

Granting Extensions: Admin/Advisors

Speaker Let's learn how to grant extensions to our CAOLA students. This training is targeted for admins and advisors. If you're a local teacher, please check out our local teacher granting extension series. Today you will learn what, when and how to grant extensions. Extensions can help students to improve their grades and understanding or grant more time due to specific personal or medical situations. Whenever possible, grant the extension prior to the end date. It is a much smoother process. It may be helpful to set a calendar reminder for a week prior to your end of term, and go through and identify students who may require extensions. Extensions can be granted after the end date, but with a few more steps involved. We will take a look at granting an extension both before and after the end date in Genius You can reference this slide as a checklist to remember how to grant extensions. I have my student pulled up in Genius - This student has indicated that they will need an extension and it's been approved by administrators. We're going to extend this course into January. To do this, first click Current Enrollments, Select the course, change dates and then we'll select our new end date. Then click save. And now we've updated the end date of the course. We still need to make sure that we notify those involved. So first let's send an email to the student and let them know. Okay, we have our email drafted. We've notified the student that we've updated the end date of their course to January 19th of 2026. From here, we'll go ahead and click send. Once your email has been sent, you need to notify the instructor as well. To notify the instructor, click gradebook on the left hand side. There you'll find the teacher's contact information. Go ahead and send them an email to let them know that you've extended the end date for this course for this student until January 19th, 2026. If the end date of the course has not passed, that's all you need to do to grant an extension. Let's go back to our main page and talk about what we need to do to grant an extension for a course that has already been closed and the end date is passed. The first step to grant an extension for a closed course is to reopen the course. You'll do that by coming to Actions and Reinstate. From there, find the course that you need to reinstate. We're going to go ahead and reopen Social Media Business Marketing with Accelerate Education. Check off the course or courses that you need to reinstate, and then scroll to the bottom and click reinstate. From there, you'll go to Current Enrollments. In Current Enrollments, We can see that that course is now reinstated, but the end date has passed. First, we need to update the end date by selecting the course and changing the date. Then click save. And then now we need to follow the same steps of notifying the student and the teacher. But there is one final step to make sure that this course does not close again on the student. You'll need to go ahead and contact your CAOLA support team or helpdesk to let them know that the course has been extended so that they can let the vendor and the teacher know as well. If you have any questions on how to grant extensions both before and after the end date, don't hesitate to reach out to your CAOLA Account Manager.