



# NORTH AMERICAN UNIVERSITY

INSPIRATION INNOVATION GLOBAL COMPETENCE

**Policy Title:** Grade Change Policy

**Policy Number:** REG.1300.2

**Policy Owner:** Provost and Vice President for Academic Affairs

**Responsible Office:** Registrar's Office

**Revision Date:** 10/7/19

---

## 1. Purpose and Scope

North American University support students who have valid reasons for desiring a grade change. The purpose of the Grade Change Policy is to maintain accurate academic records; to ensure that all grade changes are approved by the appropriate people; and finally to ensure that all grade changes are handled within a single university department, i. e. the Registrar's Office.

## 2. Policy

At the close of each semester, the professor post final grades for students. A grade can be changed only if a "clerical or procedural error" can be documented. No change of grade may be made on the basis of reassessment of the quality of a student's work or, with the exception of an Incomplete (I) grade, the completion of additional work. The Registrar's Office is the only department which may change grades within Campusvue.

## 3. Procedures

### Bulk Grade Changes

- 1) Campusvue allows a one-time grade entry for final grades. Very often professors will accidentally enter only a few grades with the intention of entering more grades in at a later time. When this happens, the remaining grades for that course are entered as zeroes. When the professor discovers he/she has been locked out of making changes to the un-entered grades, he/she may contact the Registrar's Office and provide the correct grades. Grade changes are processed by the Registrar's Office
- 2) If the professor mistakenly enters a bulk of grades incorrectly, he or she should send an e-mail to the department chair or Registrar's Office and provide the correct grades.

### Single Grade Changes

- 1) If a professor enters an incorrect grade, a Grade Change Form must be submitted to the Registrar's Office with all appropriate signatures, the professor, and the VP for Academic Affairs. It should indicate the term, the course, the current grade, what the new grade should be, and the reason for the grade change.
- 2) If the Academic Appeals Committee determines that the grade originally assigned ought to be changed, the grade change request is directly sent to the Registrar's Office to update the grade accordingly. The Registrar's Office then informs the student of the grade change.
- 3) When a student receives an Incomplete (I) grade in a course, he or she has a maximum of one full semester to complete the coursework and receive a grade from his or her professor. If a grade change form has not been received by the specified deadline, which cannot be after the conclusion of the next full term, the grade will be changed to an "F" by the Registrar's Office.

### Time Frame

Grade Change Forms may be accepted by the Registrar's Office at any time within one year the course was taken.

### Handling of Grade Change Forms

All forms submitted to the NAU Registrar's Office are scanned and then filed electronically and physically. Physical files are securely stored in the NAU Records Office. As with all student related documents, FERPA regulations apply.

**4. Who Should Read This Policy**

Faculty and  
Staff  
Department  
Chairs

**5. Related Documents and References**

[Change of Grade Form](#)  
Academic Catalog

**6. History**