Change of Grade Workflow
**Step 1:** Log into your MyESU Portal.
**Step 2:** Go to Faculty Resources Tab.
**Step 3:** Go to the Change of Grade Tool box.
**Step 4:** Click on “Change A Grade” button.
Step 5: You will be directed to Self Service Banner.
Step 6: The pop-up box will come up.
Step 7: Click on Continue button.
Step 8: The following page will come up.
Step 9: After Welcome will be your name and your department.
Step 10: Put in 9 digit Student ID number
Step 11: Click OK to submit.
IMPORTANT—If you get the information below you should click the Cancel Request button and contact Enrollment Services at records@esu.edu

Student ID is invalid or did not take a class with you in the last year - please try again or Cancel request and email Enrollment Services at records@esu.edu for further assistance.
Step 12: The students name, level, CRN, Subject, Dept, Course Number, Course Title, Grade, Term, and Grade Mode will come up. If the student was in more than one course with you there will be multiple entries.

Step 13: Click on Select for the course that you are changing the grade.
**Step 14:** You will now have a drop down box indicating all grades that you can choose from.

**Step 15:** Chose the grade you wish to assign.
Step 16: As soon as you select a grade, the screen will change.
Step 17: Select the reason for the grade change.
Step 18: As soon as you select a reason, the screen shown above will change. Take note of last three columns which indicate current grade, new grade, and the reason.

Step 19: At this point you can Submit Request, Retry Request, or Cancel Request. Click on the appropriate button.
Step 20: You will see the screen below letting you know your request was submitted.
Step 21: Click on Close Button
Step 22: An email will be sent to the department chairperson.
Step 23: Department Chairperson would click the link.

Dr. Drago,

Prof. (Course instructors name will appear here) has submitted a Change of Grade Request for your review and approval. Please click on the link below to access Banner Workflow and the Department Chair Change of Grade Approval form. You will need to sign into Banner Workflow using your normal Banner INB username and password.

Click this link to access Approval Form

This is an automated Banner Workflow message - please do not respond to this email.
Step 24: If you are the department chairperson or the department chairperson is not available, the email below will be sent to the Dean.

Step 25: College Dean would click on the link.

Dr. Hawkes,

Prof. (Your Name appears here) has submitted a Change of Grade Request for your review and approval. Please click on the 'Approval Form' link below to access Banner Workflow and the Dean Change of Grade Approval form. You will need to sign into Banner Workflow using your normal Banner INB username and password.

Click this link to access Approval Form

This is an automated Banner Workflow message - please do not respond to this email.
Step 26: When the dean or department chairperson clicks the link, they will be directed to this page.

Step 27: If the change is approved, dean or department chair will Click on radial button by Approve. If not approved click on radial button by Deny and put in Denial Reason in box.

NOTE: Send to Dean for Approval is used only if the Department Chair does not respond within three days. The Student Enrollment Center will be notified and will click this button to have the request sent to the College Dean.
Step 28: When the grade has been changed the email below will be sent out to the professor, dean/chairperson and student.

*** CC Student, Faculty, Chair ***

Prof. (Your name and Deans/Chairpersons name appears here)

The Change of Grade requested by Prof. (Your Name) and approved by Dr. (Dean/Chairperson name appears hears) (see below) has been completed!

Student ID - Student Name - Student Level:
000247774 - - U Burgy Warrior

CRN - Course Number - Course Title - Subject - Term Code:
10982 - 100 - GE: General Psychology – PSY 100 - 201310

Original Grade: I
New Grade: A
Reason for Change:
Incomplete Completed

The changes have been made to the student's record.

If you have any further questions please contact Enrollment Services at records@esu.edu.

Sincerely
Enrollment Services