



English as a Second Language Program 2026-2027 Student Handbook

INTO SAINT LOUIS UNIVERSITY

Beracha Hall, Suite 110

3721 Laclede Avenue

St. Louis, MO 63108

(314) 977-3926



**SAINT LOUIS
UNIVERSITY™**

This student handbook is an introduction to your time in the ESL Program and a guide to policies and procedures followed by INTO SLU. This handbook is in addition to Saint Louis University's policies in the Academic Catalog and the Student Handbook.

<https://catalog.slu.edu>

<https://catalog.slu.edu/student-handbook/>

ACADEMIC LEADERSHIP

Academic Director

Lisa Fischer, Ph.D.

Lisa.fischer@slu.edu

Associate Academic Director

Lisieux Huelman, Ph.D.

Lisieux.huelman@slu.edu

International Student Assessment & Academic Support Coordinator

Jerry Edris, M.A.T.

Jerry.edris@slu.edu



Table of Contents

THE ENGLISH AS A SECOND LANGUAGE PROGRAM	5
Mission Statement.....	5
Accreditation.....	5
Program Start and End Dates.....	5
COURSE LEVELS, PROGRESSION, AND CONTINUATION.....	6
Academic English.....	6
Progression Requirements for Academic English.....	6
Academic English Curriculum	7
Undergraduate International Direct.....	8
International Direct Curriculum.....	8
Continuation Requirements for International Direct	9
Additional Undergraduate Courses	9
Graduate Pathway Program	9
Graduate Pathway Program Curriculum.....	9
Continuation Requirements for Graduate Pathway	10
PROGRAM POLICIES AND GUIDELINES	11
Academic Integrity.....	11
Academic Standing.....	11
Program Probation.....	11
Dismissal	12
Academic Support.....	12
Advising	12
The English Language Center.....	13
Changing Your Major.....	13
Classroom Expectations	13
Attendance.....	14
Course Feedback.....	14
Code of Conduct	14
Graduate Program Handbooks.....	14
Placement, Progression, and Continuation Measures	15
Placement Tests	15
Grades and Grade Point Average	15
Grade Appeals.....	15



**SAINT LOUIS
UNIVERSITY™**

Time in Academic English, ID, and Pathway Programs	15
Time to Degree.....	15
Student Complaints	16
Appendix A: Grade Appeals	17
Appendix B: Student Complaints.....	18



THE ENGLISH AS A SECOND LANGUAGE PROGRAM

INTO Saint Louis University delivers university-designed English language programs to support and prepare international students for successful academic careers at Saint Louis University.

Mission Statement

The English as a Second Language Program is motivated by the knowledge that the University is enriched by the global perspectives and cross-cultural exchanges that international students make possible. The mission of the Program is to prepare academically talented English language learners for successful careers as undergraduate and graduate students at Saint Louis University through our commitment to excellence in teaching, service, and learning.

Our English language programs integrate language study, academic skills, and cultural awareness, and they foster in students the intellectual curiosity that leads to recognition of a higher purpose to which we all contribute. We embrace and enact the Ignatian tradition of Saint Louis University by uniting the pursuit of individual academic excellence with our dedication to developing a community of men and women for others.

Accreditation

The Saint Louis University English as a Second Language Program is accredited by the Commission on English Language Program Accreditation for the period of August 2025 through August 2035 and agrees to uphold the CEA Standards for English Language Programs and Institutions. CEA is recognized by the U.S. Secretary of Education as a nationally recognized accrediting agency for English language programs and institutions in the U.S. For further information about this accreditation, please contact CEA, 1001 N. Fairfax Street, Suite 360, Alexandria, VA 22314, (703) 665-3400, www.cea-accredit.org.

Program Start and End Dates

Classes for Fall 2026 begin on August 19, 2026, and end on December 4, 2026. Final exams will take place December 7-11, 2026.

Classes for Spring 2027 begin on January 11, 2027, and end on May 3, 2027. Final exams will take place May 5-14, 2027.

These dates may change. Students are advised to check the SLU Academic Calendar: <https://www.slu.edu/registrar/calendars/index.php>.



COURSE LEVELS, PROGRESSION, AND CONTINUATION

The English as a Second Language Program offers a range of classes to accommodate your level of English language proficiency. The academic leadership of the Program determines your entry level based on the language test scores you submit when you apply and the placement tests you take when you arrive at Saint Louis University. The length of time that you spend at each level depends on the amount of time it takes for you to become proficient, but if you engage fully with the learning process, you can expect to move up one level each semester. Students can view the Achievement Scale and Interpretation on the ESL Program website or by [clicking here](#).

Academic English

Academic English (AE) includes four levels of instruction¹. The program will guide your study of the English language and prepare you to be successful in courses in degree-seeking programs. The language, academic, and content goals in the AE Program will familiarize you with the expectations of and cultural information needed to study at Saint Louis University.

In each level, you will study reading & vocabulary, writing & grammar, and listening & speaking. Students in the intermediate levels will also take English through Service and content classes. **English Through Service** takes you out of the classroom to develop your language through providing service to the St. Louis community. **Content classes** deal with topics such as American history and culture, human geography, and intercultural communication. Such courses encourage you to use the language and skills you are learning in academic contexts. Expect to enroll in 12 credit hours (13 when enrolled in English Through Service) each semester. Students attend classes 15-16 hours each week and do homework for an additional 15-16 hours each week.

Progression Requirements for Academic English

To remain in good academic standing and progress to the next level in Academic English, you must be able to complete assessments satisfactorily in all courses, to meet the outcomes listed in each course syllabus, and to attend classes regularly.

The requirements for progression in good standing are:

- Overall GPA of 2.5
- Grades of C or better in each course (no C-/D/W/I/S/U/P/NP grades)
- 75% attendance rate minimum²

In Academic English, if a student needs to repeat one course in a level, then all courses in that level must be repeated.

If you have questions about your Academic English classes, you should speak with your instructors or the academic leadership of the ESL Program.

¹ AE level 5 is available to specific and limited students on a case-by-case basis and subject to availability.

² Students may progress to the next level if the above requirements are met and attendance is not at least 75%, but students will progress on program probation.



Academic English Curriculum

The ESL Program may substitute appropriate AEP courses not listed below.

**Level 1 (Beginner)
12 credits**

- AEP 100: Writing and Grammar
- AEP 120: Reading and Vocabulary
- AEP 130: Listening and Speaking

**Level 2 (High Beginner)
12 credits**

- AEP 200: Writing and Grammar
- AEP 220: Reading and Vocabulary
- AEP 230: Listening and Speaking

**Level 3 (Intermediate)
13 credits**

- AEP 300: Writing and Grammar
- AEP 310: Exploring Cultures
- AEP 320: Reading and Vocabulary
- AEP 330: Listening and Speaking
- AEP 350: English Through Service

**Level 4 (High Int.)
12-13 credits**

- AEP 400: Writing and Grammar
- AEP 411: People, Places, Connections
- AEP 420: Reading and Vocabulary
- AEP 430: Listening and Speaking
- AEP 350: English Through Service

**Level 5 (Low Advanced)
12 credits**

- AEP 501: Academic Writing and Editing Skills
- AEP 511: Intercultural Skills
- AEP 521: Academic Reading and Study Skills
- AEP 531: Academic Presentations and Speaking Skills
- AEP 541: Essential Skills



Undergraduate International Direct

International Direct (ID) is a supportive curriculum and entry track designed for Saint Louis University's international undergraduate students. The ID curriculum features credit-bearing English courses and introductory-level degree courses, all of which contribute to completion of a bachelor's degree at SLU. You will satisfy University Undergraduate Core requirements, complete courses in your major, and build language and academic skills.

Upon successfully completing the ID curriculum and meeting continuation requirements, you may continue in the next semester of undergraduate study at SLU. If you have questions about your ID classes, you should speak with your instructors or the academic leadership of the ESL Program.

International Direct Curriculum³

International Direct students take 15-16 credits each semester. Expect to spend 45-48 hours per week on coursework (15-16 hours in class and 30-32 hours outside of class). In addition to at least two English courses, you will take University courses that are counted in your degree plans. All courses will count toward GPA unless otherwise noted. University Core Courses include approved courses in Visual and Performing Arts, Political Science, American Studies, Women and Gender Studies, and other subjects. Major courses are determined by the Associate Academic Director in collaboration with your degree program.

2-Semester International Direct (2ID)

- EAP 1000: Academic Writing I
- EAP 1020: Academic Reading I
- EAP 1030: Academic Presentations
- EAP 1010: Recitation
- CORE 1500: Cura Personalis 1
- Supported University Core Course(s)
- Math course

1-Semester International Direct (1ID)

- EAP 1200: Academic Writing II
- EAP 1220: Academic Reading II
- EAP 1010: Recitation
- Supported University Core Course
- Math course
- Major course

Note: The Aleks Math Placement Test determines your math course. You will have access to the Placement Testing Canvas Site before arriving at SLU. You should plan to take the Math Placement Test as soon as possible to ensure the most accurate placement.

³ Writing courses and reading courses in each level of the ID curriculum are co-requisites, meaning that you must take them in the same semester.



Continuation Requirements for International Direct

To continue in your major, you must demonstrate the ability to succeed in academic courses. You must complete the EAP courses in the ID curriculum before you take EAP/ENGL 1500 and EAP/ENGL 1900. EAP/ENGL 1900 is required of every Saint Louis University undergraduate student.

The mathematics and Core courses fulfill requirements for your degree. Successful completion of these courses is a requirement for continuation in your major.

The requirements for continuation are:

- SLU GPA determined by your receiving program continuation standards (see [Academic Catalog](#))
- Satisfactory completion of a Language Portfolio
- Program-specific continuation details are in the [Academic Catalog](#)

If you do not have the required GPA or if you have grades below the minimum required for continuation, you may be required to remain in the ID Program until you return to good standing. You will be on program probation until you meet the continuation requirements.

Additional Undergraduate Courses

The ESL Program offers undergraduate courses that you can take to earn credit for your undergraduate degree. These classes include:

- EAP 1500: College Composition for International Students (equivalent to ENGL 1500)
- EAP 1900: Rhetoric & Research Strategies (equivalent to ENGL 1900; counts for Core credit)
- EAP 2850: Intro to Literature for International Students (Counts for Core credit)

Graduate Pathway Program

Graduate Pathway programs prepare international students to enter a graduate degree program at SLU. These programs allow you to earn credits toward a SLU degree while building your English proficiency. Upon successfully completing your Graduate Pathway and meeting the continuation requirements, you may matriculate to your degree program and enter the next semester of graduate study at SLU.

Graduate Pathway Program Curriculum

Graduate Pathway students will take two English courses (5 credits) in each semester of the Graduate Pathway. Each program has determined its own number of subject courses, but there will be at least one subject course (3 credits) each semester.



Standard Pathway (GPW I)

- EAP 4100: Graduate Reading and Writing I
- EAP 4150: Graduate Listening and Speaking I
- *Additional courses will vary by program*

Accelerated Pathway (GPW II)

- EAP 4200: Graduate Reading and Writing II
- EAP 4250: Graduate Listening and Speaking II
- *Additional courses will vary by program*

Continuation Requirements for Graduate Pathway

To continue in your degree program, you must demonstrate the ability to succeed in academic courses.

The requirements for continuation are:

- SLU GPA 3.0
- Grades of C or better in all courses (no C-/D/W/I/S/U/P/NP grades)
- Grades of B or better in all courses related to your major, unless otherwise noted
- Satisfactory completion of Language Portfolio
- Program-specific continuation details are in the [Academic Catalog](#)

If you do not have the required GPA or if you have grades below the minimum required for continuation, you may be required to continue in the Graduate Pathway Program until you return to good standing. You will be on program probation until you meet continuation requirements.



PROGRAM POLICIES AND GUIDELINES

Academic Integrity

American higher education may treat academic honesty differently than your home country. Courses and faculty in the ESL Program at SLU emphasize educating students about these differences. We also hold students accountable if they violate the academic integrity standards of Saint Louis University.

Academic integrity is the commitment to and demonstration of honest and moral behavior in an academic setting. Since the mission of the University is "the pursuit of truth for the greater glory of God and for the service of humanity," acts of integrity are essential to its very reason for existence. Thus, the University regards academic integrity as a matter of serious importance. Academic integrity is the foundation of the academic assessment process, which in turn sustains the ability of the University to certify to the outside world the skills and attainments of its graduates. Adhering to the standards of academic integrity allows all members of the University to contribute to a just and equitable learning environment that cultivates moral character and self-respect.

The full University-level Academic Integrity Policy can be found on the Provost's Office website at: <https://www.slu.edu/provost/policies/academic-and-course/academic-integrity-policy.pdf>.

Everyone at SLU has a responsibility to support academic integrity. **Students** are responsible for following the academic integrity policy, asking instructors questions about it, and reporting possible violations to instructors. **Faculty** are responsible for explaining academic honesty norms to students, creating learning environments that support academic integrity, and reporting possible violations. **Administrators** are responsible for supporting a community of academic honesty and trust. Learn more about these responsibilities by reading the [policy](#). Ask questions if you do not understand.

There are actions that violate the academic integrity policy. Here is a summary, and you can learn more in the [policy](#). **Cheating** is getting or giving help that you are not allowed to have. **Plagiarism** is presenting work that you did not do as if it were your own. **Collusion** is working with others in ways that are not allowed. **Falsification** is changing or making up information. **Sabotage** is trying to hurt another's academic success. **Concealment** is not reporting an academic integrity violation that likely occurred.

If a faculty member determines that it is more likely than not that a student violated the policy, they will report the violation to the university. Violations have **sanctions**, or punishments, that can affect a student's future in the class and at SLU. Read the policy for more information or talk to your instructors or academic leadership.

Academic Standing

As a student in an INTO SLU program, you are expected to make good progress towards your major area of study by remaining in **good standing**. See the [Academic Catalog](#) for program specific details.

Program Probation

If you fail to meet your program's requirements for academic good standing, you will be placed on **program probation** at the end of the semester.



1st Probation is a warning that indicates you are not currently meeting academic requirements. It may also mean that you need additional support to be successful. Reason for program probation include:

- Your GPA falls below your program's requirement,
- You earn course letter grades below your program's requirement,
- You exceed the number of absences allowed by the program, or
- You do not pass your Language Portfolio.

During a probation semester in which you are repeating courses, you will be required to repeat all co-requisite courses (or the full level for Academic English students). You may repeat a level up to two times before dismissal.

If you cannot return to good standing at the end of a semester when you are on 1st Probation, you will be on **2nd Probation**. This is a more serious warning, and you will meet regularly with the academic leadership of the ESL Program to support your return to good standing.

Dismissal

If you do not return to good standing at the end of a semester when you are on 2nd Probation, you may be **dismissed** from the program.

You may appeal the dismissal decision by submitting the reinstatement form emailed to you by the Academic Director with your dismissal notice and writing a letter in support of your case. If you are granted reinstatement after being dismissed, you will be on **3rd Probation** and you will have one semester to return to good standing. If you do not return to good standing at the end of the semester, you will be dismissed, your student record closed, and your future registration canceled. Dismissed students may re-apply to the University after one calendar year from the end of the dismissal semester.

Academic Support

Advising

We are committed to your success in and out of the classroom. Regular **advising** is part of that support. You can meet with members of the INTO SLU team any time you have questions or concerns. If a member of the academic leadership of the ESL Program requests a meeting with you, you are **required** to attend.

Our advising model is designed with the following outcomes in mind:

1. **Prepare** students with curricular and co-curricular academic support
2. **Teach** students how to access, utilize, and connect with resources across campus through a 1-credit hour core course (CORE 1500: Cura Personalis 1)
3. **Serve** students academically with academic advising and faculty support
4. **Assist** in student learning through targeted support outside of the classroom



The English Language Center

The English Language Center (ELC) provides specialized support for international students at all levels. In one-on-one consultations and in group workshops, ELC consultants provide feedback and offer strategies to improve your writing at every stage, from coming up with ideas for your paper, to organizing a draft, to polishing the final document. The ELC also offers assistance in testing strategies, multi-media projects, grammatical accuracy, research skills, and pronunciation.

During ELC consultations, you will work with consultants to develop strategies to become a more capable and proficient English language learner. Consultants can help you prioritize your language needs and assess your strengths and weaknesses.

ELC consultants will work with you to improve grammatical accuracy and to learn grammatical rules, skills, and concepts, but **will not edit your papers**. Consultants will help identify error patterns in writing and develop strategies to correct and control these errors, but will never “fix” or “correct” a paper in ways that raise it to a level of proficiency and fluency beyond what you can reasonably achieve.

ELC consultants are SLU faculty members, graduate students, and undergraduate students who have been trained to assist students whose native language is not English and to foster each writer’s sense of control over the writing process. We take pride in our roles as interpreters and ambassadors of academic and American culture, and we are dedicated to helping you become more proficient writers.

You may make an appointment with the ELC at any point in the writing process, but the help will be most effective if you schedule your appointment with enough time to revise your work before the assignment is due. During standard semesters, use ‘EAB Navigate – Students’ (accessed through <https://auth.slu.edu/app/UserHome>) to make an ELC appointment. The ELC accepts walk-ins when consultants are available, but appointments are strongly encouraged as ELC services are in high demand. Students may make a maximum of one appointment per day and two appointments per week.

The ESL Program also offers **Academic Support Workshops (ASWs)** that help students develop the self-regulated learning skills necessary for reaching academic goals and maintaining a healthy lifestyle during your college career. Past topics have included managing your time, creating and updating job portfolios, staying motivated, maintaining your mental and physical health, and using university tutoring services.

International Direct students are encouraged to use University Writing Services:

<http://www.slu.edu/life-at-slu/student-success-center/academic-support/university-writing-services/index.php>

Changing Your Major

If you want to change your major, or, if you aren’t sure you’re in the right major, talk with the academic leadership of the ESL Program. We will talk to you about your academic interests and help you to consider your options.

Classroom Expectations

Each class you take at Saint Louis University will include specific behavior and conduct policies on the syllabus. You are required to meet the following expectations in all classes:

- Attend all class meetings



- Arrive to class on time
- Complete your homework on time and bring it with you to class
- Participate in class
- Bring the necessary materials to class: laptop computer, textbooks, pencils, pens, notebooks
- Silence and store away your phone or other electronic devices unless you are asked to use them in class

Since meeting the classroom expectations of the University is part of your learning process, your grade may be affected if you do not follow these guidelines.

Attendance

Students are required to attend 75% or more of all class meetings during the semester to be in good standing at INTO Saint Louis University. This means you can miss no more than 25% of class sessions. If you are more than 30 minutes late to class or if you leave class for more than 30 minutes, you are counted absent for the full period. Check with each of your instructors for information specific to your classes. **If you miss more than 25% of class sessions for any reason you will be on probation the next semester, even if you progress to the next level of study.**

You should attend **all** class sessions to get the most educational benefit from your courses. If you are late or absent, you miss graded assignments and important instruction. As a result, being late or absent from any class period negatively impacts your grade. Absence or lateness for any reason does **not** excuse you from assigned work. In all cases, speak with your instructor about your absence. If your instructor determines that your absence is excused, you will have the chance to make up your work for full credit. If your absence is unexcused, there may be penalties on your missed work. The standard deadline for make-up work is two weeks after the original assignment is due.

Course Feedback

You can give feedback on your classes and instructors at the end of each semester. This feedback is very important to improve classes and the quality of instruction. SLU will email you directions for submitting feedback forms for your classes. All feedback is anonymous and not given to instructors until after course grades have been submitted. Your remarks cannot hurt or help your class grade.

Code of Conduct

Saint Louis University students are required to follow the University's Code of Conduct, found in the [Student Handbook](#). If you believe someone is not following the Code of Conduct, you can speak with your instructors, the academic leadership of the ESL Program, or the INTO SLU Assistant Director for Student Experience, Andrea Zhou. In an emergency, call Campus Security at 314-977-3000.

Graduate Program Handbooks

Many graduate programs also maintain a Graduate Student Handbook for their students. It is important that graduate students become familiar with their program's handbook. Please refer to your program's home page or contact person to find your program's handbook.



Placement, Progression, and Continuation Measures

Placement Tests

All students take the Saint Louis University Writing Exam (SLUWE) before beginning English classes. Students submit a standardized test score (TOEFL, IELTS, Duolingo) before arrival to complete the initial placement and registration process. Students can submit these scores with their application and until the beginning of the published Program Start Date (see page 6). The SLUWE and the standardized test scores both inform placement decisions. Students who dispute their initial placement may contact the academic leadership of the ESL Program before the end of the add/drop period to initiate a review of their placement decision.

The Undergraduate and Graduate Saint Louis University Writing Exam (SLUWE and GSLUWE)

The SLUWE is a language skills assessment that determines your readiness for Saint Louis University academic coursework. The SLUWE tests the skill areas of writing ability, reading comprehension, and grammatical accuracy and sophistication. The GSLUWE also requires documentation in APA style. A citation guide will be provided during the exam.

Grades and Grade Point Average

Standardized test scores will not be considered in lieu of completion of the curriculum, nor will they be accepted after the published Program Start Date. Students must remain in good academic standing to continue to the next level of study. Students in good standing meet minimum **grade point average** (GPA) requirements. GPA requirements vary by program and are detailed in the [Academic Catalog](#).

You should be familiar with your program's requirements for good standing. Know your current GPA and speak with your instructors or the academic leadership of the ESL Program if you have any questions about your progress in your classes.

Grade Appeals

Students may appeal course grades by completing the grade appeal process, which can be found in [Appendix A](#). Meet with the academic leadership of the ESL Program to complete the grade appeal form that begins the appeal process.

Time in Academic English, ID, and Pathway Programs

A student beginning in Academic English Level 1 and making normal progress through a 2-semester International Direct or 2-semester Graduate Pathway curriculum can expect to spend 6 semesters, or 3 years, in the ESL Program prior to matriculation. Probation, dismissal, and reinstatement may add up to 3 semesters, or 1.5 years, to a student's study plan. The maximum amount of time a student can be in the ESL Program is 9 semesters, or 4.5 years. Students who are on track to exceed this time in the program due to failure to make significant progress toward matriculation may be dismissed.

Time to Degree

Many students find it difficult to complete all of the requirements for an undergraduate degree in just four (4) years of study attending two (2) semesters per academic year. Typically, students will need to enroll in one (1) or more summer semesters to stay on track to graduate in four (4) years.



Student Complaints

Note: If your complaint is about a grade you received in class, see [Grade Appeals](#).

The faculty and staff of the ESL Program at INTO SLU want you to have a positive experience at Saint Louis University. They are committed to listening to your concerns and to helping you find a solution to the problems you meet.

First, you should try to solve the problem by discussing it with those involved. Most problems can be resolved when the people involved calmly and honestly communicate their concerns.

If you have a complaint that cannot be resolved in this way, complete a [Complaint Form](#). Click the link, scan the QR code on the screens in Beracha Hall, ask a member of the academic leadership team, or scan the QR code below.



A trusted faculty or staff member can help you complete the form. You will receive a response within five business days, if you choose to provide your name. You may be asked to attend a follow-up meeting to discuss your complaint. The full complaints process is in [Appendix B](#).

You may choose to submit a complaint without including your name. While the ESL Program at INTO SLU will investigate anonymous complaints, you will not be updated on the process or resolution if you do not provide your name.

Retaliation against a student for submitting a complaint is prohibited, and any faculty or staff members who attempt to take retaliatory actions may face sanctions.

Appendix A: Grade Appeals

Students who want to appeal a final course grade must follow the process below for resolution. All guidelines in the [Academic Catalog](#) apply. Students must initiate a grade appeal within 90 days of the date that the grade was posted.

- I. **Before Submitting a Grade Appeal:** Meet with or email your instructor about your final grade. Explain what questions you have about your grade and why you are appealing. Ask for a list of the grades you earned on the assignments in your class. Use this time to try to reach an understanding about your grade and to identify and correct errors (if any) in your final grade.
- II. **Submitting a Grade Appeal:** If you believe your grade was capricious,⁴ meet with the Associate Academic Director to receive a Grade Appeal Form and discuss the required evidence you will need to gather. Required evidence includes:
 - A copy of the course syllabus,
 - A copy of the grade breakdown from your instructor from Step I above,
 - A personal statement about your reason for appeal and why you believe your grade was capricious, and
 - Any relevant supporting evidence (assignments, course materials, timeline of issues, emails, or any other documents that support your reason for appealing).
- III. **Investigation:** The Associate Academic Director will provide a copy of your Grade Appeal Form and all submitted evidence to the instructor. The instructor will provide a written response to your materials, and the AAD will determine whether to investigate further (following the investigation process outlined in the [Student Complaints Process](#), Steps III and IV), move to a hearing (following the hearing process outlined in the [Student Complaints Process](#), Step V), or dismiss the grade appeal. The AAD will notify you and your instructor of the decision and any next steps. Written records will be kept at all stages of the process.⁵
- IV. **Further Appeals:** Appeals of the AAD's decision may be made to the Academic Director, and appeals of the AD's decision to the Office of the Provost.

⁴ Capricious grading means that the instructor did one or more of these three things:

1. Assigned a grade based on something other than your performance in the course.
2. Assigned a grade based on more demanding standards than were applied to other students in the course section.
3. Assigned a grade based on standards that do not match the criteria for performance and evaluation on the course syllabus.

⁵ Grade appeals are housed electronically on a secure drive.

Appendix B: Student Complaints

Students who have a complaint may follow the process below for resolution.

- I. **Before Submitting a Complaint:** A discussion will occur between the student and the other parties, if applicable.
 - a. If faculty or staff members play a role in resolving the complaint, they should record the complaint by sending the student an email summarizing the resolution.
 - b. If not resolved, proceed to II.
- II. **Submitting a Complaint:** The student will complete⁶ the Complaint Form as close in time to the incident as possible.
- III. **Associate Academic Director's Investigation:** A discussion will occur between the student,⁷ the other parties involved (if applicable), and the AAD.⁸
 - a. The AAD will provide a copy of the written complaint and this process to the student.
 - b. The AAD will take statements from all parties.
- IV. **Associate Academic Director's Decision:** The AAD will deliberate and decide if the student's complaint has merit based on the evidence and statements provided.
 - a. If the complaint has merit and is resolved during the discussion, the AAD will record the complaint by sending all parties an email summarizing the resolution. The AAD will file these artifacts appropriately.⁹
 - b. If the complaint has merit and is not resolved during the discussion, proceed to V.
 - c. If the AAD determines that the complaint has no merit, the complaint will be dismissed and the student notified by email.
 - i. The student may appeal the AAD's decision to dismiss the complaint to the Academic Director. The AAD will forward to the AD all evidence along with a written summary of the situation to date.
 1. If the AD determines that the complaint has merit, proceed to V.
 2. If the AD concurs that the complaint has no merit, the complaint will be dismissed and the student notified by email.
 - a. The student may appeal the AD's decision to dismiss the complaint to the Office of the Provost. See VI.
- V. **Hearing:** If a hearing is required, the AD will assemble a committee to conduct a hearing. The committee shall be comprised of the Academic Director, one full-time faculty member, and the Assistant Director of Student Experience.
 - a. The AAD will forward all evidence and a written summary of the situation to the committee.
 - b. The AD will convene the hearing within five business days and will communicate via SLU email with all parties as appropriate leading up to the hearing.

⁶ The student may receive help completing the form if needed or requested and should note such help on the form.

⁷ The student may receive help in any meeting or hearing by bringing one representative to act as advocate; such help should be noted in the written record of the complaint.

⁸ Another academic administrator will be appointed to fill this role if the complaint is against the AAD.

⁹ Complaints are housed electronically on a secure drive.

- c. The AD will facilitate the hearing.
 - i. The committee will take statements from all parties.
 - ii. The committee will meet separately with all parties.
 - iii. The committee may seek input from additional parties whose expertise is needed to complete the review.
- d. The committee will deliberate and generate a written report with its findings (including rationale) within five business days of concluding the hearing. A majority vote of committee members is required.
- e. The AD communicates the decision to the student via email within five business days. The Academic Director will record the complaint by sending the student an email summarizing the resolution and will file these artifacts appropriately.

VI. **Further Appeals:** Appeals of the Academic Director's decisions may be made to the Office of the Provost.

Documentation

Required Components of a Student Complaint:

- Completed **Complaint Form**, if submitted.
- Any other corresponding documentation/evidence.

Required Components of the AAD's Investigation:

- As above, plus:
 - Written summary of statements taken from the involved parties.
 - Corresponding documentation/evidence from the instructor.
 - Additional corresponding documentation/evidence from the student, if applicable.
 - Decision of merit and rationale.
 - Written summary of the resolution and the AAD's action, if applicable.

Required Components of a Complaint Hearing:

- As above, plus:
 - Written summary of additional statements taken from the student, instructor, and AAD during the hearing.
 - Additional corresponding documentation/evidence from the student, instructor, or AAD, if applicable.
 - Written report of findings and rationale.

Required Components of the Academic Director's Resolution:

- As above, plus:
 - Written summary of the resolution as sent to the student.