

The scenarios below can be used to help troubleshoot common issues concerning Entering and Approving grades in ConnectCarolina. If you still have questions after using this list please contact the **Records area of the Registrar's Office**.

Grade Roster is missing

Check the following:

- **Access the class roster through Faculty Center.** If your class roster is missing, then you have not been assigned to the class as an instructor. Contact your departmental scheduler.
- If you can access your class roster but not the grade roster for a specific class, please have your departmental scheduler confirm that you have either **Grade** or **Approve** access on the class meetings page of the class.
If you have **Grade** or 'Approve' access and you still cannot see the grade roster, the grade roster may not have been generated by the Office of the Registrar. Please contact the Office of the Registrar for assistance.

Student is missing on Grade Roster

The student may have dropped the class. This can be verified by checking the drop-down on the class roster page. Contact the Records area of the Registrar's Office for assistance.

Grade basis displayed on the roster is incorrect

If a student's grade basis is incorrect, contact the Records area of the Registrar's Office for assistance. You will only be able to select a valid value as determined by the grading basis defined during enrollment for that student

The Grade Roster icon is not present in Faculty Center

If a grade roster does not appear to be available for a course, there are a few common issues to look for:

- **Verify that the correct term is displaying on your Faculty Center.**
- If you are indeed viewing the correct term, **verify that you are within the dates for the grading period.**
Grade Rosters are not generated until the beginning of the grading period. Contact the Records area of the Registrar's Office for assistance if you need details on the grading period dates.
- It is also possible that **you have not been given access to grade.** Your grading access for each class

is based upon information your department enters into the schedule of classes. Contact your departmental scheduler or the Records area of the Registrar's Office for assistance to verify the level of grading access you've been given.

I've entered my grades but the students cannot view them. What's going on?

Your grades can only be viewed on the student end once they've been posted by the Registrar's Office. If your grades have not been posted yet, you will need to wait until the next scheduled posting date for your grades to be posted. Contact the Records area of the Registrar's Office for further details regarding the grade posting schedule.

I entered my grades before the last scheduled posting date but they are still not showing up for the students. What's going on?

When grades are being posted, the process only looks for rosters where the Approval Status value has been set to "Approved". If you left your roster in "Not Reviewed" status, it would have been skipped by the post process. You can return to your roster, change the Approval Status to "Approved" and the grades will be posted when the next process is run.

I've entered grades already and now I want to make a change. What should I do?

The procedure for changing grades depends upon whether or not grades have been posted. If your grades have been posted (*i.e., the Official Grade column is populated and "Posted" appears to the right of the Approval Status field*), you will need to submit any grade changes to the Registrar's Office on paper. Contact the Records area of the Registrar's Office for details on this process.

If your grades have not yet been posted, you can change your grades online. If the Approval Status of your roster still says **Not Reviewed**, you can simply re-open the roster and edit as necessary. If your roster's Approval Status says **Approved**, you will need to change this value back to **Not Reviewed** before you can edit the roster. (*Remember to change your roster's Approval Status to **Approved** and save your data when finished.*)

The grading deadline has passed and I can no longer enter grades online. What can I do?

Once the grading period has ended, an administratively-assigned temporary grade (NR) will be posted to each student's record. You will then use the online Grade Change Request process to assign each student a permanent grade. Email grades@unc.edu with any questions about this process.

Should every registered student on the grade roster have an appropriate grade? There are a couple students who did not show up for the final examination.

If a student did not show up for the final examination or has not been attending classes, a grade of **AB** or **FA** must be assigned. Use a **Post-Semester Registration/Drop/Add Form** to remove or add a student to a course after the Official Grade Rosters have been generated for the semester.