

**RECORDING GRADE CHANGES  
and  
SECURING GRADE RECORDS**

**Guidelines for Recording Grade Changes and Securing Grade Records**

Extreme care must be taken in the recording of grade changes and the securing of grade records. The following procedures must be followed in conducting both activities. Personnel who record grade changes have been assigned a high level of security access to perform vital functions for the college. In order to maintain the integrity of the institution, employees entrusted with this authorization must process all work with the highest level of personal integrity and ensure that all policies and procedures set forth below are followed.

- a. All grade changes must be authorized and in writing. Every grade change entered into Colleague must be duly authorized in writing by the instructor of record, and authenticated by the area dean and the Director of Admissions and Records/Registrar on the appropriate grade change form, as required by Curriculum and Instruction Procedure 4005.
- b. Administrative Grade Changes. Administrative grade changes will be allowed when a clerical error by Admissions and Records has occurred. A Grade Change form will be required and signed by the Division Dean and Director of Admissions and Records/Registrar. Documentation of the clerical error must be attached to form.
- c. Removal of grades must be authorized and in writing. Removal of grades will only be allowed in extenuating circumstances and must be authorized in writing by the instructor of record, and authenticated by the area dean and the Director of Admissions and Records/Registrar. Extenuating circumstances are verified cases of accidents, illnesses or other circumstances beyond the control of the student.
- d. Personnel who record grade changes may not change their own grades. Personnel who record grade changes are not authorized to change any of their own grades or grades of family or friends under any circumstances. Grade change requests for personnel who record grade changes, family members or friends, must be reported to the Director of Admissions and Records/Registrar for assignment to another employee who records authorized grade changes.
- e. Personnel who record grade changes may not leave their computers while logged into Colleague. Personnel who record grade changes must always log out of Colleague and lock their work station prior to stepping away from their terminal. Personnel who record grade changes will be held responsible for all transactions processed under their own logins.
- f. Removal of Ws. Removal of Ws may be authorized by the instructor by method of reinstate or no-show drop on census roster. A Grade Change form is not needed.

- g. Building Records for Legacy Migration. Students who have attended prior to Colleague implementation have “legacy” records that must be imported into Colleague. Personnel who build records will comply with the stated grade change policies contained in this procedure.

### Recording Grade Changes

a. Personnel Who Record Grade Changes

Each college Admissions and Records Director/Registrar shall designate a limited number of personnel who are authorized to record grade changes as follows: CCC, two; DVC, three; and LMC, three. The total number of personnel who change grades Districtwide shall be limited to eight.

Only permanent employees may serve as personnel who change grades. Student and hourly employees shall not have access or authorization to modify grade records and are not authorized to enter original grades.

Upon authorization and annually thereafter, all personnel who change grades are required to review and sign the Agreement to Abide by Student Services Procedure 3028, *Recording Grade Changes and Securing Grade Records* in Exhibit A. Copies of these signed statements are to be maintained on file by each college Admissions and Records Director.

b. Admissions and Records Directors

As custodians of student records, each Admissions and Records Director/Registrar will monitor all grade changes and related processes and will adhere to the following protocols to ensure the accuracy and integrity of all grade changes. This responsibility may not be delegated to other staff members.

- 1) Review and sign all grade change forms submitted by the instructor of record.
- 2) Run the monthly grade change and legacy import reports.
- 3) Non-grade change operator collates the documents with the report and checks to ensure all documents are present.
- 4) Conduct bi-monthly audits. This process consists of matching grade changes presented in the monthly report to grade change forms for all changes made during the month. Missing grade change forms must be investigated. The Director of Admissions and Records/Registrar must report irregularities immediately to District Audit Services.
- 5) Keep all documentation verifying the monthly audit. Admissions and Records Directors/Registrar will maintain all documentation verifying the monthly audits, including grade change reports along with a copy of each grade change form.<sup>1</sup>

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<sup>1</sup> CCCC Administrative Procedure 1900.01, Destruction of District Records.

c. Additional Review Protocols

Additional reviews are built into this process to provide oversight and validation. District Audit Services will monitor the grade change process for compliance.

The instructor receives a system generated e-mail when the grade is changed.

The student will be notified of the grade change.

Admissions and Records will keep the hard copy grade change reports for five years and then scan the reports. As long as back-up documentation was previously scanned it can be destroyed.

### Securing Grade Records

- a. Any person who discovers that grades have been changed by someone other than the persons authorized to do so shall notify his/her immediate supervisor and District Audit Services immediately.
- b. If any student's grade record is found to have been changed without proper authorization, the District will notify 1) the student; 2) the instructor who originally awarded the grade; 3) any educational institution to which the student has requested transcripts be sent; 4) the regional accreditation agency and any specialized accreditor, if applicable; and 5) appropriate local law enforcement authorities.
- c. Any person who is found to have gained access to grade recording systems without proper authorization, or who is found to have changed any grade without proper authority to do so, shall be reported to the appropriate law enforcement agency having jurisdiction over the college where the incident occurred
- d. Any student or employee who is found to have gained access to grade recording systems without proper authorization, or who is found to have changed any grade without proper authority to do so, shall be subject to discipline in accordance with District policies and procedures and may be subject to criminal prosecution.

**CONTRA COSTA COMMUNITY COLLEGE DISTRICT**

**AGREEMENT TO ABIDE BY STUDENT SERVICES PROCEDURE 3028,  
RECORDING GRADE CHANGES AND SECURING GRADE RECORDS**

By signing this form, you indicate acknowledgement of the requirements stated in Student Services Procedure 3028, Recording Grade Changes and Securing Grade Records.

This form will be placed in your personnel file.

Failure to Comply – All grade changes and related processes are monitored. Employees found to have violated the above policy will be subject to disciplinary action up to and including termination and may be subject to criminal prosecution.

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As an employee of the District who is authorized to change grades, I have read, understand, and agree to abide by Student Services Procedure 3028, Recording Grade Changes and Securing Grade Records.

\_\_\_\_\_  
Grade Change Employee (Print Name)

\_\_\_\_\_  
Signature Date

\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Manager/Supervisor (Print Name)

\_\_\_\_\_  
Signature Date