Using the Grade-Change Workflow for Approvers

About Grade-Change Workflow

Instructors and proxy initiators can use the grade-change workflow to submit changes to their grade rosters one student at a time. The grade-change workflow will route grade-change requests to the college/dean that owns the course. Upon approval, the workflow will update the grade on the student's record within two hours.

Instructors and proxy initiators may use the workflow for the following reasons:

- An incomplete (I) grade on a previously posted grade roster needs to be updated to a letter grade because the student completed their course work.

- Grades were miscalculated for a student.

- The wrong grade was entered on the original grade roster.

- A University error occurred in the grading process.

Access the Grade-Change Request

If you are reviewing the grade-change request from off campus, you must connect to the campus VPN to use the grade-change workflow. If you are unable to make a secure connection, contact helpdesk@uccs.edu for technical assistance or registrar@uccs.edu for grading advice. You can access the grade-change request in one of two ways.

Follow Email Link

After a grade-change request is submitted for a student, you will receive an email with the subject line: Grade Change Request Needs Your Review - [Term Year, Subject Catalog-Section (Class Nbr)]. At the bottom of that

email, there will be a link to the grade-change request in OnBase. Click on that hyperlinked text to open the grade-change request form in a new OnBase window (log-in will be required in OnBase). If the window doesn't appear, make sure your browser's pop-up blocker is turned off.


Locate in OnBase

You may also access grade-change workflow requests directly via OnBase. From your portal, navigate to Business Tools and select the OnBase tile to access OnBase.
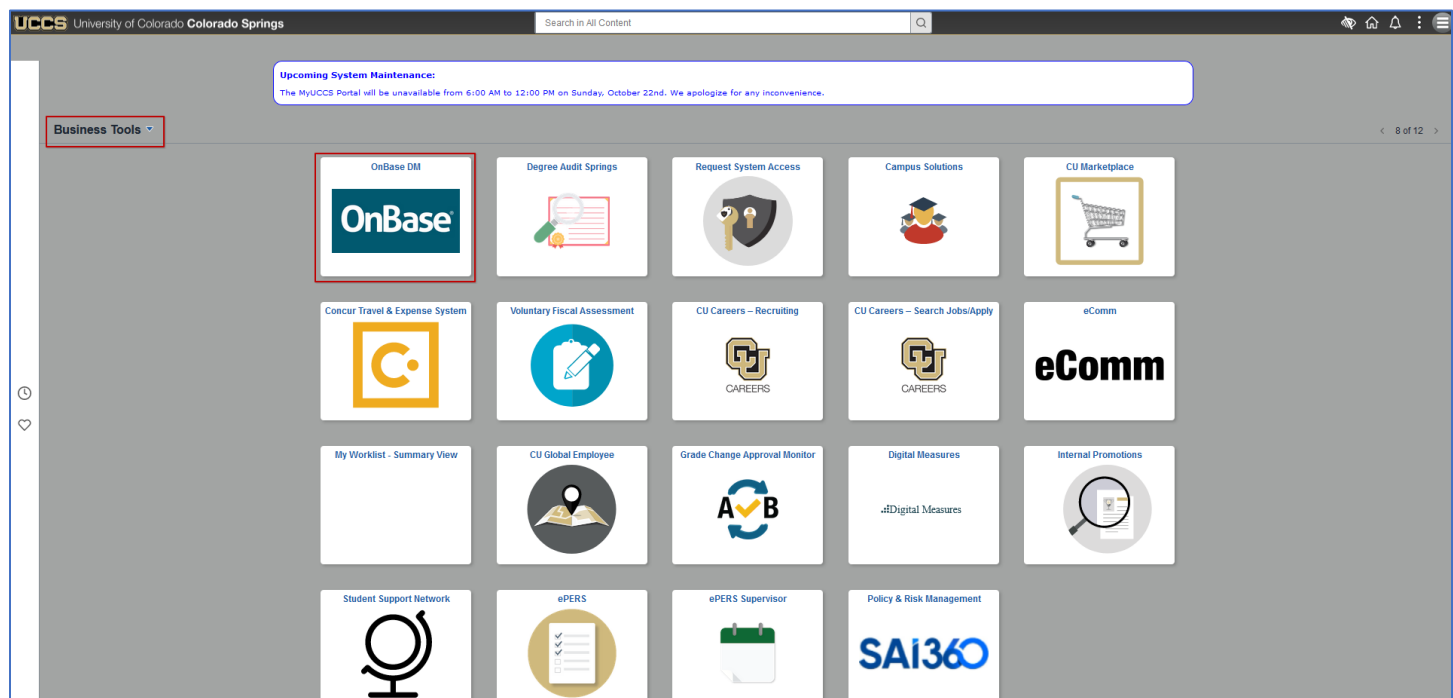

In OnBase, start from your WorkView, select the X - REG - Grade Change Request Processing from the Applications drop-down menu, and select the Awaiting My Review (GCR) under My Requests. Here you can see the GCR Status column indicating, at a high level, the status of the grade-change request. If you have more than one request awaiting your review, all will be listed. Double-click on the row of the Request Seq Num that you want to view to open the grade-change request form in a new OnBase window. If the window doesn't appear, make sure your browser's pop-up blocker is turned off.
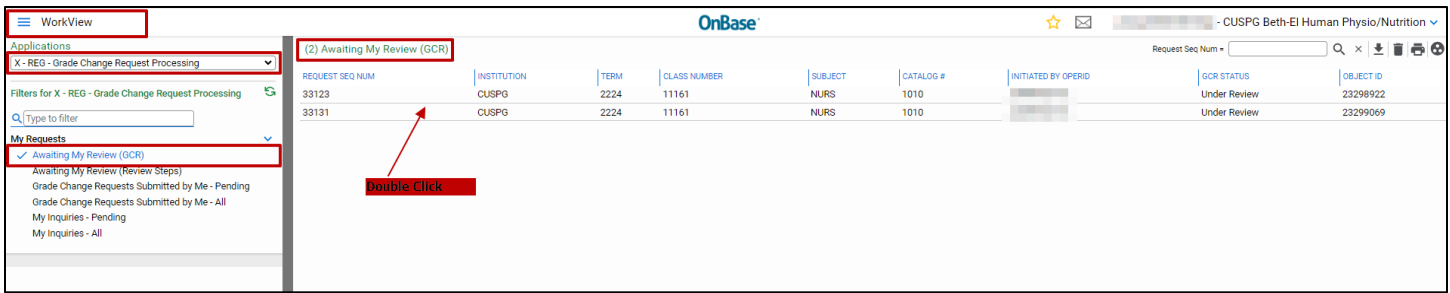
Review the Grade-Change Request

Once you have accessed the form in OnBase (either by following the link in the email or logging-in directly to OnBase), you should see this window. If the window doesn't appear, make sure your browser's pop-up blocker is turned off. This window will give you pertinent information about this grade-change request, including details about the student, class, reason for grade change, original grade, new grade, and comments provided by the instructor or proxy initiator.
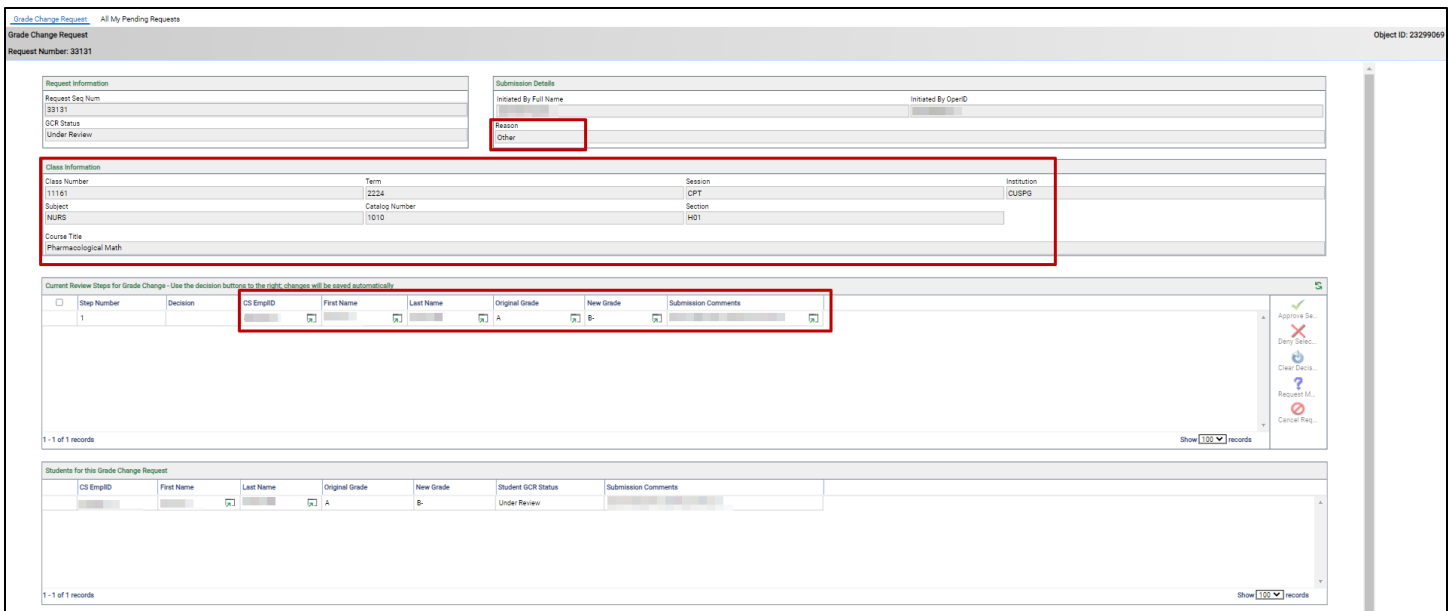
Submit A Decision

Approve Selection

In the grade-change form, select the row for the grade-change request that you want to approve. Once selected, you can click on the "Approve Selection" button.

See **Frequently Asked Questions** for more information about how you may be able to use the "Clear Decision" button if you inadvertently select approve.

After you click Approve Selection, the form will repopulate, and you will see Approved under the **Decision** column of that same section.

If you are the final approver in the workflow, the grade-change has been approved. No further action is needed and you can close the window. The instructor or proxy initiator will receive an email notification indicating the final decision. The instructor/proxy initiator, and the student will receive another email within 2 hours indicating the new grade has posted to the student's record. Note: Undergraduate Academic Advising will also receive an email once the graduate change is approved/completed.

Deny Selection

In the grade-change form, select the row for the grade-change request that you want to deny. Once selected, you can click on the "Deny Selection" button.

See **Frequently Asked Questions** for more information about how you may be able to use the "Clear Decision" button if you inadvertently select deny.

After you click Deny Selection, the form will repopulate, and you will see Denied under the **Decision** column of that same section.

The grade-change has been denied. No further action is needed and you can close the window. The instructor or proxy initiator will receive an email notification indicating the final decision.

Request More Information

In the grade-change form, select the row for the grade-change request for which you need more information. Once selected, you can click on the "Request More Information" button.

This will open a new window. If the window doesn't appear, make sure your browser's pop-up blocker is turned off. In this window, you are required to enter text in the **Additional Information Requested** box to specify what information you need before you can make your decision.

After you have entered text that details your request for additional information, click "Save."

Note: If you decide you are not ready to enter your comment, need to Cancel the request, or for any other reason need to leave this screen, click "Discard and Cancel". This will take you back to the grade-change request form. The "Discard and Continue" button will not be clickable.

After you click "Save" you should see that this row is no longer visible to you under the Current Review Steps for Grade Change heading on the Grade Change Request form.

The grade-change request has been routed back to the instructor/proxy initiator for additional information. Once that additional information is provided by the instructor/proxy initiator, you will receive an email notification with the subject: A Grade Change Request Has Updated Information - [Term Year, Subject Catalog-Section (Class Nbr)].
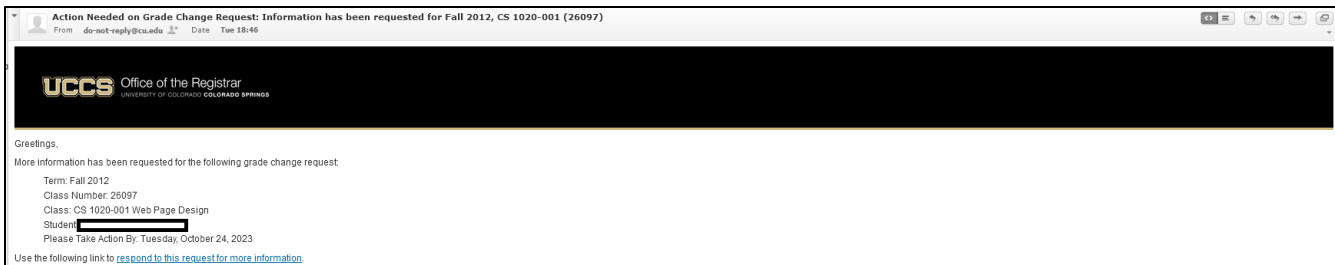
After you receive that email, you can access the grade-change request again, view the additional information provided by the instructor/proxy initiator, and enter your decision based on the additional information provided.

Cancel Request

In the grade-change form, select the row for the grade-change request that you want to cancel. Once selected, you can click on the "Cancel Request" button.

See **Frequently Asked Questions** for more information about how you may be able to use the "Clear Decision" button if you inadvertently select cancel.
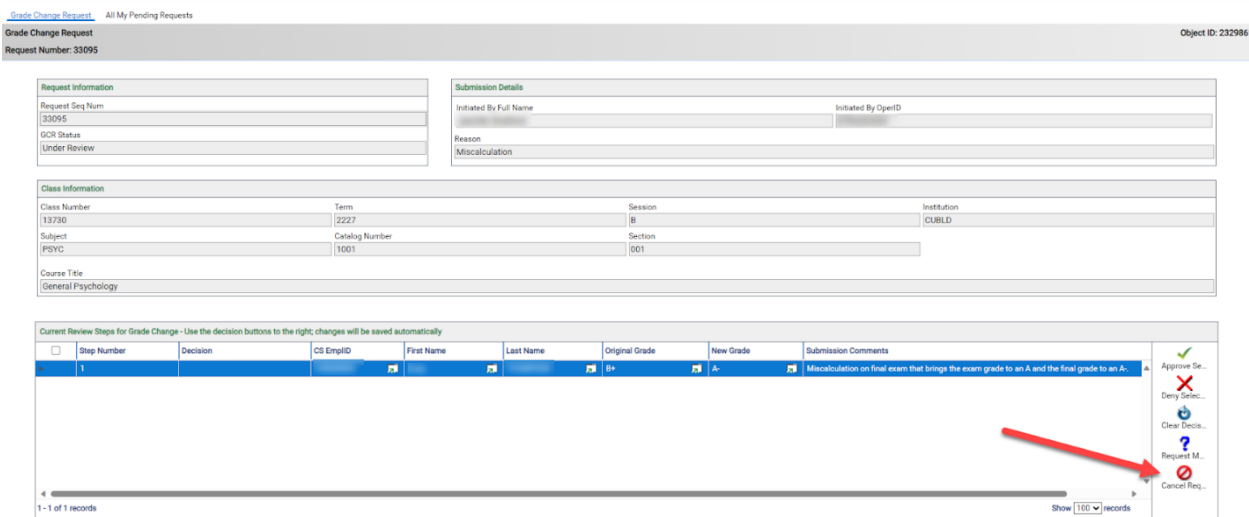
After you click Cancel Request, the form will repopulate and you will see Cancelled under the **Decision** column of that same section.
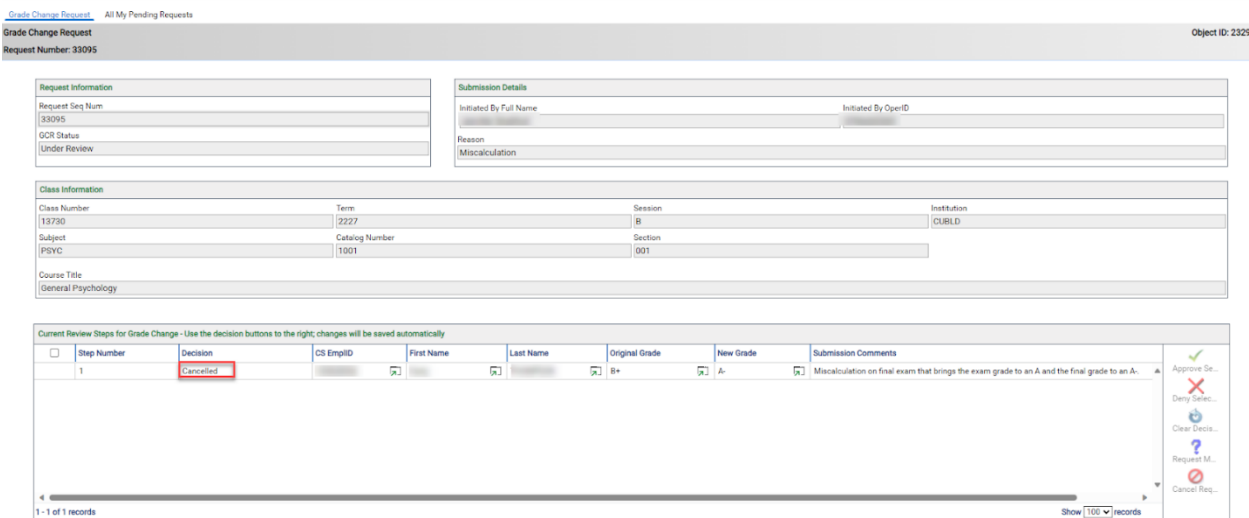
The grade-change has been canceled. No further action is needed and you can close the window. The instructor or proxy initiator will receive an email notification indicating the final decision.

Frequently Asked Questions

What communications will I receive regarding grade-change requests that I submit?

Approvers will receive an email notification when there is a grade-change request submitted that requires their review and decision (including after an instructor or proxy initiator has provided additional information, per request, on a grade-change request).

What other communications are included in the grade-change workflow?

Instructor initiators and proxy initiators of a grade-change request will receive the following email notifications.

- **Subject: A Grade Change Request Needs Your Review - [Term Year, Subject Catalog-Section (Class Nbr)]** → sent after a grade-change request is submitted.
- **Subject: Action Needed on Grade Change Request: Information has been requested for [Term Year, Subject Catalog-Section (Class Nbr)]** → sent after an approver requests additional information on a grade change request.
- **Subject: Grade Change Request Approved - Term Year, Subject Catalog-Section (Class Nbr)]** → sent after a grade-change request has received final approval (but before processing completes in Campus Solutions).
- **Subject: Grade Change Request Canceled - Term Year, Subject Catalog-Section (Class Nbr)]** → sent after a grade-change request has been canceled.
- Subject: **Grade Change Request Denied - Term Year, Subject Catalog-Section (Class Nbr)]** → sent after a grade-change request has been denied.
- Subject: **Grade Change Confirmation - Term Year, Subject Catalog-Section (Class Nbr)]** → sent after a grade-change request has been processed in Campus Solutions.

Additionally, the student will receive an email notification after an approved grade-change request has been processed in Campus Solutions. The Dean's Office of the student's primary program will receive an email notification after an approved grade-change request has been processed in Campus Solutions.

What is the purpose of the "Clear Decision" button on the grade-change form in OnBase?

Use this button to clear the decision from the selected row ("Clear Decision" is not an option if your initial decision is "Request More Information").

Note: the form takes <3 minutes to refresh. If you inadvertently enter an incorrect decision and the "Clear Decision" button is available to use, you can click that button to clear before the form refreshes.

Current Review Steps for Grade Change - Use the decision buttons to the right; changes will be saved automatically

☐	Step Number	Decision	CS EmplID	First Name	Last Name	Original Grade	New Grade	Submission Comments	
	1	Approved				A-	C-	Grading error on assignments #1 - #10.	✓ Approve Se... ✕ Deny Selec... ⟳ Clear Decis... ? Request M... ⊘ Cancel Req...

1 - 1 of 1 records   Show 100 ∨ records

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