

THE GRADE CHANGE REQUEST PROCESS

(This process begins after the normal Grade Submission process has closed.)

After the normal grading period has ended, changes to a student's grade may be submitted through the Grade Change Workflow Process.

Steps for the Submitter (normally the

Instructor): An instructor can change the grade of a student from his/her course by completing the **Grade Change Workflow Request Form**. **Note:** Only the Primary Course Instructor, Chair of the department, Dean of the college or Authorized User can submit the form. If an instructor cannot submit the request, the chair of the department, dean of the college or authorized user may submit on the instructor's behalf.

Instructions:

- Access the Grade Change Request link via PAWS: <http://paws.gsu.edu>. You will be directed to GoSOLAR.
- Click on the "Classes" Tab
- On the Faculty Menu (left column), click on *the Grade Change Request link*.
- Enter the student's Panther Number and select Submit. (Important: Make sure the correct student's name appears.)
- Select a Term (i.e. Spring Semester 2014)
- Select a Course CRN from the drop-down menu.
- Select the action you wish to perform from the drop-down menu. (i.e. Removal of Incomplete)
- Once a selection is made, all corresponding possible grade choices will be available in the Updated Grade drop-down menu.
- Select an Updated Grade from the drop-down menu and select submit.
- A Verify Grade Change Request page will appear. Please make sure all information is correct and select Submit Request. If you realize you have the wrong student or term, you can use the Select Different Student or Select Different Term option to make the necessary corrections.
- A page will appear titled "Save Grade Change Request." This is just a confirmation of the grade change.
- Click the "Submit Request" button to actually submit the grade change request.

Please note the following:

- I, IP and NR grades do not require Chair or Dean approval
- Extension of Incomplete requests and requests for students who took a course prior to Fall 2002 must be submitted to gradechange@gsu.edu
- Workflow cannot be used to submit a grade change request for a student that has withdrawn from a course. Those grade changes should be submitted to gradechange@gsu.edu.
- Grade changes cannot be submitted for a student who has graduated. Once graduated, a student's record cannot be altered for the completed degree. If the student has begun a new program, grade changes can be submitted for courses taken towards the completion of the new degree through workflow.

Steps for the Approver (normally Chair or Dean):

For Correction of Grade requests (i.e. B to A) submitted by the instructor, department chair approval is required. If the instructor is also the department chair, college dean approval is required. To access the grade change workflow to approve or deny a request, users will log in with their campus ID and password. The URL is <https://workflow.gosolar.gsu.edu/wfprod/>.

For a tip on receiving alerts in a timely fashion, please see the FAQ section

Instructions:

- Access the Banner Workflow web page using your user name and password and select Submit.
- The Workflow job list will display all requests requiring approvals in the order in which they were received. The most recent request will appear at the top.
- Select the name of the student whose request you wish to approve and a Grade Adjustment Approval Form will appear.
- All information, such as ID number, Full Name, Term, Course, New Grade and Reason, will be displayed on this form. On this same page, the approver will have the option to Approve or Deny the request. If the request is denied, please indicate the reason in the Comments box.
- When your decision is indicated, select Complete to submit your decision. **Note:** Selecting Save & Close does not submit the request; it simply saves your selection without any action being taken.

Email Notifications:

- For I, IP, NR grades the student and instructor will receive email notifications once the grade change request is processed.
- For Correction of Grade Error requests, the student, the instructor and the approver will receive email notifications.
- If the student is scheduled to graduate in the current semester, the Graduation Office will receive an email notifying them that a grade change request has been processed and may have affected the student's graduation eligibility. It is no longer necessary to note that the student is a "Graduating Student" in the Grade Change Request.
- TIP: To help you better manage the emails, setup a rule in Outlook to filter the messages to a separate folder.

FAQs:

- Q: Can I submit a grade change for any grade type?
A: An Instructor can submit a grade change for any grade action except Grade Pending and Administrative Change for Grade Pending. These are used for Academic Dishonesty cases and can only be submitted by a Dean.
- Q: As an Approver how will I know when I have requests waiting for approval?
A: Approvers should keep workflow open on their desktops daily as they will not receive notification that action needs to be taken.
- Q: Can I submit a grade change for any student?
A: An Instructor can only submit a grade change if the student was registered for his/her course. A department chair can submit a grade change request for students registered for courses under his/her department. A college dean can submit a grade change for any student that was registered for a course in his/her college. The department chair or college dean can submit a request on behalf of the instructor if the faculty member is unable to do so.
- Q: If I am experiencing issues submitting a grade change request, who do I contact?
A: You may contact Ashley Clark, Supervisor of Academic Records and Grades at 404/413-2247 or aclark38@gsu.edu.

In Other News:

Under the Faculty Menu, the **View Grade Submission Status** link will no longer be available, however, faculty will still be able to view previously submitted grades. A new link, **Faculty Grade Summary**, will appear. The faculty member will need to click on that link, select a term and then a CRN. Previously submitted grades for a prior term will appear for the course under the chosen term and CRN.