THE GRADE CHANGE REQUEST PROCESS
(This process begins after the normal Grade Submission process has closed.)

After the normal grading period has ended, changes to a student’s grade may be submitted through the Grade Change Workflow Process.

Steps for the Submitter (normally the Instructor): An instructor can change the grade of a student from his/her course by completing the Grade Change Request. Note: Only the Primary Course Instructor, Chair of the department, Dean of the college or Authorized User may submit on the instructor’s behalf.

Instructions:
- Access the Grade Change Request link under the Grading tab via PAWS: http://paws.gsu.edu.
- Select the name of the student whose request you wish to approve, and a Grade Adjustment Approval Form will appear.
- Enter the student’s Panther Number. (Important: Make sure the correct student’s name appears.)
- Select a Course CRN from the drop-down menu.
- Select a Term (i.e., Spring Semester 2021)
- Select the action you wish to perform from the drop-down menu. (i.e., Removal of Incomplete)
- Once a selection is made, all corresponding possible grade choices will be available in the Updated Grade drop-down menu.
- Select an Updated Grade from the drop-down menu.
- Be sure to verify that all information is correct before selecting Submit.
- A confirmation of the Grade Change submission will appear on the following page.

Please note the following:
- I, IP and NR grades do not require Chair or Dean approval
- Extension of Incomplete requests and requests for students who took a course prior to Fall 2002 must be submitted to gradechange@gsu.edu
- Extension of Incomplete Requests require Chair approval.
- Workflow cannot be used to submit a grade change request for a student that has withdrawn from a course. Those grade changes should be submitted to gradechange@gsu.edu.
- Grade changes cannot be submitted for a student who has graduated. Once graduated, a student’s record cannot be altered for the completed degree. If the student has begun a new program, grade changes can be submitted for courses taken towards the completion of the new degree through workflow.

Steps for the Approver (normally Chair or Dean): For Correction of Grade requests (i.e., B to A) submitted by the instructor, department chair approval is required. If the instructor is also the department chair, college dean approval is required. To access the grade change workflow to approve or deny a request, users will log in with their campus ID and password. The URL is https://workflow.gosolar.gsu.edu/wfprod/

*Please connect to our VPN if accessing workflow off-campus*

Instructions:
- Access the Banner Workflow web page using your username and password and select Submit.
- The Workflow job list will display all requests requiring approvals in the order in which they were received. The most recent request will appear at the top.
- Select the name of the student whose request you wish to approve, and a Grade Adjustment Approval Form will appear.
- All information, such as ID number, Full Name, Term, Course, New Grade and Reason, will be displayed on this form. On this same page, the approver will have the option to Approve or Deny the request. If the request is denied, please indicate the reason in the Comments box.
- When your decision is indicated, select Complete to submit your decision. Note: Selecting Save & Close does not submit the request; it simply saves your selection without any action being taken.

FAQs:
- Q: Can I submit a grade change for any grade type?
  A: An Instructor can submit a grade change for any grade type except Grade Pending. These are used for Academic Dishonesty cases and can only be submitted by a Dean.
- Q: Can I submit a grade change for any student?
  A: An Instructor can only submit a grade change if the student was registered for his/her course. A department chair can submit a grade change request for students registered for courses under his/her department. A college dean can submit a grade change for any student that was registered for a course in his/her college. The department chair or college dean can submit a request on behalf of the instructor if the faculty member is unable to do so.
- Q: If I am experiencing issues submitting a grade change request, who do I contact?
  A: You may contact Mia-Liani Patterson, Assistant Registrar, at 404-413-2247/mpatterson23@gsu.edu.