

Department Admins/Analysts are the ones to initiate/create change of grade forms for their faculty. Department Admins/Analysts can reach out to their Department Chair or Associate Dean to request access to the change of grade template.

This guide will show you how to submit a change of grade form for students. Information you will need to initiate and complete the form:

- Instructor Name & Email
- Department Admin/Analyst Name & Email (if applicable)
- Department Chair Name & Email **only** for grade changes (not removal of I, RP, RD grade)
- College Associate Dean Name & Email **only** for grade changes after the drop deadline of the following semester (not removal of I, RP, RD grade)
- Student Name and SJSU ID
- Course information and grade

The screenshot displays the DocuSign eSignature interface for a document titled "Change of Grade Form (Registrar Template)". The interface includes navigation tabs (Home, Manage, Templates, Reports) and a toolbar with buttons for "USE", "EDIT", "MOVE", "SHARED (5)", and "MORE".

**Recipients**

Order	Recipient Name	Status
1	Instructor:	Needs to Sign
2	Department Admin / Analyst:	Needs to Sign
3	Department Chair *Must sign for Grade Change. Delete if not.:	Needs to Sign
4	College Associate Dean *Must sign if Grade Change AFTER Deadline following semester. Delete if not.:	Needs to Sign
5	Associate Dean for UGRD/GRAD Studies: Associate Dean for UGRD/GRAD Studies <small>Conditional Recipient Group</small>	Needs to Sign
6	Records & Registration: Registrar_Change of Grade <small>Signing Group</small>	Needs to Sign
7	OnBase Processing: OnBase Processing <small>changeofgrade@sjsu.edu</small>	CC Receives a Copy

**Message**

**Subject**  
Change of Grade: <ADD student SJSU ID, Name here>

Please complete change of grade form.

The [one.sjsu.edu](https://one.sjsu.edu) homepage displays.

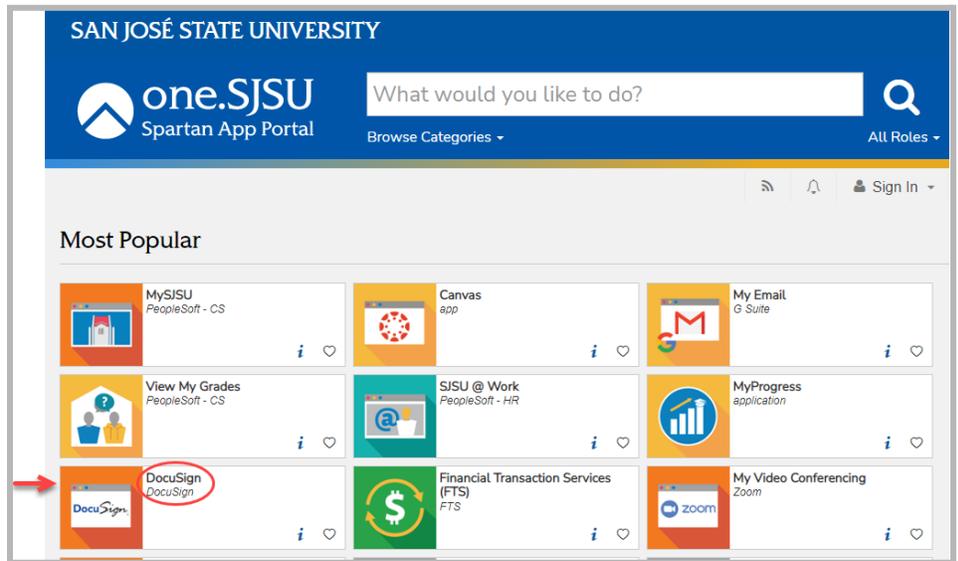
1. Go to [one.sjsu.edu](https://one.sjsu.edu)

2. Click the **DocuSign** tile.

If you can't find the DocuSign tile, search for it 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 #3.**

**If you see the DocuSign page, please continue to Step #4.**



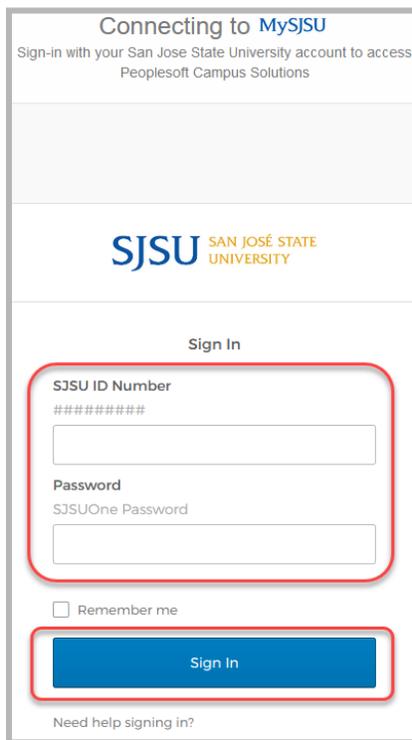
The MySJSU sign-in page displays.

3. 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.

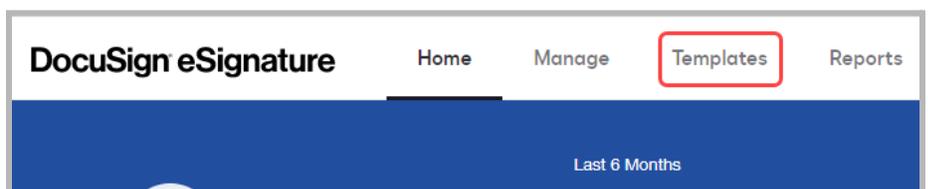
You can also go to the FAQ section in the [Password Help](#) page for additional assistance.

If you continue to have problems, please contact IT Service Desk.  
408-924-1530  
[itservicedesk@sjsu.edu](mailto:itservicedesk@sjsu.edu)



The DocuSign eSignature page displays.

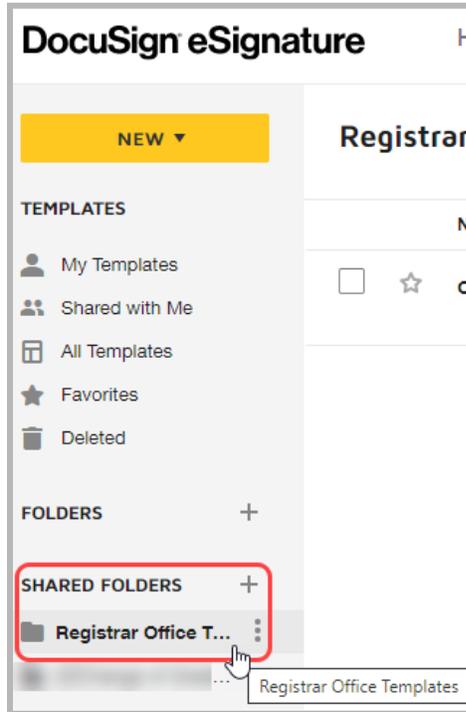
4. On the top navigation, click on **Templates**.



The Template page displays.

- On the left navigation, click on **SHARED FOLDERS** -> **Registrar Office Templates**.

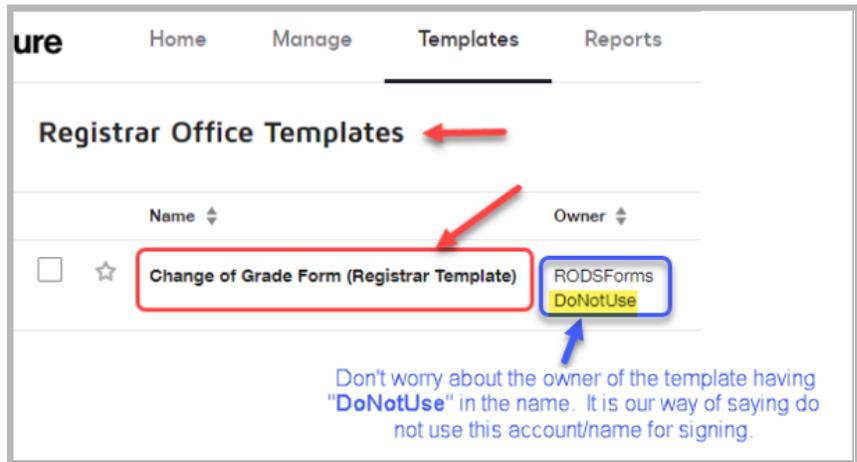
If you do not see this folder, please contact your department chair to request access.



- Under the **Registrar Office Templates** folder look for the template called **Change of Grade Form (Registrar Template)**.

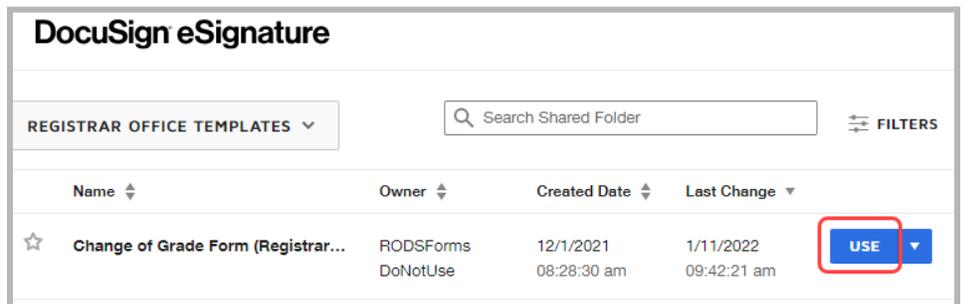
If you are not able to find the template, please contact the Registrar's Office.

**Note:** This is the template to use even though it has "DoNotUse" in the Owner name. It is our way of saying not to use the account/name for signing.



- To the right of **Change of Grade Form (Registrar Template)**

click **USE**.



The **Change of Grade Form (Registrar Template)** Window appears.

8. Enter the **Instructor Name** and **Email**.
9. Enter the **dept admin/analyst name** and **email** for review of the form.

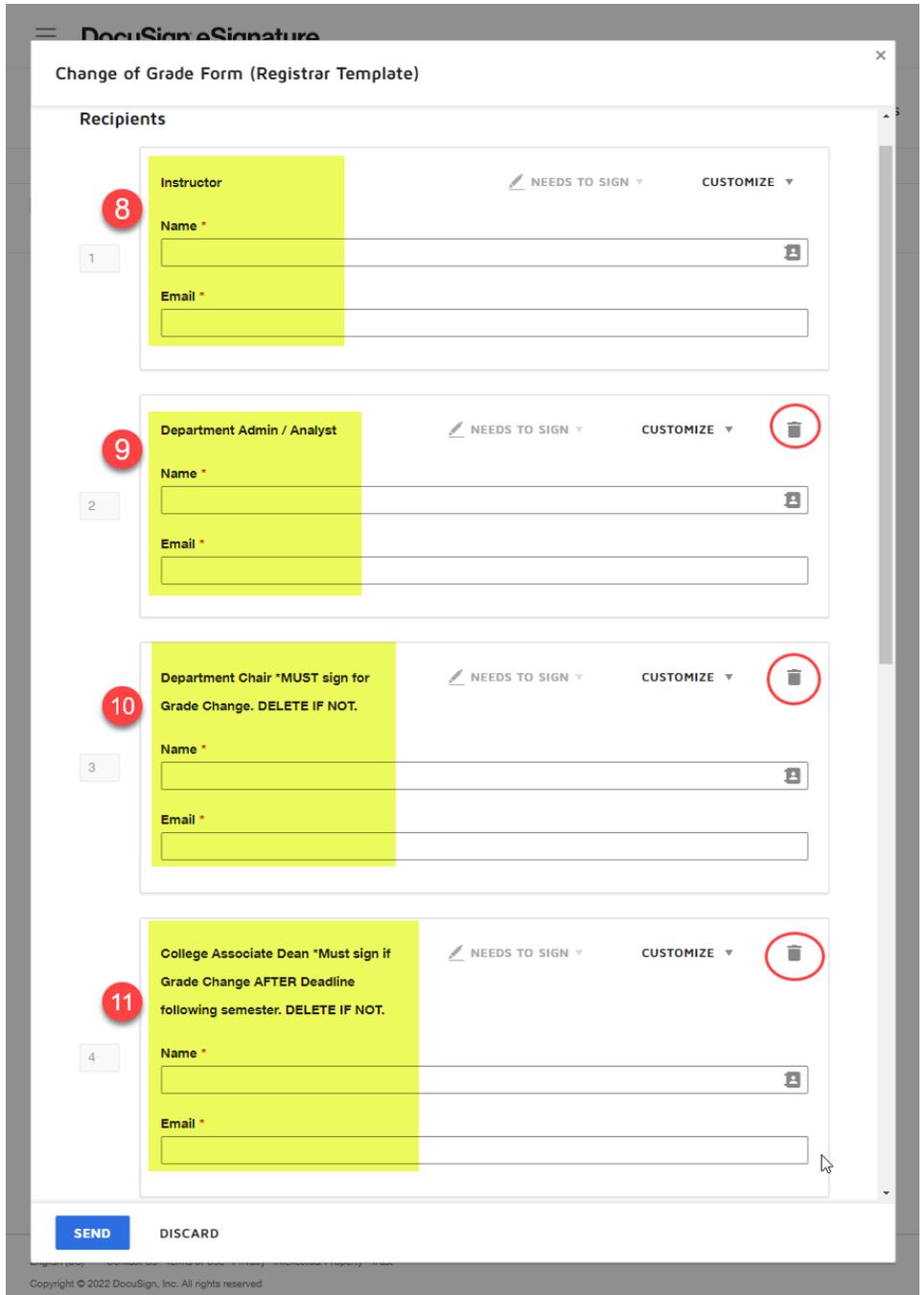
If you do not have one, simply click the trash can  to remove this signer.

10. If this is for **Grade Change**, enter the **Department Chair Name** and **Email**.

For **Removal of I, RP, RD grades**, click the trash can  to remove this signer.

11. If this is for **Grade Change** and submission time is **AFTER the drop deadline of the following semester**, enter the **College Associate Dean Name** and **Email**.

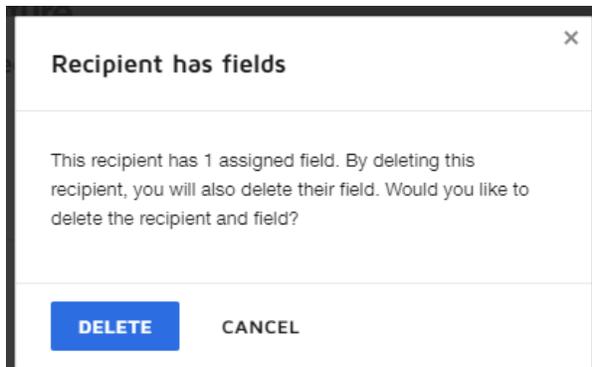
For **Grade Change** submission time **BEFORE** or for **Removal of I, RP, RD grades**, click the trash can  to remove this signer.



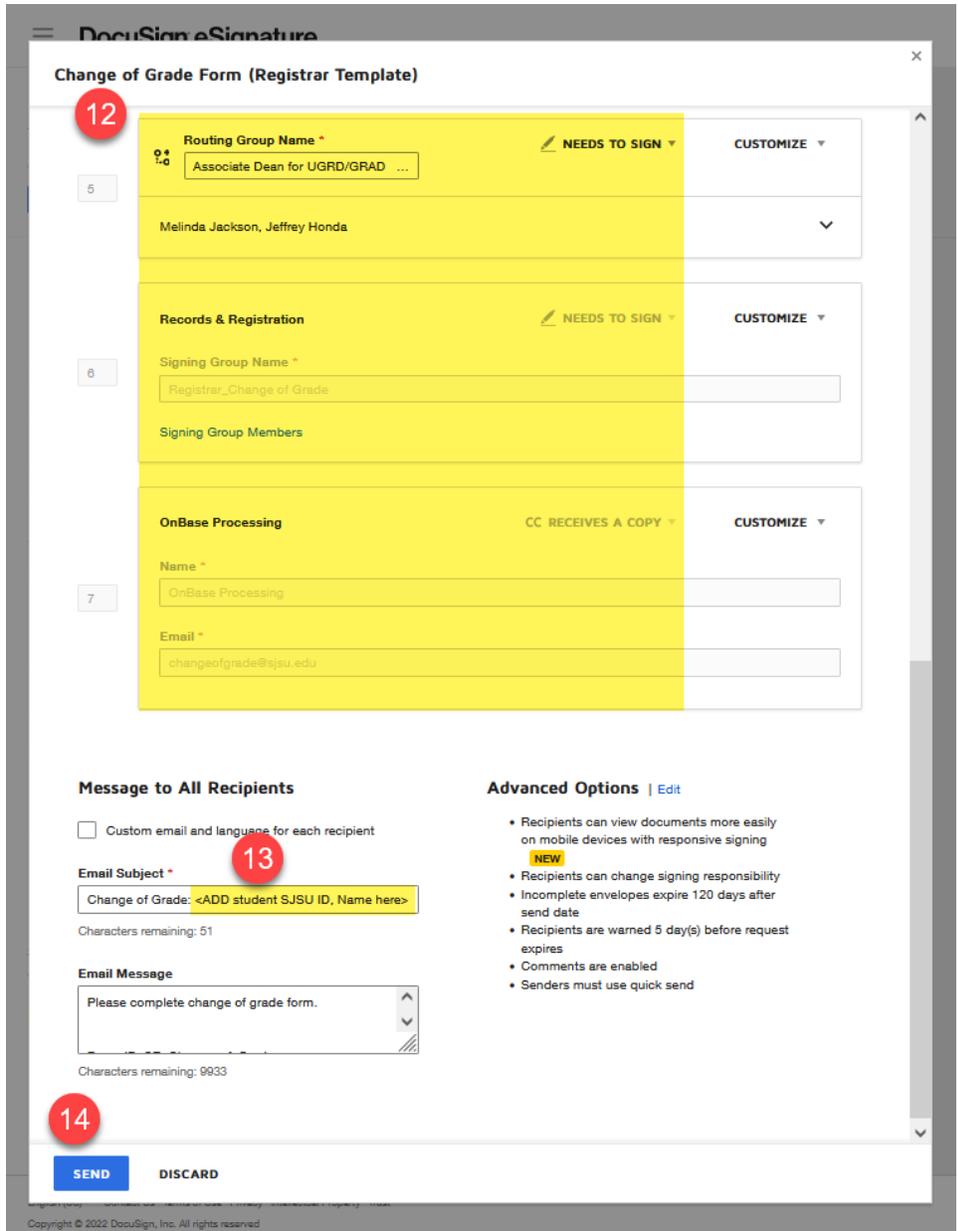
**Note:**

If you click the trash can  to remove a signer, you will see a message regarding the Recipient

fields. Click the  button to continue.



12. The next signers are set up—per [policy](#)—automatically. You do not need to make any changes/updates on these signers. [Policy: A change of grade request received more than one year after the posting of the grade will require, additionally, the approval of the Associate Dean for Undergraduate Studies or Graduate Studies and Research, as appropriate.](#)

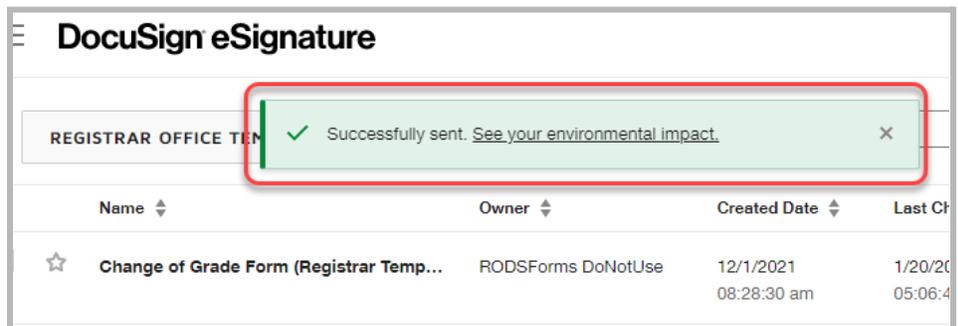


13. **You must update the *Email Subject*. Replace <Add student SJSU ID, Name here> with the actual student's name and SJSU ID.**

14. Click the **SEND** button.

15. Once finished sending, you will see a **Successfully sent** message.

16. You have successfully initiated the Change of Grade form. The required signers will get an email notification to complete and sign the Change of Grade form for a student.



**Document Routing & Collaborative Fields**

17. The change of grade form will route to the instructor entered in Step #8. The instructor will fill out the form, sign, and click Finish.

Fields noted in **Green** are to be completed by the instructor.

Some fields are **collaborative fields** between the instructor and admin/analyst. Please see the next step for details.

18. After the instructor, the change of grade form will route to the admin/analyst entered in Step #9, unless it was removed.

Admin/analyst will initial and also has the **option to change the collaborative fields that are circled**. This gives the admin/analyst the opportunity to make any corrections if needed.

If any of the **RED circled fields are changed, the form will route back to the instructor to initial to accept the changes.**

Fields requiring instructor to initial if changes are made:

- Student Last Name
- Student First Name
- Semester/Year Enrolled
- Semester/Year Student Completed Work
- Subject and Course No.
- Sec No.
- Original Grade
- Final Grade

19. The next signing steps are based on the signers entered that are necessary for the specific grade change requesting and submission time.
- a. If requesting change of IC, NC, WU and ABCDF grades and **BEFORE** drop deadline of following semester.
    - i. Department Chair has to sign
  - b. If requesting change of IC, NC, WU and ABCDF grades and **AFTER** drop deadline of following semester.
    - i. Department Chair has to sign
    - ii. College Associate Dean has to sign
  - c. If requesting change of IC, NC, WU and ABCDF grades and **One or more years after posting of grade.**
    - i. Department Chair has to sign
    - ii. College Associate Dean has to sign
    - iii. AD for Undergraduate / Graduate Studies has to sign
20. Lastly, it will route to the Registrar's Office for processing.