

445 - Incomplete Course Operational Procedure

Purpose:

This operational procedure establishes the process for requesting, approving, and managing incomplete grades when students experience documented extenuating circumstances. It outlines responsibilities for students and instructors, required documentation, approval timelines, and the process for updating or extending an incomplete grade. The procedure ensures consistency, fairness, and the integrity of the student's academic record.

Procedure:

Eligibility for an Incomplete

To be eligible for an incomplete grade, a student must meet the following criteria:

1. Be in good academic standing at the time of the request.
2. Have completed at least 50% of the total coursework in the class.
3. Have experienced documented extenuating circumstances that prevent completion of the remaining coursework by the end of the term.
4. Have a reasonable likelihood of successfully completing the remaining coursework within the allowed time frame.

Requesting an Incomplete

1. The student requests an incomplete from the instructor due to documented extenuating circumstances.
2. The instructor reviews the request and determines the documentation required (see table below).
3. The instructor initiates the [Incomplete Course Form](#), including:
 - a. Reason for incomplete
 - b. Mutually agreed-upon plan of work and timeline
 - c. Instructor and student signatures (email confirmation from the student's BSC account may substitute for a signature)
4. The instructor and student each retain a copy of the form for their records.



5. The instructor submits the completed [Incomplete Course Form](#) to the Academic Records Office no later than Wednesday prior to the last day of the course.
 - a. If extenuating circumstances occur after this deadline, the instructor must notify Academic Records and submit the form as soon as possible.
6. Academic Records enters the incomplete (I) grade in CampusConnection and notifies the instructor.
7. The instructor finalizes the grade roster by approving and saving the roster in CampusConnection once the incomplete has been recorded.

Required Documentation

Reason	Documentation that may be requested by instructor
Medical	Letter from a medical physician on official letterhead specifying dates and the student's ability/inability to complete or attend classes.
Military	Official military orders showing activation and/or duty dates.
Death of Immediate Family	Funeral bulletin or obituary confirming relationship to the deceased. Immediate family includes spouse/partner, child, stepchild, foster child, parent, stepparent, foster parent, sibling, grandparent, grandchild, and in-laws.
Natural Disaster (personal)	Official newspaper article or media report verifying the event near the student's residence.
Natural Disaster (work related)	Letter on official employer letterhead from the supervisor or human resources department verifying disruption.
Unforeseen Circumstances	Documentation appropriate to the situation.

Updating the Incomplete to a Final Grade

1. The student completes the outstanding coursework by the agreed-upon deadline. Standard incomplete deadlines are as follows:
 - a. Unfinished work must be submitted by the student to the instructor no later than 4:00 p.m. on Friday of mid-term week of the next regular semester



(excluding summer). Refer to the academic calendar for the specific mid-term date.

- b. The final grade change must be submitted by the instructor no later than five (5) business days after the student deadline.
2. The instructor submits the Final Grade Change e-Form to Academic Records no later than five (5) business days after the student's completion deadline.
3. If no Final Grade Change Form is submitted by the deadline published on the Academic Calendar, the incomplete will automatically convert to a failing (F) or unsatisfactory (U) grade.
4. Academic Records will update the student's record and review academic standing or honors as appropriate.
5. If a student wishes to appeal the grade issued by the instructor, they may initiate a Grade Appeal in accordance with the BSC Final Grade Appeal Procedure.

Requesting an Incomplete Extension

An extension may be granted at the instructor's discretion if the following conditions are met:

1. The student requests the extension before the initial incomplete deadline.
2. The student remains unable to complete course requirements due to continuing extenuating circumstances.
3. The new deadline does not exceed one additional incomplete conversion cycle as defined by the Academic Calendar.
4. The student continues to meet eligibility requirements and has made measurable progress toward course completion.

Incomplete Extension Procedure:

1. The student requests an incomplete extension from the instructor.
2. Upon approval, the instructor completes the *Extension Section* on the retained *Incomplete Course Form* and obtains signatures from:
 - The student
 - Assistant Dean
 - Appropriate Academic Dean
3. The instructor and student retain a copy of the completed extension form for their records.
4. The instructor submits the completed extension form to Academic Records before the original incomplete deadline.
5. If no *Final Grade Change Form* is submitted by the new extension deadline, the incomplete will convert to F/U and be recorded as such in CampusConnection.



6. The course will remain recorded as incomplete until either a Final Grade Change e-Form is processed, or the extension deadline passes.

References:

[BSC Operational Procedure: 441.3.2 Final Grade Appeal](#)

History of This Procedure:

First policy draft November 21, 1983. Revisions - January 7, 1989; November 20, 1989; December 11, 1989; July 18, 1990; September 1, 1992; June 6, 1998; April 19, 2004; May 21, 2008; two sections were deleted from this policy and made into two separate policies (Grades and Honor Points and GPA) on November 13, 2012; approved by the Faculty Senate on March 24, 2013, reviewed by the Operations Council on April 10, 2013 and approved by the Executive Council on May 10, 2013 (effective Fall 2013) September 9, 2016; requested changes on February 6, 2018 by the Grade Appeals Committee, approved by the Faculty Senate on April 5, 2018, reviewed by the Operations Council on May 9, 2018 and approved by the Executive Council on May 9, 2018; reviewed by Campus Council on June 9, 2021 and approved by the Executive Council on July 1, 2021.

Converted to Operational Procedure: October 28, 2025, Approved by the Interim Vice President for Academic Affairs on October 28, 2025.