METROPOLITAN STATE UNIVERSITY OF DENVER

Office of the Registrar
Student Success Building, Suite 160 (#3)
www.msudenver.edu/registrar

Banner Workflow User Guide: Grade Changes

This user guide is designed to help faculty navigate the Banner Workflow Grade Change process. If you have questions that are not addressed in this guide, please call the Office of the Registrar at 303-556-3991.

Basic Information:

- Our grade change policies require a series of approvals, including that of the department chair and dean, at times. The implementation of Banner Workflow does not change our current policies. It simply automates the process.
- The instructor of record, department chair, and dean for the course are the only individuals allowed to initiate a grade change for a specific student.
- Instructors can submit grade changes without additional approval under these circumstances:
    - Within the first seven weeks of the semester following the completion of the course (we allow spring grades to be changed up through the seventh week of the following fall semester),
    - And, within one year of assigning Incomplete (I) or Continuing Correspondence (CC) grade notations.
- Chair and dean approvals are required under these circumstances:
    - If a grade is being changed after the deadlines described above,
    - If a grade assigned prior to fall 2013 is being changed to an 'NC' due to extenuating circumstances,
    - If an Incomplete (I) or Continuing Correspondence (CC) notation defaulted to an 'F' and the instructor wants to assign a grade,
    - And, if a permanent F is being assigned.

Important Links:

Faculty & Staff Hub:

https://launch.msudenver.edu/cas/login?service=https%3A%2F%2Fpbeis01.msudenver.edu%3A443%2Fssomanager%2Fc%2FSSB

Banner Workflow (for chairs and deans):

http://pwls02.msudenver.edu:9086/wfprod/logon.jsp

Office of the Registrar:

http://msudenver.edu/registrar/facultystaffservices/

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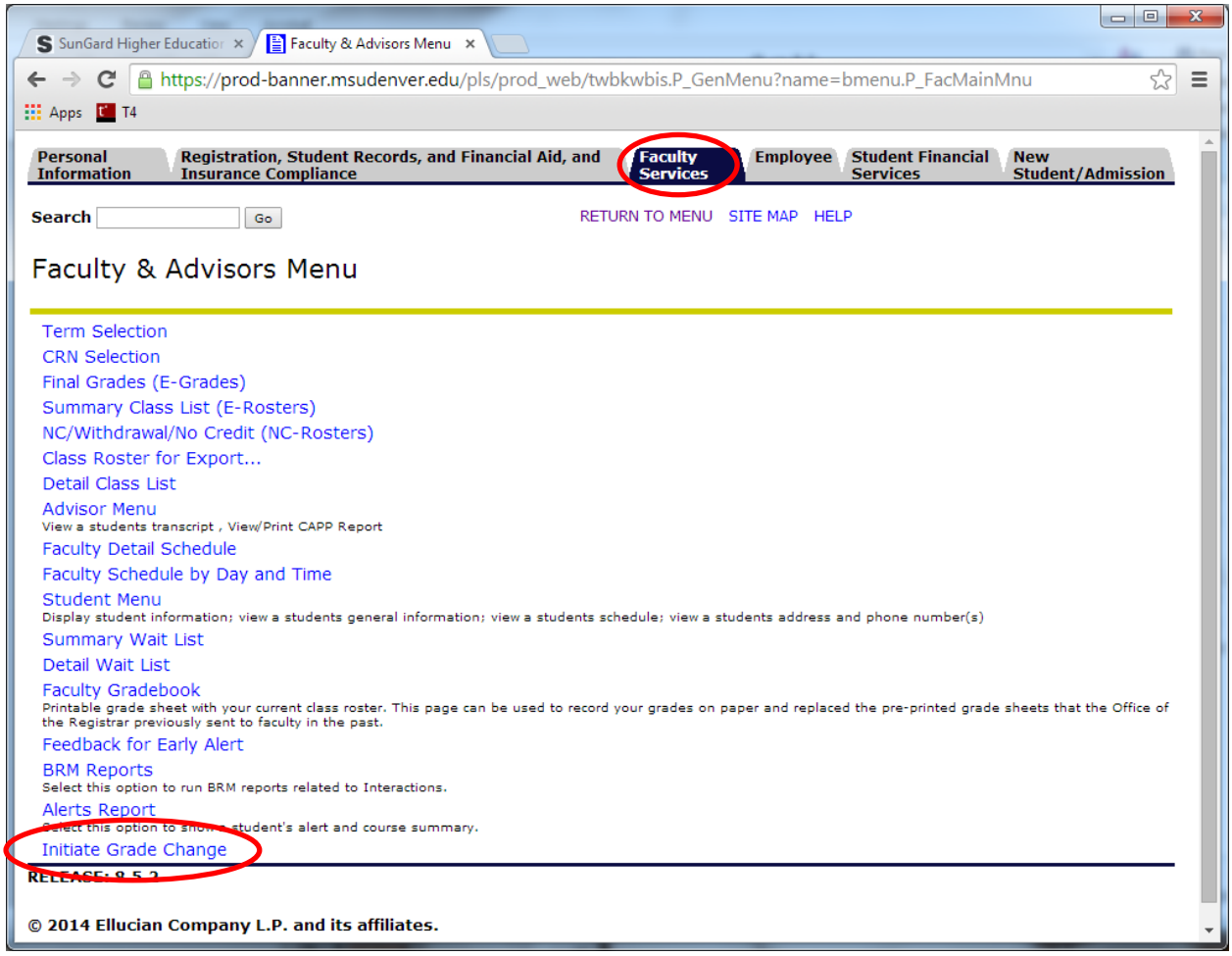
Banner Workflow User Guide: Grade Change Steps

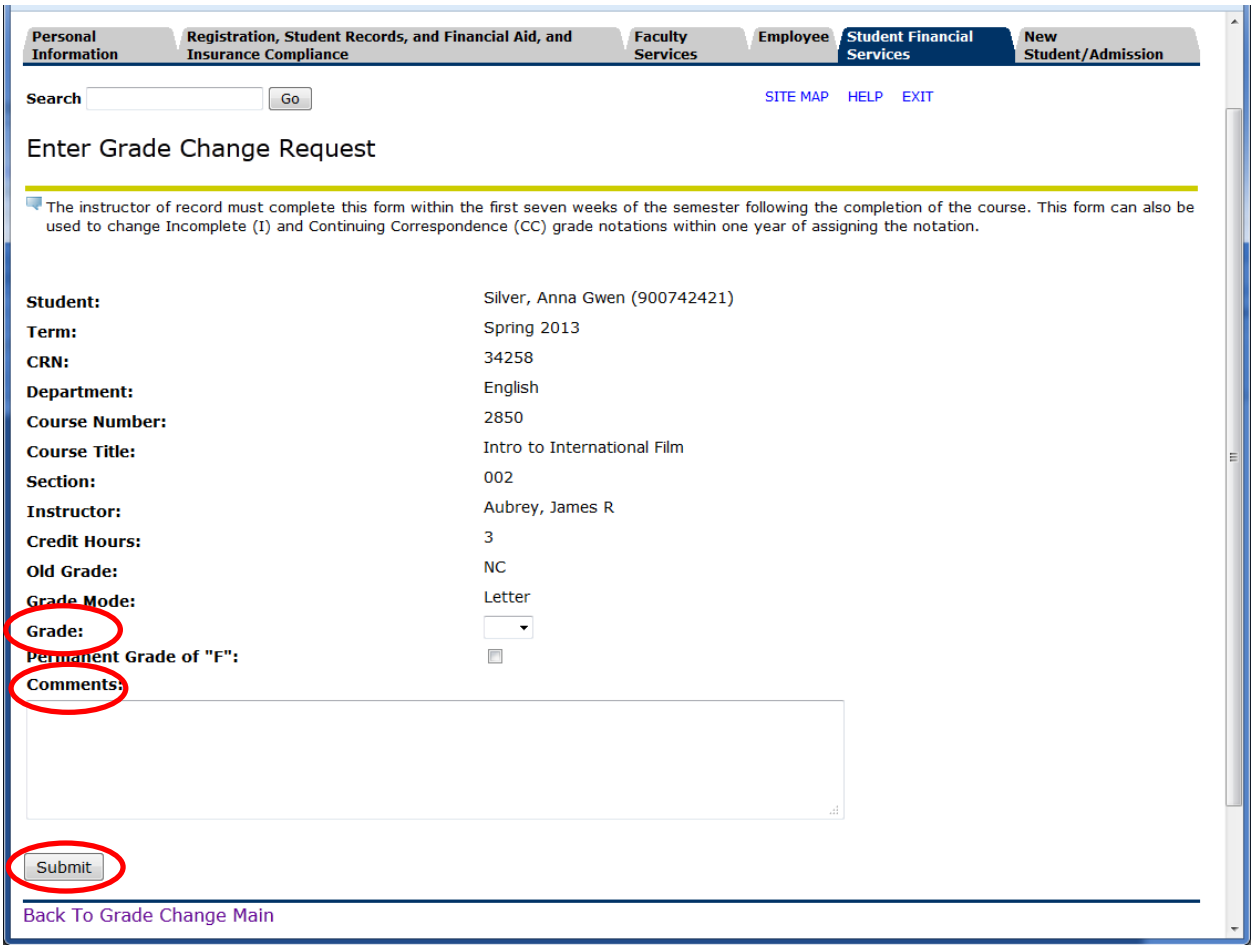
To initiate a grade change:

1. Log into Faculty & Staff Hub
    a. Your User ID is the first part of your @msudenver.edu email address.
    b. If you need help with your password, contact the IT Help Desk.
2. Go to the *Faculty Services* tab, and click the *Initiate Grade Change* link.



3. Enter the Student ID, Term and CRN. Click *Create Grade Change Request*.
4. Confirm student and course information.

5. Click the drop down box next to *Grade* to select the new grade to be assigned. Enter any applicable comments. (Note: Comments are required and saved to the student record.) Click *Submit.*



6. Once submitted, your grade change request will be forwarded to the appropriate individuals for their approval.

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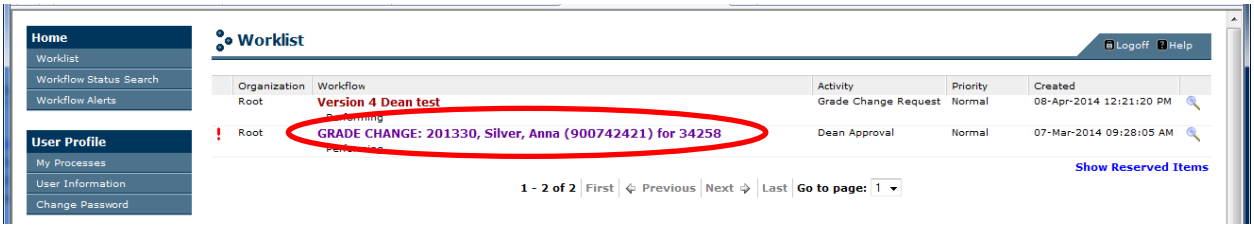
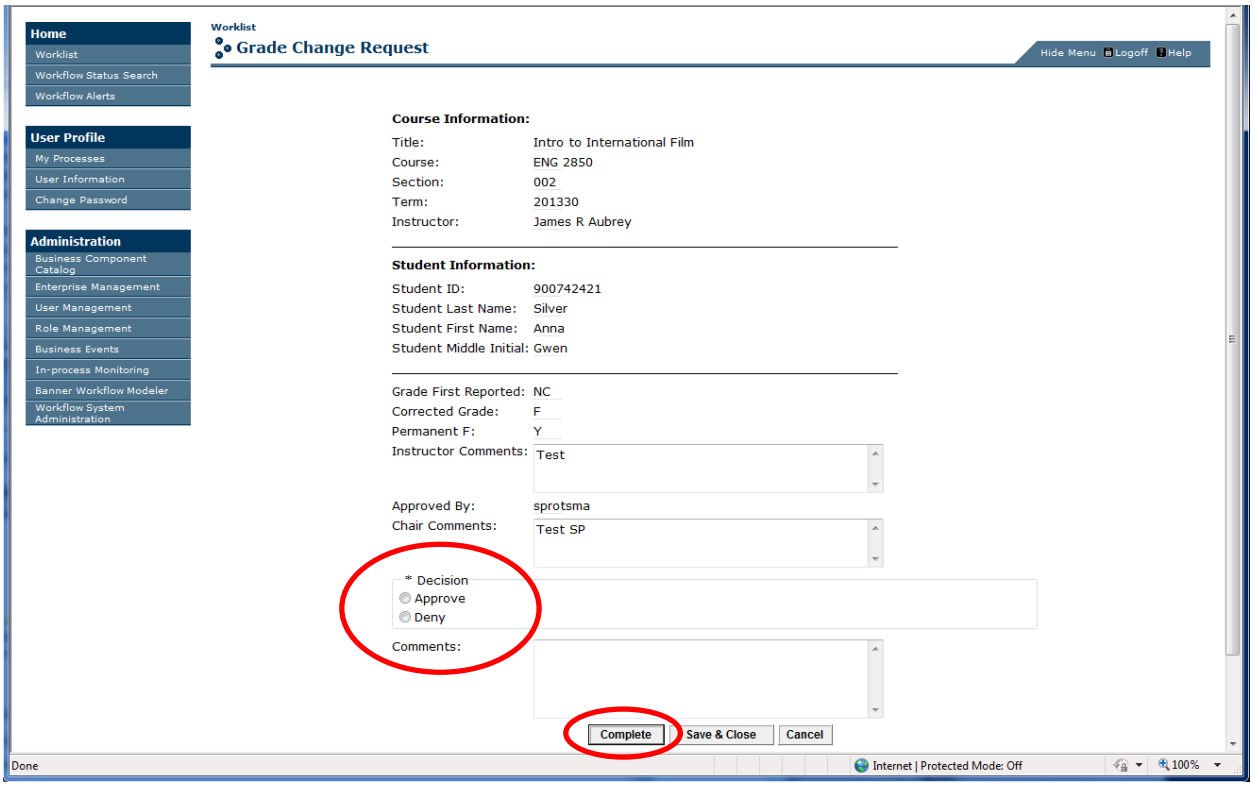
To approve/deny a grade change request (for chairs and deans):

a. Log into Banner Workflow at http://pwls02.msudenver.edu:9086/wfprod/logon.jsp
   Use the same login credentials as you would use to access Banner.

2. Grade change requests pending your approval will be displayed in the 'Worklist' screen.
3. Click the name of a specific request to access details.



4. Approve or deny the request and enter any applicable comments. (Note: Comments are required and saved to the student record.) Click *Complete* to send the task to the next approver. Click *Save & Close* to return to the task later.



5. Once completed, your approval will be forwarded to the next approver in succession.

Review Workflow Status:

If you wish to see the status of a workflow and the item does not appear on your worklist, select the Workflow Status Search option to find the workflow.

1. In the navigation bar on the left of the window, select *Workflow Status Search.*
2. A search criteria window appears, enter the full or partial name of your workflow in the Workflow Specific Name field. Partial name can be entered using asterisk (*) or percent (%) as wild card characters. Click **Search** to search for your workflow. The workflow can also be searched by workflow model name, date, status.
3. Results of the search will be listed at the top of the screen. Click on the desired Workflow to see the progress.
4. Select an activity; click the Advanced Details button to the right of the picture to view details for the workflow and the activity.

Common User Workflow Questions:

1. **I see work sitting on my worklist – what do I do?**
    a. Work sitting on a worklist is ready for the user to complete. The user should click on the work item to launch work. The first column on the worklist indicates the workflow name; the second column is the workflow step or activity name.
2. **I see work on my worklist but it says it's still performing!!**
    a. The performing status in the first column of the worklist indicates that that user has started the work, but did not use the Workflow submit/complete button to indicate to Workflow that the workflow item has been completed. If a Banner activity is released in Banner, it will still be Performing on the user's worklist.
3. **I click on the worklist item that should go to a Banner form but Banner does not open!!**
    a. Check the Pop-up Blocker options on your desktop. Pop-ups should be disabled or Workflow should be added as an Allowed site.
4. **I hit workflow submit in Banner, but my work is still sitting there!**
    a. Make sure the user has hit the browser refresh button to refresh their worklist. The worklist is dynamic. Once work is complete, the work will disappear from the user's Worklist when the browser is refreshed.
5. **I click on the worklist item and get an application error that says "An error has occurred. You must correct the following error(s) before proceeding. The work item is no longer available." !!**
    a. Another user completed the activity. This is not really an error.
6. **I hit Exit and left Banner before I hit Workflow submit – what do I do?**
    a. The work will still be waiting on the user's worklist. The user needs to start the work again to open Banner, do next block to populate fields, hit Workflow Submit to tell workflow the work is completed. (For Banner 7.2 and above, the user will get a pop-up warning message in Banner if s/he closes the Banner form without using the Workflow Submit or Release buttons.)
7. **My work is gone – How do I know what happened!!**
    a. Workflow status search will have a record of all workflows that have started or have completed. Click on the Workflow Status Search option. Enter data that pertains to the specific workflow to filter the search. When the workflow names appear, click on the name to see the status. Click on the activity, and then click on the Advanced details button to see details of the particular step.