Online Grade Change Request
How To Guide

New! Effective March 2023

For posted grades of I, RP, and RD, faculty have the ability to submit a change of grade using the new Online Grade Change Request.

The following criteria must be met in order to use this process:

1. You are listed in PeopleSoft as the Instructor of Record
2. You have a current one.sjsu.edu login
3. The relevant grade posted is an I, RP, or RD
4. A degree has not been awarded to the student
5. The class is within the last 8 terms (includes Winter and Summer)

To learn more, go to the Online Grade Change Request FAQs.

1. Go to one.sjsu.edu
2. Click the MySJSU - For Faculty and Staff tile.
3. Within this tile, click the Online Grade Change Request tile.
   If you are not able to find the tile, search for “Online Grade Change Request” in the "What would you like to do?" search bar at the top of the page.

If you see the MySJSU sign-in page, please continue to Step #4.

If you see the Online Grade Change Request page, please continue to Step #5.
4. Enter your 9-digit SJSU ID and Password. Click the Sign In button.

If you have forgotten your password, go to the Reset Password page and enter the 9-digit SJSU ID. Choose one of the two options listed to reset your password.

You can also go to the FAQ section in the Password Help page for additional assistance.

If you continue to have problems, please contact IT Service Desk.
408-924-1530
itservicedesk@sjsu.edu

5. You will only see a list of terms in which you were an instructor. Up to 8 terms may be listed, as this process only applies to grades posted within the last 8 terms (including Winter and Summer).

Select the desired term and click Continue.

6. Locate the class and click the Select button.
The Grade Change Roster page displays.

7. If a different term is needed, click the Change Term button to return to the previous page and select a different term. The class can be changed using the Change Class button.

You can only change grades in green. Grades in red cannot be changed through this method, and need to be changed using the current DocuSign process.

8. Use the dropdown field in the Change Grade To column to select the new grade.

Note: If you are changing an RD grade to an "I" grade, you must also complete Step #14 to add an Incomplete Grade Agreement for the student(s).

9. In the Reason Code column, click on the magnifying glass and select the reason for the change.

10. Click the Add Comments link.
   - Enter your comments.
   - If changing an I grade to a grade, you must add the term of completion in the comments.
     Note: When the work is completed will determine the term the degree is awarded.
   - Click the Save Comments button to save the comments.
11. Repeat this process for additional students in the same class.

   Click the **Submit** button at the bottom of the page when you are ready to submit the request(s).

12. Your request(s) are now in pending status waiting for the Office of the Registrar to review and process.

   Please review the information to ensure accuracy.

   If you need to cancel a request, you can immediately click the **Cancel** button. The request will be cancelled and removed from the Office of the Registrar’s queue.

   **Note:** However, if the Office of the Registrar already picked it up for review and processing, you will get an error when you try to cancel the request. Please refer to the Online Grade Change Request FAQs for additional help.

### Processing and Notifications Timeline

13. The Office of the Registrar staff will review all requests in their queue. Your request will be processed within 3 business days. If the request is **denied**, you will be contacted directly by the Office of the Registrar with more details. If the request is **approved**, email notifications will be sent to the instructor and student(s) involved in the grade change.

### Online Grade Change Request

Your pending grade change request will be processed by the Office of the Registrar within 3 business days. You will receive email notification after your request has been processed.

<table>
<thead>
<tr>
<th>Grade ID</th>
<th>Last Name</th>
<th>First Name</th>
<th>Term</th>
<th>Subject</th>
<th>Current Grade</th>
<th>Request Date/Time</th>
<th>Request Status</th>
<th>Cancel</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td>Fall 2022</td>
<td>44</td>
<td>RD 1</td>
<td>03/07/2022 9:30AM</td>
<td>Pending</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td>Fall 2022</td>
<td>44</td>
<td>1 B</td>
<td>03/07/2022 9:30AM</td>
<td>Pending</td>
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<td>3</td>
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<td>Fall 2022</td>
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<td></td>
</tr>
</tbody>
</table>

submit new request
Changing an RD grade to an “I” grade requires an Incomplete Grade Agreement

14. When assigning an “I” grade, an Incomplete Grade Agreement is required. After submission of the online grade change request, go to the appropriate Class Roster for the term to add the Incomplete Grade Agreement.

Refer to the Incomplete Grade Agreement - Faculty How to Guide to proceed and ensure proper completion of the agreement.