
FAQ's | Electronic Grade Change Requests

February 27, 2013

1. How do I access the Grade Change Request Portal?

The new portal is available at <https://cms.byui.edu/home/gradechangerequest>. In the near future, a link will also be available on your Faculty Tab on my.byui.edu.

2. How do I submit a new request?

Once you access the portal, select "Create New Request" on the left side:

The screenshot shows the 'Grade Change Request' portal. On the left is a navigation menu with the following items: 'Create New Request' (highlighted with a red box), 'View In-Progress Requests', 'View Completed Requests', 'My To Do List', 'Overdue Tasks', and 'Search Requests'. The main content area is titled 'BYU-Idaho Grade Change Portal' and contains three bullet points: 'Click Create New Request to the left to create and submit a grade change.', 'Click View In-Progress Requests to the left to view the submitted grade change requests.', and 'Click View Completed Requests to the left to see completed grade change requests.' Below these points, it says 'Click My To Do List to the left to view tasks awaiting your review.' At the bottom, it provides contact information: 'For assistance please contact Student Records and Registration at grading@byui.edu or (208) 496-1025.'

Next, from the drop-down, select the term for which you wish to submit a grade change request and then "Continue":

The screenshot shows a form with the instruction: 'Use this form to submit a new Grade Change Request. Select a term, press continue, and complete the steps presented.' Below the instruction is a 'Term:' label followed by a dropdown menu. The dropdown menu is open, showing a list of terms from 'CH 2012' down to 'SP 2009'. The 'Continue' button is highlighted with a red box.

Select the instructor of the course. You may also, but are not required to, enter the student's I-Number at this point; select "Continue":

The screenshot shows the form fields for submitting a grade change request. The 'Term:' field is set to 'FA 2012'. The 'Instructor:' field is highlighted with a red box. The 'Student I-Number (Optional):' field is also highlighted with a red box. The 'Continue' button is highlighted with a red box.

Select the course and then “Continue”:

A screenshot of a web form with the following fields: Term: FA 2012; Instructor: (empty); Student I-Number: (empty); Course: FDREL121-56 Book of Mormon (selected in a dropdown menu). Below the form are three buttons: Back, Continue (highlighted with a red box), and Cancel.

Review the Student Detail information in the blue box on the right to ensure you are submitting a grade change request for the correct student. If correct, select a new grade and a reason for the change. Finally, enter comments if applicable and select “Submit”:

A screenshot of a web form for submitting a grade change request. The form includes: Term: FA 2012; Instructor: John Doe; Student I-Number: 77777777; Course: B 301-01 Financial Management; Student Name: Weather, Windy; New Grade: Select (dropdown menu, highlighted with a red box); Reason for Change: I-Learn Errors (dropdown menu, highlighted with a red box); Comments: (text area, highlighted with a red box). On the right, a blue box titled "Student Details" contains: I-Number: 77777777; Name: Weather, Windy; Email: wea1111@byui.edu; Home City, State: Auburn, WA; Gender: Male; Current Grade: A; Credit Hours: 3; Last Grade Change: (empty). At the bottom are three buttons: Back, Submit (highlighted with a red box), and Cancel.

3. How long does it take to submit a request?

Initial submission of a grade change request can take only a few minutes. Additional time is then needed for your supervisor’s approval, but such approval also takes only a minute or two. Once the request is received by Student Records and Registration and entered, notification is instantaneous.

4. What happens to a request once I submit it?

Once submitted, your Department Chair (or Associate Dean if you are the Department Chair) will receive an email indicating that he/she has a task assigned to them. This notification also provides a link to the electronic request where three options are provided:

- Approve – request is then routed to Student Records and Registration for processing, after which the instructor and the student receive an email notification that the grade has been entered onto the student’s transcript
- Deny – notification is sent back to the instructor
- Request more Information – returned to the instructor to provide the information requested

5. What if my Department Chair or supervisor is not available to approve a request?

If you know that your supervisor will not be available to approve your request for several days please contact Student Records and Registration directly for assistance.

6. How do I access requests I've submitted?

Simply go back into the Change in Final Grade Portal to see all of the requests you have submitted. On the left side, you will see two links: View In-Progress Requests and View Completed Requests.

7. How will I know when a request is complete?

If approved, the instructor and the student will each receive an email indicating the completion of the grade change request. If the request is denied at any level of the approval process, the instructor will also receive an email notification, but the student will not.

Additionally, at any time, instructors can review all requests in progress as well as those completed. (See question #6 above.)

8. Can I submit multiple requests at one time?

No. Requests must be submitted individually for processing, routing, and approval.

9. What happens if I submit a request for the wrong student?

The new process has been designed so instructors can see all the information needed to submit requests accurately. However, in the event an incorrect request is submitted, first contact your supervisor and request that he/she deny your request. If their approval has already been submitted, contact Student Records and Registration for assistance.

10. Can I submit a final grade for an incomplete contract through this process?

No. Since incomplete grades are based on a contract, instructors should continue submitting the completed contract to Student Records and Registration for processing. It is anticipated that an electronic solution for incomplete grades will be considered in the future.