KENT STATE

UNIVERSITY

IS TECHNICAL TRAINING

Office of the
University Registrar

**Grade Change Workflow
User Guide**

September 2016

Document Title	Online Grade Change Form and Workflow -- User Guide
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Copyright	Kent State University & Ellucian 2013, 2016
Process Owner	Office of the University Registrar
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	On-screen confirmation message upon submission of a form.
	E-mail confirmation after submission of a form.
	E-mail notification when a document is returned for edit.
	When a form is returned for edit, it will appear in My Worklist on the Checklists section in FlashLine.
	E-mail confirmation when the workflow is complete, or denied.
Approver	The form will appear in My Worklist on the FlashLine Checklists section.
	The form will appear in the Worklist (full screen) view flagged with a High priority if the student is graduating.
	On-screen confirmation message upon approval or denial of a form.
	E-mail notification when the form has been denied by another approver.
	E-mail notification when a document is returned to the initiator for edit.
View History	There is an All History View role which allows an individual in this role to look up any grade change in any college.
	The Dean of a college may request this role for a staff person or advisor.
Student	E-mail notification that a change of grade has been completed.

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'.*

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

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

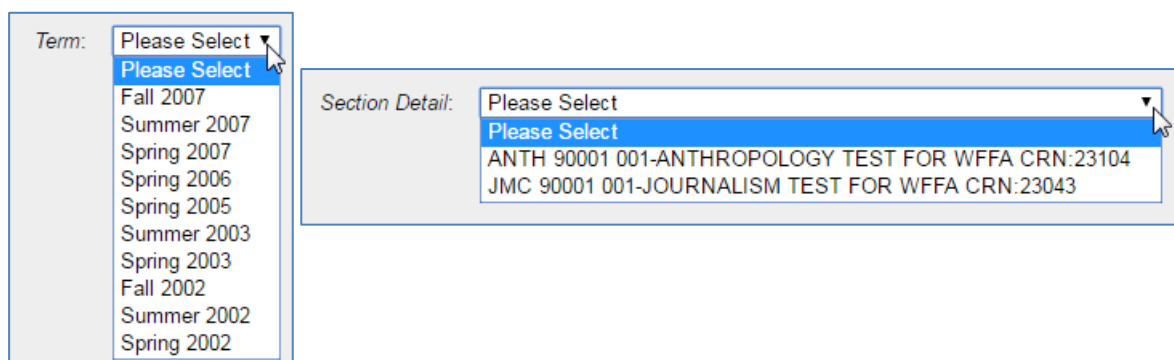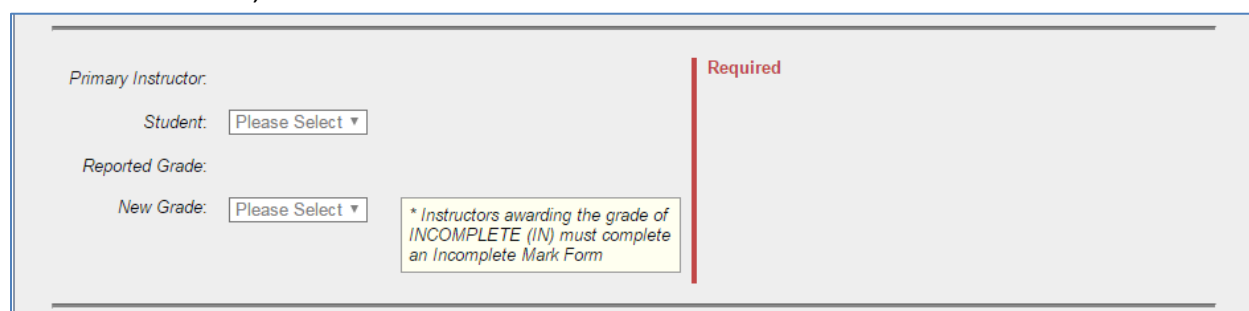In the next section, the **Student** must be selected as well as the **New Grade**.
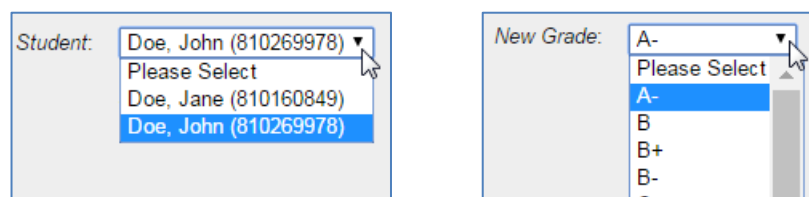
Note: If a Term course roster does not appear in the *Student* menu, contact the Office of the University Registrar at 2-3131.

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.

> **Required**
>
> ☑ *** 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.

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

> ✓ **Submission Complete**
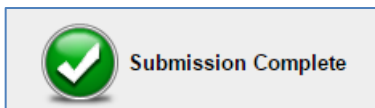
Other Functions

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.
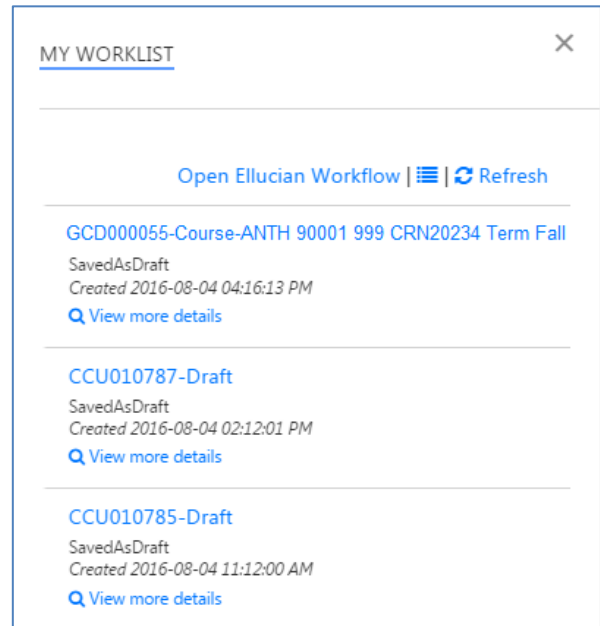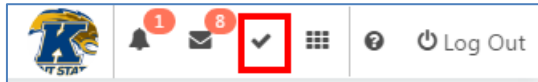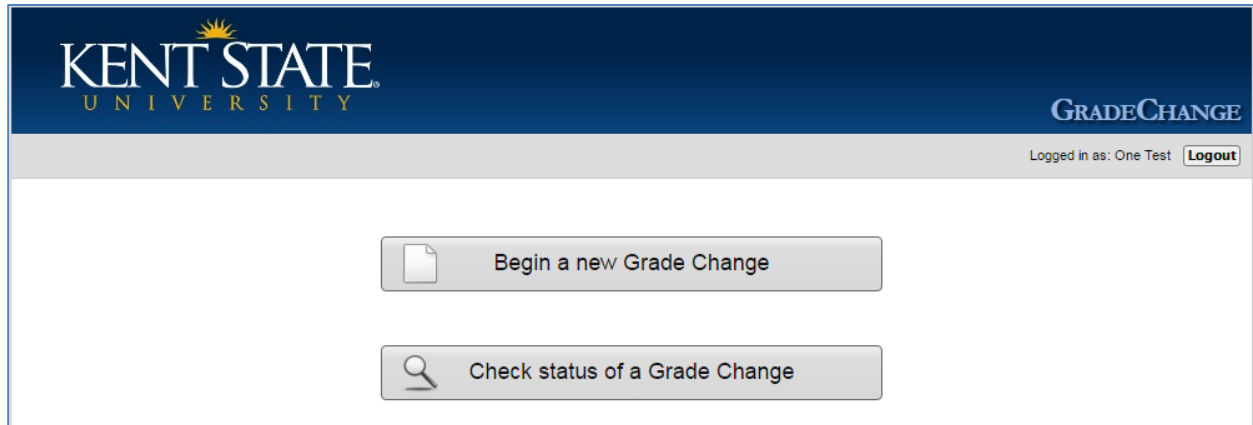

Grading Help

Grading FAQs can be found at http://www.kent.edu/registrar/faculty-grades-processing
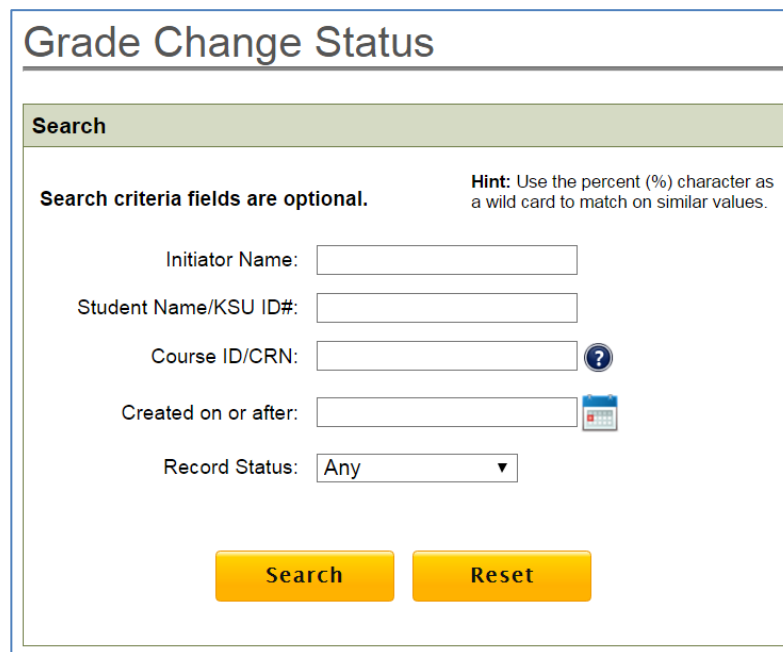
Check the Status of a Grade Change

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.

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.

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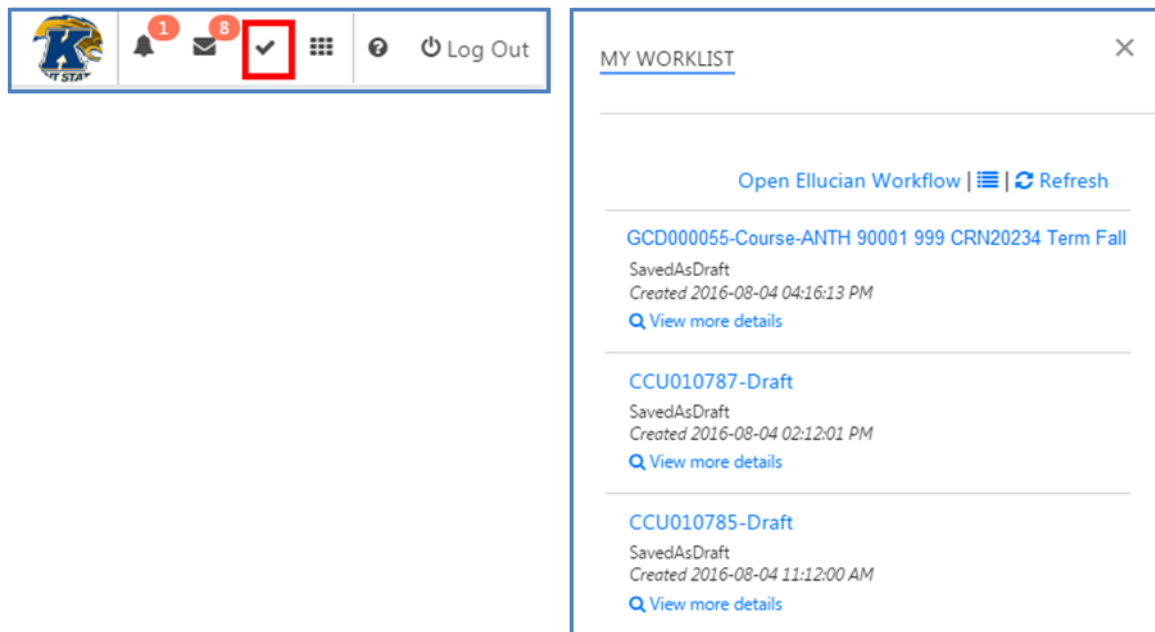
Note: If the student is graduating, the form will be marked as **HIGH Priority**.

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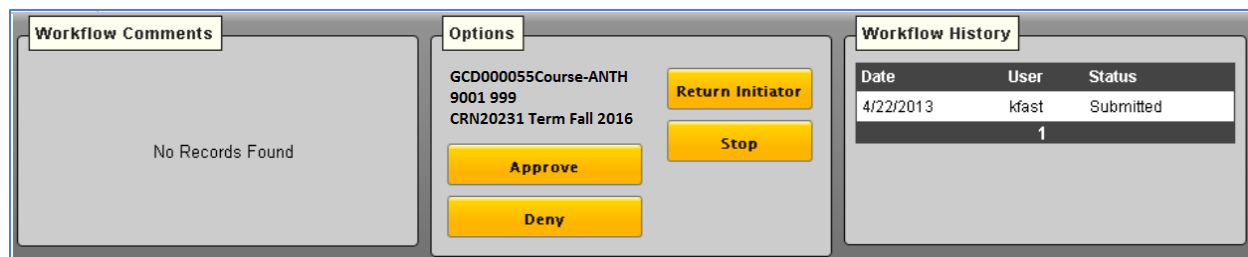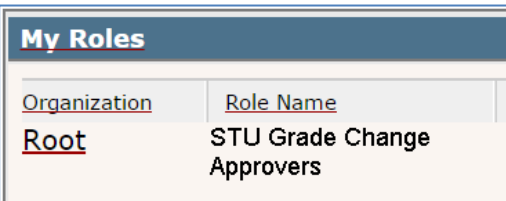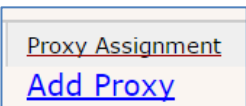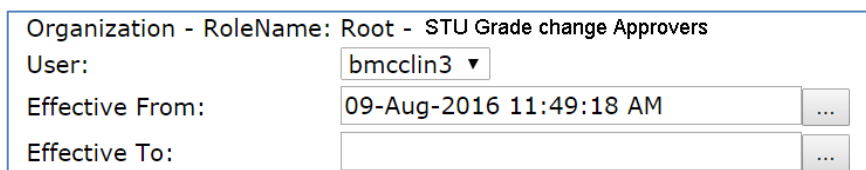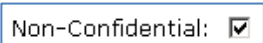
The center pane also displays the additional processing options that are available, as determined by the approval role of the user.

- **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.

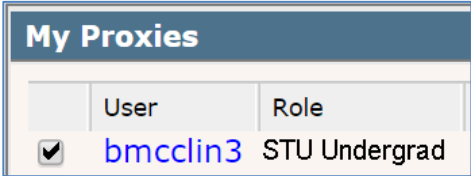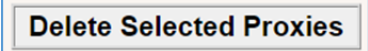|		
1	From FlashLine, access the Checklist and select **Open Ellucian Workflow**	Open Ellucian Workflow | ☰ | ↻ Refresh
2	In the **User Profile** section, select the link to open **User Information**	**User Profile** My Processes User Information Change Password
3	In the pane labeled **My Roles**, locate the row named **STU Grade Change Approvers**	**My Roles** Organization — Role Name Root — STU Grade Change Approvers
4	In the furthest right column noted as Proxy Assignments, click **Add Proxy**.	Proxy Assignment 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.	
	Organization - RoleName: Root - STU Grade change Approvers User: bmcclin3 ▼ Effective From: 09-Aug-2016 11:49:18 AM ... Effective To: ...	
6	Check the box for **Non-Confidential**	Non-Confidential: ☑
7	Click the **Save** button.	Save

Delete a Proxy Assignment

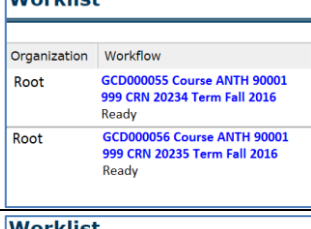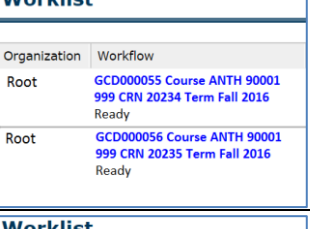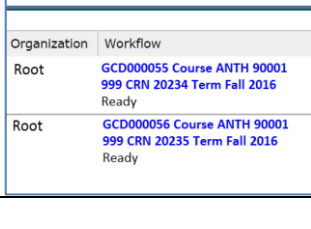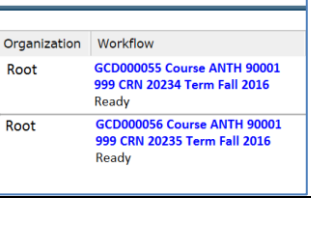| 1	Assignments can be cancelled under the section labeled **My Proxies**. Select the Proxy to be removed.	**My Proxies**
		User — Role ☑ bmcclin3 — STU Undergrad
2	Click the **Delete Selected Proxies** button	Delete Selected Proxies
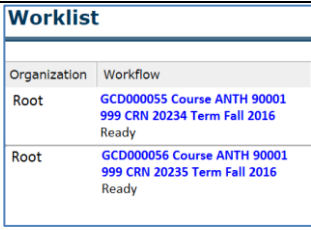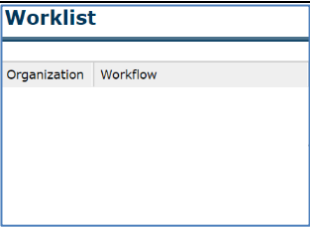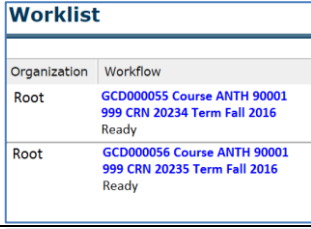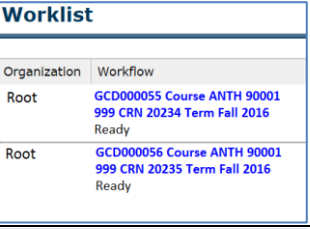
Share Forms between Approver and Proxy Approver

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.	**Worklist** Organization · Workflow Root — GCD000055 Course ANTH 90001 999 CRN 20234 Term Fall 2016 Ready Root — GCD000056 Course ANTH 90001 999 CRN 20235 Term Fall 2016 Ready	**Worklist** Organization · Workflow
The Approver Enables the Proxy. Both can view forms and do work	**Worklist** Organization · Workflow Root — GCD000055 Course ANTH 90001 999 CRN 20234 Term Fall 2016 Ready Root — GCD000056 Course ANTH 90001 999 CRN 20235 Term Fall 2016 Ready	**Worklist** Organization · Workflow Root — GCD000055 Course ANTH 90001 999 CRN 20234 Term Fall 2016 Ready Root — GCD000056 Course ANTH 90001 999 CRN 20235 Term Fall 2016 Ready
The Approver has opened and closed a form, "Claiming" it. (**Performing** appears under the form title.) The Proxy no longer sees the form.	**Worklist** Organization · Workflow Root — GCD000055 Course ANTH 90001 999 CRN 20234 Term Fall 2016 Ready Root — GCD000056 Course ANTH 90001 999 CRN 20235 Term Fall 2016 Ready	**Worklist** Organization · Workflow Root — GCD000055 Course ANTH 90001 999 CRN 20234 Term Fall 2016 Ready Root — GCD000056 Course ANTH 90001 999 CRN 20235 Term Fall 2016 Ready
The approver has released the form making it available to both users. (**Ready**) appears below the title.	**Worklist** Organization · Workflow Root — GCD000055 Course ANTH 90001 999 CRN 20234 Term Fall 2016 Ready Root — GCD000056 Course ANTH 90001 999 CRN 20235 Term Fall 2016 Ready	**Worklist** Organization · Workflow Root — GCD000055 Course ANTH 90001 999 CRN 20234 Term Fall 2016 Ready Root — GCD000056 Course ANTH 90001 999 CRN 20235 Term Fall 2016 Ready

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.	