Approving, denying and viewing exceptions:

Step 1: Go to SF State Gateway. Enter your SF State ID and Password and click on the Login box. For assistance with your ID or password, click one of the links below the login box.

Step 2: Click on the Class Services link in the left sidebar under FACULTY/STAFF. On the next page, click on the Class Services link under the Class Services heading.

Step 3: The page that comes up displays all exceptions for Regular University requiring approval or denial. The tab at the top defaults according to your role, i.e. Chairs default to Pending Action for Chair, Associate Deans default to Pending action for Dean. You can click on each student to approve individually or click on the Review All Action Items link above the tabs to view the full list of exceptions.

The other tabs are viewable and can be used to track the progress of an exception or to locate an exception that is not under your pending tab. You should also click Access Extended Learning grading, report and exceptions to see if you have any outstanding exceptions for CEL courses.

Step 4: Approve or deny all exceptions and grade changes, add your remarks, and click Update Exceptions.

If you need more information before you can make a decision on one or more of the grade changes or exceptions, you will see them marked as ‘pending’ when you return after having clicked the Update Exceptions button.

If you need to contact the faculty member, you can click on the faculty’s name to send an email.

Step 5: If at any point, you feel lost in these pages, click the Class Services Home link at the top right of the web page.

Reports/Exceptions:

Note: Individual exceptions and exception reports can now be accessed directly from the main Class Services page. However, you can still run an exceptions report from reports/exceptions page as was done in previous semesters.

Step 1: In the left side panel under 1. Set the term and unit: leave term and year set to the current term and year.

Set unit to either Regular University or Extended Learning. You’ll need to run separate reports for the two different units.


Step 3: In 1-Select Report:

Chairs should select No action taken.

Deans should select Processed by chair, awaiting dean review.

Deans may also want to view No action taken to see all pending requests.

Step 4: In 2-Select Scope, edit options if needed.

Most chairs can leave the options as they are.

Deans may prefer to use the Discipline pull-down and review exceptions one department at a time.

Both chairs and deans may need to select a Program Category if this is an Extended Education course.

Step 5: In 3-Select Action, click the Display Exceptions/Report button.

Other Reports: You might want to try running some of the other reports that are available to see which ones might be of use to you. All of these reports are also available to instructors to run for the classes they teach.

Web Grade Emails

System generated emails are automatically sent as follows:

Chairs and deans are sent an email at 8:00 am on the weekday following the need to approve or deny a new action item.

Reminder e-mails are sent at 8:00 am every weekday to users who have action items that are over seven days old.

Faculty and chairs are sent emails at the time an exception is denied by the dean.

Students are sent emails at the time an exception or grade change receives final approval or denial.

Need Help?

Contact your Registration Coordinator in your dean’s office, your department chair or for Regular University courses call Renee Monte (415) 338-3982 or send an email to regweb@sfsu.edu for Extended Learning courses call Lynette Mitchell (415) 817-4214 or send an email to lmitchel@sfsu.edu.