

SOUTHERN UNIVERSITY AT SHREVEPORT

Office of the Records and Registration

Frequently Asked Questions (FAQs)

Grades and Grading

1. **Why is there a “W” on my transcript and what does that mean?**

A “W” grade reflects an official (voluntary or involuntary) withdrawal from a course. A “W” will appear on your transcript when you withdraw from a class after the official census date which coincides with the end of the 100% tuition refund period (see the academic calendar for dates). Although a “W” grade does not affect your GPA, it can impact your eligibility to receive federal financial aid.

A “W” cannot be removed from your academic record.

2. **If I retake a class in which I received a “W” and earn a letter grade, will the “W” be removed?**

No. The “W” will remain on your transcript; the course will simply appear again on your transcript in the semester that it was taken with the grade you earned. Courses that are repeated at SUSLA, for which credit was earned, have an “E” (excluded) or “I” (included) noted on the academic transcript via Banner Web Services (Self-Service Banner).

3. **Who do I contact about the status of a grade change?**

You are encouraged to first contact the instructor for the class to ensure the *Change of Grade Form* was submitted for approval.

Once the approved form has been electronically advanced to the Registrar’s Office, the grade will be changed on your permanent academic record.

Please access the academic transcript in your Banner Web Services (Self-Service Banner) account to view the update.

4. **What is an Incomplete (“I” grade) and how do I get one?**

An Incomplete (“I”) is a temporary grade notation that indicates that you have not completed the work for a course before the semester ended. It is only given because of extenuating circumstances that prevented you from completing your coursework. It is not granted in lieu of an “F” (failing), or to give the student opportunities or more time to improve a grade if such opportunities have not also been made available to all students in the same class. In order to receive an “I”, you must request that your instructor assign the grade to you, with an agreement that you will complete the unfinished coursework within the designated time frame.

The *Request for an Incomplete Grade (“I”)* form, with the instructor’s signature, is required and it must be submitted at the time final grades for the semester are due to the Registrar’s Office. The form is located on the Registrar’s Office webpage on the Registrar’s Office Forms link.

The standard window for replacing an incomplete grade starts at the end of the semester in which the “I” grade was received and closes six weeks into the consecutive full semester. If the work is not completed within the designated time frame, the grade in the course automatically becomes an “F”. The grade of “I” (Incomplete) shall be neutral in the calculation of the grade point average. A grade of incomplete must be changed to a permanent grade by the instructor within the time limit specified by submitting the Grade Change Form to the Registrar’s Office.

Delinquent Grade Change Forms will not be processed without the approval of the Vice Chancellor for Academic Affairs and Workforce Development. If the *Request for an Incomplete Grade (“I”)* form is not submitted as required, the “I” grade will be automatically converted to an “F”.

5. **How can I have an Incomplete (“I” grade) changed to a letter grade?**

Once the work is completed and graded, the instructor must submit an approved *Change of Grade Form*, with supporting documentation, to the Registrar’s Office for processing.

6. **Does the university mail grades?**

No. If you require an official copy of your grade report, you are encouraged to either order your official transcript online or access your academic (unofficial) transcript in Banner Web Services (Self-Service Banner) by completing the appropriate steps below:

Official Transcript

Southern University at Shreveport has collaborated with Credentials Solutions to accept online transcript orders.

Students and alumni are able to order official transcripts 24 hours a day, 7 days a week. Transcripts can be sent electronically or mailed in hard copy.

Please use the link below to place your order.

<https://www.credentials-inc.com/CGI-BIN/dvcgitp.pgm?ALUMTRO007686>

Should you have questions about the status of your request, please contact Credentials Solutions Customer Support at 1-847-716-3005.

Unofficial Transcript

1. Visit www.susla.edu.
2. Click on Log Into Banner (located under the SUSLA News section)
3. Click on “*Enter Secure Area*” using your SUS email account credentials (the first option) or using your ID number and PIN (the last option).
4. Enter your credentials
 - a. Your User ID is your SUSLA Banner ID # or your social security number
 - b. If you have not changed your PIN, it is your 6-digit date of birth (MMDDYY)
 - c. If you can’t remember your PIN, click *Forgot PIN?* to answer your security question. If this fails, submit a PIN reset request to the Registrars’ Office at registraroffice@susla.edu and include your name and ID number in the communication.
5. Click “*Login*”
6. Click on “*Student*”

7. Click on “*Student Records*”.
 8. Click on “*View Academic Transcript*”.
7. **How do I appeal a grade?**
- The grade appeal process must be initiated by the student with the instructor within six weeks after the grade is awarded. After six weeks, a student forfeits the right to appeal.

If this attempt does not prove satisfactory, the aggrieved student may take the matter to the division chair and subsequently (within six months following the completion of the course in question), to the Vice Chancellor for Academic Affairs and Workforce Development for resolution. The appeal should be in writing, and should contain all pertinent facts including copies of papers, grades, and the like. The decision of the Vice Chancellor for Academic Affairs is final.

No grade will be changed after twelve (12) months following the completion of the course in question. This provides ample time to have a grade formally and successfully appealed. Students must appeal in writing to the Vice Chancellor for Academic and Student Affairs within six (6) months following the completion of the course.

Grade appeals should not be made frivolously.