

## **University Policy 3.04.08**

## **Incomplete Grades**

**Policy Approval Date: December 19, 2006**

**Policy Effective Date: April 1, 2006**

**Procedure Approval Date: August 11, 2016**

**Procedure Effective Date: September 1, 2016**

### **POLICY STATEMENT**

In the event that a learner is unable to complete the course requirements by the published course end date due to unavoidable and unforeseen circumstances, the learner must request an Incomplete (“I”) grade from the instructor. The instructor may choose to grant a grade of “I” only if the learner can complete the remaining assignments independently (i.e., the learner only has assignments and not discussions to complete). A grade of “I” is not awarded quality points and is not included in a learner’s grade point average (GPA). Incompletes are included as attempted credits but not as earned credits.

When a learner completes the final paper or project prior to the stated deadline, the “I” grade will be changed to the appropriate grade (“A,” “B,” etc., or “S”) and will earn the corresponding quality points. If the course work is not completed by the stated deadline, the learner will be awarded a final Failing (“F”) or Not Satisfactory (“NS”) grade.

### **RATIONALE**

Capella University recognizes that there are sometimes unavoidable and unforeseen circumstances that may warrant additional time to complete course requirements. Clearly defined procedures and practices will help ensure that learners successfully complete their courses.

### **DEFINITIONS**

#### Assignments

Assignments include but are not limited to papers, quizzes, tests, and projects. Assignments do not include discussion board responses or other work products that may not be completed independently.

#### Attempted Credits

Attempted credits include graded credits (“A,” “B,” “C,” “D,” “F,” “S,” and “NS”), withdrawn (“W”) credits, and incomplete (“I”) credits.

#### Earned Credits

Earned credits are credits for which the learner has received a grade and did not fail the course (“A,” “B,” “C,” “D,” or “S” grades).

### Quality Points

Quality points is the figure obtained by multiplying a course's credit total by the numerical value of the letter grade assigned. The numerical values of grades are:

A = 4.0

B = 3.0

C = 2.0

D = 1.0

F = 0.0

## **PROCEDURES**

I. Requesting an Incomplete ("I") Grade for Learners in Credit-Based (GuidedPath) Programs  
Learners must request an "I" grade by contacting the instructor no later than the last day of the course.

II. Incomplete Grade Request Process for Learners in Credit-Based (GuidedPath) Programs

A. Incomplete Grade Request

To request an Incomplete ("I") grade, the learner must complete and submit an [Incomplete Grade Request form](#) to his or her instructor. The [Incomplete Grade Request form](#) is located in the Student Center on Campus.

1. The web form generates an email that notifies the instructor of the request.
2. The request will contain a list of work products the learner must complete and submit to his or her instructor by a proposed deadline.
3. The instructor will accept, reject, or revise the terms of the request, including the deadline, through email.
4. If the request is accepted, the instructor will assign the learner a grade of "I."

B. Deadlines

1. If the "I" grade request is not received by the last day of the course, the learner will be graded based on the work that he or she submitted through the last day of the course.
2. The deadline for completing any remaining course work is not to exceed the end of the following academic quarter.
3. No extensions will be granted for completing any remaining course work after the end of the following academic quarter.
4. Learners who have applied to graduate and are awaiting the resolution of an incomplete grade are conferred as of the month in which the requirements are evident as being met according to the learner's transcript. This would be the last day of the month in which the final passing grade is recorded, as described in university policy *3.01.09 Degree and Certificate Conferral*.

III. Completion of Work

When the remaining course work is completed by the deadline established in the [Incomplete Grade Request form](#), the instructor will submit the learner's final grade by completing a Faculty Grade Change Request form.

#### IV. Failure to Complete Work

- A. If the remaining course work is not completed and submitted by the deadline established in the [Incomplete Grade Request form](#), the instructor will submit a Faculty Grade Change Request form to the Learner Services and Operations department issuing a grade for the work the learner submitted up until the deadline.
- B. If a Faculty Grade Change Request form is not completed and submitted, the Incomplete (“I”) grade will be converted to either a Failing (“F”) or Not Satisfactory (“NS”) grade, depending on the learner’s grading option after the end of the following academic quarter.

*Note: This procedure is completed through the Blank/Incomplete Grade Conversion process.*

#### V. FlexPath Learners

FlexPath learners must contact their FlexPath coach to discuss options when they expect that a course may not be completed in the expected time frame.

#### **POLICY OWNERS**

Academic Owner: Deans

Operations Owner: Learner Services and Operations

#### **RELATED DOCUMENTS**

University policy 2.02.02 Course Registration

University policy 3.01.09 Degree and Certificate Conferral

University policy 3.04.07 Grading

University policy 3.04.09 Appealing a Grade

University policy 4.03.01 Tuition and Fees

#### **REVISION HISTORY**

Original Policy Approval Date: February 19, 2006

Revision Dates: 12-19-06; 5-28-08; 8-21-13; 6-6-14; 8-11-16

Administrative edits as result of ongoing review: 2-17-10; 4-17-12; 6-13-13; 12-17-13; 12-14-16