



UCD Registry
Clárann UCD

Exceptional Grade Change System User Guide

This guide outlines the process for accessing, submitting, and approving exceptional grade change requests.





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Introduction

The project is based on the approvals workflow aligned to [Academic Regulations](#) (3.14) of:

1. Module Coordinator (MC)
2. Head of School (HoS)
3. Chair of Governing Board (CoGB)

However, feedback during the course of the 2020 system build, indicated that there are variations of the approvals workflow in each School/College, in that:

- a HoS may delegate this task to a Head of Subject or Head of Teaching & Learning or the delegated academic member of staff is supported by a School Manager in exceptional circumstances
- a CoGB may delegate to a Vice Principal of Teaching & Learning, a Vice Principal or the delegated academic member of staff is supported by a Programme Manager in exceptional circumstances

The intention is to ensure that this new workflow is flexible enough to meet all staff requirements as far as possible, **but must remain aligned to regulatory and policy requirements**. It is acknowledged that tasks might be delegated to other academic staff in some areas of the university and that identified staff might change. It was reported in feedback that support from administrative staff can be required, particularly in cases of staff absence or sickness. The workflow system is 'role' based, so School Managers, Programme Managers are also included in order to support the process on behalf of staff not identifiable in Infohub or to reassign if there are exceptional circumstances which warrant this as agreed at a local level.

Please see [the ECoG approvals workflow](#) for more detail.

Additional Information

- Please make use of the **i buttons** located in the EGC request form. These contain important information related to the process along with advice on academic regulations.
- Please be aware that this system only supports grade changes where grades already exist on the student's academic history.
 - If the overall module grade has not been committed to academic history there is no grade to change on the record and the grade should be inputted through Gradebook and approved at the next appropriate Programme Exam Board.
 - If the module has a final overall grade but a component was left blank again this system does not facilitate the entering of new grades. If your intention is to amend a previously blank component grade please use the Grade Calculator to calculate the new final overall grade, request this as a Final Overall Grade Request and include the component grade to be recorded where previously blank in 'Additional Details.
- Stage Reassignment requests cannot be facilitated via this system but there is a [facility for Stage Reassignments](#) to be requested through Infohub tasks by College/Programme Office staff. This is requested through the Programme Exam Board reports.
- If you have queries or feedback not addressed as part of this user guide, please contact assessment@ucd.ie for advice and support.

Section 1 - Access & Submitting a Request - Module Coordinators

Accessing the System

The Exceptional Grade Change (EGC) system can be accessed via [My Modules](#) Module Coordinator Infohub.

How to access

- Log into UCD Connect
- In Connect, click on Infohub
- Click on Students
- Click on Assessment & Grading
- Click on My Module Grades



Access for Module Coordinators to initiate requests will be provided automatically. Module coordinators can provide access to other academic staff associated on their module via [Module Access Management](#) (MAM) and this access aligns with those who can be granted access to 'Gradebook (basic grade entry only)'. See the [Module Access Management User Guide](#) on the [Curriculum webpage](#) for more detail on granting access.

Access for specific School and College administrative management level roles has been granted to the workflow directly as part of the system development. These roles however **cannot initiate a request or be granted access to perform this function.**

Section 1 - Access & Submitting a Request - Module Coordinators

Submitting an EGC Request

In My Modules click on the **Grade Information** button to the right of the module you wish to change a grade in.

The screenshot shows the 'My Module Grades' interface. At the top, there is a title 'My Module Grades' and a dropdown menu for 'Select Academic Year' set to 'Academic Year 2019/2020'. Below this is a 'Gradebook' button. The main content is a table with the following columns: Module, Term Code, Registered, Outstanding Grades, Upload Spreadsheet, Transfer from Brightspace, Tutor Grading, Publish Grades, and Grade Information. The 'Grade Information' column is highlighted with a red box. The table lists two modules for the '2019/20 Autumn Trimester': MEEN10050 RESIT - Energy Engineering and MEEN30100 - Engineering Thermodynamics II. Both rows have a 'Grade Information' button with a downward arrow and 'A Z' text.

Module	Term Code	Registered	Outstanding Grades	Grading Actions					Grade Information
				Upload Spreadsheet	Transfer from Brightspace	Tutor Grading	Publish Grades		
2019/20 Autumn Trimester									
MEEN10050 RESIT - Energy Engineering	201900	7	0	—	—	—	—	↓ A Z	
MEEN30100 - Engineering Thermodynamics II	201900	111	0	—	—	—	—	↓ A Z	

Note : for GDPR purposes the **My Module Grades** academic year drop down menu is only accessible for the current plus two preceding years and consequently requests for before that period cannot be initiated.

Section 1 - Access & Submitting a Request - Module Coordinators

Submitting an EGC Request continued...

In the Grade Information screen, scroll down to the **Module Results Sheet** and click on the **Request Exceptional Grade Change** button. Please note the **Module Result Sheet** button which contains the following information:

Only one grade change allowed per submission. Grade amendment will only be actioned for the module coordinator or academic staff member listed in CMS Associated Staff for this module (as per academic regulations 3.14). Please note group/bulk change requests cannot be facilitated by this system. If errors have been noticed during the SMEC period of a GAP after grades were committed to academic history but prior to the release of results to students please contact grading.support@ucd.ie for further advice/support. After that individual student by student requests will be required.

Module Result Sheet for MEEN30100 Engineering Thermodynamics II
2019/20 Autumn Trimester

Help Information for Module Result Sheet 

Component Full Names **Extract All**

Filter...

* Extenuating Circumstances † Withdrawal Application

			Assessment Components						Request Exceptional Grade Change
Student Id	CRN	Stage	1)EXAM 70. Wgt 55%	2)LAB_REP Marks based on 2 labora. Wgt 15%	3)CON_ASSESS 45-minute, in-class ass. Wgt 15%	4)CON_ASSESS 45-minute, in-class ass. Wgt 15%	Final Grade (Academic History)	Grade Calculator	Request Exceptional Grade Change
	11465	S3	E-	C-	E-	E-	D+R		

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Section 1 - Access & Submitting a Request - Module Coordinators

Submitting an EGC Request continued...

Clicking the Request Exceptional Grade Change button brings you into the Module Component Details for Student screen.

If you are requesting a change to the final overall grade on the module click on any of the blue boxes under Request Final Grade Change. They appear on each row but perform the same function.

If you are requesting a change to a particular component click on the yellow box on the line of the appropriate component. Please note: only one change request can be made per created task.

Module Component Details for Student - for requesting Exceptional Grade Change

ID	Name	Module Title	CRN	Degree Programme	Degree Major	Stage	Final Grade (Academic History)	Request Final Grade Change	Name	Component Grade or Mark	Request Component Grade Change
		Engineering Thermodynamics II	11465	BHENG001	NMS1	S3	A		EXAM 70. Wgt 55%	A+	
		Engineering Thermodynamics II	11465	BHENG001	NMS1	S3	A		LAB_REP Marks based on 2 labora. Wgt 15%	A-	
		Engineering Thermodynamics II	11465	BHENG001	NMS1	S3	A		CON_ASSESS 45-minute, in-class ass. Wgt 15%	B-	
		Engineering Thermodynamics II	11465	BHENG001	NMS1	S3	A		CON_ASSESS 45-minute, in-class ass. Wgt 15%	A-	

Section 1 - Access & Submitting a Request - Module Coordinators

Submitting an EGC Request continued...

Requesting a Final Overall Module Grade Change

- Student ID auto populates
- Module auto populates
- Select School approver
- Select College approver
- CRN auto populates
- Term auto populates
- Trimester auto populates
- Stage auto populates
- Current Grade auto populates
- Select new final grade
- Select Grade Change Reason
- Provide relevant additional details
- Click 

Exceptional Change of Grade Request (340738)

Student*	<input type="text" value="REDACTED"/> <input type="button" value="Clear"/>
Module*	<input type="text" value="MEEN30100 Engineering Thermodynamics II"/>
School Approver 	<input type="text"/>
College Approver 	<input type="text"/>
CRN*	<input type="text" value="11465"/>
Term*	<input type="text" value="2019/2020 September"/>
Trimester*	<input type="text" value="2019/20 Autumn Trimester"/>
Stage*	<input type="text" value="S3"/>
Current Final Grade*	<input type="text" value="D+R"/>
New Module Grade 	<input type="text"/>
Grade Change Reason*	<input type="text"/>

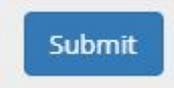
Please note that the change reason selected is collated for an annual Academic Council Committee on Examinations (ACCE) report.

Additional Details

Section 1 - Access & Submitting a Request - Module Coordinators

Submitting an EGC Request continued...

Requesting a Component Grade Change on a Module

- Student ID auto populates
- Module auto populates
- Selected Component populates
- Select School approver
- Select College approver
- CRN auto populates
- Term auto populates
- Trimester auto populates
- Stage auto populates
- Current Grade auto populates
- Select new component grade
- Select Grade Change Reason
- Provide relevant additional details
- Click 

Exceptional Change of Grade Request - Component (341622)

Student*	Sam Atrill (Alumnus - 14205148) <input type="button" value="Clear"/>
Module*	MEEN30100 Engineering Thermodynamics II
School Approver ⁱ *	<input type="text"/>
College Approver ⁱ *	<input type="text"/>
CRN*	11465
Term*	2019/2020 September
Trimester*	2019/20 Autumn Trimester
Stage*	S3
Current Final Grade*	A
Component*	3XCON_ASSESS 45-minute, in-class ass. Wgt 15%
Current Component Grade	B-
New Component Grade*	<input type="text"/>
Grade Change Reason*	<input type="text"/>

Please note that the change reason selected is collated for an annual Academic Council Committee on Examinations (ACCE) report. If you selected 'School/Other' as a reason, please provide more information about this in the Additional Details field.

Additional Details

Case Description (optional)

Use this as an optional custom name to help identify the specific case in reports and screens

Section 1 - Access & Submitting a Request - Module Coordinators

Submitting an EGC Request continued...

- After you submit the request, the following 'For Preview' screen will appear depending on whether it is a Final Overall Module Grade or a Component Grade change you have requested
- Click on Send to School for Approval

Exceptional Change of Grade Request (

[→ Cancel Request](#)
[→ Send to School for Approval](#)
[→ Send to College for Approval](#)

Associated Details -

Change of Grade Request Details -

Name:	[REDACTED]
Term Code:	2019/2020 September (201900)
Programme Code:	BHENG001 - Engineering
Major:	NBS1 - Biomedical Engineering
CRN:	11465
Trimester:	AUT - 2019/20 Autumn Trimester
Module:	MEEN30100 - Engineering Thermodynamics II
School Approver:	[REDACTED]
College Approver:	[REDACTED] n
Module Stage:	S3
Old Final Grade:	D+R
New Final Grade (Requested):	B

Exceptional Change of Grade Request - (

[→ Cancel Request](#)
[→ Send to School for Approval](#)
[→ Send to College for Approval](#)

Associated Details -

Change of Component Grade Request Details -

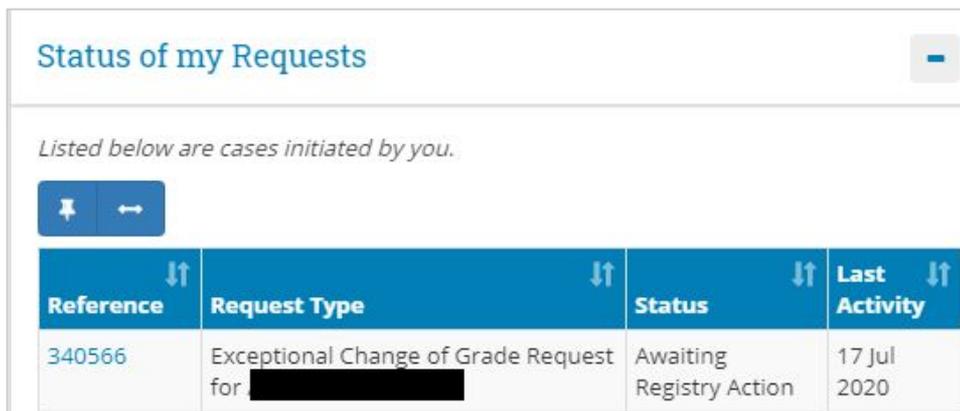
Name:	[REDACTED]
Term Code:	2019/2020 September (201900)
Programme Code:	BHENG001 - Engineering
Major:	NBS1 - Mechanical Engineering
CRN:	11465
Trimester:	AUT - 2019/20 Autumn Trimester
Module:	MEEN30100 - Engineering Thermodynamics II
School Approver:	[REDACTED] S
College Approver:	[REDACTED]
Module Stage:	S3
Current Final Grade:	A
Component:	3)CON_ASSESS 45-minute, In-class ass. Wgt: 15%
Old Component Grade:	B-
New Component Grade (Requested):	A
Additional Details:	

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Section 1 - Access & Submitting a Request - Module Coordinators

Submitting an EGC Request continued...

- Then the Infohub Tasks screen will appear to display the status of your request.



The screenshot shows a web interface titled "Status of my Requests" with a minus sign in the top right corner. Below the title, it says "Listed below are cases initiated by you." There are two icons (a pin and a double-headed arrow) in a blue box above the table. The table has four columns: Reference, Request Type, Status, and Last Activity, each with a sort icon (two arrows pointing up and down). The first row contains the following data:

Reference	Request Type	Status	Last Activity
340566	Exceptional Change of Grade Request for [REDACTED]	Awaiting Registry Action	17 Jul 2020

- You must forward the request in the workflow by sending it for approval after clicking Submit. Clicking Submit merely creates the request for you to review in a For Preview status but cannot be viewed by the School Approver until you clicking Send to School for Approval.
- Do not click Send to College for Approval unless a local agreement is in place to skip the School Approval (e.g all school approvers are on leave)

Section 2 - Access & Review - Heads of School (or nominee)

Access for School Approver

Once the module coordinator progresses the request for **School Approval**, an automatic email is sent to the School staff member selected in the Grade Change Request form with a direct link to the request and instructions. **The Module Coordinator and School Manager** will be copied on the auto email for information.



University College Dublin

Dear [REDACTED]

An **exceptional grade change request** ID: 340737 has been submitted for your review by [REDACTED]

You can review and action the case by clicking [here](#), or alternatively follow the steps below.

- Please log into [InfoHub](#) and go to the [Tasks](#) on the top right hand corner of UCD Infohub.
- See 'Tasks assigned to me' on the left hand side of the screen.
- See 'Exceptional Change of Grade Requests' which are pending your review.
- Click into the hyperlinked reference number on the left to access each request.
- To approve and progress a request, please click on 'For Chair of Board Decision' at the top of the screen.
- If you need to reject the request, please click on 'Rejected' at the top of the screen.

Kind regards,
UCD Assessment

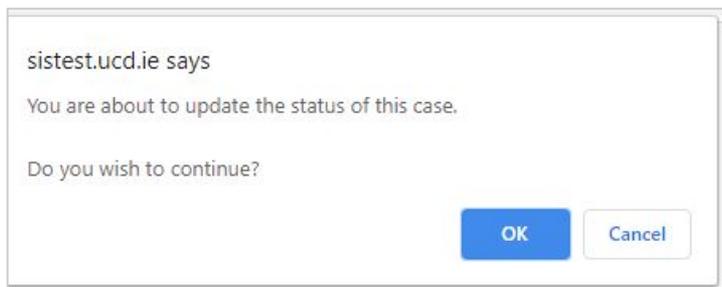
Section 2 - Access & Review - Heads of School (or nominee)

Reviewing and Approving/Rejecting - School Approver continued...

Once the School Approver clicks on the direct link in the email, they will be brought into the details screen where they can review the submission and they may:

- approve it at School level by selecting **Send to College for Approval**
- they can reject it by clicking **Reject Request** which generates an automatic email to the initiator of the request alerting them to this.

N.B. For either choice, there is one last step, which is to click **OK** on this message box which pops up



Amend School Approver Amend College Approver Send to College for Approval Reject Request

Associated Details

Change of Component Grade Request Details

Name:	[REDACTED]
Term Code:	2019/2020 September (201900)
Programme Code:	MTEMP006 - Master of Engineering
Major:	T165 - ME Mechanical Engineering FT
CRN:	11465
Trimester:	AUT - 2019/20 Autumn Trimester
Module:	MEEN30100 - Engineering Thermodynamics II
School Approver:	[REDACTED]
College Approver:	[REDACTED]
Module Stage:	S1
Current Final Grade:	B+
Component:	1 EXAM 70. Wgt: 55%
Old Component Grade:	B-
New Component Grade (Requested):	A+
Additional Details:	testtesttesttest

Timeline

Status

Awaiting School Approval
For Preview

Comments (latest)

Add Comment

Comment	Assigned to
No comments available	

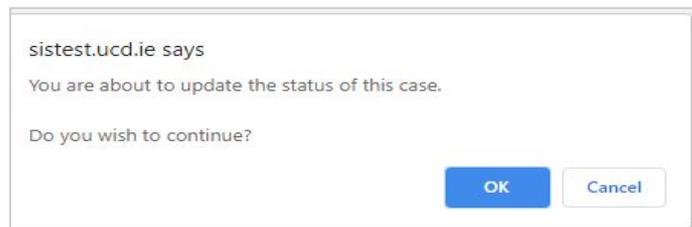
Section 2 - Access & Review - Heads of School (or nominee)

Reviewing and Approving/Rejecting - School Approver continued...

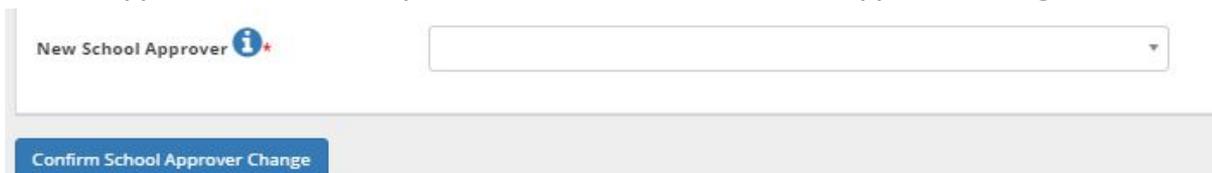
- The School Approvers can now also amend the School and College Approvers initially selected by the Module Coordinator.



- Click OK



- Then select a new approver from the drop down and click Confirm School Approver Change



If amending a School Approver this will generate the [automated email](#) to them with the details of the request. If amending the College Approver the new approver will receive the automated email when the request is Sent to College for Approval

Section 2 - Access & Review - Heads of School (or nominee)

Reviewing and Approving/Rejecting - School Approver continued ...

- The School Approver can also access the case via the **Tasks assigned to me** area in Infohub Tasks, on the left hand side of the Infohub Tasks screen.
- Clicking on the hyperlinked case brings the approver into the details of the case.

InfoHub Tasks

Tracker Management Reports

Tasks assigned to me

Listed below are items that have been assigned to you.
Some forms when submitted require approvals at various levels.

Reference	Process	Status	Last Activity
283843	[REDACTED]	Set-Up Created	02 Aug 2019
340669	Exceptional Change of Grade Request for [REDACTED]	Awaiting College Approval	21 Jul 2020

Section 2 - Access & Review - Chairs of Governing Board (or nominee)

Access for College Approver

Once the HoS or nominee progresses the request for **College Approval**, an automatic email is sent to the College staff member selected in the Grade Change Request form with a direct link to the request and instructions. **The Module Coordinator will be copied on the auto email for information.**



University College Dublin

Dear [REDACTED]

An **exceptional grade change request** ID: 340737 has been submitted for your review by [REDACTED]

You can review and action the case by clicking [here](#), or alternatively follow the steps below.

- Please log into [InfoHub](#) and go to the [Tasks](#) on the top right hand corner of UCD Infohub.
- See 'Tasks assigned to me' on the left hand side of the screen.
- See 'Exceptional Change of Grade Requests' which are pending your review.
- Click into the hyperlinked reference number on the left to access each request.
- To approve and progress a request, please click on 'For Chair of Board Decision' at the top of the screen.
- If you need to reject the request, please click on 'Rejected' at the top of the screen.

Kind regards,
UCD Assessment

Section 2 - Access & Review - Chairs of Governing Board (or nominee)

Reviewing and Approving/Rejecting - College Approver

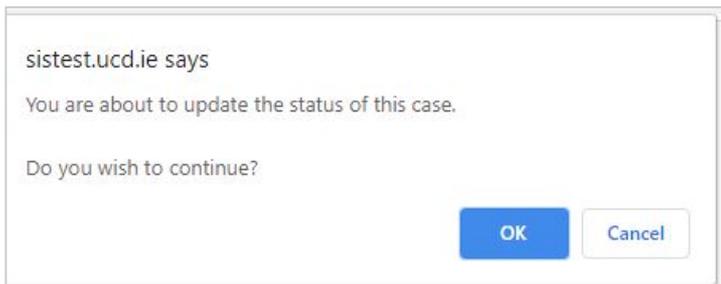
Once the College Approver clicks on the direct link in the email, they will be brought into the details screen where they can review the submission and they may:

- approve it at College level by selecting **Approve and Send to Registry for Action**

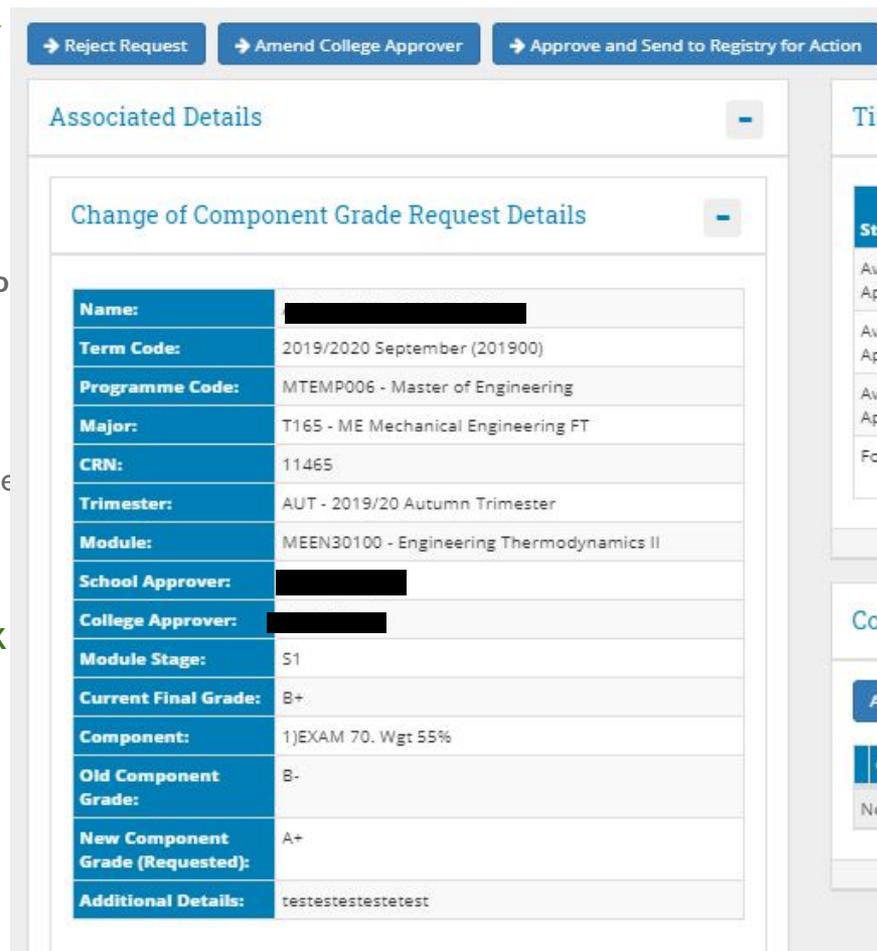
OR

- they can reject it by clicking **Reject Request** which generates an automatic email to the initiator of the request alerting them to this.

N.B. For either choice, there is one last step, which is to click OK on this message box which pops up



sistest.ucd.ie says
You are about to update the status of this case.
Do you wish to continue?



→ Reject Request → Amend College Approver → Approve and Send to Registry for Action

Associated Details

Change of Component Grade Request Details

Name:	[REDACTED]
Term Code:	2019/2020 September (201900)
Programme Code:	MTEMP006 - Master of Engineering
Major:	T165 - ME Mechanical Engineering FT
CRN:	11465
Trimester:	AUT - 2019/20 Autumn Trimester
Module:	MEEN30100 - Engineering Thermodynamics II
School Approver:	[REDACTED]
College Approver:	[REDACTED]
Module Stage:	S1
Current Final Grade:	B+
Component:	1)EXAM 70. Wgt 55%
Old Component Grade:	B-
New Component Grade (Requested):	A+
Additional Details:	testtesttesttest

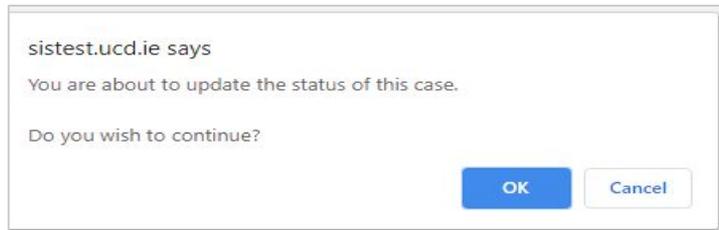
Section 2 - Access & Review - Chairs of Governing Board (or nominee)

Reviewing and Approving/Rejecting - College Approver continued ...

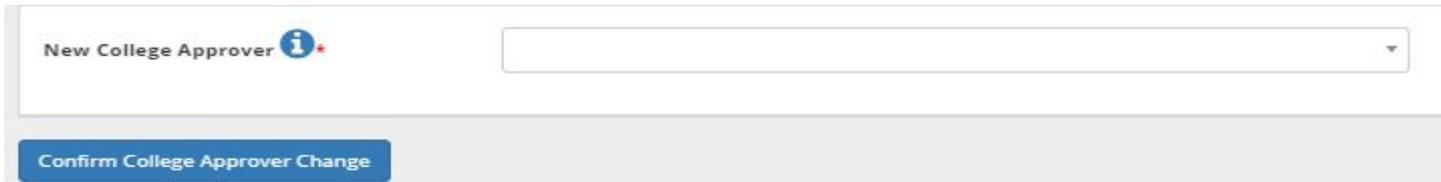
- The College Approvers may also amend the selected College Approver



- Then Click Ok



- The select the new College Approver and click Confirm College Approver Change



This action will send the automated email with the request details received by the original College Approver to the amended College Approver (see [Page 15](#) of this user guide)

Section 2 - Access & Review - Chairs of Governing Board (or nominee)

Reviewing and Approving/Rejecting - College Approver continued ...

- The College Approver can also access the case via the **Tasks assigned to me** area in Infohub Tasks, located on the left hand side of the Infohub Tasks screen.
- Clicking on the hyperlinked case brings the approver into the details of the case.

InfoHub Tasks

Tracker Management Reports

Tasks assigned to me

Listed below are items that have been assigned to you.
Some forms when submitted require approvals at various levels.

Reference	Process	Status	Last Activity
283843	[REDACTED]	Set-Up Created	02 Aug 2019
340669	Exceptional Change of Grade Request for [REDACTED]	Awaiting College Approval	21 Jul 2020

Section 3 - Explaining the School and College Approvers selection

The workflow system is 'role' based, so School Managers, Programme Managers are also included in order as part of the workflow development to support the process on behalf of staff not identifiable in Infohub or to reassign if there are exceptional circumstances which warrant this as agreed at a local level.

School Approvers:

The order in which approvers appear in the School Approver dropdown menu is based on the following:

Role (InfoHub)	Order in which they appear in the dropdown menu
Head of School	1
Head of Subject	2
Head of Teaching and Learning	3
Head of Support Unit	4
Head of Research Institute	5
School Manager	6

Section 3 - Explaining the School and College Approvers selection

School Example:

- The HoS of Mechanical & Materials Engineering is on leave or out sick, he may have advised the School Manager that the School Head of Teaching & Learning would be reviewing and approving or rejecting EGC forms in his absence.
- The Module Coordinator on selecting from the School drop down may be unaware of this and selects the HoS as usual.

The screenshot shows a form with several fields: School Approver, College Approver, CRN, Term, Trimester, and Stage. The School Approver dropdown menu is open, showing a list of names and titles. The name 'Kenneth Stanton (Head of Subject - Mechanical & Materials Eng)' is highlighted in blue. A red box highlights the same name in the list, indicating it was selected. The name 'William Smith (School Head of Teaching & Learning - Mechanical & Materials Eng)' is crossed out with a red line, indicating it is no longer available for selection.

- The School Manager will have been copied on the automatic email generated from the original selection and so realises that the request has gone to the wrong approver.
- The School Approver can be amended using the Amend School Approver function

The screenshot shows a row of four buttons: Amend School Approver, Amend College Approver, Send to College for Approval, and Reject Request. The Amend School Approver button is highlighted with a red box, indicating it is the function used to amend the School Approver.

- This generates an email notification to the new School Approver. (Also see [Page 13](#) of this user guide)

Section 3 - Explaining the School and College Approvers selection

College Approvers:

The order in which approvers appear in the College Approver dropdown menu is based on the following:

Role (InfoHub)	Order in which they appear in the dropdown menu
Chair	1
Dean	2
Vice Principal for Teaching and Learning	3
Vice President	4
Programme Managers	5
Programme Office Directors	6

Section 3 - Explaining the School and College Approvers selection

College Example:

- The Chair of the Governing Board of the College of Engineering & Architecture is on annual leave. In her absence, she asks the VPTL to review and approve or reject EGC requests.
- A module coordinator from the College of Arts & Humanities, submit a EGC for an ***elective module to which the student is registered to, and selects the Chair of Engineering Governing Board, as he/she is not aware of this local arrangement.

The screenshot shows a form with several fields: College Approver (with an information icon), CRN*, Term*, Trimester*, Stage*, and Current Final Grade*. The College Approver dropdown menu is open, showing a list of names and titles. The first option, 'Aoife Ahern (Chair - Engineering Taught PB)', is highlighted in blue and enclosed in a red rectangular box.

Field	Value
College Approver <i>i</i> *	[Dropdown Menu]
CRN*	[Empty]
Term*	[Empty]
Trimester*	[Empty]
Stage*	[Empty]
Current Final Grade*	[Empty]

Dropdown Menu Options:

- Aoife Ahern (Chair - Engineering Taught PB)
- Hugh Campbell (Programme Dean - Engineering & Architecture)
- Aoife Ahern (College Principal - Engineering & Architecture)
- David Timoney (Vice Principal for Teaching and Learning - Engineering & Architecture)
- Erin O'Malley (Programme Manager - Engineering & Architecture)
- Caroline McCann (Programme Manager - Engineering & Architecture)
- Debra Heeney (Programme Manager - Engineering & Architecture)

***Remember that the workflow is built based on the **College associated with the student registration** so module coordinators may know who to assign to in their own School but not necessarily in a different College.

*

- The College Approver can be amended using the Amend College Approver function

The screenshot shows three buttons: 'Reject Request', 'Amend College Approver', and 'Approve and Send to Registry for Action'. The 'Amend College Approver' button is highlighted with a red rectangular box.

Buttons: [Reject Request] [Amend College Approver] [Approve and Send to Registry for Action]

Section 4 - Reporting/Tracking Requests - School and College

School and College staff can track requests using the [My Exceptional Grade Change Requests](#) report in the Assessment and Grading folder in Infohub.

› My Exceptional Grade Change Requests

View Final Grade Change Requests & Component Grade Change Requests assigned to my school or college ★

Access to this report is provided to the roles list below:

- College Principals
- College and School Office Directors
- Vice-Principals of T&L
- Programme Deans
- Programme Managers
- Programme Administrators
- Heads of School
- School Heads of T&L
- School Managers
- School Administrators

Section 4 - Reporting/Tracking Requests - School and College

Please note at the top of the report the menu to toggle between Overall Grade Change Requests and Component Grade Change Requests



Individual Requests can be viewed by clicking on the blue Case ID number in the first column.

The status of each request is in the second column. There is also a Status dropdown filter and a searchable function box.



Please note if the status of the request is Ready For Preview this means the request has not been forwarded in the workflow to the School For Approval.

Users can click the email icon next to the initiators name to contact them to remind them to forward requests for approval or cancel the requests.

Section 5 - Completed Grade Change Requests

- Please note in some cases Assessment may forward the task in the workflow to the Student Records team in UCD Registry for their attention. This would be for a registration reason such as the student may now be able to be progressed from one Stage to another based on new credits earned. In such cases while the grade has been updated and student GPAs recalculated the request/task will not be completed/closed out until closed by the Student Records team.
- On full completion of a Grade Change Request by Assessment, an automatic email is generated and sent to the student to alert them to a Change to their Academic Record



University College Dublin

Dear Student,

Please note that there has been an approved change to your academic record since the last publication of results for your programme.

This change may be a component change which may or may not affect an overall grade of your module(s) or it may be a Stage reassignment of your module(s) impacting your GPAs.

Students' grades can be accessed via the SIS administration web page for clarification at https://sisweb.ucd.ie/usis/W_WEB_WELCOME_PAGE.

If this change to your record has resulted in you needing to be removed from a Repeat or Resit module registration please email student.records@ucd.ie for assistance.

Kind regards,
UCD Assessment

[Students with queries](http://www.ucd.ie/askus) please go to the www.ucd.ie/askus

Section 5 - Completed Grade Change Requests

- On full completion of a Grade Change Request by Assessment, an email is also sent to the initiator advising them that the task has been actioned and completed

Dear [REDACTED]

Please note that an exceptional grade change request for Case ID: 341609 related to [REDACTED] and [REDACTED] for 2018/19 Semester 1 has now been processed, and the required change has been made to academic history. A confirmation email has been sent to the relevant student ID to advise them of the same.

You can view the case by clicking [here](#).

Kind regards,
UCD Assessment

Section 5 - Completed Grade Change Requests

- The Grade Change is also recorded in SPACMNT in Banner 9 and in Unishare under a new section called **Grade-related Information** (similar to how the Delegated Authority Unishare comments populate)

Comment	Date Entered	Last Modified	Last Modified By
Exceptional Change of Grade for [REDACTED] [REDACTED] Term: 201900, Programme: BHENG001 - Engineering, Module:MEEN30100, Module Stage: S3, CRN:11465, Trimester: AUT, Orig Grade: B+, New Grade: A+, Case: 340766	24 Jul 2020	24 Jul 2020	WWW_USER

Section 6 - Troubleshooting/FAQs

Module Coordinator	
How do I access the system?	Go to Infohub>My Module Grades>Grade Information (see Section 1)
Who can initiate requests?	Module Coordinator, Module Assistant, Lecturer/Co-Lecturer, Assistant Grader. Access to modules is managed through the Module Access Management System
Who do I select as an approver?	If in doubt choose the first name in the dropdown menus as these are the Head of School and Chair of the Governing Board. Also, please see Section 3 of this guide.
I submitted a request but the School never received it.	Please be aware that after you click Submit on a request it is still For Preview and the initiator needs to click Send to School for Approval or the request will not progress along the workflow. (See Page 9 above)
I am trying to request a component change for a student but N/A is appearing on the component grade line	If the module has a final overall grade but a component was left blank this system does not facilitate the entering of new grades. Please contact grading.support@ucd.ie for assistance. Please note to avoid this in future do not leave component grades blank and enter NM/ABS as appropriate.
I am trying to request an final overall grade change but the button to request this says Grades Not Rolled	This message means there was no overall grade entered and committed to academic history during the appropriate Grade Approvals Process. This system does not facilitate the changing of grades where no grade exists in the student's academic history. New grades should be entered via the Grade Entry system and go through the next Grade Approvals Process. If there is an urgency on processing these blank grades please contact grading.support@ucd.ie
Are bulk requests possible?	Bulk changes are not possible once grades have been committed to academic history and released to students after a Grade Approvals Process. After this point any exceptional grade change requests need to be initiated student by student.

Section 6 - Troubleshooting/FAQs

Module Coordinator	
How do I know if a change has been actioned?	The initiator receives automated emails at each step of the workflow. (see Section 5 of this guide)
Will the student be notified of the grade change?	The student receives an automated email when the task has been completed. (see Section 5 of this guide)
I want to remove a grade from the student's record. How do I do this?	Request WN as the new overall grade for the student/module and explain in the freetext Additional Details box that this request is to remove the grade entirely from the record.
My request is resulting in a reduction in the grade received by the student - do I need to do anything else?	All requests resulting in a reduction in a students grade will be brought by Assessment to ACCE for consideration before be able to action the request. Please include in the freetext Additional Details box the reason for this request and whether the student is aware of the reduction in grade. This information is required by the ACCE before considering this approval.
How do I track my requests?	Go to Infohub>Tasks and the bottom right hand corner of that page has a list of "Status of my requests"
I made a mistake in the request - how do I cancel it?	If you have already sent it forward in the workflow please contact your School Office who will be able to Reject the request.
I cannot initiate a request for the academic year I require.	For GDPR purposes the My Module Grades academic year drop down menu is only accessible for the current plus two preceding academic years and consequently requests for before that period cannot be initiated. Contact grading.support@ucd.ie for assistance.

Section 6 - Troubleshooting/FAQs

Schools and Colleges	
Can we initiate Exceptional Grade Change request?	Only colleagues with the following access rights to a module can initiate requests -Module Coordinator, Module Assistant, Lecturer/Co-Lecturer, Assistant Grader.Access to modules is managed through the Module Access Management System
How do we request IX/WN grade changes as a result of late/retrospective Extenuating Circumstance Applications?	For the award of IX grades or the requesting of a WN grade as a result of late/retrospective Extenuating Circumstance applications Assessment are still accepting uploaded excel template to the Novell/S:Drive folders shared with the College Offices. This is an interim measure and a more systematic process will hopefully be developed by Summer 2021. College Offices should notify grading.support@ucd.ie if the have uploaded such a file.
Roles in my school/college have recently changed - how do we set up new colleagues as appropriate approvers within this system?	Approver roles are based on how colleagues are set up in Infohub. If roles have changed please ensure that colleagues' Infohub roles are updated - infohub@ucd.ie can provide assistance.
How do we track requests within our unit?	School and College administrative staff should all have access to the My Exceptional Grade Change Requests report in Infohub
The status of a request says "Ready For Preview" - what does this mean?	This means a request has been created but has not been forwarded in the workflow for approval. You can email the initiator through the My Exceptional Grade Change report to alert them to this and encourage them to click "Send to School or approval" on the request.
I can only see overall grade change request in the My Exceptional Grade Change report	Please use the menu in the top left of the screen to toggle between Overall and Component grade change request.



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