



OTERO COLLEGE PROCESS

OCP 0-7: Incomplete Grades

OCP REFERENCE NUMBER:

OCP 0-7

REVISED/REVIEWED ON:

July 10, 2025

EFFECTIVE:

July 2017

APPLICATION:

This process applies to all Otero College faculty and students when a student, due to documented illness or circumstances beyond their control, is unable to complete course requirements within the standard term but has completed at least 75% of the coursework at a passing level (C or higher).

BASIS:

In alignment with CCCS academic policy and Otero College's credit-to-contact hour standards, an Incomplete ("I") is a temporary grade granted at the discretion of the instructor. It allows a student to complete outstanding work without retaking the course. The goal is to support student success while ensuring academic standards are met.

DEFINITIONS:

Incomplete Grade ("I"):

A temporary grade assigned when a student has completed 75% of the course with a C or better but cannot finish due to verifiable extenuating circumstances.

Incomplete Grade Contract:

A written agreement between student and instructor detailing remaining coursework, deadlines, grading method, and verification of contact hour compliance.

Extenuating Circumstances:

Documented personal, medical, military, or emergency situations beyond the student's control.



Expiration Deadline:

One subsequent semester (excluding summer) or earlier, as agreed upon in the contract. If work is not completed, the grade automatically converts to an F unless otherwise updated by the instructor. Exceptions may be made on a case-by-case basis.

PROCEDURE:

A. Student Initiation and Eligibility

1. Students must notify the instructor as soon as possible if extenuating circumstances may prevent them from completing the course.
2. The student must present documentation (e.g., a medical note, official orders, emergency record) to the instructor to support the request.
3. To be eligible:
 - At least 75% of the course assignments and tests must be completed.
 - The student must be earning a grade of C or higher.

B. Instructor Responsibilities

1. Review documentation and determine if the student has a reasonable chance of successfully completing the remaining work.
2. Complete the Otero College Incomplete Grade Contract, including:
 - Student name and number
 - Course number and section
 - Statement of extenuating circumstances
 - Description of work to be completed
 - Evidence of 75% completion
 - Work plan: what, when, how, and grading method
 - Deadline (must fall within one subsequent semester)
3. Submit the signed contract with final grades to:
 - The Registrar
 - The Coordinator of Educational Technology
 - The Dean of Instruction
 - The Dean of Students for delivery to the student

C. Contact Hour and Instructional Alignment

The instructor must ensure that the remaining work in the contract aligns with the appropriate credit-to-contact hour ratio, based on instructional type.



D. Completion and Grade Change

1. The student must complete all assigned work by the contract deadline, which is the semester immediately following the term the "I" was assigned, excluding the summer term. Exceptions may be made on a case-by-case basis.
2. The instructor evaluates submitted work and submits a Change of Grade Form to the Registrar.
3. If no work is submitted by the deadline, or if a Change of Grade form is not submitted, the Registrar will assign the default grade listed on the contract (typically an F).

E. Special Circumstances

- **Military and Emergency Personnel:** Students on official Temporary Duty Assignment (TDY) may request additional time. Approval must be obtained through the Vice President of Academic Affairs with official documentation.
- **Disputes:** If a resolution cannot be reached between student and instructor, the student may contact the instructor's Department Chair, and the Chair will review the request with Dean of Instruction.

REVISING THIS PROCEDURE:

Otero College reserves the right to change any provision or requirement of this procedure at any time and the change shall become effective immediately.