

Incomplete Guidance

Preface

In an effort to continue to improve student success, including persistence and graduation, at Webster University, the University is tracking grades of Incomplete and more actively and regularly reaching out to students and academic departments regarding assigned grades of Incomplete. This document shares the related catalog policies for undergraduate and graduate students, offers guidance for faculty members regarding grades of Incomplete, shares the electronic Incomplete Grade Form found in Connections, and documents current intervention efforts.

When used within the guidance and policies below, grades of Incomplete allow students with very few remaining requirements to complete a course they cannot finish by the normal end of the term or semester due to circumstances beyond their control. Thus, grades of Incomplete can offer advantages in helping students successfully complete their courses and progress toward graduation/completion.

The University has identified that assigning grades of Incomplete can be disadvantageous for faculty members and students, which makes it very important that everyone knows the University policy on grades of Incomplete and receives guidance about assigning grades of Incomplete. Faculty disadvantages include the additional work and tracking required to resolve grades of Incomplete. Student disadvantages include increased work load when attempting to complete a course with an assigned grade of Incomplete while starting another term or semester; potentially earning a ZF when the timeline for resolution of the grade of Incomplete expires; possible academic progress and academic standing repercussions, including delays in graduation/completion if a required course is assigned a grade of Incomplete; and possible Financial Aid ramifications. These issues have led the University to more closely track and follow up upon grades of Incomplete and to encourage faculty members to carefully consider the instances and ramifications of grades of Incomplete.

Catalog Policy

The undergraduate catalog (<http://www.webster.edu/catalog/current/undergraduate-catalog/academic-policies.html#grading>) states the following policy about Incompletes:

Incompletes

A grade of Incomplete ('I') may be assigned by the instructor in situations where the student has satisfactorily completed major components of the course and has the ability to finish the remaining work without re-enrolling.

Requirements for Incompletes

The instructor determines the appropriateness of assigning Incomplete, establishes the remaining requirements, and determines a deadline for course completion, not to exceed two terms.

Requirements for resolution of the Incomplete are documented with a Course Incomplete form submitted by the instructor to the Registrar's Office.

When the student completes the requirements for the course, the instructor will award the appropriate grade.

After two terms have passed, an unresolved Incomplete will become a ZF. The timeframe to resolve an Incomplete may be extended at the discretion and recommendation of the instructor. This exception will be based on documented evidence that the student has been in contact with his/her instructor and has made progress toward completing his/her outstanding coursework as outlined on the Course Incomplete form.

Students may not audit or informally attend future course sections of a course in order to resolve the course incomplete.

Incompletes and Military or Corporate Sponsored Tuition Programs

Students participating in military education programs, and in some corporate sponsored tuition plans, may have other deadlines or Incomplete stipulations that impact their enrollment and/or tuition reimbursement. Students are responsible for compliance with these third-party requirements.

Incompletes and Graduation

An Incomplete in a course needed for graduation must be officially changed to an appropriate grade prior to the due date for grades for the term in which the student has petitioned to graduate. Students are responsible for ensuring that all Incompletes have been changed prior to graduation. Once a student graduates, no further grade changes are allowed on the enrollment record.

The graduate catalog (<http://www.webster.edu/catalog/current/graduate-catalog/academic-policies.html#grades>) includes a very similar policy regarding Incomplete Process:

Incomplete Process

A grade of Incomplete (I) may be assigned by the instructor in situations where the student has satisfactorily completed major components of the course, and has the ability to finish the remaining work without re-enrolling. The instructor determines the appropriateness of an Incomplete, establishes the remaining requirements and determines a deadline for course completion, not to exceed two terms. These requirements for resolution of an Incomplete are documented with a "course incomplete" form submitted by the instructor to the Registrar's Office.

Students may not audit or attend future course sections of a course in order to resolve an Incomplete. Students with two or more Incompletes should not enroll in additional coursework until the Incompletes are resolved.

An Incomplete in a course needed for graduation must be officially changed to an appropriate grade prior to the due date for grades for the term the student has petitioned to graduate. Students are responsible for ensuring that all Incompletes have been changed prior to graduation. Once a student graduates, no further grade changes are allowed on the student record.

After two terms have passed after the conclusion of the original course end date, the Incomplete will become a ZF if course requirements were not successfully completed. The time frame to resolve an Incomplete may be extended at the discretion and recommendation of the instructor. This exception will be based on documented evidence that the student has been in contact with his/her instructor and has made progress toward completing his/her outstanding coursework as outlined on the "course incomplete" form.

Students participating in military education programs, and in some corporate sponsored tuition plans, may have other deadlines or I grade stipulations that impact their enrollment and/or tuition reimbursement. These students are responsible for compliance with these third-party requirements.

The ZF grade is a failing grade worth zero points for all cases involving GPA, academic warning, probation and dismissal. For information on repeating courses in which a ZF is earned, see the [Repeated Courses](#) section below.

Incomplete Grade Form

If the faculty of record intends to award a grade of Incomplete, the faculty member must document the grade using an **Incomplete Grade Form**, which is available through the Connections Faculty Academic Services Tab, *prior to* posting the student's grade of Incomplete. The best practices and guidance for using the Incomplete Grade Form are below:

Requirements	Best Practice
Student biographical information	The electronic form will autofill this information
Complete the form in its entirety	All fields are required so that nothing can be overlooked
Student's remaining requirements	No more than one or two remaining assignments with their due dates, deadlines, grading criteria, and course grading scale
Deadline for submission of assignments to faculty member	Remaining coursework completion within the reasonable amount of time needed for the student to complete the assignments, generally within a few weeks
WorldClassRoom access	If selected, WorldClassRoom access will be extended for the student for the course through the submission deadline indicated.
Library access	If selected, Library access will be extended for the student for the course through the submission deadline indicated.

Date Registrar's Office will change grade to alternate grade	Date in advance of which faculty member will have student work graded and the new grade submitted, if applicable; otherwise, the alternate grade will be applied
Alternate grade	Grade student will have earned without the completion of the remaining requirements

The Incomplete Grade Form can be seen below, but it should never be completed in hard copy form. Instead, it should be accessed through the Connections Faculty/Staff Academic Service tab and completed electronically; find the instructions [Incomplete Grade Form (PDF)] at <http://www.legacy.webster.edu/advising/grad-resources/advisor-grad-resources.html>:

Webster University - INCOMPLETE GRADE FORM

***NOTE: This form should not be used in hard copy form and should *only* be completed electronically through Connections.**



Policy: A grade of Incomplete ('I') may be assigned by the instructor in situations where the student has satisfactorily completed major components of the course and has the ability to finish the remaining work without re-enrolling. (Access the full policies via the appropriate catalog – Undergraduate catalog: <http://www.webster.edu/catalog/current/undergraduate-catalog/academic-policies.html#grading>; Graduate catalog: <http://www.webster.edu/catalog/current/graduate-catalog/academic-policies.html#gradingsystem>)

Guidelines: Normally, the time extension should be limited to the time needed to complete the work, generally a few weeks. Under no circumstances may the deadline exceed two terms. Faculty are urged to establish an appropriate completion deadline and to consider that a grade of Incomplete could impact a student’s degree completion.

Student: Student ID: Campus: Course:
Section Number: Session: Term:
Catalog: Year:

The above named student must complete the following requirements in order to successfully complete the course*:

Deadline for Submission of Assignments to the Faculty Member*: *Format: MM-DD-YYYY*

WorldClassRoom (Canvas) Access Required for the Student for This Course*: Yes No

Library Access Required for the Student for This Course*: Yes No

Date Registrar's Office will Change Grade to Alternate Grade*: *Format: MM-DD-YYYY*

Reminder: Grades must be changed within two terms of the course end date and prior to the student's graduation date. If this date field is left blank, the grade will be changed following two terms.

ALTERNATE GRADE*: If this additional work is not successfully completed, as outlined above, the student should be issued a final grade of:

Instructor's Name: Date:

NOTE - Student Success Portal:

Please document these details and any subsequent updates related to this Incomplete via the **Note** option in the [Student Success Portal](#), powered by Starfish. If you are extending the deadline for the student's Incomplete grade, please also email incompletes@webster.edu to ensure that the student's access remains active and that the extended deadline is noted.

Non-resolution of Incomplete Grades:

After two terms, any remaining I grades will be converted to a failing grade (ZF), unless the professor has processed a Change of Grade form assigning a correct earned grade. It should be noted that ZF grades are considered deficient grades, will impact a student's GPA calculation, and may lead to academic probation or dismissal.

NOTE: fields marked with an asterisk (*) are required



- Please select this checkbox. By selecting the 'I Accept' checkbox, you are signing this form electronically. You agree your electronic signature is the legal equivalent of your manual signature on this form.

Guidance for Faculty Members

The posting of a grade of Incomplete is always a faculty decision. Faculty members can use the following best practices when determining whether to assign a grade of Incomplete:

- The student has successfully completed a majority of the course and is able to complete the course without re-enrollment or auditing of the course in its entirety during a following term or semester.
- The student is passing at the time of the incomplete request (C or higher).
- The student only has one or two assignments, projects, papers, etc., to complete the coursework and can pass the course with successful completion of the missing work.
- The student has had a life experience interfere with the timely successful completion of the course. Documentation can be requested as desired by the faculty of record.

When the faculty of record issues a grade of Incomplete, the faculty member must explicitly state the commitment of the student and the faculty member. The faculty of record is expected to grade submitted work and post a final grade, using a Change of Grade Form, in a timely manner.

Students should not be awarded grades of Incomplete in lieu of earning failing grades. Students struggling to complete courses may withdraw prior to the withdrawal deadline (by week 6 for term courses and by week 12 for semester courses) if needed. If the student stops attending but fails to withdraw properly, the faculty of record should assign a student's earned grade and/or a WF, not a grade of Incomplete. Incompletes should also not be awarded when faculty members have recommended students to the Academic Integrity Education Program (AIEP); instead, the grade earned for the course should be submitted.

It is recommended that students complete their remaining coursework within a few weeks of the grade of Incomplete being posted; though, the faculty member of record may determine an appropriate deadline, which cannot extend beyond two terms of the course end date.* Once the coursework is complete, the faculty member of record must submit a Change of Grade form to the Registrar's Office. After two terms of the course end date, an unresolved grade of Incomplete will change to a ZF (unless a different grade is noted on the Incomplete Grade Form). The relevant change of grade may impact the student's academic standing.

Students may not re-enroll in the same course while a grade of Incomplete is outstanding. Future enrollment should be monitored by the student's advisor until the grade of Incomplete is resolved.

* If an additional extension is later offered to the student because of further extenuating circumstances during which the student has made progress with their work and been in communication with the faculty member, the faculty member should make a **Note** in the Student Success Portal, powered by Starfish, and email incompletes@webster.edu so that the student's access is continued through the extension.

Intervention Efforts

In an attempt to ensure that students are working toward successful completion of any assigned grades of Incomplete, Webster University is tracking these grades more closely. Many forms of outreach occur to students with grades of Incomplete. In addition to direct faculty communication, when the Incomplete Grade Form is submitted by the faculty member, the form is sent to the student for their records.

Additionally, the Reeg Academic Resource Center (ARC) reaches out to students with grades of Incomplete to ensure that they are aware of these grades in the relevant course(s) and are working to address the missing work. The Reeg ARC provides academic counseling and other required assistance, including tutoring and/or writing support, as needed. Each term/semester, intervention efforts and outcomes are tracked, assessed, and revisited as needed to provide the best possible support and outcomes to students, which supports the University's overall retention and completion rates.

PDFs of Incomplete Grade Forms are also uploaded to the applicable student's folder in the Student Success Portal where they are viewable to faculty and staff members with access to that student's information in order to allow faculty and staff members to help the student remain on track. Faculty and staff members should note interactions with the student regarding the Incomplete via the Student Success Portal as well.

Finally, the University is leveraging the Student Success Portal through the use of a Concerning Grades: Incomplete (I) system flag, which is raised when a grade of Incomplete is posted, automatically sending a message to each student who has one or more grades of Incomplete posted. This flag remains active until the student's grade(s) of Incomplete change to an earned or administrative grade.