

Using the Grade-Change Workflow for Approvers

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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.

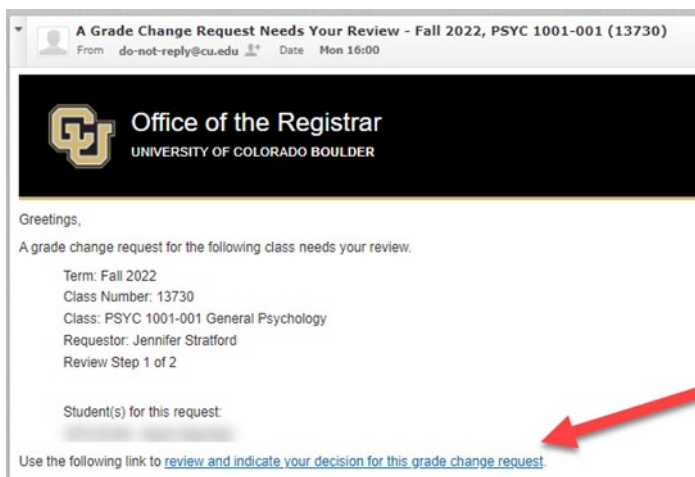
This workflow should not be used for entering grades for dissertation or thesis hours, or for reasons other than those indicated above.

Access the Grade-Change Request

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.

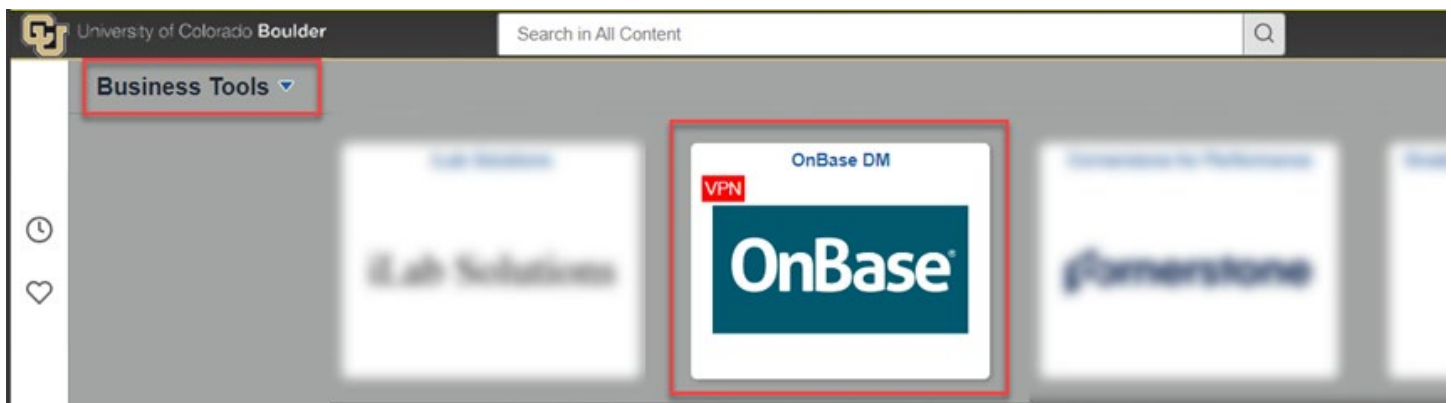
Follow Email Link

After a grade-change request is submitted for a student in your college, 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 OnBase window; a log-in will be required to access OnBase. (If the window doesn't appear, make sure your browser's pop-up blocker is turned off.)



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 Awaiting My Review (GCR) under My Requests. Here you can see the GCR Status column indicating, at a high level, the status of the grade-change request.

If you have more than one request awaiting your review, all will be listed. Double-click on the row of the Request Seq Num that you want to view to open the grade-change request form in an OnBase window. (If the window doesn't appear, make sure your browser's pop-up blocker is turned off.)

The screenshot shows the OnBase WorkView interface. On the left, there is a navigation pane with 'X - REG - Grade Change Request Processing' selected. Below it, 'My Requests' is expanded to show 'Awaiting My Review (GCR)'. The main area displays a table with the following data:

REQUEST SEQ NUM	INSTITUTION	TERM	CLASS NUMBER	SUBJECT	CATALOG #
33093	CUBLD	2227	13730	PSYC	1001

A red arrow points to the first row, and a red box with the text 'Double Click' is positioned below it.

Review the Grade-Change Request

Once you have accessed the form in OnBase you should see this window below. (If the window doesn't appear, make sure your browser's pop-up blocker is turned off.) It will give you pertinent information about this grade-change request, including details about the student, class, reason for grade change, original grade, new grade and comments provided by the instructor or proxy initiator.

The screenshot shows the 'Grade Change Request' review form. The 'Request Information' section includes: Request Seq Num: 33094, GCR Status: Under Review. The 'Submission Details' section includes: Reason: Grading Error. The 'Class Information' section includes: Class Number: 13730, Term: 2227, Session: B, Institution: CUBLD, Subject: PSYC, Catalog Number: 1001, Section: 001, Course Title: General Psychology. The 'Current Review Steps for Grade Change' table is as follows:

Step Number	Decision	CS EmpID	First Name	Last Name	Original Grade	New Grade	Submission Comments
1					A-	C-	Grading error on assignments #1 - #10.

Red boxes highlight the 'Reason' field, the 'Class Information' section, and the review steps table. On the right, there are buttons for 'Approve Se...' and 'Deny Selec...'.

Submit A Decision

Approve Selection

In the grade-change form, select the row for the grade-change request that you want to approve. Once selected, you can click on the “Approve Selection” button.

(See **Frequently Asked Questions** for more information about how you may be able to use the “Clear Decision” button if you inadvertently select approve.)






[Grade Change Request](#) All My Pending Requests

Grade Change Request
Request Number: 33095 Object ID: 232986

Request Information		Submission Details	
Request Seq Num 33095		Initiated By Full Name [Redacted]	Initiated By OperID [Redacted]
GCR Status Under Review		Reason Miscalculation	

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

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

<input type="checkbox"/>	Step Number	Decision	CS EmplID	First Name	Last Name	Original Grade	New Grade	Submission Comments	
<input checked="" type="checkbox"/>	1		[Redacted]	[Redacted]	[Redacted]	B+	A-	Miscalculation on final exam that brings the exam grade to an A and the final grade to an A-	    

After you click Approve Selection, the form will repopulate and you will see Approved under the **Decision** column of that same section.

[Grade Change Request](#) All My Pending Requests

Grade Change Request
Request Number: 33095

Request Information		Submission Details	
Request Seq Num 33095		Initiated By Full Name [Redacted]	
GCR Status Under Review		Reason Miscalculation	

Class Information			
Class Number 13730	Term 2227		
Subject PSYC	Catalog Number 1001		
Course Title General Psychology			

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

<input type="checkbox"/>	Step Number	Decision	CS EmplID	First Name	Last Name
<input type="checkbox"/>	1	Approved	[Redacted]	[Redacted]	[Redacted]

If you are the final approver in the workflow, the grade-change has been approved. If you are not the final approver in the workflow, the grade-change request has been routed to the next approver in the workflow (if applicable, grade-change requests will be routed for review to the Assistant Registrar for NCAA Athletic Eligibility). No further action is needed and you can close the window.

The instructor or proxy initiator will receive an email notification indicating the final decision. The instructor/proxy initiator, the Dean’s Office for the student’s primary program and the student will receive another email within two hours indicating the new grade has posted to the student’s record.

Deny Selection

In the grade-change form, select the row for the grade-change request that you want to deny. Once selected, you can click on the “Deny Selection” button.

(See **Frequently Asked Questions** for more information about how you may be able to use the “Clear Decision” button if you inadvertently select deny.)

Step Number	Decision	CS EmplID	First Name	Last Name	Original Grade	New Grade	Submission Comments
1					B+	A	Miscalculation on final exam that brings the exam grade to an A and the final grade to an A.

After you click Deny Selection, the form will repopulate and you will see Denied under the **Decision** column of that same section.

Step Number	Decision	CS EmplID	First Name	Last Name	Original Grade	New Grade	Submission Comments
1	Denied				B+	A	Miscalculation on final exam that brings the exam grade to an A and the final grade to an A.

The grade-change has been denied. No further action is needed and you can close the window. The instructor or proxy initiator will receive an email notification indicating the final decision.

Request More Information

In the grade-change form, select the row for the grade-change request for which you need more information. Once selected, you can click on the “Request More Information” button.

Step Number	Decision	CS EmplID	First Name	Last Name	Original Grade	New Grade	Submission Comments
1					B+	A	Miscalculation on final exam that brings the exam grade to an A and the final grade to an A.

This will open a new window. (If the window doesn't appear, make sure your browser's pop-up blocker is turned off.) Here you are required to enter text in the **Additional Information Requested** box to specify what information you need before you can make your decision. After you have entered text that details your request for additional information, click "Save."

The screenshot shows a web form titled "User Interaction". Inside the form, there is a text area labeled "Additional Information Requested*" containing the text "Please provide more information about this miscalculation.". Below the text area is a "Save" button. A red arrow points from the left towards the "Save" button.

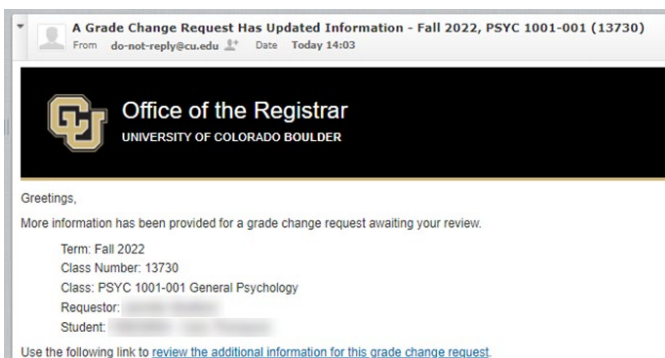
Note: If you decide you are not ready to enter your comment, need to cancel the request or for any other reason need to leave this screen, click "Discard and Cancel". This will take you back to the grade-change request form. The "Discard and Continue" button is disabled.

After you click "Save," you should see that this row is no longer visible to you under the Current Review Steps for Grade Change heading on the Grade Change Request form.

The screenshot shows a table titled "Current Review Steps for Grade Change - Use the decision buttons to the right; changes will be saved automatically". The table has the following columns: Step Number, Decision, CS EmplID, First Name, Last Name, Original Grade, New Grade, and Submission Comments. A red box highlights the first row, which is currently empty. To the right of the table are several action buttons: Approve Se..., Deny Selec..., Clear Decis..., Request M..., and Cancel Req... At the bottom right of the table area, there is a "Show 100 records" dropdown menu.

The grade-change request has been routed back to the instructor/proxy initiator for additional information. Once that additional information is provided by the instructor/proxy initiator, you will receive an email notification with the subject: A Grade Change Request Has Updated Information - [Term Year, Subject Catalog-Section (Class Nbr)].

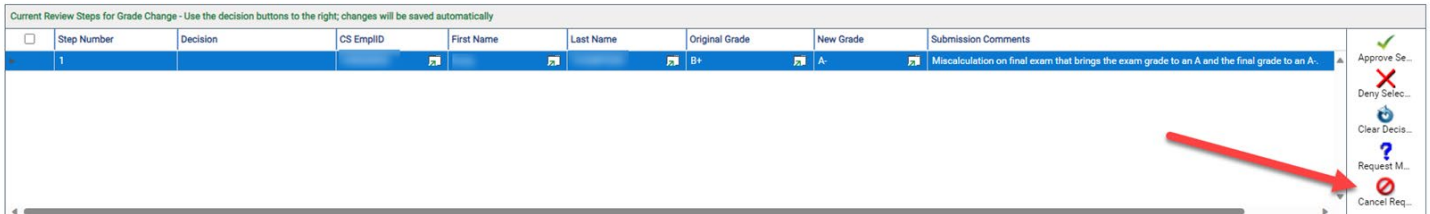
After you receive that email, you can access the grade-change request again, view the additional information provided by the instructor/proxy initiator and enter your decision based on the additional information provided.



Cancel Request

In the grade-change form, select the row for the grade-change request that you want to cancel. Once selected, you can click on the “Cancel Request” button.

(See **Frequently Asked Questions** for more information about how you may be able to use the “Clear Decision” button if you inadvertently select cancel.)



After you click Cancel Request, the form will repopulate and you will see Canceled under the **Decision** column of that same section.

[Grade Change Request](#) All My Pending Requests

Grade Change Request
Request Number: 33095

Request Information	
Request Seq Num	33095
GCR Status	Under Review

Submission Details	
Initiated By Full Name	Initiated By OperID
Reason	Miscalculation

Class Information		
Class Number	Term	Session
13730	2227	B
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

<input type="checkbox"/>	Step Number	Decision	CS EmplID	First Name	Last Name	Original Grade	New Grade	Submission Comments
<input type="checkbox"/>	1	Cancelled				B+	A-	Miscalculation on final exam

The grade-change has been canceled. No further action is needed and you can close the window. The instructor or proxy initiator will receive an email notification indicating the final decision.

Frequently Asked Questions

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

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).

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

Instructor initiators and proxy initiators of a grade-change request will receive the following email notifications:

- **Subject: GradeChange Request Received - [Term Year, Subject Catalog-Section (Class Nbr)]** → sent after a grade-change request is submitted.
- **Subject: Action Needed on GradeChange 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.
- **Subject: GradeChange Request Approved - Term Year, Subject Catalog-Section (Class Nbr)]** → sent after a grade-change request has received final approval (but before processing completes in Campus Solutions).
- **Subject: GradeChange Request Canceled - Term Year, Subject Catalog-Section (Class Nbr)]** → sent after a grade-change request has been canceled.
- **Subject: GradeChange Request Denied - Term Year, Subject Catalog-Section (Class Nbr)]** → sent after a grade-change request has been denied.
- **Subject: GradeChange Confirmation - Term Year, Subject Catalog-Section (Class Nbr)]** → sent after a grade-change request has been processed in Campus Solutions.

Additionally, 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.

What is the purpose of the "Clear Decision" button on the grade-change form in OnBase?

Use this button to clear the decision from the selected row ("Clear Decision" is not an option if your initial decision is "Request More Information").

Note: the form takes <three minutes to refresh. If you inadvertently enter an incorrect decision and the "Clear Decision" button is available to use, you can click that button to clear before the form refreshes.

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

Step Number	Decision	CS EmpID	First Name	Last Name	Original Grade	New Grade	Submission Comments	
1	Approved				A-	C-	Grading error on assignments #1 - #10.	<input type="checkbox"/> Approve Se... <input checked="" type="checkbox"/> Deny Selec... <input type="checkbox"/> Clear Decis... <input type="checkbox"/> Request M... <input type="checkbox"/> Cancel Req...

1 - 1 of 1 records Show 100 records



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

Step Number	Decision	CS EmpID	First Name	Last Name	Original Grade	New Grade	Submission Comments	
1					A-	C-	Grading error on assignments #1 - #10.	<input type="checkbox"/> Approve Se... <input checked="" type="checkbox"/> Deny Selec... <input type="checkbox"/> Clear Decis... <input type="checkbox"/> Request M... <input type="checkbox"/> Cancel Req...

1 - 1 of 1 records Show 100 records