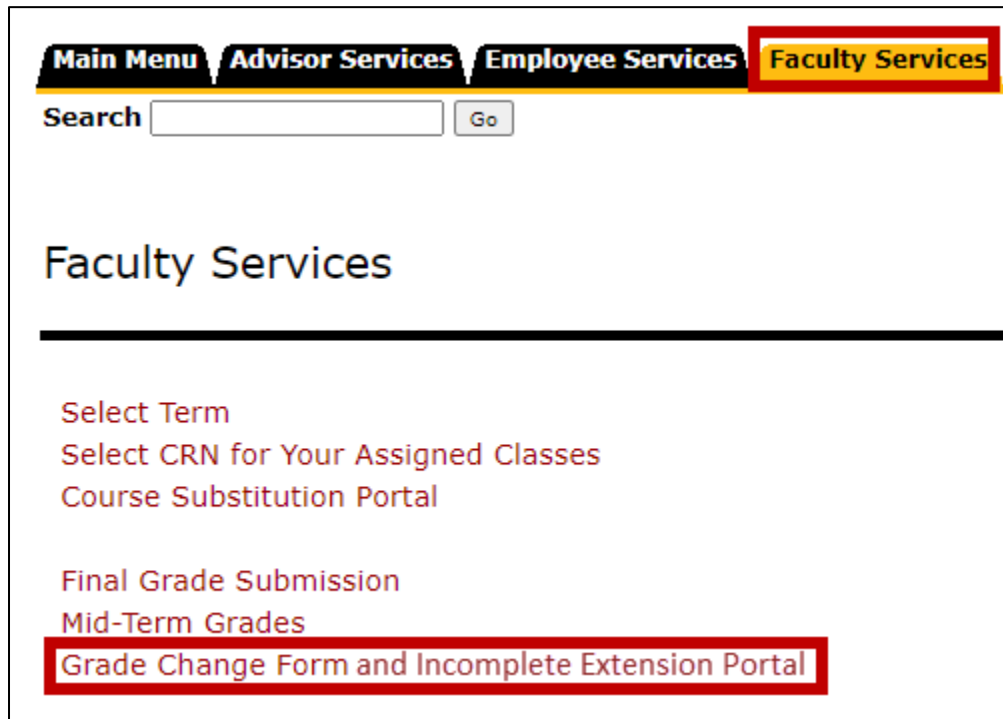## Introduction

The Grade Changes portal allows faculty to submit Grade Change and Incomplete Extension Requests.

- When the faculty submits a request, it will route to the Department Chair and Registrar for approval.

- If the request is sent back, it will populate in your Pending Requests tab. If Approved/Denied, the request will populate in the Approved Requests or Denied Requests tabs.

- If you submit an Incomplete Extension request, the request will route to the Department Chair and Registrar.

  - If the Registrar Approves the request, the request will route back to the faculty and populate in the Incomplete Extensions tab on your dashboard.

  - Once the student completes the course and you submit the grade change for approval, the request will route to the Department Chair and 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.

Access Grade Change Form and Incomplete Extension Portal

Grade Changes Dashboard Overview – Faculty

After logging in and clicking **Grade Change > Faculty** on the left menu panel, the dashboard will load:


Grade Change Dashboard Overview

a. **Submit New Reques**t: Submit a new grade change request.
b. **Dashboard tabs**:
   - **Pending Requests**: Displays requests that are waiting to be processed. _Note: Pending Requests can be edited or cancelled from the Pending Requests tab until the Department has processed the request._
   - **Incomplete Extensions**: Displays Incomplete Extension requests that have been approved by the Department Chair/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 Department Chair/Registrar.
   - **Denied Requests**: Displays requests that have been denied by the Department Chair/Registrar.
   - **All Requests**: Displays all requests regardless of Approval status.
c. **Transaction# column and additional columns**: The Transaction# column displays Grade Change Requests hyperlinks that allow you access to the Grade Change Request details. _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 number of filters currently applied to the grid.
   - Advanced filtering: Apply filters to the grid [Search, Sort by, Group by, Multi-Select records (not used at this time), 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 developed.
- 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 – Faculty

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

2. Click **Submit New Request**.
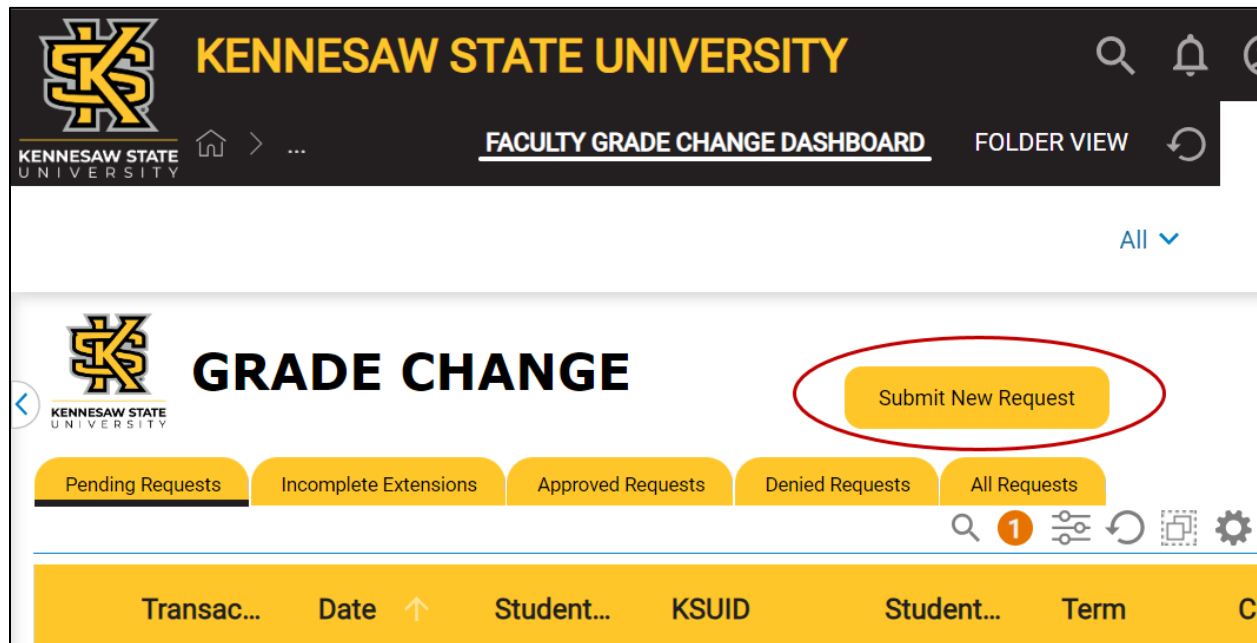
Submit New Request Button

3. The Grade Change Form will open.
   - Enter the Student KSUID or Student Email
   - Select the relevant Term.
   - Click Search to display the course(s).

Grade Change Form search section

4. The Grade Change Form will populate with the student and course data.

Grade Change Form with Student and Course Data

- **Student Details**: Verify the student information.
- **List of Courses**: 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**: Displays the course chosen for the request.
  - ➢ **Reason for Grade Change**: Select the appropriate option from the dropdown menu based on the table below.

Reason for Grade Change 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.

Grade Change reason definitions

*Note: **If you select "Incomplete Extension" (Registrar excluded),** 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 using the paperclip 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

Grade Change – Request Summary window

Submit Form   ✕

? Are you sure you want to submit the request?

NO   YES

Submit form confirmation window

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
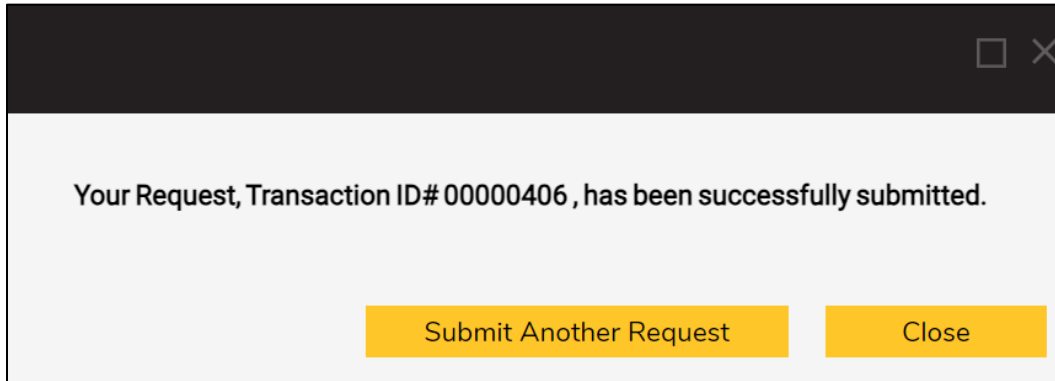
Submit Another Request or Close window

7. Refresh the page using the Refresh icon ⟲ , and the new request will populate in the Pending Requests and All Requests tabs. Once the request is fully processed, the request will move to the Approved Requests or Denied Requests tabs. **For Incomplete Extension requests**, see next step.

Note: If the Department Chair or Registrar sends the request back for additional information or correction, it will display in your Pending Requests tab. You will be notified by email.
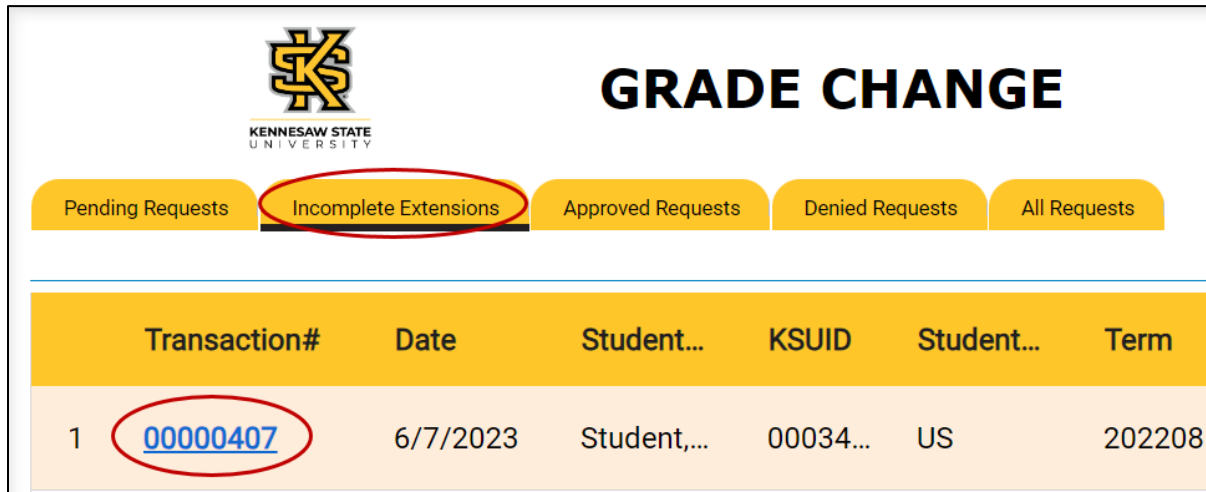

GRADE CHANGE

KENNESAW STATE
UNIVERSITY

Submit New Request

Pending Requests	Incomplete Extensions	Approved Requests	Denied Requests	All Requests

🔍 ❶ ⚙ ⟲ ▣ ⚙

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

Pending Requests tab

8. **If you submitted an Incomplete Extension**, review the information below; otherwise, skip this section.
   - Upon submitting an Incomplete Extension request, the request will route to the Department Chair and Registrar for approval.
   - If the Registrar approves the Incomplete Extension request, the request will populate in your Incomplete Extensions tab displaying the approved Extension Due Date.
   - 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.
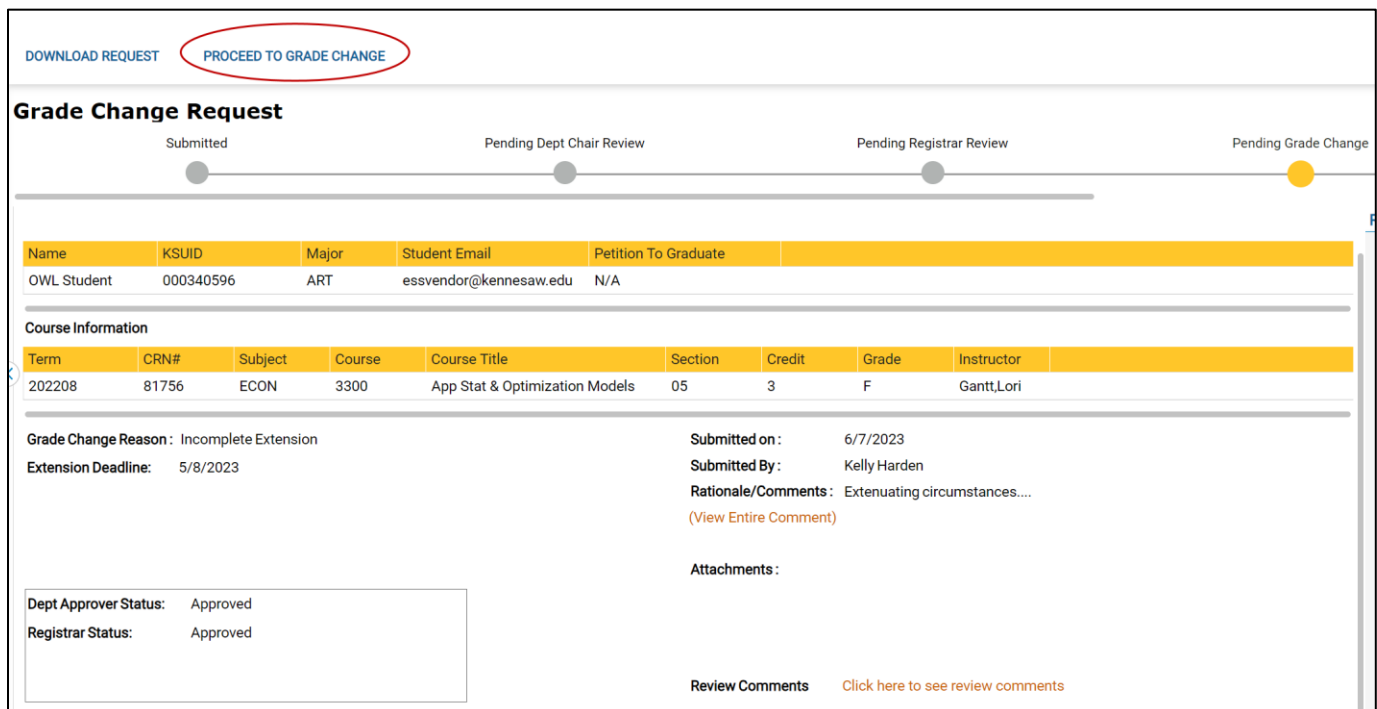

Incomplete Extensions tab

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

Proceed to Grade Change button

- 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

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 bi-directional hyperlink

How to Edit or Cancel a Grade Change Request – Faculty

Once a request has been submitted, the request can be edited or cancelled until it is approved/denied by the Department Chair.

1. Navigate to the Pending Requests tab on your dashboard and click the Transaction# for the request.

Pending Requests tab – Click Transaction#

2. Click Edit Request. *Note: If the request is in the Pending Registrar Review status (shown on the status bar), you will not be able to edit the request.*

Edit Request button

3. The Grade Change Form will load.
   - Make any changes (unless you cancel the request).
   - Add Comments/Reason for editing your request.
   - Click Cancel Request to cancel the request or click Submit to submit the corrected request.

Student Details

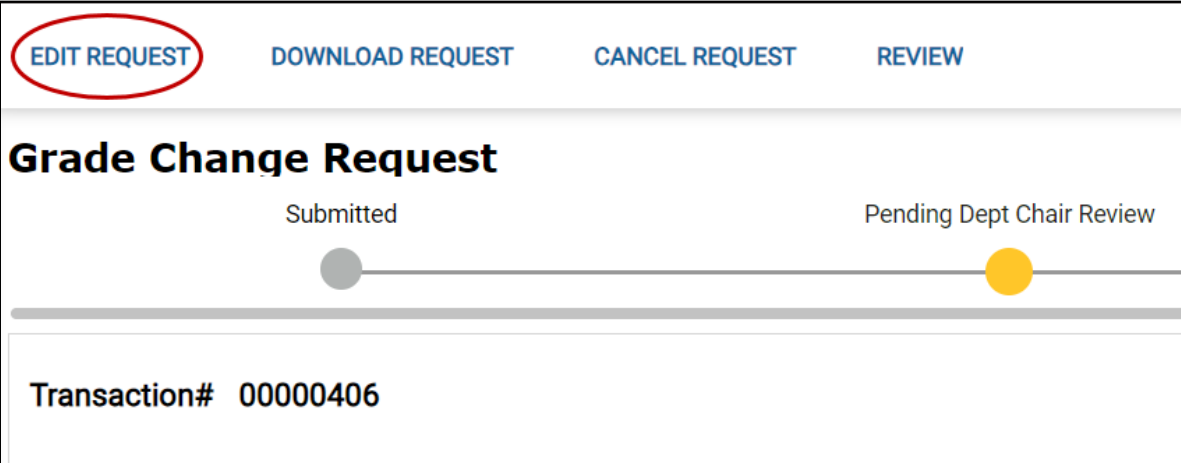| Name	KSUID	Student Email	Major	Petition To Graduate	
OWL Student	000340596	essvendor@kennesaw.edu	ART	N/A	

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

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 `Instructor Correction  ✕ ▾`

New Grade `B  ✕ ▾`

❋ Provide a Reason for Grade Change or Extension:

Instructor error

📎
Document.docx ⬇✕   *Allowed File Types: PDF, JPG, JPEG, DOC, DOCX*

Comments/Reason for editing your request   `selected the wrong grade change reason`   **Cancel Request**   **Submit**

Grade Change Form for editing grade changes

4. Refresh the page. The status bar will indicate that the request was submitted again and awaiting Dept Chair Review.

Grade Change Request

Submitted — Pending Dept Chair Review — Submitted — Pending Dept Chair Review

Transaction# 00000406
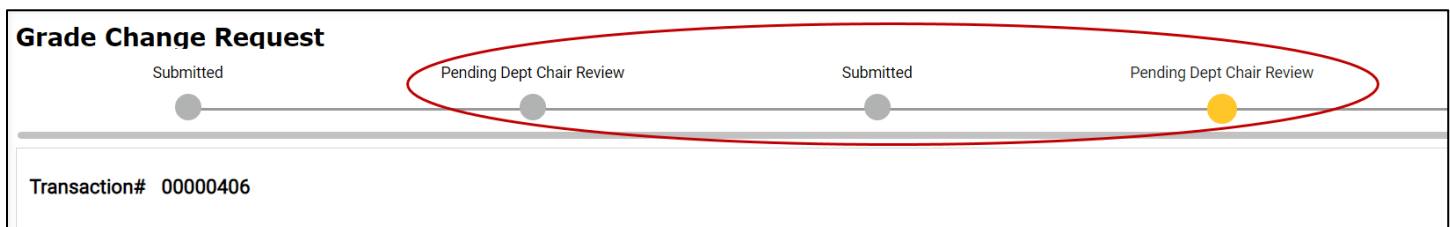
Grade Change Request status bar – Awaiting Dept Chair Review status

Email Notifications

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

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