



Office of the
University Registrar

Grade Change Workflow User Guide

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Get help with this process	Office of the University Registrar, 330 672-3131
Get help with Workflow Access	Contact the Help Desk, 672-HELP (672-4357)
Get Documentation	This document is available online at: http://www.kent.edu/is/training/faculty-resources

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Overview

As Blackboard Learn is the official Learning Management System at Kent State University, course grades are commonly entered directly into Blackboard Learn, or downloaded to Blackboard Learn from a spreadsheet, such as Microsoft Excel. To report the grades, the information must be entered into the university **Midterm Grades roster** or **Final Grades roster**.

In order to improve the ease and efficiency of recording grades for faculty who are utilizing Blackboard Learn for their courses, the **Grade Push** application has been developed to allow letter grades to be transferred from Blackboard Learn to the roster during the Grading Period for an entire course as one entire group.

Once the Grading Period is over for Final Grades, any grade changes must be made by requesting the change through the **Grade Change Workflow**. Midterm are ineligible for change after the Grading Period. This document is a guide to accessing and using the workflow to edit Final Grades after the Grading Period window has closed for the term.

Tips for Using the Online Grade Change Form and Workflow

- Department staff, Office of the University Registrar, and Help Desk staff can assist faculty with this form.
- The primary instructor of record for a section may use this workflow to request a grade change.
- Recommended web browsers: Internet Explorer and Firefox for PC Computers, and Safari for Macintosh computers
- During the Grading Period, Midterm or Final grades can be changed in Blackboard Learn and then pushed to the Grade Roster using the Grade Push application, or entered through FlashFAST.
- After grades are pushed to the roster, changes to the pushed grade must be made using the Final Grades roster or Midterm Grades roster directly.
- After the Grading Period, Faculty must request a **Final Grade** change utilizing the Grade Change Workflow. No changes are allowed for **Midterm Grades**.
- One form per grade change, per student is required.
- The form may be initiated and submitted from any internet computer.
(It is approved by the chair/director/dean, either from a computer on a KSU campus, or one that is logged into the Kent VPN.)
- When a faculty member has left the university, a designated representative of the department/school chair, or dean's office may initiate the grade change request.
- Previously submitted and completed forms may be search for and viewed. Course instructors may only view forms that they have submitted.
- Designated Dean-level staff and student advisors may view forms for all students.

ROLE	RECEIVES CONFIRMATIONS/NOTIFICATIONS
Initiator	<p>On-screen confirmation message upon submission of a form.</p> <p>E-mail confirmation after submission of a form.</p> <p>E-mail notification when a document is returned for edit.</p> <p>When a form is returned for edit, it will appear in My Worklist on the Checklists section in FlashLine.</p> <p>E-mail confirmation when the workflow is complete, or denied.</p>
Approver	<p>The form will appear in My Worklist on the FlashLine Checklists section.</p> <p>The form will appear in the Worklist (full screen) view flagged with a High priority if the student is graduating.</p> <p>On-screen confirmation message upon approval or denial of a form.</p> <p>E-mail notification when the form has been denied by another approver.</p> <p>E-mail notification when a document is returned to the initiator for edit.</p>
View History	<p>There is an All History View role which allows an individual in this role to look up any grade change in any college.</p> <p>The Dean of a college may request this role for a staff person or advisor.</p>
Student	<p>E-mail notification that a change of grade has been completed.</p>

Request a Change of Grade

A workflow may be entered to request the change of grade for a student. Access to the Grade Change Workflow is found through FlashLine in the **Faculty & Advisors** category, the **Faculty Dashboard** page, and a link in the **Faculty Workflows** panel for '**Grade Change Workflow**'.

The screenshot shows the Kent State University FlashLine Faculty Dashboard. The left sidebar contains a navigation menu with the following items: Welcome, Student, Faculty & Advisors (highlighted), Faculty Dashboard (highlighted), Resources, University Resources, and My Dashboard. The main content area is titled 'Faculty Dashboard' and includes a search bar at the top right. Below the search bar are several icons for Blackboard Learn, Class Rosters: Summary View, Schedule of Courses (view only), Official Academic Calendar, and KentLINK Library Catalog. The dashboard is divided into three main sections: 'My Course Info' (which states 'You are not teaching any courses.'), 'Faculty / Advisor Calendar' (showing a calendar for September 12, 2016, with a notice about withdrawal from courses), and 'Grading Resources' (a list of links including Academic Presence Verification Roster, Academic Presence Verification Roster User Information, Grade Processing Deadlines, Grade Push, Grade Push User Information, Early Alert System, Final Grades, Late Registration Approval, Midterm Grades, Student Cheating & Plagiarism Policy, and Student Cheating & Plagiarism Sanction Form). On the right side, there is a 'Faculty Workflows' panel with a list of links: Grade Change Workflow (highlighted), Grade Change Workflow Reference Guide, Incomplete Mark Form, and Grade Change Archive.

Clicking the button labeled '**Begin a new Grade Change**' allows the user to open a workflow to request a change in grade.

The screenshot shows the Kent State University GradeChange page. The header features the Kent State University logo on the left and the GradeChange logo on the right. Below the logos, it says 'Logged in as: One Test' with a 'Logout' button. The main content area contains two buttons: 'Begin a new Grade Change' and 'Check status of a Grade Change'.

In the first section of the workflow form, the **Term** and **Section** must each be selected from the drop down selection boxes.

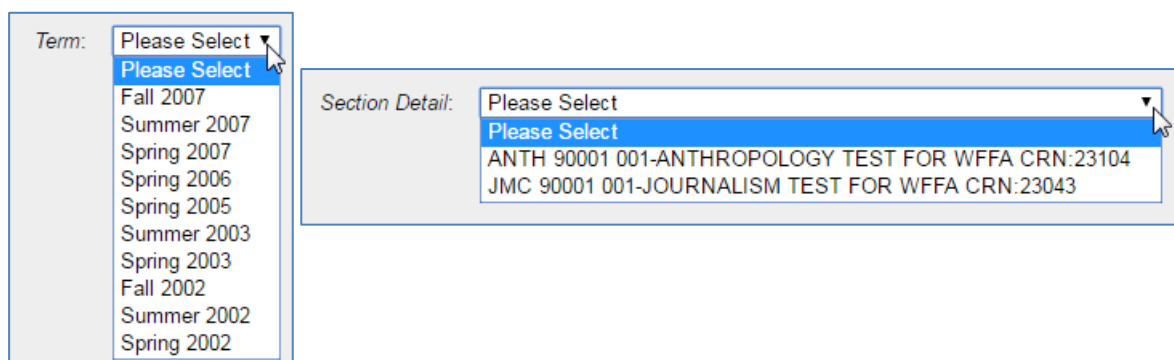


Grade Change Form

Term: **Required**

Section Detail:

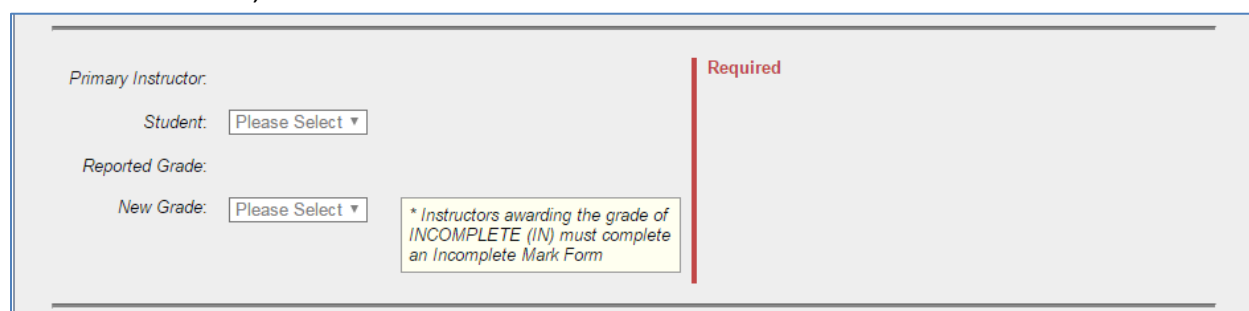
Name: One Test
Department: No current assignment
Submission Date: 09/12/2016



Term: (Expanded list: Please Select, Fall 2007, Summer 2007, Spring 2007, Spring 2006, Spring 2005, Summer 2003, Spring 2003, Fall 2002, Summer 2002, Spring 2002)

Section Detail: (Expanded list: Please Select, ANTH 90001 001-ANTHROPOLOGY TEST FOR WFFA CRN:23104, JMC 90001 001-JOURNALISM TEST FOR WFFA CRN:23043)

In the next section, the **Student** must be selected as well as the **New Grade**.



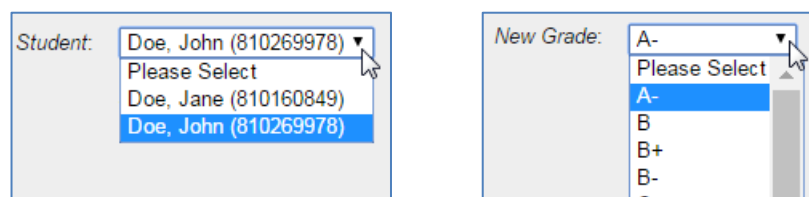
Primary Instructor: **Required**

Student:

Reported Grade:

New Grade:

* Instructors awarding the grade of INCOMPLETE (IN) must complete an Incomplete Mark Form



Student: (Expanded list: Doe, John (810269978), Please Select, Doe, Jane (810160849), Doe, John (810269978))

New Grade: (Expanded list: A-, Please Select, A-, B, B+, B-, C)

Note: If a Term course roster does not appear in the *Student* menu, contact the Office of the University Registrar at 2-3131.

A **Reason for Change** is required and must be entered into the comment field.

Reason for Change: Enter the reason for the grade change in the comment box. Grade change reasons must be consistent with University policy and should not include confidential student circumstances or information. Note that all comments submitted are permanently archived whether the grade change is approved or disapproved. [Click here](#) for additional information on grading policies and procedures.

0 of 500 characters used

Required

A link to the grading policy is included in the instructional text.

ent box. Grade change reasons must be consistent with es or information. Note that all comments submitted are ved. [Click here](#) for additional information on grading poli

To the left of the policy statement, a **Checkbox** must be checked as certification that the policies have been read and understood. Help contacts are noted at the bottom of the form.

Clicking the **Submit** button sends the request.

☒ **** I certify that I have read and understand the following:***

Grade-to-Grade Change Policy: Once grades are submitted, they are final and will not be changed except in cases of administrative error. Grades will not be changed by allowing the student to do additional work (e.g. retaking exams; redoing papers; submitting extra credit papers, reports, etc.) or by using criteria other than those applied to all students in the class.

Grade-to-Incomplete Mark Change: When changing the reported grade to an "Incomplete" mark, I certify that I have submitted the "Incomplete Mark Form" as required by University policy.

Submit

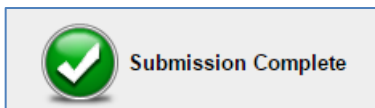
Help! I need assistance.

For technical support, please contact the HELPdesk at 330-672-HELP (4357) or via the Online Support Portal at <http://support.kent.edu>.

If you have questions about University policy and require additional assistance or clarification, please contact:
Office of the University Registrar at 330-672-3131.

Required

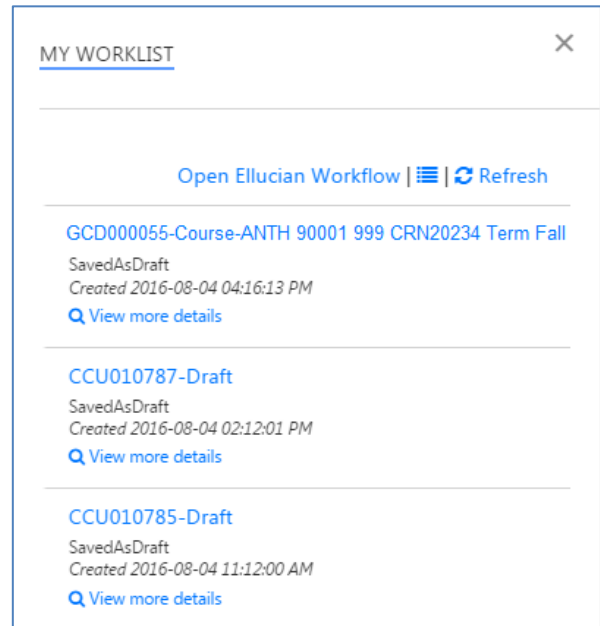
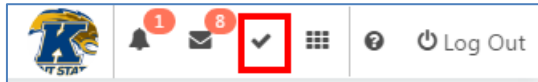
If all required items have been completed, a confirmation message will indicate that request has been accepted.



Other Functions

Revise a Returned Form

If an email is received asking to revise a workflow, the form can be opened through FlashLine by accessing the worklists using the **Checklist** icon, and selecting the referenced workflow. Clicking on the workflow name will open the particular request.

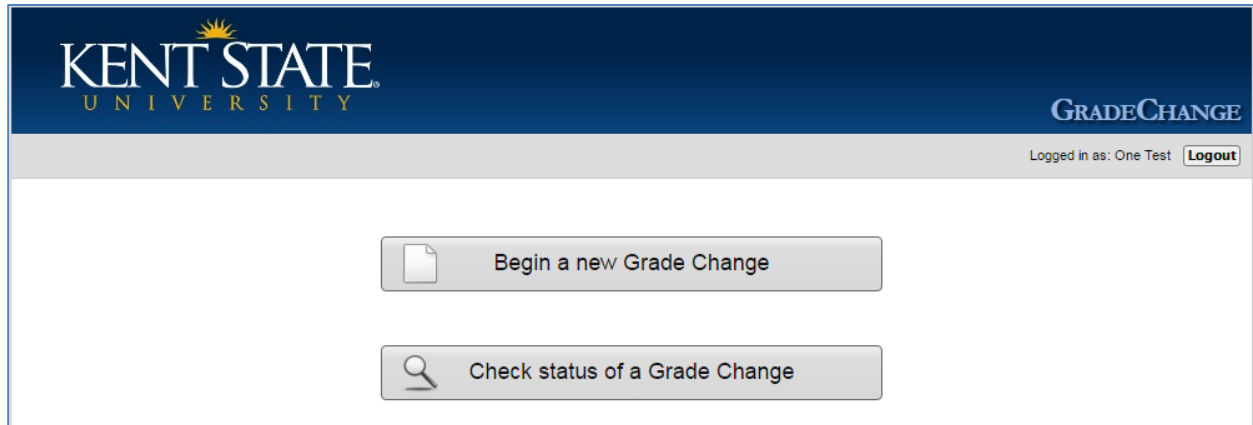


Grading Help

Grading FAQs can be found at <http://www.kent.edu/registrar/faculty-grades-processing>

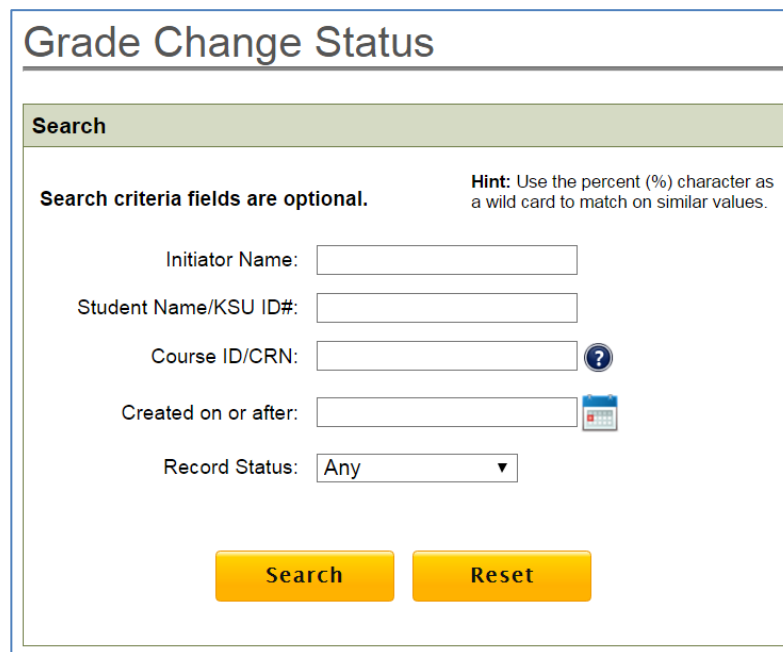
Check the Status of a Grade Change

Clicking the 'Grade Change Workflow' link in FlashLine gives access to the button labeled **Check status of a Grade Change**, from the initial Grade Change Workflow page.



The screenshot shows the Kent State University GradeChange interface. At the top, the Kent State University logo is on the left, and the GradeChange logo is on the right. Below the logos, a grey bar indicates the user is logged in as 'One Test' with a 'Logout' button. The main content area contains two buttons: 'Begin a new Grade Change' with a document icon and 'Check status of a Grade Change' with a magnifying glass icon.

Workflows may be searched by entering criteria into any or all of the data fields and clicking the **Search** button to display all applicable forms.



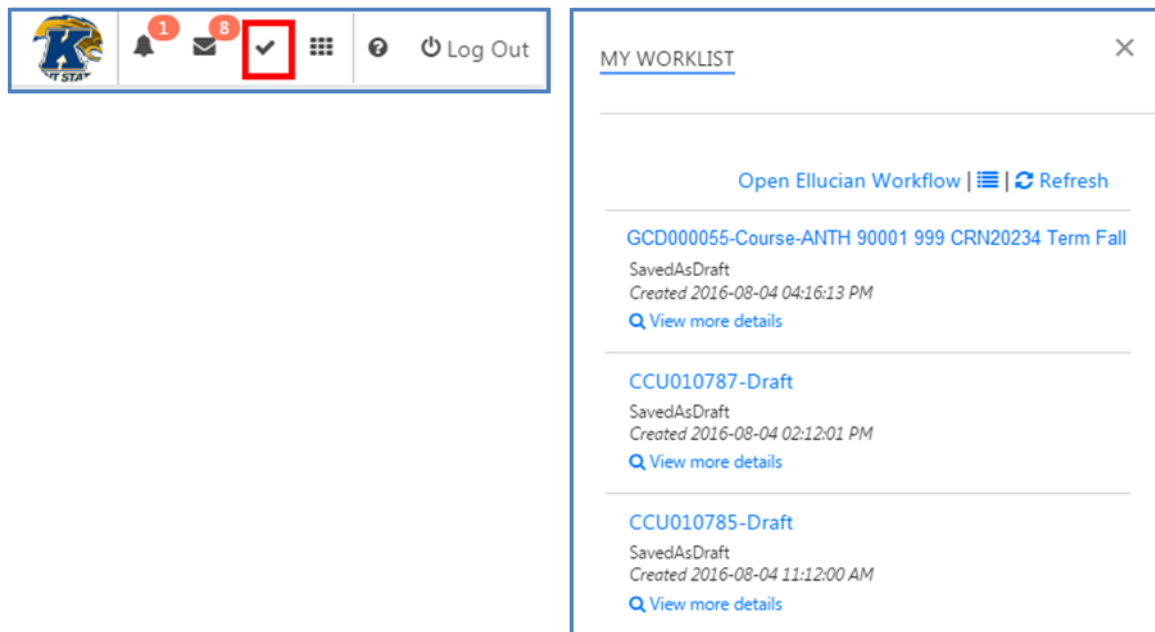
The screenshot shows the 'Grade Change Status' search form. It has a title bar 'Grade Change Status' and a 'Search' section. The search criteria fields are optional, as indicated by the text 'Search criteria fields are optional.' and a hint: 'Hint: Use the percent (%) character as a wild card to match on similar values.' The fields are: 'Initiator Name:' with a text input, 'Student Name/KSU ID#:' with a text input, 'Course ID/CRN:' with a text input and a help icon, 'Created on or after:' with a text input and a calendar icon, and 'Record Status:' with a dropdown menu set to 'Any'. At the bottom are 'Search' and 'Reset' buttons.

When a list of forms appears, clicking the form name in the Workflow Name column will allow the user to open and view, as well as print the form.

At the end of the form, Comments and form history can be viewed, listing the actions taken as the form progressed through workflow.

Approve a Grade Change Form

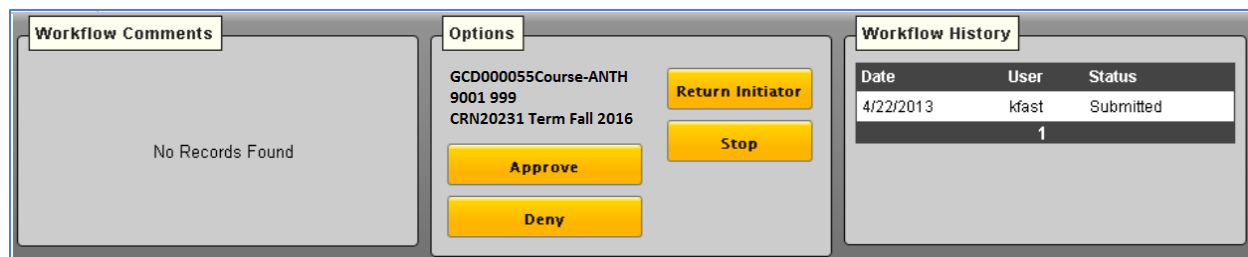
If a workflow needs approval, it can be opened through FlashLine by accessing the worklists using the **Checklist** icon, and selecting the referenced workflow. Clicking on the form name will open the Grade Change form for review.



Note: If the student is graduating, the form will be marked as **HIGH Priority**.

Comments may be added in the field provided if necessary. Certain characters (~* / | ' -) are not accepted in the comments section.

The end of the form displays prior comments included by other approvers, and a history of the progress of the form.



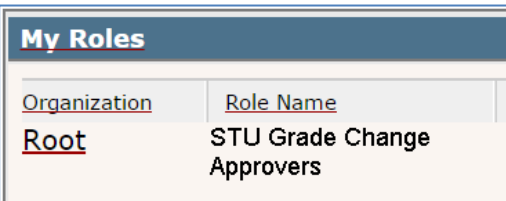
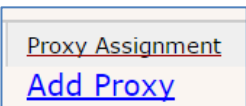
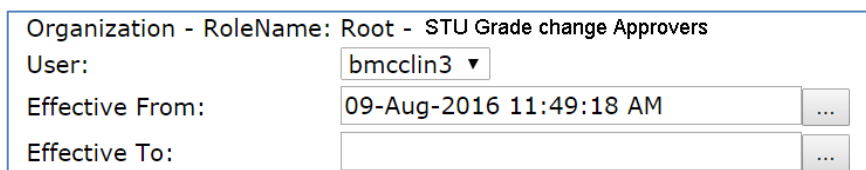
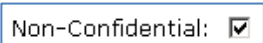



The center pane also displays the additional processing options that are available, as determined by the approval role of the user.

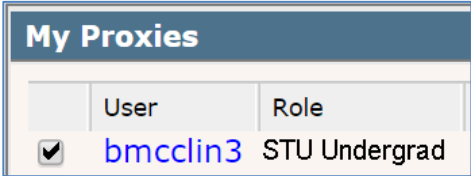
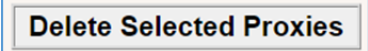
- **Return to Initiator** returns the form to the instructor for changes.
- **Return to Approver** or **Return to Prior Approver** returns the form to a previous user.
- **Deny** rejects the request. The form will not return to any previous users, but an email will be sent to the initiator and all prior approvers as notification of the denial.

Designate a Proxy Approver

- Only the approver can enable or disable a proxy.
- Proxy management must be done from a KSU campus or KSU VPN computer.
- A Proxy sees new incoming forms from the moment they are enabled. The proxy cannot see earlier forms held by the Approver in the Worklist.
- If the person you wish to designate as proxy does not appear on the **User** list, request access from the Office of the University Registrar.
(Do this well in advance of an anticipated absence.)
- Notify the Office of the University Registrar of staffing changes that impact this workflow.

1	From FlashLine, access the Checklist and select Open Ellucian Workflow	
2	In the User Profile section, select the link to open User Information	
3	In the pane labeled My Roles , locate the row named STU Grade Change Approvers	
4	In the furthest right column noted as Proxy Assignments, click Add Proxy .	
5	From the drop down options, the proxy can be selected by KSU ID, and the effective dates added. Clicking the Save button puts the Proxy assignment into effect.	
		
6	Check the box for Non-Confidential	
7	Click the Save button.	

Delete a Proxy Assignment

1	Assignments can be cancelled under the section labeled My Proxies . Select the Proxy to be removed.	
2	Click the Delete Selected Proxies button	

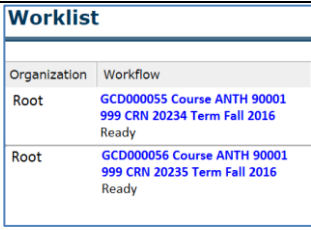
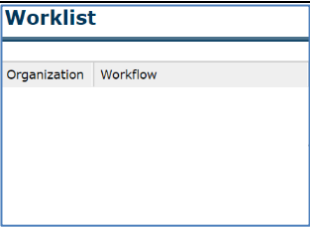
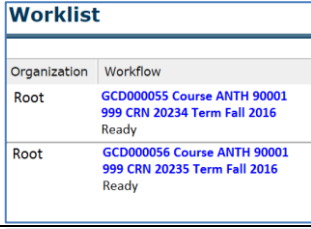
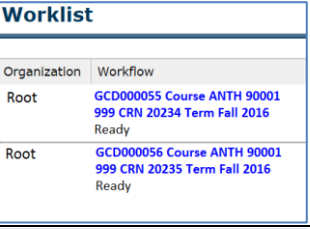
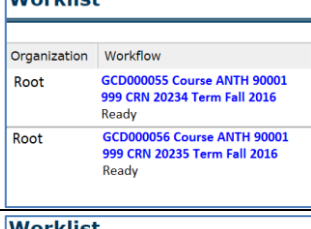
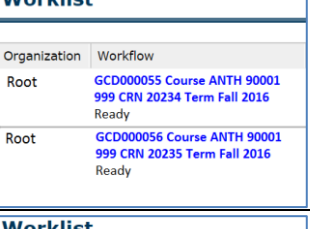
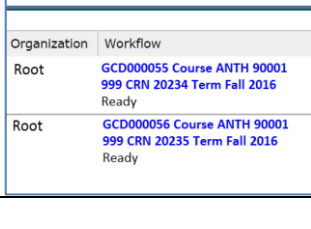
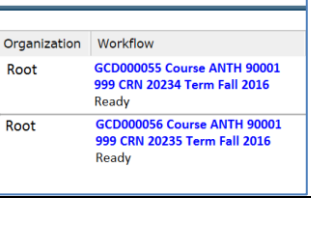
Share Forms between Approver and Proxy Approver

A department may designate one or more individuals to be a proxy for an approver.



These individuals are not enabled in workflow and do not see work until the approver enables access by following the instructions on the previous page.

When the proxy is enabled, the person will see new, incoming request forms in his or her Worklist, and be able to share forms with the approver.

Here is what an approver and proxy can see and do:

Situation	Approver Sees	Proxy Sees
No Proxy is enabled. Only the approver can see the workflow.		
The Approver Enables the Proxy. Both can view forms and do work		
The Approver has opened and closed a form, "Claiming" it. (Performing appears under the form title.) The Proxy no longer sees the form.		
The approver has released the form making it available to both users. (Ready) appears below the title.		

Release a Form to Your Colleague

When one person opens a form, it vanishes from the worklist of the other person. The form should be completed, or released so it may be seen by all with access.	
The magnifying glass to the right of the workflow opens the details screen.	
The Release link places the form back in the workflow for all to access.	 Release