

# Graduate Student Progress System

## Self Help Getting Started-Troubleshooting Student Guide

The GSPS is a secure site and works best with Internet Explorer. Minimum Requirements:

- Firefox 2.0+, Internet Explorer 6+, or another browser that supports CSS, Javascript and SSL
- **Cookies** and **Javascript** must be enabled (turned on)!

**NOTE:** If using an earlier version of Firefox 1 or Internet Explorer, you may have difficulty. Please upgrade your web browser. Campus users should contact an IT person for an upgrade. Older browsers could expose you to numerous bugs, exploits and viruses. If you get a security warning, you may bypass it. The security certificate was updated in April 2009.

NOTE: The MU Graduate School **requires** that students complete the basic functions in the GSPS. See <http://gradschool.missouri.edu/policies/progress/annual-review/> and <https://gradschool.missouri.edu/policies/progress/annual-review/progress-system/help/studentguide/required.htm>

**To Locate the GSPS:** Go to <https://gradschool.missouri.edu/policies/progress/annual-review/progress-system/> or find the GSPS link in the bottom center of the home page <http://www.gradschool.missouri.edu> under Policies and Forms.

Before you begin, click on **“GSPS User Guides”** in the upper right corner (see red circle) to find an introduction and frequently asked questions.

MU Graduate School 210 Jesse Hall, Columbia, MO 65211 | (573) 882-6311 or 1-800-877-6312 (for calls outside Columbia) | FAX (573) 884-5454

If you have questions, concerns or problems with the Graduate Student Progress System, please [e-mail the Web editor](#).

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### First time Student Users

1. Click I am a Student. Log in with your official MU “pawprint” (ID) and password.
2. Select the **“Basic Information”** button in the left column.
3. Input ALL basic information: name, degree you are pursuing , primary adviser, contact information, academic information and committee members. **Save.**  
IMPORTANT: All sections must be completed and saved before other features become available.  
IMPORTANT: Check with your department for the official name of the degree you are pursuing.
4. After saving your basic information, click the gray **Home** tab (top right) to launch the other menu options.
5. If this does not populate the page with yellow buttons in the left column, logout of the GSPS.
6. Close the browser. Restart your browser. Log back into the GSPS. You should see all the buttons on the left side. If not, make sure you saved your basic information. Click the home tab again.
7. Click each button (e.g., advisers, required forms, progress reports) and follow the instructions. **Save!**
8. You will see a **“Help”** function at the very top of the page. By clicking on help you can find additional information on each of the buttons. First click the yellow button you need (for the area you will work in) then click “help.”
9. FYI: Once you have listed your adviser or committee member, he or she will have to log into the GSPS system and confirm your name under the “My Students” button before he or she can view your record.

**Tip:** Always save a PDF copy of your record. How: Click the **CV & Reports** tab in the upper right corner. Click “Assessment Report.” Add the inclusive dates of your graduate degree program. Click “Create Report.” Proofread. Save the PDF.

## Common Problems Reported by Students

### Problem: Cannot login to the GSPS (error message or does not respond)

Checklist:

- Make sure your user information is correct in the MU directory. You can test for this by using the Global Address Book in Outlook and/or the directory at <http://www.missouri.edu>
- Login with your regular MU pawprint (ID) and password
- Make sure you do not have a slash ( / or \ ) in your password. This throws off the database.
- If you get a security certificate warning, please ignore it. The site has a current security certificate.
- Note: If you clicked “log in” twice, the database will have to be reset. Do you recall doing this?

**Note:** While it does not happen often, technical “glitches” do occur, such as a server problems. If you cannot login, close the browser or shut down for a while. Wait an hour or so, to give systems a chance to get fixed, and try again.

### Problem: Had a break in graduate study (alumni or attritional) but now a MU grad student (cannot log in or record is empty)

- Contact your former department to update your student status in the GSPS. Alumni and attritional students must be switched back “active student” status by the director of graduate studies or designated departmental staff contact.

### Problem: Cannot log in or records are missing—grad student is also a current MU employee

- Always click the **student** button to login and locate your GSPS student records.
- The faculty-staff login is for administrative access only by authorized degree program personnel.
- If your records are locked, notify [MU grad web editor](#) of your dual status (student-employee).

### Problem: Student’s name does not appear on the advisor’s My Students list.

- Student must login the GSPS to verify the correct (a) degree and (b) adviser are entered.
- Confirm the **advisor’s pawprint** in the global Outlook email directory. Make sure you that have selected the correct faculty name. If you are unsure about your adviser’s full name, contact your department or your adviser.
- Enter the advisor’s pawprint in the GSPS and click **SAVE**. The full name should appear. If the wrong name appears, delete it and try again.
- Ask the advisor to confirm that your name now appears on his or her My Students list in the GSPS.

**TIPS:** When you update your record but cannot view your changes, it could be that your computer has stuck on the old page. Log out of the GSPS. Close the browser entirely. Login again. If you are using Firefox, you might try InternetExplorer.

### Problem: Adviser cannot view the student’s progress report.

- Student must login the GSPS to verify the correct (a) degree and (b) adviser are entered.
- Adviser must confirm the advisee name on the My Students list in the faculty GSPS function.
- Student must make sure that the progress report did not exceed 4,000 characters. If the report is longer, break into sections (e.g., part 1, part 2, part 3) to upload as individual “reports.”
- Student should reload the report in smaller sections and **SAVE**.

### Problem: Change of committee chair or members

- Names cannot be edited. Instead, delete names you do not need and add the new ones.
- Login to the GSPS and go to Home panel.
- Delete old name(s)
- Add new name, adviser type, and click **SAVE**
- Log out. Log back in to GSPS to verify that the changes saved.

***If you have checked all of the above and problems persist, please send a detailed note to [MU grad web editor](#) about your problem. Explain what happened, what you cannot do or view and any error message you receive. Include your name, pawprint, official degree title, and if you are a master’s or doctoral student. Thank you.***

## Common Problems Reported by Faculty and Staff

### Problem: Cannot login to the GSPS

- Make sure your user information is correct in the Global Address Book in Outlook and/or the MU directory at <http://www.missouri.edu>
- Make sure that you have selected the "I am a Faculty or Staff button" (The GSPS default is the student button)
- Log in with your regular MU pawprint (ID) and password.
- Make sure you do not have a slash ( / or \ ) in your password. This throws off the database.
- If you get a security certificate warning, please ignore it.
- Note: If you clicked "log in" twice, the database will have to be reset. Do you recall doing this?

### Problem: Students cannot locate faculty names in the GSPS

- It is helpful to provide students with the MU faculty pawprints they will need to enter into the GSPS.
- In the case of nick names, combined or hyphenated names or name change, please let students know that a name may appear differently than what they expect.

### Problem: Student's name appears under the wrong degree

- This is a student input error. Provide student with the official degree name and emphasis area as applicable.
- The student must login the GSPS, delete the wrong degree, and enter the correct degree. Remind him/her to **SAVE**.

### Problem: Student's name does not appear on the My Students list.

- If you have not used the GSPS system before, please contact the [MU grad web editor](#) to be granted access to the database. List all degrees, by master's/ PhD level, for which you will need access.
- If you are certain that you have GSPS access, more than likely this is student input error. The student must login the GSPS to verify the correct (a) degree , (b) adviser, and (c) adviser type are entered. Remind him/her to **SAVE**.
- Once the student has confirmed that the information is correct, log back into the GSPS.
- Click the My Students tab. Locate the advisee. Confirm. The page should refresh with the advisee's name on the My Advisees list.

### Problem: Cannot view a student's progress report.

- If you have not confirmed the advisee name on the My Students list, please do so now.
- If the report is still not visible, the student may have uploaded the report wrong, exceeded length restrictions\*, or forgot to save.
- Please ask your advisee to reload the report and **SAVE**.
- Also have the advisee verify that your name is listed under the adviser button.

**\*NOTE:** Student must submit progress reports less than 4,000 characters. If a progress report is longer, the student must break the report into sections (e.g., part 1, part 2, part 3) to upload as individual "reports." The GSPS allows students to submit multiple progress reports.

### Problem: Need to modify the questions posed to students in the progress report

- Faculty and staff members with appropriate permissions can modify the progress report questions (and other customizations for a particular degree) by clicking the "Settings" tab. Locate the link to the particular degree program to be modified.
- As a faculty member, you are able to customize some of the features to meet your needs. See <https://gradschool.missouri.edu/policies/progress/annual-review/progress-system/help/facultyguide/index.htm>

***If you have checked all of the above and the problem persists, please send a specific note to [MU grad web editor](#) about your problem (e.g., what happens, what you cannot view) and any error message you receive. Thank you.***