How to use Grade Exception Processing

Requesting a Grade Change

1. Log into SF State Gateway
2. Click **Class Services**
3. Locate and select **Grade Exception Processing**
4. Select **Grade Change** from the menu list on the left.
   a. By default, the current term preloaded, update the field by clicking the **Term** dropdown menu.
   b. Select the relevant term and click the **Change Term** button.

5. Select the relevant class and click either the **Course** or the **Title** link.
6. When the roster opens, locate relevant student record and select a grade from the dropdown menu.
   a. A justification text box is available for any justifications
   b. If a student has text that reads Cannot Change Online, contact your college department.

7. Click the Submit Grade Change button when ready.

8. The grade change needs to go through the Chair and Dean level for review and decision. A notification is generated informing them of the grade change request and action is needed. Sample message below.

   This e-mail is to notify you that there is a grade change or exception that requires action on your part.
   Please go to SF State Class Services (http://www.sfsu.edu/faculty) and approve or deny all exceptions listed.
   Once an exception is over seven (7) days old, you will begin receiving daily reminder e-mails until you take action.

   Registrar's Office
   regweb@sfsu.edu
9. When the process is completed, the faculty and student will receive an email stating status of grade change and timeline on when the grade change appears on their Student Center.
   a. This typically takes 2 business days.

**Remember:** Log out of the SF State Class Services application and the SF State Gateway when you are finished to prevent unauthorized access to your account.
Requesting a Withdrawal

1. Log into SF State Gateway
2. Click **Class Services**
3. Locate and select **Grade Exception Processing**
4. Select **Request Withdrawals** from the menu on the left.
   a. By default the current term is selected, to update click the **Term** dropdown menu.
   b. Select the relevant term and click the **Change Term** button.

5. Select the relevant class and click either the **Course** or the **Title** link.
   a. **Note**: Instructors will automatically see all classes they instruct.

6. The withdrawal needs to go through the Chair and Dean level for review and decision. A notification is generated informing them of the grade change request and action is needed. Sample message below.

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This e-mail is to notify you that there is a grade change or exception that requires action on your part.
Please go to SF State Class Services (http://www.sfs.edu/faculty) and approve or deny all exceptions listed.
Once an exception is over seven (7) days old, you will begin receiving daily reminder e-mails until you take action.

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7. When the process is completed, the faculty and student will receive an email stating status of grade change and timeline on when the grade change appears on their Student Center.
   a. **This typically takes 2 business days.**

   **Remember:** Log out of the SF State Class Services application and the SF State Gateway when you are finished to prevent unauthorized access to your account.