

Using the Grade-Change Workflow for Instructors & Proxy Initiators

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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 student's college, school or program. If applicable, grade-change requests will also be routed for review to the Assistant Registrar for NCAA Athletic Eligibility. 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.
- Updating a Not Reported (NR) grade notation to a final grade.
- A University error occurred in the grading process.

This workflow should not be used for entering grades for dissertation or thesis hours, or for reasons other than those indicated above.

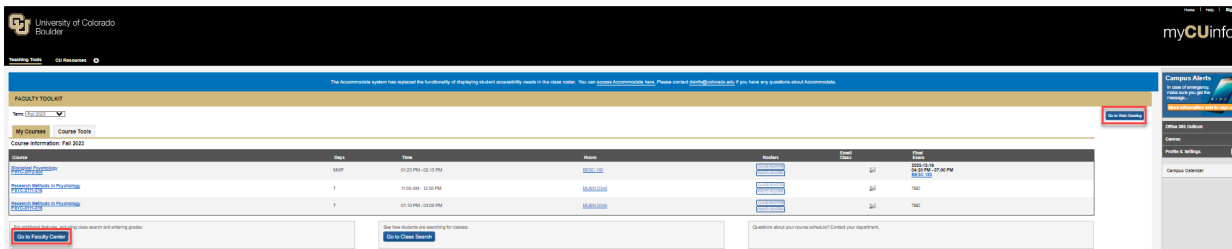
Request a Grade Change

Instructor

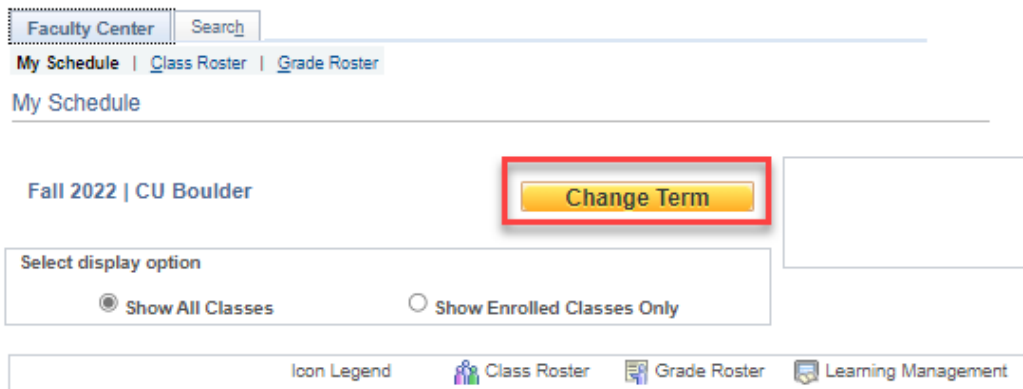
If you are an instructor of the class with either post or approve access, you may submit a grade-change request using one of two methods, MyCUInfo or Campus Solutions.

MyCUInfo

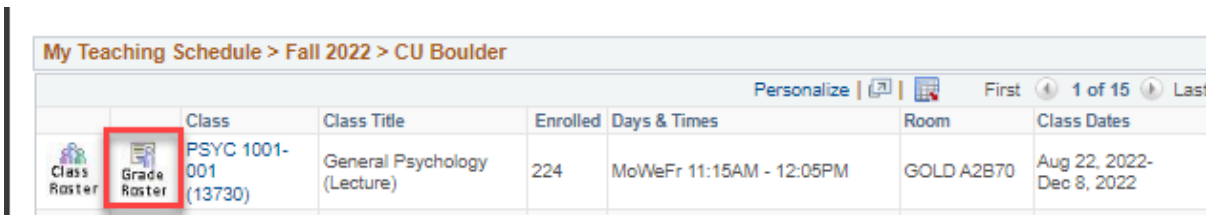
On the MyCUInfo **Teaching Tools** tab, click either **Go to Web Grading** or **Go to Faculty Center**.



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



Find the correct class. Then click **Grade Roster**.



Click **Request Grade Change**.

Faculty Center Search

My Schedule | Class Roster | **Grade Roster**

Grade Roster

Fall 2022 CU Boulder | Boulder 16-Wk Session/Full Sem | CU Boulder | Undergraduate

PSYC 1001 - 001 (13730) Change Class
General Psychology (Lecture)

Days and Times	Room	Room Capacity	Instructor	Instructor Email Addresses	Dates
MoWeFr 11:15AM-12:05PM	GOLD A2B70	248			08/22/2022 - 12/08/2022

Instructor Grade Access: Post Grades
Display Options

Grade Roster Type Final Grade

Display Unassigned Roster Grade Only

Grading Information/Deadline

Grade Roster Action

*Approval Status Approved Posted

(To change the Approval Status, select from the drop down and press Save)

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.

This is your online form to submit a grade change or enter a late grade.

*Select the Institution: CU Boulder

*Select from the following term: Fall 2022 CU Boulder

*Select from the following class list:

*Reason for Grade Change:

If you are unable to select a student, their grade change cannot be submitted electronically. [Please see instructions for your campus.](#)
CU Boulder: [Change Submitted Grades](#)
CU Denver: [Change Submitted Grades](#)
CU Colorado Springs: [Change Submitted Grades](#)

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 cannot 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.

Select student(s) to change or enter a late grade

Optional → Only show Selected Reload Roster Hide Graded Rows Submit

	Select	Empl ID	Name	Official Grade	*Grade Input	Comments
13	<input type="checkbox"/>			A	A	
14	<input type="checkbox"/>			A-	A-	
15	<input checked="" type="checkbox"/>			B	B	
16	<input type="checkbox"/>			A-	A-	
17	<input type="checkbox"/>			A	A	
18	<input type="checkbox"/>			A-	A-	

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 required **Comments** field (1,300 character limit). Click **Submit**.

Select student(s) to change or enter a late grade

Only show Selected Reload Roster Hide Graded Rows Submit

Select	Empl ID	Name	Official Grade	*Grade Input	Comments	Status	Date Submitted	Submitted By
1	<input checked="" type="checkbox"/>		B	B+	Student submitted additional work (assignment #3) that raised the grade.		10/08/2023	

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

Message

You have successfully submitted this grade change request and it has been routed for review. (0,0)

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.

Request Seq Nbr: 33084

This is your online form to submit a grade change or enter a late grade.

Select the Institution: CU Boulder

Select from the following term: Fall 2022 CU Boulder

Select from the following class list: PSYC 1001 - 001 (13730)

Reason for Grade Change: Completed Work

If you are unable to select a student, their grade change cannot be submitted electronically. [Please see instructions for your campus.](#)

CU Boulder: [Change Submitted Grades](#)

CU Denver: [Change Submitted Grades](#)

CU Colorado Springs: [Change Submitted Grades](#)

Select student(s) to change or enter a late grade

Only show Selected Reload Roster Hide Graded Rows

Submit another grade change request

Select	Empl ID	Name	Official Grade	*Grade Input	Comments	Status	Date Submitted
1	<input checked="" type="checkbox"/>		B	B+	Student submitted additional work (assignment #3) that raised the grade.	In Review	10/08/2023

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**.

Select student(s) to change or enter a late grade

Only show Selected Reload Roster

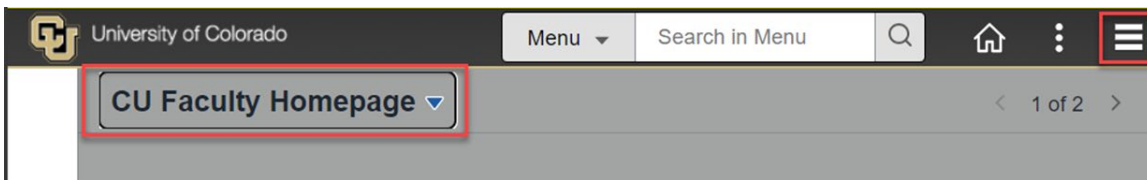
Submit another grade change request

Grade Change Roster					
	Select	Empl ID	Name	Official Grade	*Grade Inp
1	<input checked="" type="checkbox"/>			B	B+

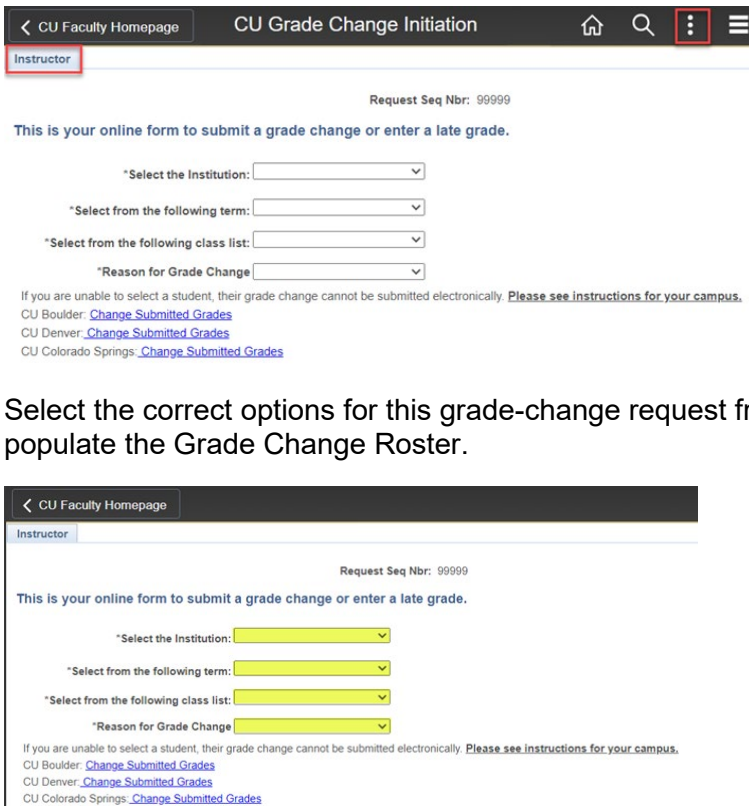
If you are done submitting grade-change requests, you can navigate to another page in MyCUInfo or **Sign Out**.

Campus Solutions

Start on the **CU Faculty Homepage**. Use the NavBar to navigate to Curriculum Management > Grading > CU Grade Change Initiation.



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



Select the correct options for this grade-change request from the drop-down menus (all are required) to populate the Grade Change Roster.

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 cannot 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.

Select student(s) to change or enter a late grade

Optional Only show Selected

	Select	Empl ID	Name	Official Grade	*Grade Input	Comments
13	<input type="checkbox"/>			A	A	
14	<input type="checkbox"/>			A-	A-	
15	<input checked="" type="checkbox"/>			B	B	
16	<input type="checkbox"/>			A-	A-	
17	<input type="checkbox"/>			A	A	
18	<input type="checkbox"/>			A-	A-	

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

Select student(s) to change or enter a late grade

	Select	Empl ID	Name	Official Grade	*Grade Input	Comments	Personalize
1	<input checked="" type="checkbox"/>			B	B+	Student submitted additional work (assignment #3) that raised the grade.	S

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

Message

You have successfully submitted this grade change request and it has been routed for review. (0,0)

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.

Request Seq Nbr: 33084

This is your online form to submit a grade change or enter a late grade.

Select the Institution: CU Boulder

Select from the following term: Fall 2022 CU Boulder

Select from the following class list: PSYC 1001 - 001 (13730)

Reason for Grade Change: Completed Work

If you are unable to select a student, their grade change cannot be submitted electronically. [Please see instructions for your campus.](#)

CU Boulder: [Change Submitted Grades](#)

CU Denver: [Change Submitted Grades](#)

CU Colorado Springs: [Change Submitted Grades](#)

Select student(s) to change or enter a late grade

Only show Selected Reload Roster Hide Graded Rows

Submit another grade change request

Grade Change Roster							Personalize	Find	First	1 of 1	Last
Select	Empl ID	Name	Official Grade	*Grade Input	Comments	Status	Date Submitted	Submitted By			
1	<input checked="" type="checkbox"/>			B	B+	Student submitted additional work (assignment #3) that raised the grade.	In Review	10/09/2023			

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**.

Select student(s) to change or enter a late grade

Only show Selected Reload Roster Hide Graded Rows

Submit another grade change request

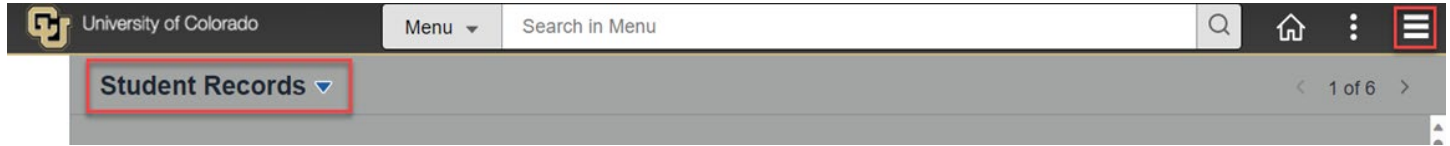
Grade Change Roster						
Select	Empl ID	Name	Official Grade	*Grade Input	Comments	
1	<input checked="" type="checkbox"/>			B	B+	Student submitted additional work (assignment #3) that raised the grade.

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

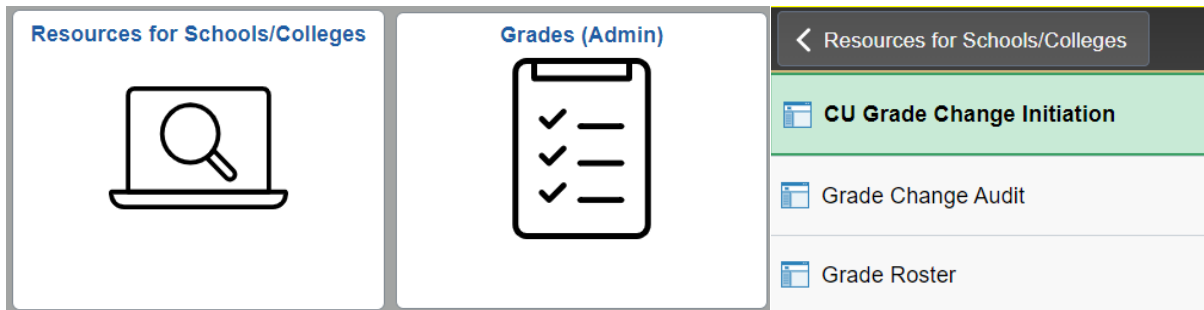
Proxy Initiator

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**.

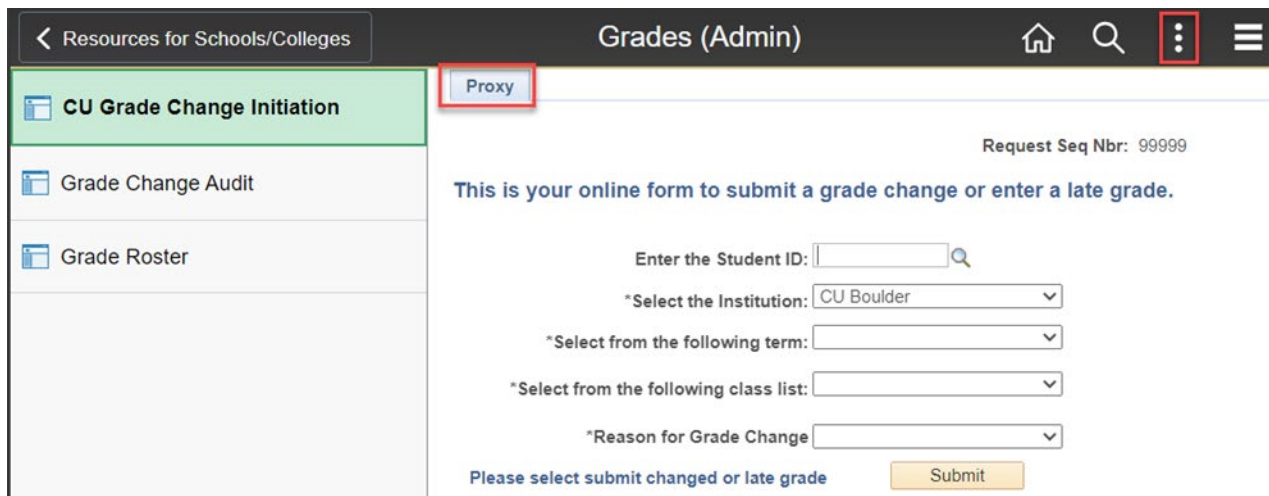


Use Fluid Navigation to select Resources for Schools/Colleges > Grades (Admin) > CU Grade Change Initiation.



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.

Grades (Admin)

Proxy

Request Seq Nbr: 99999

This is your online form to submit a grade change or enter a late grade.

Enter the Student ID:
*Select the Institution:
*Select from the following term:
*Select from the following class list:
*Reason for Grade Change

Please select submit changed or late grade

Official Grade *Grade Input Comments Status

Date Submitted: Action Date:

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.

Grades (Admin)

Proxy

Request Seq Nbr: 99999

This is your online form to submit a grade change or enter a late grade.

Enter the Student ID:
*Select the Institution:
*Select from the following term:
*Select from the following class list:
*Reason for Grade Change

Please select submit changed or late grade

Official Grade *Grade Input Comments

Date Submitted: 10/08/2023 Action Date:

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; 1,300 character limit) and click **Submit**.

The screenshot shows the 'Grades (Admin)' interface. At the top, there is a 'Proxy' button. Below it, the text 'Request Seq Nbr: 99999' is displayed. A blue instruction line reads: 'This is your online form to submit a grade change or enter a late grade.' The form contains several fields: 'Enter the Student ID:' with a search icon, '*Select the Institution:' set to 'CU Boulder', '*Select from the following term:' set to 'Fall 2022 CU Boulder', '*Select from the following class list:' set to 'PSYC 1001 - 001 (13730)', and '*Reason for Grade Change' set to 'Miscalculation'. Below these fields, the text 'Please select submit changed or late grade' is followed by a red-bordered 'Submit' button.

Official Grade	*Grade Input	Comments
A	A- ▼	During grading of final exam, student was inadvertently awarded double

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

The screenshot shows a confirmation message box with a grey border. The text inside reads: 'You have successfully submitted this grade change request and it has been routed for review. (0,0)'. Below the text is a blue-bordered 'OK' button, which is highlighted with a red border.

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

The screenshot shows the 'Grades (Admin)' interface. At the top, there is a 'Proxy' button. Below it, the text 'Request Seq Nbr: 33085' is displayed in a red-bordered box. A blue instruction line reads: 'This is your online form to submit a grade change or enter a late grade.'

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**.

Resources for Schools/Colleges Grades (Admin)

CU Grade Change Initiation Proxy

Request Seq Nbr: 33085

This is your online form to submit a grade change or enter a late grade.

Enter the Student ID: [blurred]

Select the Institution: CU Boulder

Select from the following term: Fall 2022 CU Boulder

Select from the following class list: PSYC 1001 - 001 (13730)

Reason for Grade Change: Miscalculation

Please select submit changed or late grade Submit another grade change request

Official Grade	Grade Input	Comments
A	A-	During grading of final exam, student was inadvertently awarded double points for one question.

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

Resources for Schools/Colleges Grades (Admin)

CU Grade Change Initiation Proxy

Request Seq Nbr: 33085

This is your online form to submit a grade change or enter a late grade.

Enter the Student ID: [blurred]

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 help@colorado.edu for technical assistance or registrar@colorado.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.)



Grade Change Request Received - Fall 2022, PSYC 1001-001 (13730)

From do-not-reply@cu.edu  Date Today 10:34



Office of the Registrar
UNIVERSITY OF COLORADO BOULDER

Greetings,

A grade change request you submitted has been routed for review.

Term: Fall 2022

Class Number: 13730

Class: PSYC 1001-001 General Psychology

Review Steps: 1

Student(s) for this request:





Use the following link to [access this grade change request](#).

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 to open a new window in OnBase (If the window doesn't appear, make sure your browser's pop-up blocker is turned off.)

[Grade Change Request](#)

Grade Change Request

Request Number: 33093

Object ID: 23298

Double Click

Students for this Grade Change Request							
CS EmplID	First Name	Last Name	Original Grade	New Grade	Student GCR Status	Submission Comments	
			A	C	Under Review	N/A	

1 - 1 of 1 records

Show 100 records

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.

[Student Grade Change Request](#)

Student Grade Change Request

Object ID: 2329859

Request Number: 33093

Student Information

Student ID

First Name Last Name

Grading

Original Grade New Grade

A C

Class Information

Class Number	Term	Session	Institution
13730	2227	B	CUBLD
Subject	Catalog #	Section	
PSYC	1001	001	
Course Title			
General Psychology			

Review Steps for Request

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

Double Click

[Review Step](#)

Review Step

Object ID: 23298600

Request Number: 33093

Request Information

Request Seq Num
33093

CCR Status
Under Review

Student CCR Status
Under Review

Submission Details

Initiated By Initiated by OperID

Reason
Other

Submission Comments
N/A

Student Information

Student ID

First Name Last Name

Class Information

Class Number	Term	Session	Institution
13730	2227	B	CUBLD
Subject	Catalog Number	Section	
PSYC	1001	001	
Course Title			
General Psychology			

Grading

Original Grade New Grade

A C

Review Details

Review Step Status
Awaiting More Information

Step 1 of 2 Steps for Request

Reviewer(s) for This Review Step

Reviewer Comments

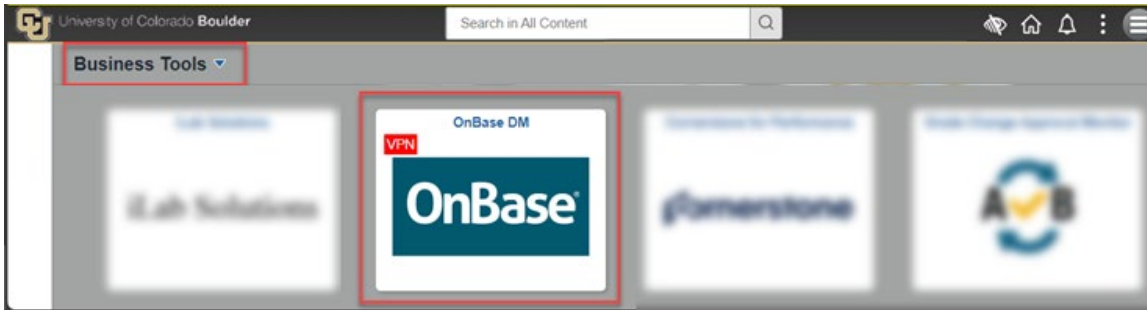
Inquiries for Related Student Grade Change Request

Inquiry Status	Created Date	Reviewer Name	Reviewer Comment	Initiator Name	Initiator Comment
Notified	10/9/2023 4:08:32 PM	Peter Hoagland	Please provide more information about you...	Jennifer Stratford	

Cancel Request

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.



In OnBase, start from your WorkView, select 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.

REQUEST SEQ NUM	INSTITUTION	TERM	CLASS NUMBER	SUBJECT	CATALOG #	INITIATED BY OPERID	GCR STATUS	OBJECT ID
33027	CUBLD	2227	13730	PSYC	1001		Under Review	23298142
33028	CUBLD	2227	13730	PSYC	1001		Under Review	23298148
33093	CUBLD	2227	13730	PSYC	1001		Under Review	23298598

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.)

OnBase WorkView interface showing a table of Grade Change Requests Submitted by Me - Pending. The table has columns: REQUEST SEQ NUM, INSTITUTION, TERM, CLASS NUMBER, SUBJECT, CATALOG #, INITIATED BY OPERID, GCR STATUS, and OBJECT ID. The row with Request Seq Num 33093 is highlighted in blue. A red arrow points to this row, and a red box with the text "Double Click" is positioned below the arrow.

REQUEST SEQ NUM	INSTITUTION	TERM	CLASS NUMBER	SUBJECT	CATALOG #	INITIATED BY OPERID	GCR STATUS	OBJECT ID
33027	CUBLD	2227	13730	PSYC	1001		Under Review	23298142
33028	CUBLD	2227	13730	PSYC	1001		Under Review	23298148
33093	CUBLD	2227	13730	PSYC	1001		Under Review	23298598

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

OnBase interface showing details for Grade Change Request 33093. The page title is "Grade Change Request" and the request number is 33093. Below the header is a table titled "Students for this Grade Change Request" with columns: CS EmplID, First Name, Last Name, Original Grade, New Grade, Student GCR Status, and Submission Comments. The first row shows Original Grade 'A' and New Grade 'C'. A red arrow points to the 'Original Grade' cell, and a red box with the text "Double Click" is positioned above the arrow.

CS EmplID	First Name	Last Name	Original Grade	New Grade	Student GCR Status	Submission Comments
			A	C	Under Review	N/A

1 - 1 of 1 records Show 100 records

This will open a new OnBase window. 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.

[Student Grade Change Request](#)

Student Grade Change Request

Object ID: 2329859

Request Number: 33093

Student Information

Student ID

First Name Last Name

Grading

Original Grade New Grade

A C

Class Information

Class Number	Term	Session	Institution
13730	2227	B	CUBLD
Subject	Catalog #	Section	
PSYC	1001	001	
Course Title			
General Psychology			

Review Steps for Request

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

Double Click



[Review Step](#)

Review Step

Request Number: 33093

Review Details

Review Step Status Awaiting More Information	Step 1	of	Steps for Request 2	Reviewer(s) for This Review Step <input type="text"/>
Reviewer Comments <input type="text"/>				

Inquiries for Related Student Grade Change Request

Inquiry Status	Created Date	Reviewer Name	Reviewer Comment	Initiator Name	Initiator Comment
Notified	10/9/2023 4:08:32 PM	Peter Hoagland	Please provide more information about you...	Jennifer Stratford	

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, which is 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.)

[Grade Change Request](#)

Grade Change Request Object ID: 23298536

Request Number: 33084

Request Information		Submission Details	
Request Seq Num	33084	Initiated By Full Name	Initiated By OperID
GCR Status	Under Review	Reason	Completed Work

Class Information			
Class Number	Term	Session	Institution
13730	2227	B	CUBLD
Subject	Catalog Number	Section	
PSYC	1001	001	
Course Title	General Psychology		

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	Cancel Req.
1					B	B+	Student submitted additional work (assignment #3) that raised the grade.	

1 - 1 of 1 records Show 100 records

Students for this Grade Change Request						
CS EmplID	First Name	Last Name	Original Grade	New Grade	Student GCR Status	Submission Comments
			B	B+	Under Review	Student submitted additional work (assignment #3) that raised the grade.

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.

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

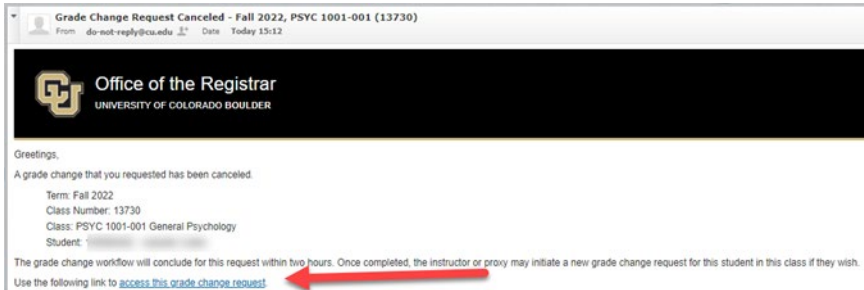
Step Number	Decision	CS EmplID	First Name	Last Name	Original Grade	New Grade	Submission Comments	Cancel Req.
1					B	B+	Student submitted additional work (assignment #3) that raised the grade.	

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

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	Cancel Req.
1	Cancelled				B	B+	Student submitted additional work (assignment #3) that raised the grade.	

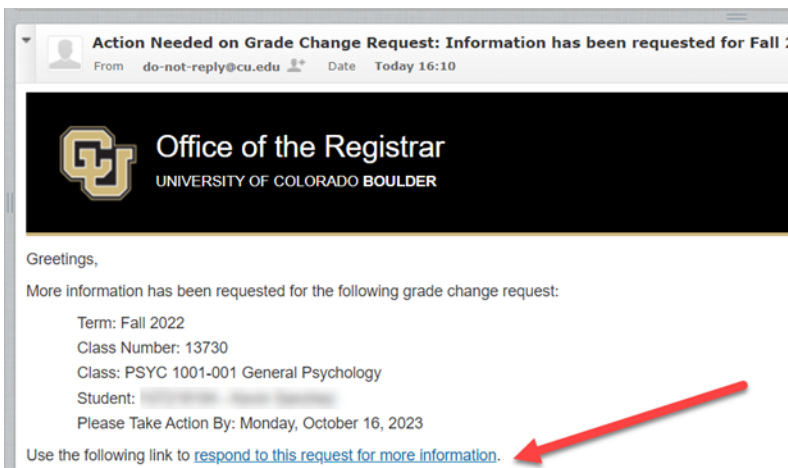
After a grade-change request that you submitted is canceled (regardless of whether you canceled the request or an approver canceled the request), you should receive an email with the subject line: Grade Change Request Canceled - [Term Year, Subject Catalog-Section (Class Nbr)]. At the bottom of that 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.

The screenshot shows the OnBase Inquiry page with the following sections:

- Request Information:** Request Seq Num (33093), GCR Status (Under Review), Student GCR Status (Under Review), Inquiry Status, and Notified.
- Original Submission Details:** Reason, Other, and Original Submission Comments (N/A).
- Student Information:** Student ID, First Name, and Last Name.
- Class Information:** Class Number (13730), Term (2227), Session (B), Institution (CUBLD), Subject (PSYC), Catalog # (1001), Section (001), and Course Title (General Psychology).
- Grading:** Original Grade (A) and New Grade (C).
- Request for Additional Information:** Grade Change Request Reviewer Requesting Info and Additional Information Requested (Please provide more information about your reason for grade change "Other" and why this student's grade is dropping from an A to a C).
- Response:** Grade Change Request Initiator and Response: Additional Information (Enter Response Here).
- Save Comments:** A blue button with a red arrow pointing to it.

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.

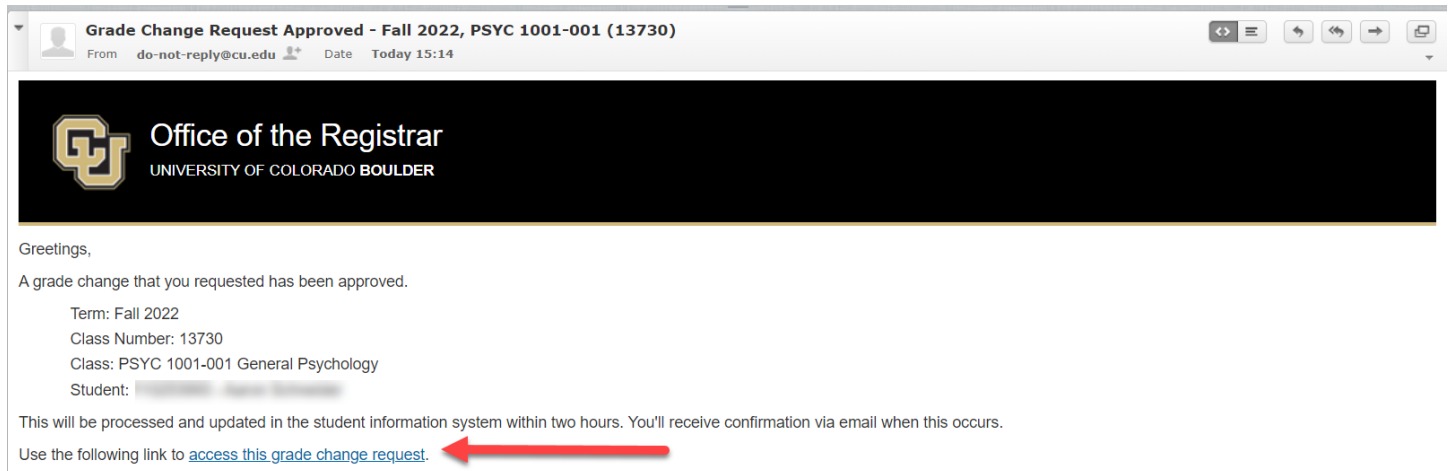
This grade-change request has been routed back to the approver and is still in the queue.

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..."

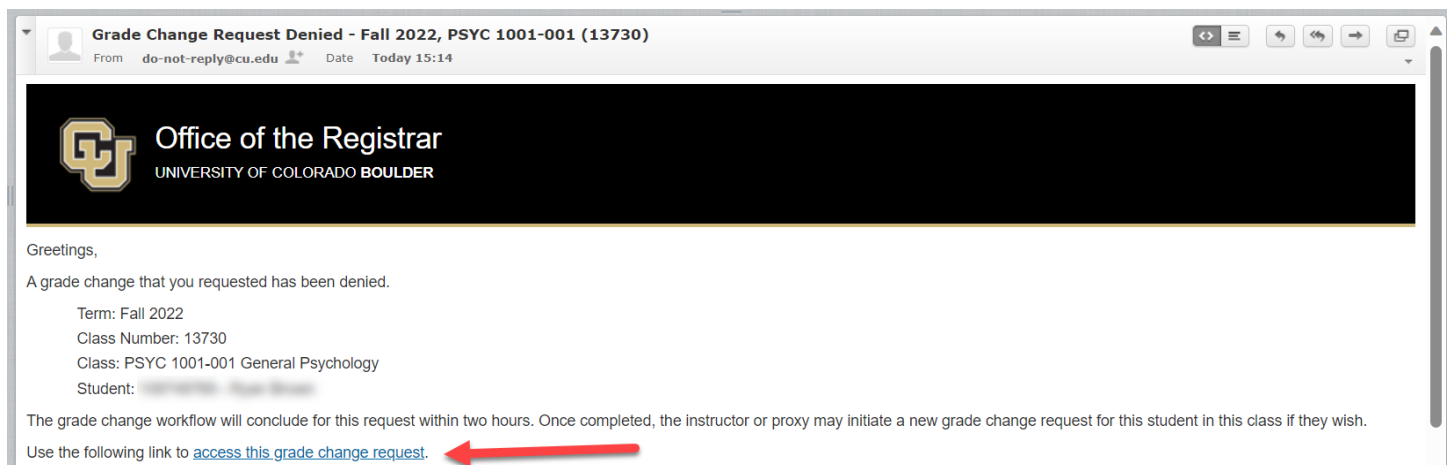
Approve

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 two 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.



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 a 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 Change Confirmation - 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 of the student's primary program will receive an email notification after an approved grade-change request has been processed in Campus Solutions.