



(Incompletes)

**DRAFT (for Review/Comment)**

## SHARED GOVERNANCE COUNCIL (SGC) RECOMMENDATION FORM

Please submit to: [President@stcc.edu](mailto:President@stcc.edu)

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***“Formally endorsed by Trustees, the Shared Governance Council (SGC) will serve as a high level advisory body to the STCC President on the recommendations developed by the College community that are then submitted to the Board of Trustees. The body will operate on a consensus mode rather than voting. The President will present to the Board of Trustees recommendations via consensus by the SGC with his/hers/their view as to what action the Trustees should take.”***

Additional Detail/ ACCT Consultant Report (June 2022):

*“Proposals may come to the SGC from any constituent group via written request.”*

*“The SGC considers fiscal, union, student, administrative impact of the proposal.”*

*“The President decides to accept, modify or reject the proposal if it is an administrative procedural matter; the President decides to recommend to the Board of Trustees any policy recommendation accompanying it with a statement of support or concern.”*

This form is to be used for generating recommendations for shared governance consideration that potentially lead to changes in policy and/or practice-protocols. For an overview of topics to be considered by the STCC Shared Governance Council, please confer with your appropriate representative. The comprehensive consultant report prepared for the college (June 2022) is readily available, and a public-facing website is currently in development that will ensure information, and the availability of agendas, minutes, and decision/actions.



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**I: Proposed Recommendation**

This proposal recommends an incomplete policy that includes faculty/student communication, setting completion expectations and deadlines, and the utilization of a grade change form. The goal of this policy is to increase the number of students who finish their incompletes within the time frame specified in the Student Handbook.

**Name of Entity Making Recommendation: Academic Affairs**

**a. Nature of the Recommendation:**

- Academic
- Student Success/Systems of Operation
- Budget/Fiscal
- Health-Safety-Security (Students, Employees, Campus)
- Technology/Innovation
- Facilities
- Other: \_\_\_\_\_

**b. Describe current policy/ protocol/ challenge:**

The current policy describing the awarding of an Incomplete (I) grade to students at STCC:

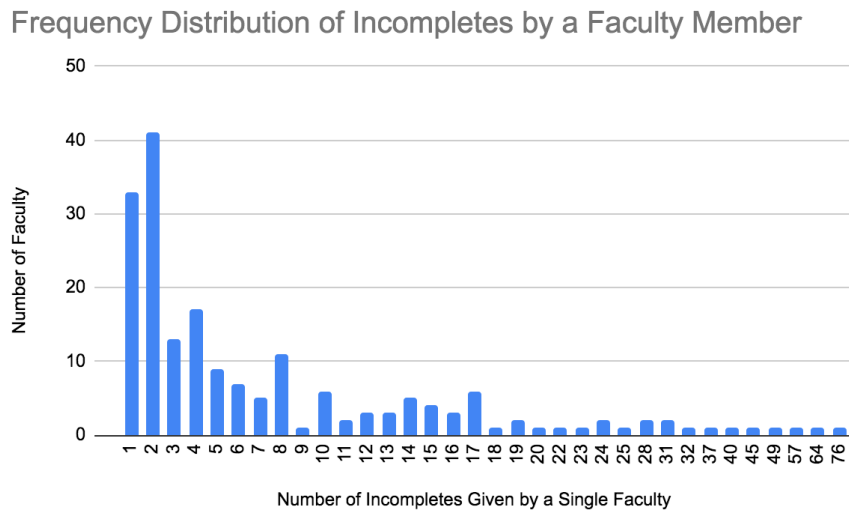
The grade of Incomplete (I) indicates that a major requirement of the course has not been completed.

The following policy applies:

- The Incomplete grade is a temporary grade reserved for those special circumstances when a student, otherwise in good standing in a course, is unable to satisfy all course requirements by the end of the semester.
- The Incomplete grade is appropriate when the student is likely to complete the missing work by the end of the fourth week of the subsequent semester.
- Upon completion of the work, the instructor will change the “I” to a permanent grade; otherwise, the incomplete “I” will change to an “F” four weeks after the beginning of the next regular academic semester.

**Challenges:**

Analysis of the Incompletes awarded to students was conducted and it was found that 55% of all Incompletes converted to F grades. In AY 2020-2021, 864 Incomplete grades were awarded. The use of Incompletes varies widely between subjects. Some select examples include Early Childhood Education issuing 61, English issuing 226, First Year Experience issuing 4, Math issuing 83, Psychology issuing 73, and Sociology issuing 48. Below is a frequency distribution of incomplete grades awarded by a single faculty.



**Chart 1** distributes faculty by the number of incomplete grades that the faculty issued. For example, 33 faculty each issued a single incomplete grade and 41 faculty issued two incomplete grades.

The conclusions below demonstrate challenges that exist as a result of the application of an ambiguous policy:

- The large number of I grades that are converted to F grades may be attributed to:
  - Students not in good standing at the time the Incomplete was issued
  - Students not being aware they were going to be issued an Incomplete
  - Students not aware of the specific requirements that needed to be met to successfully complete the course
  - No systematic outreach to the student regarding completing the course requirements prior to the date of conversion exists at STCC
  - Incompletes are awarded to provide students with an opportunity to avoid failure without support to complete the course after the course ends and faculty are off contract; one example finds that students cannot access Blackboard without instructor approval
  - Instructors issue an Incomplete when the student is not “likely to complete the missing work by the end of the fourth week of the subsequent semester.”
  - Students unaware as to when Incompletes are converted to F grades

- Incompletes are issued in an inconsistent manner
  - Based on Chart 1, there is a need for more clarity in “reserved for special circumstances” as the outcomes do not mirror a shared definition
  - Cultures within departments shape how Incompletes are issued; this is noted in number of incompletes issued departmentally
  - The current policy is ambiguous for both students and faculty
  - Some faculty have incomplete policy statements on their syllabi and others do not

**c. Describe recommended policy/protocol change, and the benefit/impact:**

**Recommended Policy:**

The grade of Incomplete (I) indicates that a major requirement of the course has not been completed. The following policy applies:

- The Incomplete grade is a temporary grade reserved for special circumstances that renders the student unable to satisfy all course requirements by the end of the semester.
- Special circumstances may include, but are not limited to, illness, accident, or lack of basic needs occurring after the semester withdrawal date.
- The student must be in good standing in a course at the time of the special circumstance with no less than 70% of assignments completed in a satisfactory manner.
- The Incomplete grade is appropriate when the student is likely to complete the missing work by the end of the fourth week of the subsequent semester based on course performance prior to the special circumstance.
- Faculty will provide students with a completed Incomplete Grade Form detailing what assignments/assessments must be completed and the expectations for the assignments/assessments and will submit this to the Registrar’s office and Academic Support Services
- Upon completion of the work, the instructor will change the “I” to the earned grade; otherwise, the incomplete “I” will change to an “F” four weeks after the beginning of the next regular academic semester.
- Faculty have two years from the issuance of any grade to submit a Change of Grade.



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**Recommended Protocol Change in Addition to the Above Policy:**

The following protocols are recommended:

- Incomplete conversion date is added to the Academic Calendar
- Faculty are encouraged to add the Incomplete Policy to syllabi
- A SUCCESS Coach or member of Academic Support Services will attempt an initial outreach to any student issued an Incomplete to provide support
- Faculty are encouraged to be explicit with the student regarding communication expectations (type, frequency, etc.) using the Incomplete Form
- If the Incomplete was not resolved prior to the start of the semester, faculty must contact the student during the add/drop period; this will allow the student opportunity to adjust their schedule if necessary

**Benefit/impact:**

The new policy will provide more clarity and transparency for both students and faculty. Faculty have reported that they have felt pressured by students when one instructor might issue the student incomplete and another may not. By having a more defined policy, the student can find more clarity and instructors have a set of criteria upon which to base their decision. Additionally, the use of the Incomplete Form provides clear directions and expectations to the student on how to successfully complete missing assignments and allows the instructor an opportunity to set the expectations without multiple communications. It also serves to provide direction if an instructor were to leave or become incapacitated. The Incomplete Form also provides guidance to Academic Support Staff to assist the student in progressing toward completing the coursework during times in which the faculty are off contract.

**d. Describe background and rationale for how the recommendation was generated (involvement of staff-faculty-students-governance bodies), include any supporting data, reports, survey results, research, et al.:**

Throughout Spring 2022, the Incomplete Analysis data was shared with stakeholders including administrators, faculty, and staff. The data was shared during an AIA meeting, at leadership meetings, and at select division/department meetings. Additionally, the data was shared at an AUC Academic Affairs meeting. At each of these meetings stakeholders provided input, reactions, and recommendations. That feedback was used to develop this policy.

**Date submitted: 9-26-22**



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**II: Recommendation Review**

Shared Governance Council Review and Consideration (Date):

Generated Consensus (minutes made available):

Next Steps (as needed):

**III: Presidential Action**

Decision on the Recommendation:

Rationale/Summary:

Date of Presentation to STCC Trustees:

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)

# Springfield Technical Community College

## DRAFT: Incomplete Form



Student Name:

Student ID #:

Instructor:

Term:

Course Prefix / Number:

Class Section Number:

Course Title:

Percentage of the course student has completed at this time: \_\_\_\_\_

Date when Incomplete turns into a letter grade:

What is the letter grade of the student at the time the incomplete was assigned?

Reason Incomplete was issued: Medical      Changes to Job/Living Situation      Other: \_\_\_\_\_

**Please complete the following table:**

Assignment Name	Directions to Complete Assignment (e.g., complete a 3-5 paragraph response, complete 60 question multiple exam)	Date Due and Method to Submit the Assignment (e.g., Blackboard, email)	Percentage of Grade

### Communication Plan

Specifically, how often should the student communicate with the instructor and when (e.g., weekly updates via email, at the start of the next term).

Specifically, how should the student contact the instructor if any questions arise (e.g., via email that the instructor will check weekly, in-person at the beginning of the next semester)

**If these requirements are not met by the date specified the "I" Incomplete grade will be converted to an "F"**

Return this signed form to:

**The Registrar's Office (registrar@stcc.edu)**

**The Student Success Center (student-success-center@stcc.edu)**

Instructor Signature:

Date: \_\_\_\_\_

Student Signature:

Date: \_\_\_\_\_