

## Softdocs etrieve - Form Instructions REG Grade of Incomplete Request

Direct link to form: <https://dom.trieve.cloud/central/forms/172>

The screenshot shows the Softdocs etrieve interface. On the left, a sidebar lists various forms under the 'Office of the Registrar' section, including 'Additional Canvas Extension Request', 'Course Alteration Approval', 'Course Intensification Application', 'FERPA Complaint', 'FERPA Permission to Release Education Record Information', 'Grade Change Request', 'Grade of Incomplete Request' (which is highlighted with a blue background), 'Information Request - Current Student', and 'Information Request - Past Student'. The main content area is titled 'Grade of Incomplete Request V1' and shows a 'Draft saved' message. It includes the 'DOMINICAN UNIVERSITY' logo and address. A large blue header bar says 'Grade of Incomplete Request'. Below it, a message states 'Form started by: instructor' and 'This request will EXPIRE within 3 days if not approved by all parties.' It also says 'Incomplete' and provides a definition: 'The grade of I: Incomplete may be given to a student who has done work of a passing grade in a course but who has not completed that work.' It notes that an instructor can submit an 'Incomplete' grade to the Dean for approval. At the bottom are buttons for 'Save', 'Add Attachment(s)', and 'Submit'.

### Alternate access:

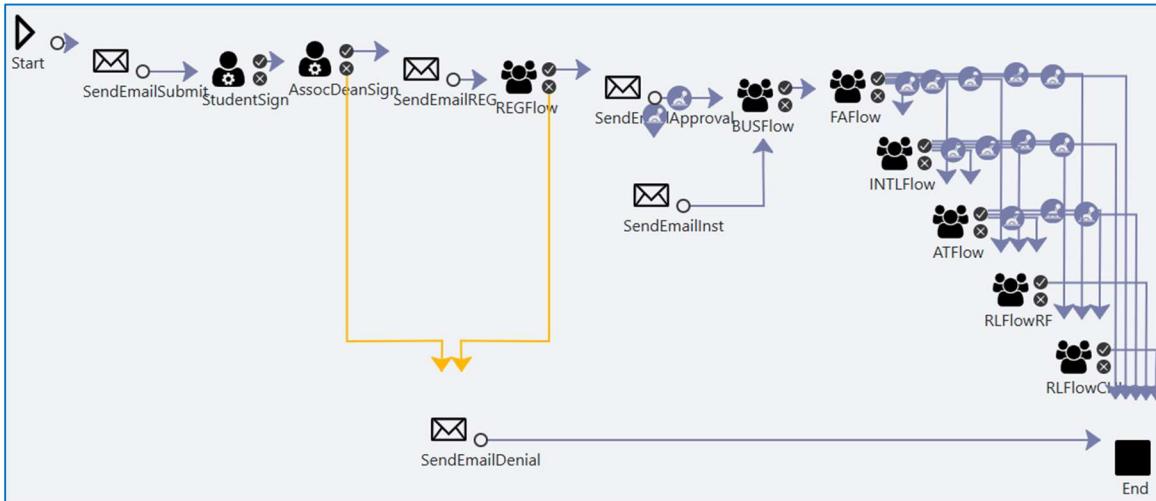
1. Open Softdocs etrieve: <https://dom.trieve.cloud/central>
2. Click on "Forms"
3. Scroll down to "Office of the Registrar" section (or search form name in box at top)
4. Click on desired form

**Softdocs etrieve issues:** Please submit a Support Ticket to Information Technology  
[https://support.dom.edu/TDClient/2074/Portal/Requests/TicketRequests/NewForm?ID=CneTR2sN8Jk\\_&RequestorType=Service](https://support.dom.edu/TDClient/2074/Portal/Requests/TicketRequests/NewForm?ID=CneTR2sN8Jk_&RequestorType=Service)

### Workflow process:

1. Instructor starts form and their information autofills.
2. Instructor completes their sections and signs.
3. Instructor receives an email confirming submission.
4. Student receives an email notification to e-sign.
5. Associate Dean receives an email notification to approve/deny.
6. Registrar's Office processes approval requests.
7. If denied, email notifications sent to: Instructor, Student, Advisor, Registrar

8. If approved, email notifications sent to: Instructor, Student, Advisor
9. Instructor receives an email confirming Canvas access extension and instructions for adjusting assignment due dates.
10. Business Office receive email notification to review.
11. Financial Aid receive email notification to review.
12. International receive email notification to review, if applicable.
13. Athletics receive email notification to review, if applicable.
14. Residence Life receive email notification to review, if applicable.
15. Form files in Softdocs etrieve Content (document repository).



**Submissions:** Once someone touches a form (submitted, reviewed, approved, denied, or signed), then they can check the status at any time via their Submissions tab in etrieve Central. The form is viewable as it is filled out at that moment in time. It will show which step in the workflow it is at and the status. Each column can be sorted or filtered.

etrieve   CENTRAL				
Submissions	Forms			
<input type="text" value="Search"/> <span>Clear all</span>		Needs Review	In Progress	Completed
Package Name ↑ ↴	Workflow ↑ ↴	Step ↑ ↴	Step ↑ ↴	Status ↑ ↴
Return to Work Certification V1 - Marjorie Luce - [REDACTED]	Return to Work Certification	End	End	Completed
Directory Change Request V1 - Marjorie Luce [REDACTED]	Directory Change Request	End	End	Completed
Directory Change Request V1 - Marjorie Luce [REDACTED]	Directory Change Request	End	End	Completed
Student Employment Work Authorization V2 - Marjorie Luce [REDACTED]	Student Employment Work Authorization	End	End	Completed

**Needs Review** = YOU need to act

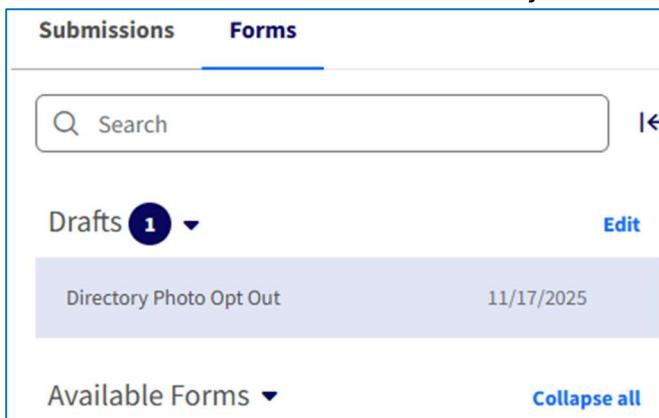
**In Progress** = SOMEONE ELSE needs to act

**Completed** = All done!

[Needs Review](#) [In Progress](#) [Completed](#) [Clear all](#)

### Draft form:

A draft form will be saved automatically and can be resumed at any time (or deleted).



Submissions **Forms**

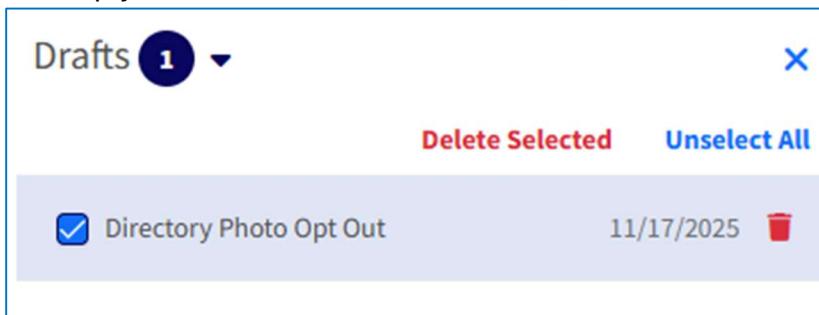
Search

Drafts **1** **Edit**

Directory Photo Opt Out 11/17/2025

Available Forms **Collapse all**

From the form list, click “edit,” checkmark draft to delete, click trash icon. Or simply hover over the draft form name, then click trash icon.



Drafts **1** **X**

**Delete Selected** **Unselect All**

Directory Photo Opt Out 11/17/2025 **trash**

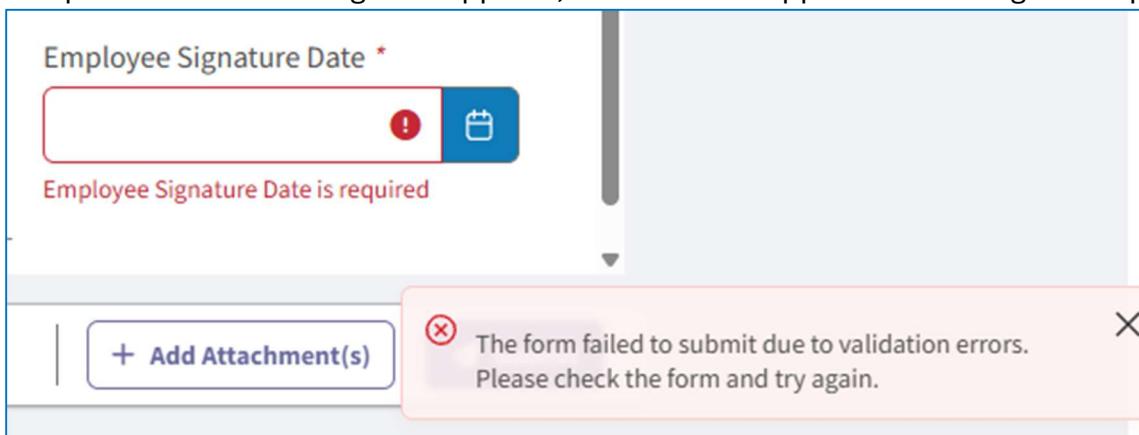
When a draft is open, it can also be deleted using trash icon at bottom of form.



**Delete Draft** **Save** **+ Add Attachment(s)** **Submit**

### Form errors:

All boxes with red asterisk must be completed to “submit” a form. If all required fields are completed & error message still appears, submit an IT Support Ticket using link on page 1.



Employee Signature Date \*

**Employee Signature Date is required**

**+ Add Attachment(s)**

**The form failed to submit due to validation errors.**  
Please check the form and try again.

**Example screenshots:**

<p> <b>DOMINICAN UNIVERSITY</b> Office of the Registrar 7900 W. Division St, River Forest, IL 60305</p> <h2>Grade of Incomplete Request</h2>																												
<p><b>Form started by: instructor</b></p> <p><b>This request will EXPIRE within 3 days if not approved by all parties.</b></p> <p>Expired requests must be resubmitted.</p> <p>As per the <a href="#">University Bulletin</a>:</p> <p><b>Incomplete</b></p> <p>The grade of I: Incomplete may be given to a student who has done work of a passing grade in a course but who has not completed that work.</p> <p>An instructor may submit a grade of Incomplete ("I") to the Dean for approval on behalf of a student, <b>prior to the grading deadline</b>.</p> <ul style="list-style-type: none"><li>• The instructor and Dean must agree there are extenuating circumstances preventing the completion of work within the enrolled term. The student will be required to complete the agreed upon work in the subsequent term.</li><li>• Once the work is completed, the instructor is required to submit a final letter grade to the Office of the Registrar by the grade deadline.</li><li>• Students do not re-register for the course while completing the agreed upon remaining work.</li></ul> <p>Please contact the registrar's office (<a href="mailto:registrar@dom.edu">registrar@dom.edu</a>) with any questions.</p>																												
<h3>Student Information</h3> <table border="1"><tr><td>Student DU ID *</td><td>Student Full Name</td></tr><tr><td>9 [REDACTED]</td><td>Marjorie Luce</td></tr><tr><td colspan="2">Type ID # for student information to autofill</td></tr><tr><td>Student DU Email</td><td>Student Personal Phone #</td></tr><tr><td>mluce1@dom.edu</td><td>[REDACTED]</td></tr><tr><td>Advisor Full Name</td><td>Advisor DU Email</td></tr><tr><td>Marjorie Luce</td><td>mluce1@dom.edu</td></tr><tr><td>Total Credit Hours Earned</td><td>Division</td><td>Prospective Graduate</td></tr><tr><td>60</td><td>GR</td><td>No</td></tr><tr><td>Major</td><td colspan="2">Additional Majors or Minors</td></tr><tr><td>LIS</td><td colspan="2">No No No No No</td></tr></table>			Student DU ID *	Student Full Name	9 [REDACTED]	Marjorie Luce	Type ID # for student information to autofill		Student DU Email	Student Personal Phone #	mluce1@dom.edu	[REDACTED]	Advisor Full Name	Advisor DU Email	Marjorie Luce	mluce1@dom.edu	Total Credit Hours Earned	Division	Prospective Graduate	60	GR	No	Major	Additional Majors or Minors		LIS	No No No No No	
Student DU ID *	Student Full Name																											
9 [REDACTED]	Marjorie Luce																											
Type ID # for student information to autofill																												
Student DU Email	Student Personal Phone #																											
mluce1@dom.edu	[REDACTED]																											
Advisor Full Name	Advisor DU Email																											
Marjorie Luce	mluce1@dom.edu																											
Total Credit Hours Earned	Division	Prospective Graduate																										
60	GR	No																										
Major	Additional Majors or Minors																											
LIS	No No No No No																											

Athlete	Resident Housing	Visa
No	No - Commuter	No

#### **Athletes & Students Living On-Campus**

- Must maintain at least 12 credit hours at all times during school year + 24 credits every 2 semesters.

#### **International students (F-1/J-1 visa) - Undergraduate**

- Must maintain at least 12 credit hours per semester.

#### **International students (F-1/J-1 visa) - Graduate**

- Need 9 credit hours per semester (or 18 credit hours over 3 semesters).

#### **Employee Information (who fills out form)**

Employee Full Name	Employee DU Email
Marjorie Luce	mluce1@dom.edu

#### **Course Information**

Academic Year *	Academic Term *
2025-26	Spring
Course Department *	
CIS - Computer Information Systems	
Select a Course *	Course Code/Section
CIS 120 04	CIS 120 04
Course Title	Course Credit Hours
INTRO COMPUTER APPLICATIONS	3
Instructor Full Name	Instructor DU Email
Ellen Alamilla	ealamilla@dom.edu

Course Code Selected

CIS

APPID

97211

## Terms and Agreement

Student and instructor agree that the below requirements must be completed before the Incomplete will be changed to a grade, and that completing these requirements do not require attending regular class sessions of a future offering of this course.

Students must complete the work in full before the instructor submits a final grade to the Office of the Registrar in the subsequent term. It is the student's responsibility to complete all course work.

**Fall Incomplete:** "I" grades awarded in the fall must be resolved by the end of the subsequent spring term.

**Spring/Summer Incomplete:** I grades awarded in the spring or summer must be resolved by the end of the subsequent fall term.

If the instructor does not submit a grade by the end of the subsequent semester, the Office of the Registrar will automatically record a grade of F. The instructor is responsible for grading the completed work and reporting the final grade to the Office of the Registrar by the grading deadline of each term.

Instructor, student, and college/school office should retain a copy of this agreement until the final grade is officially recorded.

Requirements \*

Whatever requirements the instructor puts here|

Deadline for student to submit work \*

03/26/2026

Canvas course remains open for student? \*

Yes, extend access

- Fall semester extensions are to end of subsequent Spring semester
- Spring and Summer extensions are to end of subsequent Fall semester
- If further extension is needed please complete the Softdocs etrieve form: [Grade of Incomplete Additional Extension Request](#)

## Associate Dean Information

Associate Dean Full Name \*

Marjorie Luce - ITTEST

Associate Dean DU Email

mluce1@dom.edu

## Signatures

Employee Signature \*

I understand that this constitutes my legal signature on this document.

Employee Signature Date \*



Signature X

Draw  Type

Clear

I understand that this constitutes my legal signature on this document.

Cancel Create Signature

**Draw OR Type your signature**

Signature X

Draw  Type

Full Name

Marjorie Luce

Preview



I understand that this constitutes my legal signature on this document.

Cancel Create Signature

Employee Signature \*

I understand that this constitutes my legal signature on this document.

Marjorie Luce

Employee Signature Date \*

01/25/2026

...

 [Save](#)

 [Add Attachment\(s\)](#)

 [Submit](#)

**DON'T FORGET TO SUBMIT!**



Grade of Incomplete Request V1 submitted

Your form has been submitted and will be processed soon.

Student Signature \*

I understand that this constitutes my legal signature on this document.

M LUKE

Student Signature Date \*

01/25/2026



Save

Unlock

Reviewed

**DON'T FORGET TO CLICK REVIEWED!**

Associate Dean Signature \*

I understand that this constitutes my legal signature on this document.

M LUKE

Associate Dean Signature Date \*

01/25/2026



Approved? \*

No

Denial Reason \*

Whatever reason the associate dean puts here.

Save

Unlock

Decline

Approve

**DON'T FORGET TO CLICK APPROVE OR DECLINE!**

## A confirmation of Canvas Extension Request

E

etrieve  
To • Luce, Marjorie

Reply | Reply All | Forward | ...

Sun 2/1/26 5:17 PM



**DOMINICAN UNIVERSITY**  
Office of the Registrar  
7900 W. Division St, River Forest, IL 60305

Greetings Ellen Alamilla,

Canvas access was extended for you and Marjorie Luce in CIS 120 04 for 2025-26 Spring semester. Fall semester extensions are to end of subsequent Spring semester. Spring and Summer extensions are to end of subsequent Fall semester. If further extension is needed please complete the Softdocs etrieve form: [Grade of Incomplete Additional Extension Request](#)

### Next Step: Update Assignment Due Dates Using Overrides

To allow your student to submit work after the original Canvas deadlines, you'll need to add individualized due date overrides for the relevant assignments.

**Important:** Do not edit the original assignment due dates; doing so would change the dates for everyone and alter the archival course record for the other students. Instead, you'll add a second set of dates that applies only to the specific student.

#### How to Add Due Date Overrides:

1. Navigate to the assignment that needs an extended deadline
2. Click the **Assign To** button to see the existing "due date block" (leave these original dates unchanged)
3. Click the **+ Add** button at the bottom to create an additional date assignment block
4. In the **Assign To** field, type and select your student's name
5. Enter the new due dates for this student (or leave dates blank to remove all timing restrictions)
6. Click **Save**

Canvas will then maintain the original dates for other students while applying your custom dates only to this specific student.

**Need Visual Help?** See the official Canvas guide with screenshots (look for the "Assign to Student" section): <https://community.canvaslms.com/t5/Instructor-Guide/How-do-I-assign-an-assignment-to-an-individual-student/ta-p/717>

If you have questions, please reach out to **Learning Technologies** at [supportcenter@dom.edu](mailto:supportcenter@dom.edu) (add LEARNTECH to the subject line for faster processing).

Respectfully,  
Dominican University  
Office of the Registrar  
7900 W Division St  
River Forest, IL 60305

REG Office Use Only

Student Status \*

Currently Enrolled

Grad or Inactive Date

01

Notes

 Save

 Unlock

 Decline

 Approve

**DON'T FORGET TO CLICK APPROVE OR DECLINE!**

**Business Office, Financial Aid, International, Athletics, Residence Life**

 Save

 Unlock

 Reviewed

**DON'T FORGET TO CLICK REVIEW!!**