\\_results\\_online\\_student\\_help.htm](http://www.leedsmet.ac.uk/prs/index_results_online_student_help.htm)