CampusESP:  
Process for a Parent to Request Access,  
Student to Approve Access, and Staff to Check Access

For the purposes of these instructions, the term “parent” will be used. However, this applies to any person the student wants to grant access to.

1) The parent goes to [http://txstate.campusesp.com](http://txstate.campusesp.com)
2) The parent clicks on “Connect to my Student”

3) The parent enters the student’s Texas State email address, sets a pin, and indicates which records they would like access to. Alternatively, the parent can select “request access to ALL student records.”
4) Once submitted, the status will be updated accordingly next to each access option.

5) The student will get an email that notifies them of a connection request:
6) When the student clicks on the link, they will have the option to view the request:

![Connection Requests](image)

7) When viewing the request, the student can grant access. The first option is to approve all, regardless of if the parent requested individual items. If the student wants to approve individual items, they will have to scroll down.

![Information access](image)

8) Once access is granted, the parent will receive notification via email and within the portal.

![Notification](image)
9) The homepage of the portal will have the message below. Note that parents will receive an email notification when their student’s record is updated or new student data is available. According to the Registrar, the following items will prompt a notification:

- Hours of enrollment, holds, curriculum, GPA (change of grade), financial aid status, and charges/payments.

What's Next?
Posted 5 months ago.

Wahoo! Your student has accepted your connection request! If your student has also accepted your requested FERPA permissions, you’ll be able to see aspects of their academic and financial record too.

New student data loads into The Bobcat Family Portal overnight, so be sure to check back tomorrow morning in order to view your student’s information.

Moving forward, you’ll receive an email notification any time your student’s record is updated or new student data becomes available. You can also check your student’s information by visiting The Bobcat Family Portal and clicking on the graduation cap in the top right corner.

Thanks, and don't hesitate to contact us with any questions!

10) The following are examples of the information a parent can see via CampusESP:
Spring 2020
Currently this student does not have any holds.

For more information on Holds click here.
Last updated Jan 18, 2020

Financial Aid
Spring 2020

<table>
<thead>
<tr>
<th>Award</th>
<th>Type</th>
<th>Status</th>
<th>Expected Amount</th>
<th>Paid to Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fed Direct Loan - Subsidized</td>
<td>Accepted via Web</td>
<td>$2,750</td>
<td>$2,721</td>
<td></td>
</tr>
<tr>
<td>Fed Direct Loan - Unsubsidized</td>
<td>Declined via Web</td>
<td>--</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Estimated Waiver</td>
<td>Accepted</td>
<td>$4,013</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>TSTG Grant UG (Resident)</td>
<td>Accepted via Web</td>
<td>$750</td>
<td>$750</td>
<td></td>
</tr>
</tbody>
</table>

Last updated Jan 21, 2020

Financial Aid Requirements
2019-2020 Award Year

- 1920: Authorization for Non-Standard Charges
- 1920: DL Entrance Counseling
- 1920: Enrollment Status Question
- 1920: Free Application for Federal Student Aid (FAFSA)
- 1920: Terms & Conditions

Unofficial Transcript

For more information on Official Transcripts click HERE.

Fall 2019

<table>
<thead>
<tr>
<th>Subject</th>
<th>Course</th>
<th>Section</th>
<th>Description</th>
<th>Credits</th>
<th>Final</th>
</tr>
</thead>
<tbody>
<tr>
<td>MGT</td>
<td>4373</td>
<td>001</td>
<td>HUMAN RESOURCE MGT</td>
<td>3</td>
<td>A</td>
</tr>
<tr>
<td>MGT</td>
<td>4275</td>
<td>002</td>
<td>ORG BEH &amp; HUM R</td>
<td>3</td>
<td>A</td>
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<tr>
<td>MKT</td>
<td>5365</td>
<td>001</td>
<td>SERVICES MARKETING</td>
<td>3</td>
<td>A</td>
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<tr>
<td>CIS</td>
<td>3374</td>
<td>002</td>
<td>SYS ANALYSIS &amp; DES</td>
<td>3</td>
<td>A</td>
</tr>
</tbody>
</table>

Summer 2019

Account Balance
Currently this student does not have any outstanding charges on their account.

Authorized Users may CLICK HERE to make a payment on behalf of a registered student.
Last updated Jan 16, 2020
11) If a staff member receives a call or email from a parent, they will log into CampusESP, toggle over to “Admin” role:

![CampusESP Admin Role](image1)

12) Look the student up by their NetID (A-ID is not currently possible). Do not press enter and wait for the student information to display.

![Student Search](image2)

13) Check if the parent is an “active connection.” If yes, and the parent is calling, ask for the pin. If the parent is emailing, enter the parent email.

![Active Connections](image3)
14) If the pin is incorrect, you will be notified. If the pin is correct, a list of FERPA items will be displayed, along with information about if access is granted and when.

15) If contacted via email, and the email is correct, similar information will be displayed.
16) If a parent no longer needs access, they can select “cancel this connection” within the CampusESP View Student Connections area.

17) If a student wants to revoke access, they can update their permissions by viewing their connections in CampusESP by toggling to “not approved.”