

# Student Services Manual (SSM)

## SSM 203–01: Grade Change

Effective: 8/15/1975

Revised: 11/1/2023

### Purpose

To allow an instructor or department roster contact to initiate a grade change within the original grading option on a student’s academic record

### Sources

ASU *General Catalog*, “Change of Grade”

University Registrar Services

Individual colleges within the university

### Policy

After an initial grade has been posted to the student’s record, the course instructor or department roster contact may initiate a grade change, which is subject to the approval of:

1. the department chair or the chair’s designee (also known as the level one approver).

and

2. the dean of the college or the dean’s designee (also known as the level two approver).

Note: The dean may delegate this responsibility to an associate dean or other college official. A list of designees is available at University Registrar Services.

### Procedure

Responsibility	Action
Instructor or department roster contact	<ol style="list-style-type: none"> <li>1. Log in to the class grade roster from My ASU.</li> <li>2. Select the student, and the new grade, and enter a reason for the grade change.</li> <li>3. Submit the change request for review at the department chair level.</li> </ol>
Department chair or designee (level one)	<ol style="list-style-type: none"> <li>4. Log in to Peoplesoft from grade change request email notification.</li> <li>5. Approve or deny the grade change request.</li> </ol>
	If not approved:

	6. Submit the denial and reason for denial. The requestor will receive an email notification to review the reason for denial.
	If approved:
	8. Submit the approval. An automated email notification will be sent to the Dean of the college or designee (level two).
Dean of the college or dean's designee	9. Log in to Peoplesoft from grade change request email notification. 10. Approve or deny the request.
	If not approved:
	11. Submit the denial and reason for denial. The requestor will receive an email notification to review the reason for denial.
Student	12. If the grade change was approved by both level one and level two approvers, the student will receive an automated email notification that a grade change has been processed and to log in to <a href="#">My ASU</a> to verify the grade change. Note that the student will not receive an email notification if the grade change was denied.
	If the grade change is not on the transcript:
	13. Contact the instructor for more information.

### Cross-Reference

For grade changes in situations not governed by this routine grade change policy and procedure, refer to [SSM 203-02](#), "Academic Record Change."

See also:

1. [SSM 203-06](#), "Deletion of a 'D' or 'E' Grade Received by an Undergraduate Student in an Undergraduate Course"

and

2. [SSM 203-09](#), "Grade of Incomplete."