Reviewing a Grade Change Request

The purpose of this guide is to provide instructions for reviewing a grade change request utilizing Ellucian Workflow.

1. A notification will be sent to your Mason email address. Click on View Case in Workflow then login using your Mason credentials.

   NOTE: The emails will be sent from GMU Workflow Do Not Reply <wfnorply@gmu.edu>.

2. Click on Unassigned. NOTE: If the case does not appear in unassigned, it has already been claimed by another approver and no further action on your part is required.

3. Double click below the case number referenced in email.

4. Click Claim to claim the case.
5. Review the grade change request. Enter a decision. Additional comments may be added but are not required. Click Submit.

6. A page confirming successful submission will appear. A notification will be sent to the next approver, if applicable, in the workflow for review.
7. Once approved by all approvers in the workflow, the record will be updated in Banner and on the student’s academic record. Regardless of the decision, the submitter and the student will receive an email notification at the conclusion of the workflow, and a record of the request will be uploaded for view in WebXtender.

8. The status of any of your request(s) may be viewed in Ellucian Workflow. Click on My Cases. The In Progress column shows the current step in the approval process.


10. Choose the preferred file type. The report will be sent to your Mason email address.
For assistance, please contact regwf@gmu.edu.