Faculty Guide

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About the Grade Change Application

The Grade Change Application is a user-friendly tool that will allow change of grades, for corrections to the initial grade assigned and submission of Incomplete grade resolutions. The goal of this form is to eliminate the use of paper forms which will improve the data keeping for this function.

Approval Processes

The approval process is dependent on the type of grade being changed and the number of semesters that have passed since the grade was administered. Either a faculty member that taught the course or the chair of the department can initiate grade changes.

1. A grade change that is an **incomplete to grade (INC)** requires only Registrar approval. Once initiated an email will be sent to the Registrar informing them of the grade change request. Upon approval or rejection on the part of the Registrar and email will be sent to both the initiator and the student. An approval notification will not be sent until the grade change has been updated in CUNYfirst.

   Under CUNY grade policy, INC grades posted for undergraduate students have a time limit to be resolved. The INC grade resolution due date is posted on the College Academic Calendar every semester. INC grades not resolved before the deadline are changed to FIN, failure to resolve

incomplete grade. Upon completion of the course requirements, the faculty member must submit a grade change request.

2. A grade change that is a **grade to grade** change that is **less than one academic year old** requires both the Chair of the Department as well as the Registrars approval. Each party will receive email notification when It's their turn to approve. If the request is rejected at any stage of the approval process, only those that either initiated or approved the grade change will receive notification of the rejection. Upon approval or rejection on the part of the Registrar and email will be sent to both the initiator and the student. An approval notification will not be sent until the grade change has been updated in CUNYfirst.

3. A grade change that is a **grade to grade** or **incomplete to grade, (Graduates),** change that is **more than a year old** requires both the Chair of the department as well as Dean associated with the course and finally the Registrars approval. Each party will receive email notification when it's their time to approve. If the request is rejected at any stage of the approval process, only those that either initiated or approved the grade change will receive notification of the rejection. Upon approval or rejection on the part of the Registrar and email will be sent to both the initiator and the student. An approval notification will not be sent until the grade change has been updated in CUNYfirst.

4. A grade change that is a *PEN to grade* request will be sent to the appropriate parties as well as the Academic Integrity Officer for Approval.
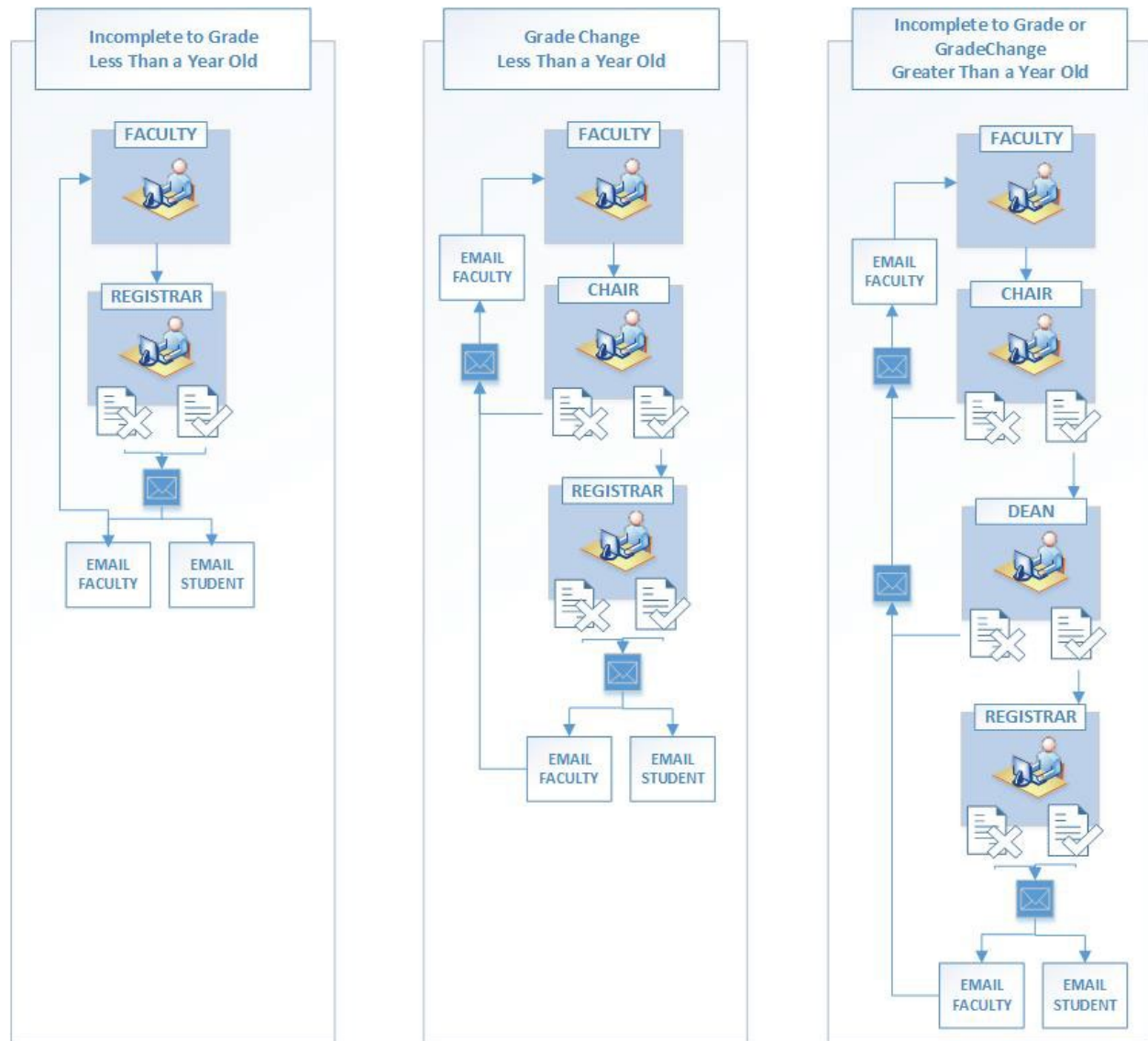
Figure 1: The approval process.

Logging In

To access the Grade Change Application go to the following URL:

https://doitapps2.jjay.cuny.edu/gradeChange/login.php

Log into the system using the same username and password you use to log into your John Jay email. If you experience difficulty logging in contact the web team at websupport@jjay.cuny.edu.

Initiating a Grade Change Request

Upon logging into the system, you will be directed to the *Start a New Request* tab. This is where you will initiate your grade change request.

The first step is to choose how you would like to search for the student. As you progress through the steps you will be able to revert to a previous step by clicking on the step navigation to the left of the panels.

Figure 2: Choose application type.

1. If you choose *"Search by Student",* the **emplid of the student** for whom you are requesting the change and the **semester of the course** will be needed in order to find the student and their record. If the student does not have an emplid you will need their first and last name as well as the last four digits of their social security number.
2. If you choose to "*Search by Class",* the **semester year**, as well as the **subject** and **course number** will be required

The *Search by Student* Process

Click on the "Search by Student" button to search by the student's emplid. If the student does not have an emplid you can click on "Don't have Emplid" underneath the emplid input and you will be required to input the first and last name of the student as well as the last 4 digits of their social security number.

Figure 3: Search by Student form.

If the student took more than one class with you on the grade semester year, you will be asked to select the course that pertains to the grade change.

Upon submitting the proper information, you should then see the *Update Grade* form for that student.

If you are unable to find the student searching by student emplid or last four digits of a social security number, try the "*Search by Class*" process.

Figure 4: Search by Class form.

Click on the "*Search by Class*" button to search by the course that pertains to the grade change. You will need to select the semester year and at minimum select a subject. Subsequent to your subject selection the course number dropdown will populate with course numbers associated with the subject. Subsequent to the course number dropdown selection the section number dropdown will populate with section numbers associated with the selected course number.

Upon submitting the course information you will be presented with the class roster for that course on the given semester year. Select the student whose grade you would like to change.

Figure 5: Search by Class- Student Roster.

Upon selecting the student you should then see the *Update Grade* form for that student.

If you are unable to find the student searching by the class, try the "*Search by Student*" process.

The Update Grade Form
The Update Grade form consists of five panels.

Figure 6: Update Grade form

1. The first panel, *Student Information,* is the basic identifying information for the student. Consisting of their first and last name as well as their emplid and career.
2. The second panel, *Course Information,* is all the identifying information for the course.
3. The third panel is the *Degree History*. This indicates if the student has already graduated or is in progress for their degree. A grade change cannot be completed for students who have graduated. When a degree is posted to the student's record, that record is sealed. Any requests for further updates or changes (such as grade changes) will be denied.
4. The fourth panel, *Course History,* indicates if our records show that the student has taken the course before in the past.
5. The final panel is the *Grade Information* panel. This is where you will change the grade. Only the applicable grades will display based on the grade mode for the course.

Grading Table

The full range of valid grades will appear in the drop-down menu for each student. Below is information on the general import and meaning of various grades.

Grade	Value	Undergraduate %		Explanation	Graduate %		Explanation	Additional Remarks
A	4.0	93.0 – 100.0		Excellent	93.0 – 100.0		Outstanding	
A-	3.7	90.0 – 92.9		Excellent	90.0 – 92.9		Excellent	
B+	3.3	87.1 – 89.9		Very Good	87.1 – 89.9		Very Good	
B	3.0	83.0 – 87.0		Very Good	83.0 – 87.0		Good	
B-	2.7	80.0 – 82.9		Very Good	80.0 – 82.9		Marginal	
C+	2.3	77.1 – 79.9		Satisfactory	77.1 – 79.9		Non Satisfactory	
C	2.0	73.0 – 77.0		Satisfactory	73.0 – 77.0		Poor	
C-	1.7	70.0 – 72.9		Poor	70.0 – 72.9		Very Poor	
D+	1.3	67.1 – 69.9		Poor			—	
D	1.0	63.0 – 67.0		Very Poor			—	
D-	0.7	60.0 – 62.9		Very Poor			—	
F	0.0	00.0 – 59.9		Failure	00.0 – 69.9		Failure	
P	—			Pass			Pass	Satisfactory completion of a graduate thesis course, graduate research equivalent, or undergraduate remedial or developmental courses

Figure 7: Grading Table

To change the grade, select the new grade in the dropdown then select at least one reason for the grade change. For each reason, an explanation of the reason is required. You will be unable to submit the form without all of the required fields in the *Grade Information* panel filled out.

GRADE INFORMATION

Previous Grade:
> C+

New Grade: * required
> C

The improper grade was due to an error in (Check all that applies):

☑ Computation Error

Please explain: * required

☐ Transcription

☐ Resolving an Incomplete

☐ Omission of part of the student's examination from the grading

☐ Other causes

Figure 8: Update Grade form - Grade information panel.

If you are changing an incomplete that is over one year old, a different set of reasons will be presented.

Figure 9: Update Grade form - over one-year incomplete to grade panel.

Upon submitting the grade change request, you will see a confirmation screen and an explanation as to who will be notified. If the course is cross-listed and the request requires chair approval both department chairs will be notified. If the system has no recorded chair for the department associated with the course an email will be sent to the registrar. There is nothing that needs to be done on your end, as they will be able to direct it to the proper chair once the system has been updated. If there is no department associated with the course in the system the same follows, the Registrar will be notified and you do not need to do anything.

Managing Your Queue

Your queue consists of three panels:

1. *My Pending Grade Changes*. This is where you can track a recently submitted grade change request.

Figure 11: My Pending Grade Changes panel.

The status column in the panel table indicates where the form is in the approval process. You may review the form information and view the approval history as well any comments subsequent approvers add by clicking on the App Id in table. This will take you to the form detail page. This approval history panel is at the bottom of this page.

Figure 12: Approval history panel on the form detail page.

2. The *Rejected Grade Changes* panel lists any grade change that has been rejected. Again, you can review the details of the application and view the rejection reason by clicking on the App Id in the table. When you are finished reviewing the form you can archive it from the queue, which will prevent the form from appearing in your queue again. You can always retrieve the form by searching for it in the search tab. It is important to remove forms from you rejected list as you are finished with them as a long list will impact the loading of the page.

3. The *Complete Grade Changes* panel lists any grade change that has been completed. Again, you can review the details of the application and view approval history as well as any comments by clicking on the App Id in the table. When you are finished reviewing the form you can archive it from the queue, which will prevent the form from appearing in your queue again. You can always retrieve the form by searching for it in the search tab. It is important to remove forms

from you completed list as you are finished with them as a long list will impact the loading of the page.

Figure 13: Completed Grade Changes panel.

Search and Reporting

The search and reporting section can be accessed by clicking on the search tab at the top of the page. You will only be able to search for forms you have submitted.

Figure 14: Search and Reporting section.

You can retrieve an individual application by using the *Search by Student* panel.

If you need to create a report, you can use the *Advanced Search* panel. By selecting the appropriate fields you can tailor the report to you needs. For example to create a report of all completed application within a given date range you can select a status of *Approved* in the status dropdown then select the appropriate start and end dates. The results will appear in a table and can be downloaded to a spreadsheet. While the search results table is a digest of the results, the spreadsheet will contain all the details of each application.

New Search   Download Results ⬇

Count: 2

Student's Name	Student's Emplid	Professor's Name	Professor's Email	Subject	Subject Description	Status
), JOSUE		·	agiron@jjay.cuny.edu	SOC	Youth, Crime and Justice	Approved
;, LEONARDO			agiron@jjay.cuny.edu	ANT	Death Dying&Socty	Approved

New Search

Figure 15: Search results and download button.