

FAQ for Tracking Attendance in Brightspace (8/2026)

If I mark a student as attending, does it automatically go to Banner/ EdNet or do I need to complete any other steps?

Attendance information imports from Brightspace into Banner each night at around 11:30 pm. You will NOT need to complete any additional steps outside of documenting attendance in Brightspace in order for the attendance data to pull over.

When I document attendance, is it immediately available to the offices that need the information?

No, the attendance data is not viewable in Banner/EdNet immediately. The process pulling the attendance data over into Banner/EdNet runs late each evening (around 11:30pm). Attendance that was documented will not be viewable until the next day at the earliest. The attendance data will always be at least one day behind. (please see following question)

Is there a specific time of the day I should make sure to have my attendance documented to ensure the data is available for processes the next day?

Yes. Depending on the time of day you submit your attendance, the dates may end up being up to two days behind when viewed in Banner/EdNet. Due to Brightspace processes, if attendance is entered before 3:30 pm, the data will be viewable the next day. If attendance is entered after 3:30 pm, the data will not pull over in the job that runs that evening and will not pull over until the process runs the following evening. Therefore, the attendance data viewed in Banner/EdNet will be two days behind.

Can I mark a student as tardy or as only attending part of class?

No. There is currently no option to mark a student as tardy or partially present.

Can I add notes on a student's attendance record?

No. This is not an option.

Is there an option to mark an excused absence or institutional absence?

Yes. You may mark a student as: **EA** – Excused Absence or **IA** – Institutional Absence. Both of these options do not count negatively towards the student and will count the student as present.

Can I leave the attendance box blank instead of marking a student absent or present?

Yes, but students should be regularly marked using one of the four attendance options so there is always up to date attendance data. There are a couple of situations where you would need to leave the attendance blank which is addressed in later on in this document.

What if there is no Internet in a classroom or I do not have a laptop?

Attendance tracking in Brightspace requires internet access. If internet access is unavailable, you may take attendance on paper or with a sign-in sheet and enter it into Brightspace later.

Can students see their attendance?

Students cannot view their attendance records in EdNet, but will be able to see their attendance in Brightspace through the “My Attendance” option in each of their classes. The overall attendance percentage and which days/weeks they were marked will be displayed.

When students review their attendance in Brightspace, is it current information?

Yes. Attendance is real-time in Brightspace for the students. As soon as you document attendance, the students will be able to view the information.

At what percentage does Brightspace consider students to be critical and reflect their attendance percentage in RED?

The critical default percentage within Brightspace is any percentage that drops below 80%.

If a student completes Week 2 coursework late and submits it during Week 5, which week should I mark the student present?

You will mark the student present in Week 5 since that is when the work was completed.

If a student works ahead and submits work for Week 3 and it is only Week 1 of the class, which week do I mark the student present?

You will mark the student present in Week 1 since that is when the work was completed.

Whenever I update attendance in Brightspace, will the most recent last date of attendance be recorded in EdNet?

Yes. The nightly job will pull the most recent date that corresponds to when the student is marked present in Brightspace over into EdNet.

What about holidays or days when the university is closed?

You do not need to report attendance on those days and may leave the attendance field blank for the students.

What if I had to cancel class?

You do not need to report attendance on those days and may leave the attendance field blank for the students. It will not count negatively toward the students. As a reminder, you are to notify Academic Affairs if you cancel a class.

Can I mark all the students as present at once?

Yes. Within the attendance roster, select “Set Status for All Users” button and select the PR status. Be sure to select Save.

What if my online courses are merged?

Continue reporting attendance as normal. The process will automatically place the correct attendance records for the students into the correct course section in Banner/EdNet.

What if I teach a Monday/Friday class? I only see a Monday/Wednesday option.**Which register should I use?**

Use the Monday/Wednesday/Friday register and document attendance for Monday and Friday and leave Wednesday blank.

What if I teach an arranged class? Which attendance register should I use?

Because arranged classes will typically not have set meeting days, you can select the “Online (Weekly)” attendance register and document the student weekly.

What if I teach a second session class. How do I document attendance?

Always begin with Week 1. If you are teaching an 8-week class that begins in October, you will be marking attendance beginning in Week 1 and will stop marking attendance in Week 8. The remaining weeks will remain blank. Think of it as being week 1 for the class and not week 1 of the semester.

What if I made a mistake when marking a student’s attendance?

If you realize the mistake the same day you documented attendance and before 3:30pm that day, the updated attendance data will pull over in the nightly process when you submit the change in Brightspace.

If you do not catch the mistake until after the process runs that evening, incorrect information will be pulled over and will not be updatable. You are able to correct the attendance in Brightspace, but the incorrect data that pulled over into Banner/EdNet will remain and not be overwritten in future nightly jobs. NOTE: Someone is working on fixing this issue so that the attendance data will be updatable in the future.

If you initially did not mark attendance for that student and left the field blank, then when you update their attendance to either present or absent, the updated attendance date will pull over because the field in Banner/EdNet was blank.

FCI-Gilmer, HCC or Dual Credit high school classes.

What if I teach at the prison and the facility is on lockdown for the first two weeks?

Begin taking attendance during the week classes actually begin. For example, if instruction begins during Week 3 due to the lockdown, start attendance reporting in Week 3. Leave Weeks 1 and Week 2 blank.

I am teaching a class at the prison that does not meet and is taught as a correspondence course. When do I need to document attendance for the students?

You will not document attendance until coursework is returned to you and has been completed by the student. If completed coursework is returned to you during Week 3, you will document attendance beginning in Week 3. You will leave Week 1 and Week 2 blank.

What if I teach a dual credit class for high school students and the high school has not started their school year or the semester yet?

Technically, high school students are to follow the GSU academic calendar for beginning and end dates of classes. In cases where the class is being managed at the high school by an on-site proctor (high school teacher), then the students may not be able to begin the class on time. Leave attendance blank until the students begin participating. If students do not begin participating until week two of the GSU semester, you will begin documenting attendance in week two. Leave week one blank.

Automated Attendance Notifications

(Intelligent Agents)

Are there any automated attendance notifications being sent to students directly from Brightspace?

Yes. There are two separate automatic Intelligent Agents set up for online classes only that are built in the class template.

What will trigger the notifications to be sent?

The trigger is based solely on whether the student has logged into the class or not. It is not based on whether a student actually participated in an academic event within the class.

When are these automatic notifications sent to students?

During the first week of a semester, the first agent runs at 8:00 a.m. on Wednesday of that week. This notification is for any student who has not logged into an online class.

The second agent runs every Monday at 8:00 a.m. throughout the semester. This notification is for any student who has not logged into an online class for 7 days.

Will the notices also be sent out for second session classes?

Yes. The dates will be adjusted on the Intelligent Agents so the notifications will include second sessions classes.

Will a student receive a separate notification for each online class?

Yes. A notification will be sent from each online class the student is registered for. The notification will include which class the notice is referring to. For the second agent, the notification will also include the date the student last logged into the class. If a student receives a notification from the second agent and they have not logged in, there will be no date indicated in the notice.

What if I teach a class that does not require any submissions until the first weekend of the semester? Will the automatic notice still go to the students in that class?

Yes. If a student has not logged into the class by Wednesday at 8:00 a.m. during the first week of class, the student will receive a notification. The notifications are not based on class participation or whether there were any submissions of assignments or activities.

Can I edit or delete these two Intelligent Agents?

No. Please do not edit or delete them. They are there to serve as an early alert system to the students.

Will I be able to add additional Intelligent Agents to my class?

Yes, you may create and schedule additional Intelligent Agents in your classes.