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| Protocol Title: | PROTOCOL ON COVID-19 GRADE APPEAL PROCESS | Area of Responsibility: ACCOUNTABILITY OFFICE |
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Protocol on COVID-19 Grade Appeal Process

Preamble

This Protocol is made by the Accountability Office, following input from all stakeholders, and is designed to provide students and faculty with a fair and impartial process for determining grade appeals and also provide all participants with personal protection in accordance with official health unit recommendations, by eliminating any face to face contact between participants throughout the appeal process.

This Protocol shall work in conjunction with the Academic Grade Appeal Policy; however, should any part of this Protocol conflict with any part of the Academic Grade Appeal Policy, this Protocol shall take precedence.

Protocol

1. Students shall continue to have 10 business days following official communication of a final grade assigned to them in a course, to file a Notice of Grade Appeal. This Protocol recognizes that this date may vary from student to student, in accordance with the options provided for in the Course Credit and COVID-19 Protocol.
2. Students who wish to pursue a grade appeal must file their Notice of Grade Appeal electronically. They can do this by accessing an electronic version of the Notice of Grade Appeal at the College website. The form can be found here - <https://www.stclaircollege.ca/registrars-office/grade-appeal> you will receive a notification immediately that your form was submitted upon completion.
3. Payment of the \$25.00 per grade appeal fee shall be made electronically through a student's financial institution using online or telephone banking.
4. The Registrar's Office shall electronically forward the Notice of Grade Appeal to the Program Chair and to the Chair of the Grade Appeal Panel.
5. The Chair of the Grade Appeal Panel shall review the particulars of the appeal to ensure the appeal falls within the parameters of the Grade Appeal Policy. Should the particulars of the appeal fall within

- the parameters of a different policy the Chair of the Grade Appeal Panel shall electronically notify all parties.
6. If the appeal falls within the parameters of the Grade Appeal Policy, the Program Chair shall investigate the matter and in so doing shall meet electronically with the student and the faculty member.
 7. The Chair shall continue to have 8 business days to complete the investigation and provide a written decision to the student, faculty members and Chair of the Grade Appeal Panel. The decision shall be provided to each person electronically.
 8. Students or faculty who wish to pursue the matter further shall continue to have 3 business days to refer to the Grade Appeal Panel for a hearing. Referrals shall be made electronically by sending an email to wbeneteau@stclaircollege.ca requesting a hearing.
 9. Upon receipt of a referral, the Chair of the Grade Appeal Panel shall assemble a three member Panel in accordance with the Academic Grade Appeal Policy.
 10. Statements contained in the Notice of Grade Appeal shall be considered as evidence for the Appellant. Following referral to the Panel, the Appellant shall have an additional 5 business days to electronically provide any additional written submissions or evidence to the Chair of the Grade Appeal Panel.
 11. Statements contained in the Chair Decision shall be considered as evidence for the Respondent. Upon receipt of any additional submissions or evidence from the Appellant, the Chair of the Grade Appeal Panel shall forward same to the Program Chair and faculty member, who shall have an additional 5 business days to electronically provide any additional submissions or evidence to the Chair of the Grade Appeal Panel.
 12. Any additional evidence received from the Respondent shall be forwarded to the Appellant for written reply. Such reply shall be electronically forwarded to the Chair of the Grade Appeal Panel within 3 business days of receipt of the submissions of the Respondent.
 13. It is not necessary to file evidence or submissions in addition to the Notice of Grade Appeal and Chair Decision and failure to do so does not establish an adverse inference against either party. Filing of additional submissions or evidence is only required if either party has additional or new information to present to the Panel.
 14. Once the evidence is complete, members of the Grade Appeal Panel shall meet by way of conference call or other electronic means, to review the evidence and decide the appeal. Should the Panel have additional questions, those questions shall be forwarded electronically to both the Appellant and Respondent by the Chair of the Grade Appeal Panel together with a timeline for a response.
 15. Once a response has been received, or the timeline has expired with no response, the Panel shall reconvene to deliberate and decide the matter.
 16. Once the decision has been written by the Chair of the Grade Appeal Panel, it shall be forwarded electronically to the Vice President, Academic for review. Following a consideration of any concerns that may be raised by the Vice President, Academic, the final decision shall be sent electronically to all participants by the Chair of the Grade Appeal Panel.