

# Grade Change Workflow

The Grade Change Workflow Web application allows electronic submission of grade change requests, electronic approval of requests, and automated Banner entry for the majority of grade changes. The purpose of this document is to provide workflow [instructions for the instructor](#) and [instructions for the approver](#). **Be advised that Mac users may encounter difficulties using this tool. As such, a PC or mobile device is recommended until the issue is resolved. In addition, some users may encounter an error message if they do not clear their browser history. It is recommended that users clear their browser history, close their browser, and open a new browser window before accessing this tool.**

## Instructor

To access the Grade Change Workflow, log into your myMemphis portal and go to your Faculty page. Go to the 'Grade Changes' portlet and click the link to access the workflow. You will be taken to the 'Course selection' page. Select a course from the course section dropdown menu and then click 'List students'. Grades for RODP and Law courses will not be able to be changed through this workflow; those course sections will not appear in the course selection dropdown box.

The screenshot shows the 'Course selection' page. On the left is a blue sidebar with 'Home' and 'Log out' links. The main content area has a 'Welcome .' message and a 'Please select a course section:' label. Below this are two buttons: 'List students' and 'Hide/Show Menu'. A dropdown menu is open, displaying a list of course sections. The second item, '201610 - English Comp/Analysis - ENGL1020002', is highlighted in blue. At the bottom left of the main area, there is a link: 'Need assistance? UofM IT Help Des'.

Course Section
201610 - English Comp/Analysis - ENGL1020001
<b>201610 - English Comp/Analysis - ENGL1020002</b>
201610 - English Comp/Analysis - ENGL1020021
201610 - Practical English Grammar - ENGL3500001
201650 - English Comp/Analysis - ENGL1020203
201680 - English Composition - ENGL1010001
201680 - English Composition - ENGL1010037
201680 - English Composition - ENGL1010C11
201680 - English Comp/Analysis - ENGL1020017
201680 - Persuasive Writing - ENGL3604003
201710 - English Comp/Analysis - ENGL1020001
201710 - English Comp/Analysis - ENGL1020021
201710 - English Comp/Analysis - ENGL1020031

To request a grade change for a student:

1. Click the 'Select' box next to the student's name.
2. Select the New Grade from the dropdown box (the student's current grade will not be an option).
3. Select a Reason from the dropdown box.

Repeat steps 1-3 for each student's grade you wish to change before submitting. Submit the grade change request(s) by clicking 'Change grades' at the bottom of the form. Click 'OK' in the grade change submission popup box.

Home  
Log out

## Enter grade change requests

### ENGL1020002 - Spring Term 2016

Hide/Show Menu

Please select the student(s) whose grade is to be changed:

Select	Student	Current Grade	New Grade	Reason
<input type="checkbox"/>	U005097 Test, One	C	<input type="text"/>	<input type="text"/>
<input checked="" type="checkbox"/>	U005306 Test, TwO	B	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	U005983 Test, Three	C	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	U005512 Test, Four	C	<input type="text"/>	<input type="text"/>

Student enrolled in ENGL1020002 in term Spring Term 2016

Change grades

Need assistance? UofM IT Help Desk

1-3. Enter

Click 'Change grades'.

You will **not** be able to change a grade that is currently a W or an IP grade, nor will you be able to change a grade that was counted toward a degree that has already been awarded. You will see an 'ineligible for grade change' message in the New Grade field.

After you have submitted the grade change request(s), you will be taken back to your workflow home page. The student will appear on the course roster with a pending message:

<input type="checkbox"/>	U00369916 Test, Three	F	Grade change request is pending for this student.
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## Communication with Chair and Dean

If an instructor's grade change needs approval, an email will be sent to the approver(s) notifying them of the grade change request(s).

## Communication with Instructor

Instructors will receive an email when all approvers have submitted a decision. If the request was approved, the student will also receive an email. If the request was denied, the email to the instructor will include the approver's reason why. If an instructor would like the student to know that the request was denied, it is up to the instructor to communicate that to the student.

## Approver

You will receive an email that a grade change request is awaiting your approval. To access the request, click the link in the email and log in with your UUID and password. You will be on the 'Course selection' page. In the menu to the left, select 'Awaiting approval'.

Home

Awaiting approval

Log out

## Course selection

Welcome

Please select a course section:

List students

Hide/Show Menu

Need assistance? [UofM IT Help Desk](#)

On your 'Pending grade change requests' page, there will be one or more requests. Choose either the 'Approve' or 'Deny with comment' radio button for each request. If you deny the grade change request, a comment is required. You may process more than one grade change request at a time. When you are done entering information, click 'Save approvals/denials' at the top of the form.

Pending grade change requests

Save approvals/denials

Hide/Show Menu

Please select Approve ✓ or Deny ⚠️. Provide a brief comment for grade change requests that are not approved.

Approve	Deny with comment	Subject	Student	Old Grade	New Grade	Instructor	First approver (if any)
<input type="radio"/>	<input checked="" type="radio"/>	ENGL1020002	Test, Two	B	A	Test Instructor	

You will be taken back to your workflow home page, and the request will be removed from your 'Pending grade change requests' page. Any requests not approved or denied will remain on the list.

### Communication

If you are the only approver or the final approver and approve the request, e-mails will be sent to the instructor and the student that the grade has been changed.

If you are the first approver, an email will be sent to the second approver notifying him or her of the grade change request.

If you deny the request, the instructor will receive an email that you denied the request; the email will include the denial reason you submitted.