

# Incomplete Grade Policy

Because online courses rely heavily on threaded discussions, incomplete grades are not given unless there is an emergency situation. Incomplete grades may be given only in the following circumstances:

1. The student's work to date is passing;
2. Attendance has been satisfactory through at least 60% of the term;
3. An illness or other extenuating circumstance legitimately preventing completion of required work by the due date; (Documentation will be required to submit with this form)
4. Required work may reasonably be completed in within a two-week period;
5. The incomplete is not given as a substitute for a failing grade;
6. The incomplete is not a means of raising his or her grade by doing additional work after the grade report time.

In these circumstances, a student may request a two (2) week extension. Students must complete the following process in order to request an incomplete:

1. The student initiates the request for an incomplete grade at least one week before the end of the term.
2. The "Incomplete Grade" form can be obtained by logging into the [MyCharterOak Student Portal](#) Student Self Service tab.
3. The student must e-mail or fax the form to the instructor, along with appropriate documentation.
4. The instructor will determine if the student meets all the criteria for an incomplete.
5. The instructor will approve or deny the student request.
6. The instructor will send the completed Incomplete Grade form and documentation to the Registrar and CC the Program Director.
7. The Registrar will contact the student regarding the final decision and due date.
8. If the incomplete is approved, the instructor will submit the final grade to the Registrar on the Change of Grade form, once the incomplete period has ended.

*Note:* Incomplete grades appear on the transcript for 2 weeks. After two-weeks, if coursework is still incomplete, grade will change to 'F'.