



# UCD REGISTRY

## Exceptional Grade Change Request System

To: Module Coordinators, Heads of School, Heads of Support Units, Heads of Subject, Heads of Teaching and Learning, College Principals, Deans, Associate Deans, Vice Principals for Teaching & Learning, Vice Presidents

Cc: School Managers, College/ School Office Directors, College and Operations Managers, Programme Managers

Dear colleagues,

We are pleased to inform you that a new Exceptional Grade Change Request System will be live from Tuesday, August 4th via the My Module Grades area in Infohub. This system will significantly improve the existing paper based process and turnaround time for post examination-board grade changes. It will also facilitate tracking of the request and supports the regulatory requirements for approval of grade changes when required.

Please see further information below with details of the new process.

### Grade change requests

The new online system will support the initial grade change request and approval process in cases where amendments to final results published to students are required. It is currently configured to facilitate individual grade change requests and so any queries relating to bulk changes (e.g. an entire set of grades for a module) should be directed to [assessment@ucd.ie](mailto:assessment@ucd.ie) for advice.

### Workflow

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 Head of School may delegate this task to a Head of Subject or Head of Teaching & Learning or the delegated academic member of staff that is supported by a School Manager in exceptional circumstances
- a Chair of Governing Board may delegate to a Vice Principal of Teaching & Learning, a Vice Principal or the delegated academic member of staff that 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. Please see [the EGC approvals workflow](#) here. 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, such as staff sickness.

The Module Coordinator or academic nominee selects the staff member who is automatically assigned the case in response to the questions for School approver and College approver in the workflow. The status is moved to 'School Approval' or 'College Approval' as the request progresses. The workflow system is ‘role’ based, so access to the tracker report is granted by virtue of having a recognised ‘role’ on the workflow itself. Please see the system [the user guide](#) for more information about this.

### Access

Access for Module Coordinators to initiate requests will be provided automatically. Module coordinators can provide access to other academic staff associated with their module via [Module Access Management](#). (MAM) and this access aligns with those who can be granted access to ‘Gradebook (basic grade entry only)’. Access for specific School and College administrative management level roles has been granted to the workflow and Tracker Management Reports directly as part of the system development. These roles cannot initiate an EGC request or be granted access to perform this function.

It is acknowledged that the online system may be particularly beneficial in the current circumstances, so the work for this first phase of the project was expedited and completed in the last few weeks between staff in Assessment, UCD Registry and IT Services. My thanks to all those involved and in particular to Shelly Power (College of Engineering & Architecture) who managed the project.

We are conscious that time will be needed for everyone to familiarise themselves with the new process and Assessment, UCD Registry will continue accepting paper forms for a period of time in tandem with the online system submissions. Local arrangements and considerations may lead to minor adjustments or specific advice for enhanced use of the system within your School or College. We would appreciate any feedback and comments on the new process in the meantime.

Kind Regards,

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