Introduction

The Grade Change portal allows Department Chairs to approve/deny Grade Change and Incomplete Extension requests submitted by their faculty/instructors. In addition, Department Chairs can also submit request on behalf of a faculty member if the need arises.

- When a faculty submits a request, the Department Chair will review the request and it will route to the Registrar (if approved by Department Chair).

- Requests submitted on behalf of an instructor will still need to be approved by the Department Chair or Designee before routing to the Registrar for approval.

- If the request is approved by the Department Chair, the request will route to the Registrar for final approval and processing.

- If you submit an incomplete extension request, the request will route to the Registrar.
    - If the Registrar Approves the request, the request will route back to the Department Chair and populate in the Incomplete Extensions tab on your dashboard.
    - Once the student completes the course and the grade change is Approved by the Department Chair, the request will route back to the Registrar for final approval.

How to log in to the Grade Change and Incomplete Extension Portal

Prerequisite: If working remotely off campus, you will be required to sign into KSU's virtual private network (VPN). For more information on how to download and/or use VPN, please visit https://vpn.kennesaw.edu/.

1. Access Owl Express and click the Faculty Services tab.

2. Click **Grade Change Form and Incomplete Extension Portal**.

3. Sign in using Single Sign On/DUO.

Grade Changes Dashboard Overview – Department Chair

After logging in and clicking **Grade Changes > Department Chair** on the left menu panel, the dashboard will load:

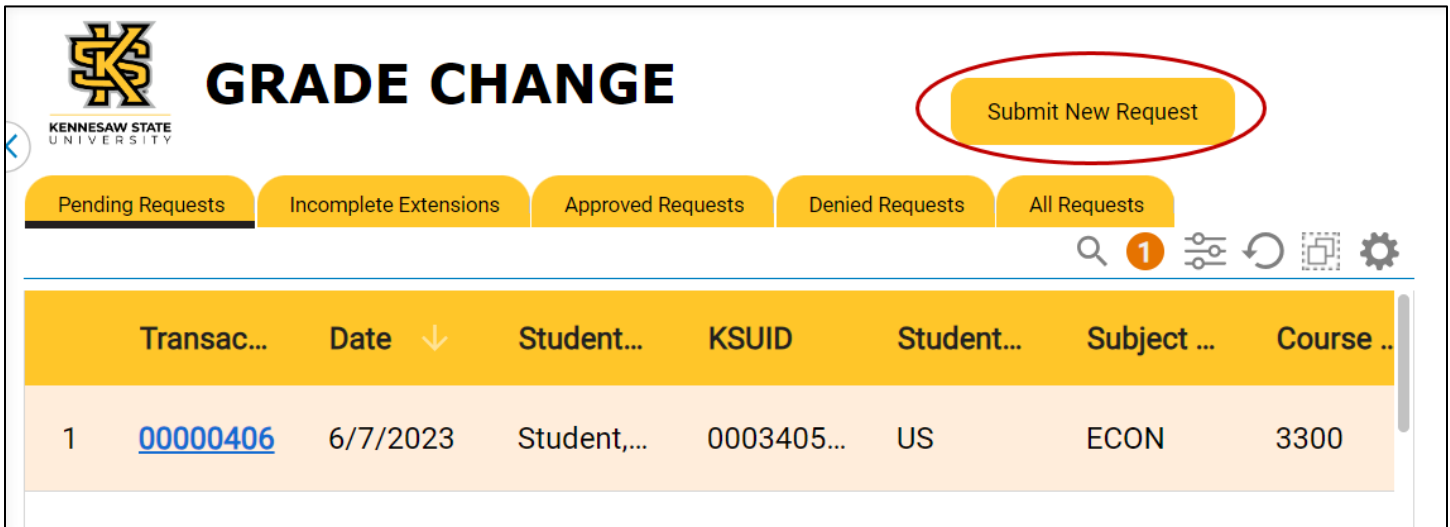a. **Submit New Request**: Submit a new grade change request.

b. **Dashboard tabs**:
- **Pending Requests**: Displays requests that are waiting to be processed.
- **Incomplete Extensions**: Displays Incomplete Extension requests that have been approved by the Department Chair and Registrar and are in a pending grade change status until the student completes the course.
- **Approved Requests**: Displays requests that have been approved by the Registrar.
- **Denied Requests**: Displays requests that have been denied by the Registrar.

- **All Requests**: Displays all requests regardless of Approval status.

c. **Transaction# column and additional columns**: The Transaction# column displays the Transaction# that allows you to access the Grade Change Request. _Note: You can also right click the Transaction# and select Review to directly access the Review window._ The additional columns display information related to the request, such as Approval statuses.

d. **Tools**:

- Search in Grid: Search for or filters transactions by entering key words, numbers, or dates.
- Active filters: Indicates the filter currently applied to the grid.
- Advanced filtering: Apply filters to the grid (Search, Sort by, Group by, Multi-Select records, Order columns).
- Refresh: Refresh the page to show new records. _Note: New records will only populate in the relative tabs by clicking Refresh or refreshing your browser window._
- Multiselect: This feature is not currently used.
- Reports: Allows you to Download/Send reports and Save reports based on your current tab view and includes any applied filters within the current tab.

How to Submit a Grade Change Request or Incomplete Extension request on Behalf of Faculty – Department Chair

1. After logging in, click **Grade Change** > **Department Chair** from the left panel menu.

2. Click **Submit New Request**.

3. The Grade Change Form will open.
   - In the Requested By field, your NetID will display.
   - In the Requested For field, enter the Faculty/Instructor's NetID for which you are entering the Grade Change Request on behalf of.
   - Enter the Student's KSUID or Student Email and select the appropriate Term.
   - Click Search.

Grade Change Form

Requested By	netid	
Requested For	scrappy1	
Student KSUID	000340596 (or)	Student Email
Term	Fall Semester 2022	
	Search	

4. The Grade Change Form will populate with the Student and Course data.

Grade Change Form

Student Details

Name	KSUID	Student Email	Major	Petition To Graduate
OWL Student	000340596	essvendor@kennesaw.edu	ART	N/A

List Of Courses

* Please select the course for your request. Once selected, the course will display in the grid below.

Term	CRN#	Subject	Course	Course Title	Section	Credit	Grade
202208	81756	ECON	3300	App Stat & Optimization Models	05	3	F

Selected Course for Grade Change

Term	CRN	Subject	Course	Course Title	Section	Credit	Grade
202208	81756	ECON	3300	App Stat & Optimization Models	05	3	F

Reason for Grade Change [ ]

New Grade [B]

* Provide a Reason for Grade Change or Extension:
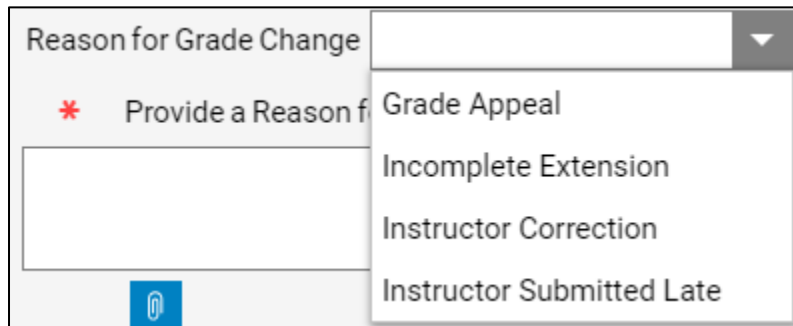
Instructor error

Document.docx

Allowed File Types: PDF, JPG, JPEG, DOC, DOCX, PNG

| Close | Submit |

- **Student Details section**: Verify the student information.
- **List of Courses section**: Select the relevant course for the Grade Change or Incomplete Extension. Once selected, the course information will populate in the Selected Course for Grade Change section.
- **Selected Course for Grade Change information section**:
  - ➢ **Reason for Grade Change**: select the appropriate option from the dropdown menu.

Grade Change Reason	When to Use
Grade Appeal	Use to indicate the Grade Change is the result of a Grade Appeal through the Academic Departments.
Incomplete Extension	Use to request an extension in the case of non-academic extenuating circumstances for an Incomplete (I) grade that was previously assigned.
Instructor Correction	Use to report a grade change.
Instructor Submitted Late	Use to submit a Not Recorded (NR) grade that was previously assigned.

*Note: **If you select "Incomplete Extension"**, a default Extension Due Date is provided and cannot be changed. If the student cannot complete the course work by the due date, please enter the justification in the "Provide a Reason for Grade Change or Extension" field.*
  - ➢ **New Grade field**: Select the new grade from the dropdown menu, if applicable.
  - ➢ **Provide a Reason for Grade Change or Extension**: Type a reason or justification for the grade change or extension.
  - ➢ **Paperclip icon**: Upload any relevant supporting documentation by clicking the paper clip icon.
- Click **Submit**.

5. The Grade Change – Request Summary window will open. Verify the details of the request and click the appropriate option:

- **Cancel:** Exit the form and cancel the request.
- **Back:** Return to the form to make edits.
- **Confirm:** Confirm the details and submit the request. A Submit Form confirmation window will open; click Yes or No.

Grade Change - Request Summary

Student Information

Name	KSUID	Student Email	Major	Petition To Graduate	
OWL Student	000340596	essvendor@kennesaw.edu	ART	N/A	

Selected Course

Term	CRN#	Subject	Course	Course Title	Section	Credit	Grade	Instructor	
202208	81756	ECON	3300	App Stat & Optimization Models	05	3	F		

Grade Change Reason: Grade Appeal   **Reason for grade change or extension:** Instructor error

New Grade: B

(View entire text)

Attachments: Document.docx
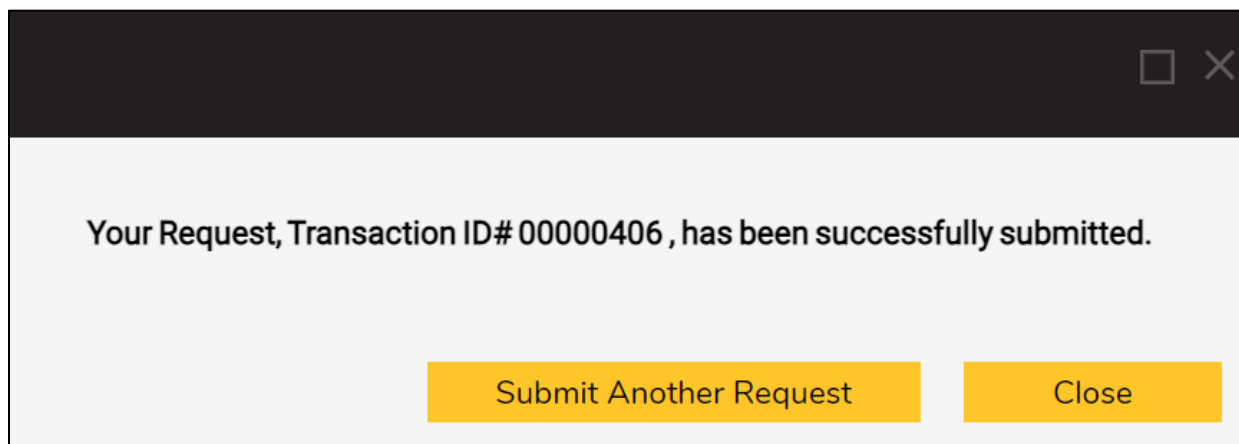
Cancel   Back   Confirm

Submit Form

Are you sure you want to submit the request?

NO   YES

6. A confirmation of success message will display and includes the Transaction # assigned to the request. Click **Submit Another Request** or **Close** to return to your dashboard.
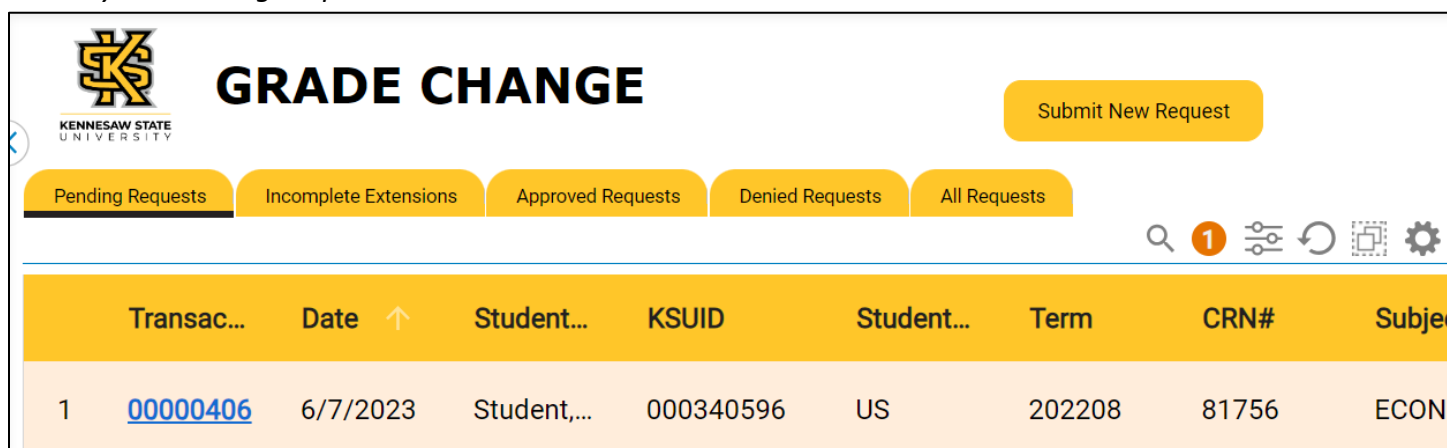

Your Request, Transaction ID# 00000406 , has been successfully submitted.

Submit Another Request   Close

7. Refresh the page using the Refresh icon [icon] , and the new request will populate in the Pending Requests and All Requests tabs.

   Note: All requests submitted "on behalf of an Instructor" will need to be approved by the Department Chair. Please refer to How to Review a Grade Change Request section.

   Once the request is fully processed, the request will move to the Approved Requests or Denied Requests tabs on the Dashboard. **For Incomplete Extension requests**, see next step.

   Note: If the Registrar sends the request back for additional information or correction, it will display in your Pending Requests tab.

GRADE CHANGE

Submit New Request

| | Pending Requests | Incomplete Extensions | Approved Requests | Denied Requests | All Requests |

	Transac…	Date ↑	Student…	KSUID	Student…	Term	CRN#	Subjec
1	00000406	6/7/2023	Student,…	000340596	US	202208	81756	ECON

8. **If you submitted an Incomplete Extension**, review the information below; otherwise, skip this section.
   a. Upon submitting an Incomplete Extension request, the request will be routed to the Department Chair and Registrar for approval.
   b. If the Registrar approves the Incomplete Extension request, the request will populate in your Incomplete Extensions tab, displaying the approved Extension Due Date.
   c. Once a student completes the course work for an Incomplete Extension, click the Transaction# for the request in the **Incomplete Extensions** tab to submit the final grade.

- The Grade Change Request page will load. Review the details and click **Proceed to Grade Change**.

- Once the Pending Grade Change Form displays, the Student and Course Information from the Incomplete Extension request will populate.
- The **Reason for Grade Change** will default to "Incomplete Grade".
- In the **New Grade** field, select the Final Grade the student earned for the course.
- In the **Provide a Reason for Grade Change or Extension** field, provide a brief explanation for the Grade Change.
- Upload supporting documentation, if applicable.
- Click **Submit**.

Pending Grade Change Form

Student Details

Name	KSUID	Student Email	Major	Petition To Graduate	
OWL Student	000340596	essvendor@kennesaw.edu	ART	N/A	

Selected Course for Grade Change

Term	CRN#	Subject	Course	Course Title	Section	Credit
202208	81756	ECON	3300	App Stat & Optimization Models	05	3

Reason for Grade Change: Incomplete Grade ✕ ▾

New Grade: B ✕ ▾

* Provide a Reason for Grade Change or Extension:

Correcting grade. Student completed course.

📎

Allowed File Types: PDF, JPG, JPEG, DOC, DOCX

[Close] [Submit]

Note: The Incomplete Extension request will no longer display under the Incomplete Extension tab after the Final Grade has been submitted.

Note: Upon submission of the Grade Change, a bi-directional hyperlink will be created and displayed in the "Related To Transaction" field on both the Incomplete Extension and the Grade Change request allowing you quick access to both records. You may need to refresh the screen to see the hyperlink.

Grade Change Request

Submitted ●———— Pending Dept Chair Review ●

Transaction# 00000431   Related To Transaction # 00000432

Name	KSUID	Major	Student Email	Petition To Graduate	
OWL Student	000340596	ART	essvendor@kennesaw.edu	N/A	

Course Information

Term	CRN#	Subject	Course	Course Title	Section	Credit
202208	81756	ECON	3300	App Stat & Optimization Models	05	3

Grade Change Reason : Incomplete Extension   Submitted on :   6/15/2023

How to Review a Grade Change Request or Incomplete Extension Request – Department Chair

1. To review the request, navigate to the **Pending Requests** tab on your dashboard and either:
   - Click the Transaction# for the request.
   - Or, right click on the Transaction# and select **Review**. If you right click, skip to step 3 below.

2. The Grade Change Request review screen will load. Review the details and click **Review**.

3. The Grade Change-Department Review Form will load.

   • Review the request details.

   • In the Comments box on the right, add any Comments.

   • If the request is lacking information and needs to be sent back to the Requester for updating, click **Send Back**. Otherwise, click **Deny** or **Approve**. If Approved, the request will route to the Registrar for final approval. _Note: The instructor will receive a notification if you Send Back._

4. Once Approved or Denied by the Registrar, the request will display in the Approved Requests or Denied Requests tabs on your dashboard. _Note: If the Registrar sends a request back, it will populate in your Pending Requests tab. An email notification will be sent._

Note: **If you submitted and reviewed an Incomplete Extension**:

   • _The Incomplete Extension request will route to the Registrar for Approval. If Approved, the request will populate in the Incomplete Extensions tab on your dashboard._
   • _When the student completes the course, you can submit the Grade Change by clicking the Transaction# (or right clicking the Transaction# and clicking Review) and clicking Proceed to Grade Change._
   • _Once the grade change is submitted, the request will route to the Registrar for Final Approval._

DOWNLOAD REQUEST   PROCEED TO GRADE CHANGE

Grade Change Request

Submitted

Email Notifications

During a Grade Change or Incomplete Extensions request, the following email notifications will be sent to the Department Chair, requester, and student:

Department Chair

- Grade Change/Incomplete Extension Request Assigned to Dept Chair for Approval
- Cancellation of a Grade Change/Incomplete Extension Request
- Registrar denies Grade Change Request/Incomplete Extension Request
- Registrar Sends Back Request to Requester
- Registrar approves and processes Grade Change/Incomplete Extension Request
- Approvals Pending for 2 business days
- Approvals Pending for 5 business days
- Approvals Pending for 10 business days

Requester (Faculty/Instructor or Dept Chair)

- Submission of Grade Change/Incomplete Request
- Dept Chair denies Grade Change/Incomplete Extension Request
- Registrar Sends Back Request to Requester
- Registrar denies Grade Change Request/Incomplete Extension Request
- Registrar approves and processes Grade Change/Incomplete Extension Request

Student

- Submission of Grade Change/Incomplete Request
- Cancellation of a Grade Change/Incomplete Extension Request
- Dept Chair denies Grade Change/Incomplete Extension Request
- Registrar denies Grade Change Request/Incomplete Extension Request
- Registrar approves and processes Grade Change/Incomplete Extension Request