FAQ’s | Approving Electronic Grade Change Requests

1. **How will I know that a request is pending my approval?**

   You will receive an email from BYU–Idaho’s “Grade Change Request” email account notifying you that you have a pending task.

2. **How do I access the request to approve it?**

   In the notification email is a link to the Grade Change Request Portal. Once there, each assigned task will be listed under the “My To Do Tasks” heading. Select each task individually for review.

   Direct access to the portal is available at [https://cms.byui.edu/home/gradechangerequest](https://cms.byui.edu/home/gradechangerequest). On the left side, select “My To Do List” to see all pending tasks. In the near future, a link to the Grade Change Request Portal will also be available on your Faculty Tab on my.byui.edu.

3. **How do I approve a new request?**

   Once you access a request, review the information submitted by the instructor and select one of the following options:

   - **Approve:** The request is then routed to Student Records and Registration for processing, after which the instructor and the student will receive an email notification that the grade has been entered onto the student’s transcript.
   - **Deny:** The request is sent back to the instructor; please includes comments regarding your reason.
   - **Request More Information:** The request is returned to the instructor to provide the information requested. It will then be routed back to you for further review.

4. **What happens to a request once I approve it?**

   Once approved, the request will be routed to Student Records and Registration for processing. If the request is for a grade change that is more than a year old, it will first be routed to the Associated Academic Vice President for additional approval, after which it will be routed to Student Records and Registration.

5. **What should I do if I am not available to approve a request?**

   If you know that you will not be available to approve a task for several days please contact Student Records and Registration directly for assistance.

6. **How do I access requests I’ve approved?**

   Simply go back into the Grade Change Request Portal to see all of the requests you have approved. On the left side, you will see two links: View In-Progress Requests and View Completed Requests. A search field is also available within the portal to find a specific request.