Using the Grade-Change Workflow for Instructors & Proxy Initiators

About Grade-Change Workflow

Instructors and proxy initiators can use the grade-change workflow to submit changes to their grade rosters. The grade-change workflow will route grade-change requests to dean/college 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.

Request a Grade Change

Instructor

If you are an instructor of the class with either post or approve access, you may submit a grade-change request using one of two methods.

myUCCS Portal

Within the myUCCS Portal under **Faculty**, click **Faculty Center**.

If you need to change the default term, click **Change Term**.

Find the correct class, then click **Grade Roster**.

Click **Request Grade Change**.

Select the class from the **Select from the following class list** drop-down menu and choose the reason from the **Reason for Grade Change** drop-down menu.

By default, students are listed in numerical order by Empl ID. Click the checkbox next to the student for whom you are submitting a grade-change request.

Note: You can submit a grade-change request for multiple students in the same request. You may see students on the grade roster who have a status of ineligible. See **Frequently Asked Questions** for more information about why the student may be ineligible for a grade-change via grade-change workflow. After populating the roster, you may see that the student has a status of In Review, which means that there is an in-progress grade-change request for this student in this class and you cannot submit another until it is completed.

If you choose, click **Only Show Selected** to hide the other students.

Click the ***Grade Input** drop-down menu to select the new grade, type in a comment to provide additional detail for the reason for grade change in the **Comments** field (1300 character limit) then click **Submit**.

You will see a message that confirms you have successfully submitted this grade-change request. Click **OK**.

The requested grade-change now appears in the class list with a status of **In Review**. You will also see a **Request Seq Nbr** that is specific to this grade-change request. You may need to reference this number later.

Shortly, you will also receive an email confirmation with instructions on how to access the grade-change request. To submit another grade-change request, click **Submit another grade change request**.

If you are done submitting grade-change requests, you can navigate to another page in myUCCS or **Sign Out**.

Proxy Initiator

If you are designated as a proxy initiator for the class, you may only submit a grade-change request via Campus Solutions.

Start in **Student Records.**

Use Fluid Navigation to select Resources for Schools/Colleges > Grades (Admin) > CU Grade Change Initiation…
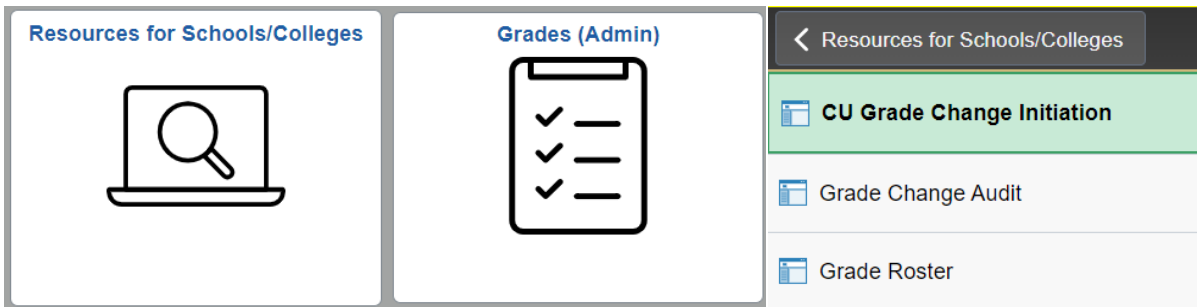
or you can use the NavBar to navigate to **Curriculum Management > Grading > CU Grade Change Initiation**.

Be sure that you are on the **Proxy** tab. You may want to add this page to your favorites.

Type in the SID for the student you are requesting a grade-change in the **Enter the Student ID** field. Select the correct options for this grade-change request from the drop-down menus (all highlighted fields are required) to pull up this student in this class.

Note: You cannot submit a grade-change request for multiple students in the same request. After populating the highlighted fields, you may see that the student has a status of Ineligible. See **Frequently Asked Questions** below for more information about why the student may be ineligible for a grade-change via grade-change workflow. After populating the highlighted fields, you may see that the student has a status of In Review, which means that there is an in-progress grade-change request for this student in this class and you cannot submit another until it is completed.

If, after populating the highlighted fields, you do not see a current status shown, you should be able to proceed with this grade-change request. Click the ***Grade Input** drop-down menu to select the new grade, type in a comment to provide additional detail for the reason for grade-change in the **Comments** field (required;1300 character limit) and click **Submit**.

You will see a message that confirms you have successfully submitted this grade change request. Click **OK**.

You will see a **Request Seq Nbr** that is specific to this grade-change request. You may need to reference this number later.

Shortly, you will also receive an email confirmation with instructions on how to access the grade-change request. To submit another grade-change request, click **Submit another grade change request**.

If you are done submitting grade-change requests, you can navigate to another page in Campus Solutions or **Sign Out**.

Access the Grade-Change Request

As an instructor or proxy initiator you may want to access a grade-change request for various reasons, including to check the status of a request, cancel a request, or review the approver's decision. 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.

How to Access & Check Status of the Grade-Change Request

Follow Email Link

After you submit a grade-change request, you will receive an email with the subject line: Grade Change Request Received - [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. If the window doesn't appear, make sure your browser's pop-up blocker is turned off.
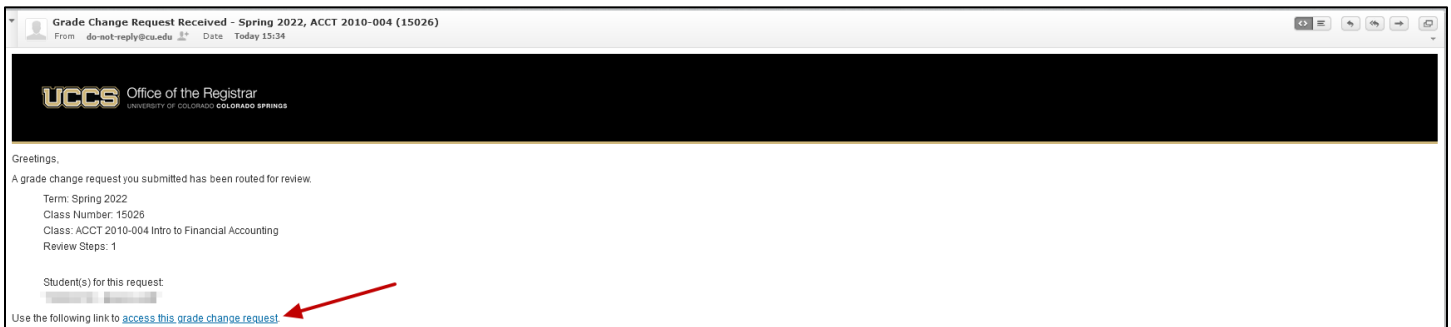
After you click on the link and log-in to OnBase, you will be able to view details about the grade-change request. Double-click on the row of the Request Seq Num under the **Students for this Grade Change Request** heading.

This will open a new OnBase window. If the window doesn't appear, make sure your browser's pop-up blocker is turned off. You will see one or more rows under the **Review Steps for Request** heading. In each row you will also see a column for **Review Step Status**. You can double-click on any row under the Review Steps for Request heading to see additional details about that review step, including the approvers for that review step. When you are done reviewing you can close the window.

Screenshot 1

Student Grade Change Request

Student Grade Change Request

Object ID: 23299294

Request Number: 33153

Student Information

Student ID

First Name | Last Name

Class Information

Class Number	Term	Session	Institution
15026	2221	C	CUSPG

Subject	Catalog #	Section
ACCT	2010	004

Course Title
Intro to Financial Accounting

Grading

Original Grade	New Grade
A	B+

Review Steps for Request

Step Number	Decision	Review Step Status	Review Completed By
1		Under Review	

Screenshot 2

Student Grade Change Request

Student Grade Change Request

Object ID: 23299294

Request Number: 33153

Student Information

Student ID

First Name | Last Name

Class Information

Class Number	Term	Session	Institution
15026	2221	C	CUSPG

Subject	Catalog #	Section
ACCT	2010	004

Course Title
Intro to Financial Accounting

Grading

Original Grade	New Grade
A	B+

Double Click

Review Steps for Request

Step Number	Decision	Review Step Status	Review Completed By
▶ 1		Under Review	

Screenshot 3

Student Grade Change Request

Student Grade Change Request

Object ID: 23299294

Request Number: 33153

Student Information

Student ID

First Name | Last Name

Class Information

Class Number	Term	Session	Institution
15026	2221	C	CUSPG

Subject	Catalog #	Section
ACCT	2010	004

Course Title
Intro to Financial Accounting

Grading

Original Grade	New Grade
A	B+

Review Steps for Request

Step Number	Decision	Review Step Status	Review Completed By
1		Awaiting More Information	

1 - 1 of 1 records

Show 100 records

Inquiries for this Student GCR

| Inquiry Status	Created Date	Reviewer Name	Reviewer Comment	Initiator Name	Initiator Comment
Notified	10/18/2023 4:48:36 PM		Please provide more information regarding …		

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.
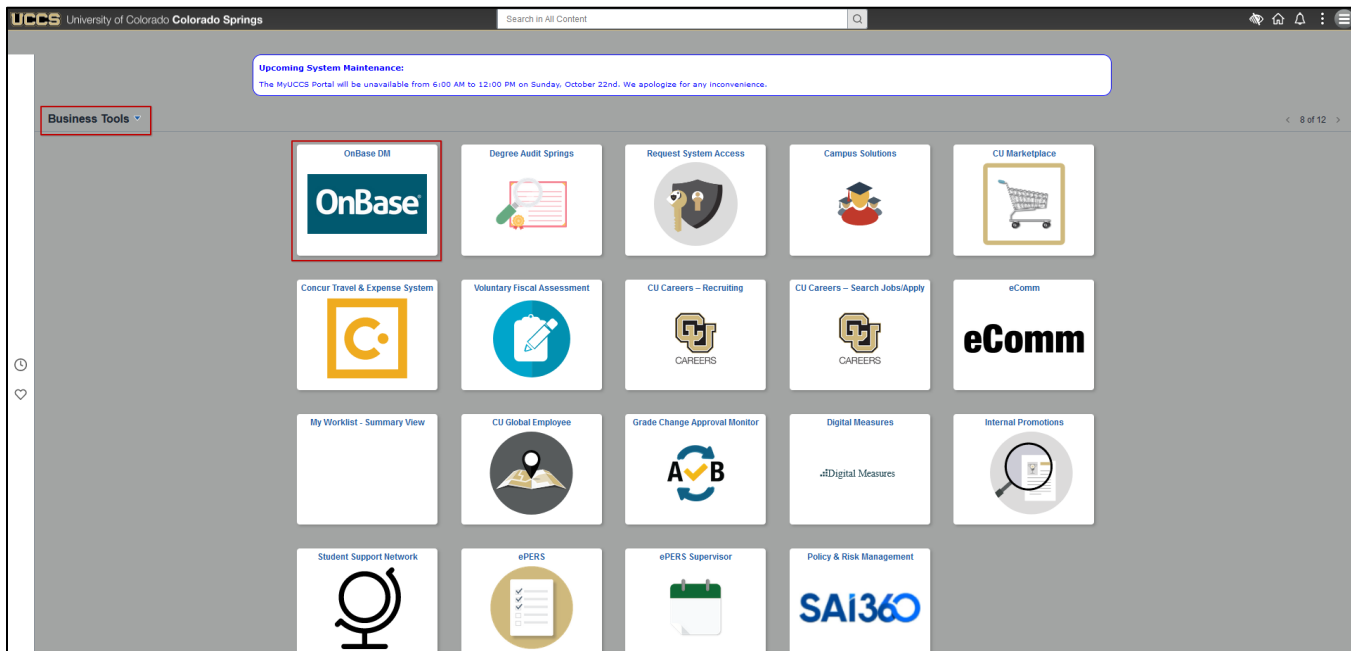
In OnBase, start from your WorkView, select the X - REG - Grade Change Request Processing from the Applications drop-down menu, and select the Grade Change Requests Submitted by Me - Pending under My Requests. Here you can see the GCR Status column indicating, at a high level, the status of the grade-change request.

Note: The Grade Change Requests Submitted by Me - All will list both pending and complete grade-change requests submitted by you.
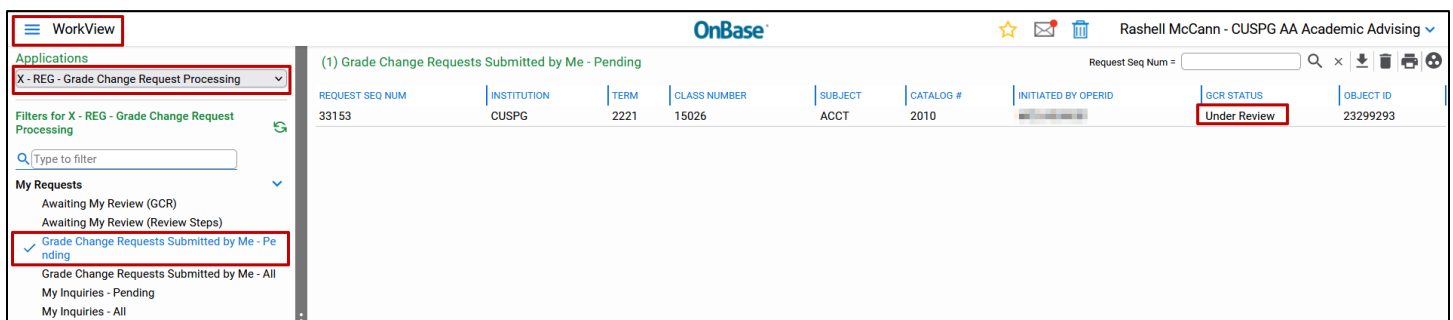
Double-click on the row of the Request Seq Num that you want to view (Request Seq Num was first displayed to you after you submitted the grade-change request) to open the grade-change request form in a new OnBase window. If the window doesn't appear, make sure your browser's pop-up blocker is turned off.

Double-click on the row of the Request Seq Num under the **Students for this Grade Change Request** heading.

This will open a new OnBase window. If the window doesn't appear, make sure your browser's pop-up blocker is turned off. You will see one or more rows under the Review Steps for Request heading. In each row you will also see a column for Review Step Status. You can double-click on any row under the Review Steps for Request heading to see additional details about that review step, including the approvers for that review step. When you are done reviewing you can close the window.

Cancel A Request

If, for any reason, you need to cancel a request you must do that in OnBase. Access and open the grade-change request form that you need to cancel by opening the grade-change request form in a new OnBase window (detailed in **How to Access the Grade-Change Request** section of this document). If the window doesn't appear, make sure your browser's pop-up blocker is turned off.

Select the row under the **Current Review Steps for Grade Change** heading. To cancel this grade-change request, click on the Cancel Request icon on the right side.


After you click Cancel Request, the form will repopulate, and you will see Cancelled under the **Decision** column of that same section. This confirms that the request has been cancelled. No further action is needed and you can close the window.

After a grade-change request that you submitted is cancelled (regardless of whether you cancelled the request or an approver cancelled the request), you should receive an email with the subject line: Grade Change Request Canceled - [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. If the window doesn't appear, make sure your browser's pop-up blocker is turned off.
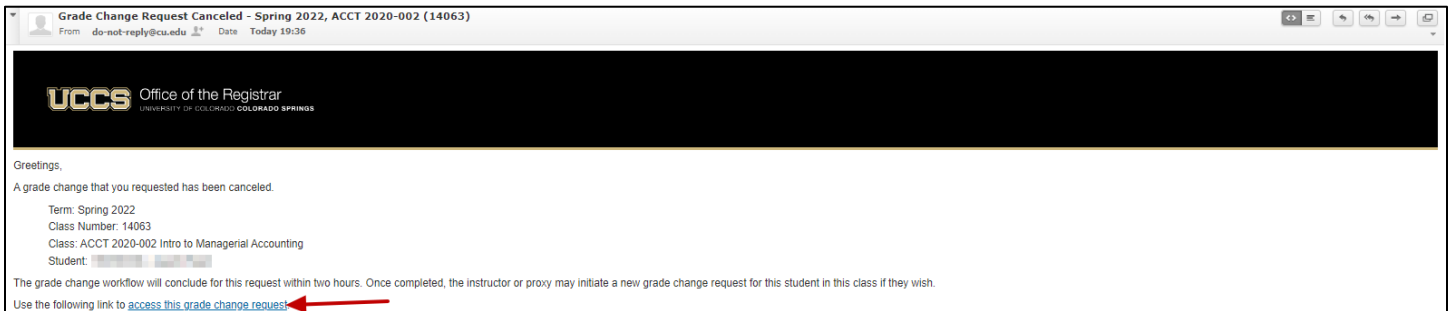
Provide More Information Upon Approver's Request

In grade-change workflow, an approver has the opportunity to request more information from the instructor or proxy initiator about a particular grade-change request. If this happens, the instructor or proxy initiator (whoever submitted the grade-change request) will receive an email with the subject line: Action Needed on Grade Change Request: Information has been requested for [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 to provide additional information. If the window doesn't appear, make sure your browser's pop-up blocker is turned off.

Note: Action should be taken within one week of the email to provide additional information.
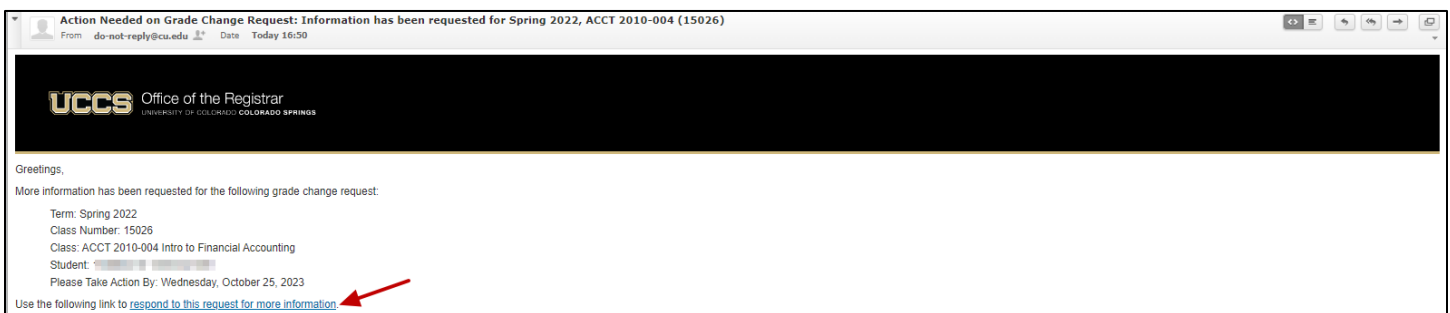
After you click on the link and log-in to OnBase, you will see the Inquiry page for this request. Under the Request for Additional Information heading, you will see details about what information the approver is requesting. Add additional information in the red/pink box under the Response heading. Once you are done entering your response, click Save Comments.

After you enter your response and click **Save Comments**, the window will refresh and you will see your response in the **Response/Additional Information** field. You can close the window.

This grade-change request has been routed back to the approver and is still in the queue.

Review Approvers' Decision

When the approver for the student's college, school or program submits their decision, you'll receive an automatic email with a subject line that begins with "Grade Change Request…"

Approve

If your grade-change request is approved, you'll receive an automatic email with the subject line: Grade Change Request Approved - [Term Year, Subject Catalog-Section (Class Nbr)]. You, the Dean's Office, and the student will receive another email within 2 hours indicating the new grade has posted to the student's record. Click the link in the email to see the decision details in OnBase.
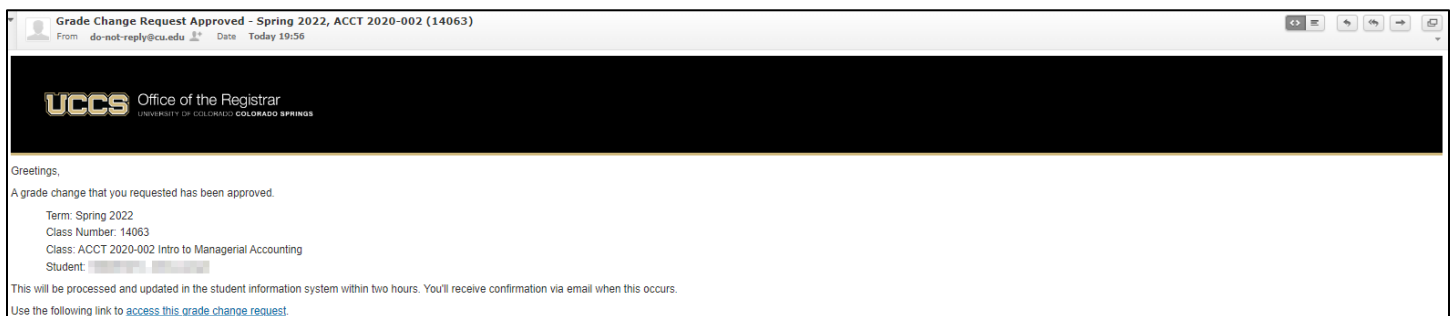
Deny

If your grade-change request is denied, you'll receive an automatic email with a subject line: Grade Change Request Denied - [Term Year, Subject Catalog-Section (Class Nbr)]. Click the link in the email to see the decision details in OnBase.

Grade Change Request Denied - Spring 2022, ACCT 2010-004 (15026)
From do-not-reply@cu.edu Date Today 20:03

UCCS Office of the Registrar
UNIVERSITY OF COLORADO COLORADO SPRINGS

Greetings,
A grade change that you requested has been denied.

Term: Spring 2022
Class Number: 15026
Class: ACCT 2010-004 Intro to Financial Accounting
Student: ▮▮▮▮▮ ▮▮▮▮▮

The grade change workflow will conclude for this request within two hours. Once completed, the instructor or proxy may initiate a new grade change request for this student in this class if they wish.

Use the following link to access this grade change request.

Frequently Asked Questions

The student is ineligible on the grade roster.

A student may be ineligible for a grade-change if they only have a concurrent degree stack, initially earned an 'academic dishonesty grade (Z Grade) in the class, or have been awarded a degree in the same career that they took the class where the class was completed and initial grade earned before the degree was awarded (some exceptions in the GRAD career apply).

When I clicked "Submit" I got an error message saying I need to enter data into the highlighted fields.
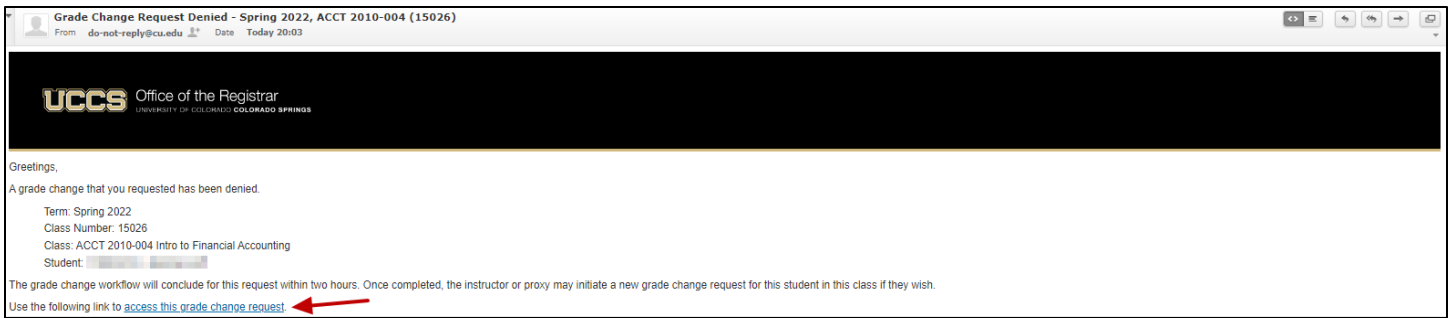
You are required to select an option in the Reason for Grade Change drop-down menu. You'll need to click OK, select the reason for the change in the Comment field, then click Submit.

When I clicked "Submit" I got an error message saying I need to enter a changed grade.

The grade you entered and the existing grade are the same. You'll need to click OK, change the *Grade Input drop-down to the new grade, then click Submit.

When I clicked "Submit" I got an error message saying I need to enter a comment.

You are required to enter a comment that provides additional context for the grade-change request. You'll need to click OK, type the reason for the change in the Comments field, then click Submit.

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

As the instructor initiator or proxy initiator of a grade-change request, you will receive the following email notifications.

- **Subject: Grade Change Request Received - [Term Year, Subject Catalog-Section (Class Nbr)]** → sent after you submit a grade-change request
- **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 that you submitted.

- **Subject: Grade Change Request Approved - Term Year, Subject Catalog-Section (Class Nbr)]** → sent after a grade-change request that you submitted 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 that you submitted has been canceled.
- Subject: **Grade Change Request Denied - Term Year, Subject Catalog-Section (Class Nbr)]** → sent after a grade-change request that you submitted has been denied.
- Subject: **Grade ChangeConfirmation - Term Year, Subject Catalog-Section (Class Nbr)]** → sent after a grade-change request that you submitted has been processed in Campus Solutions.

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

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). The student will receive an email notification after an approved grade-change request has been processed in Campus Solutions. The Dean's Office that owns the course will receive an email notification after an approved grade-change request has been processed in Campus Solutions.