



Policy Title:	Final Grade Reviews and Appeals Policy
Policy Number:	4007

1. Policy

St. Matthew's University's (SMU) commitment to academic quality and integrity, as well as to academic freedom, rests upon honesty and fairness in all aspects of scholarly endeavour.

Faculty must test, grade, and review student work in a manner that is fair and reasonable.

Disputes that arise about honesty and fairness are best resolved through open and sincere communication between students, faculty, and administrators.

Grievances are issues that have not been resolved through communication among the parties involved.

2. Purpose

The purpose of this policy is to provide a process for students to raise academic grievances relating to instruction that the student perceives to be unfair or otherwise detrimental to the education process at St. Matthew's University.

This policy is intended to support the timely and fair review of academic concerns while encouraging resolution as close to the source of the concern as possible.

3. Scope

This policy applies to academic grievances submitted by students relating to instruction, including:

- Method of grading; and
- Testing procedures.

This policy does not apply to final course grades. Grievances will not be considered for final course grades, and this policy cannot be used to request a grade increase.

Appeals based on illness, family matters, or personal issues are handled directly by the Assistant Dean of Student Affairs and are not considered academic grievances under this policy.

4. General Requirements

The appeal process has several stages, which must be completed in their entirety in order for the appeal to be considered for submission as a grievance.

Grievances regarding a specific exam or event must be submitted within two days of the exam or event of concern.

Grievances submitted after this deadline will not be considered.

Grievances deemed inappropriate or frivolous may result in disciplinary review.

5. Academic Grievance Procedure

Step One – Submit a Written Petition to the Professor or Course Coordinator

While a course is in progress, the student or students shall submit an online petition to the Professor or Course Coordinator with the intent to clarify a course-related concern.

The petition should clearly identify the concern and provide any relevant information related to the issue.

The Professor or Course Coordinator will review the concern and convey the decision to the student in writing.

Step Two – Submit a Written Petition to the Assistant Dean of Student Affairs

If a student's concern is not resolved after submitting the concern directly to the faculty member or Course Coordinator, the student may email a petition to the Assistant Dean of Student Affairs.

The petition must identify the concern and confirm that an attempt was previously made to resolve the concern by contacting the faculty member or Course Coordinator through a written petition.

The Assistant Dean of Student Affairs will investigate the issue and convey the decision to the student in writing.

Step Three – Submit a Written Petition to the Dean of Basic Sciences

Step Three in the Academic Grievance process is only available if the student believes that department faculty, the chairperson, and/or the Assistant Dean of Student Affairs did not follow due process in the decision-making process.

The process is as follows:

- a) A petition shall be emailed to the Office of the Dean of Basic Sciences.

- b) After reviewing the case along with all evidence presented, the Dean shall render a decision as to whether due process was followed in the original case.
- c) If necessary, a new review may be conducted by an ad hoc committee called by the Dean of Basic Sciences to investigate the claim of lack of due process.
- d) The decision of the Dean of Basic Sciences is final and is not subject to appeal.

6. Limitations

Grievances will not be considered for final course grades.

The grievance procedure cannot be used to request a grade increase.

Grievances submitted after the required deadline will not be considered.

Grievances deemed inappropriate or frivolous may result in disciplinary review.

Appeals based on illness, family, or personal issues are handled directly by the Assistant Dean of Student Affairs and are not considered grievances.

7. Definitions

These definitions apply to terms as they are used in this policy.

Word/Expression	Definition
Academic Grievance	An Academic Grievance is a statement of complaint or accusation by a student relating to instruction that a student perceives to be unfair or otherwise detrimental to the education process at SMU.
Final grade	A mark of a student's work as recorded on the official transcript.

8. Responsibilities

Students are responsible for submitting academic grievances within the required timelines and for following each step of the procedure in order.

Students are responsible for providing clear information about the concern, including any relevant evidence or documentation.

The Professor or Course Coordinator is responsible for reviewing written petitions submitted under Step One and providing a written decision to the student.

The Assistant Dean of Student Affairs is responsible for reviewing and investigating petitions submitted under Step Two and providing a written decision to the student.

The Dean of Basic Sciences is responsible for reviewing Step Three petitions where the student alleges that due process was not followed.

The Dean of Basic Sciences is responsible for determining whether a new review is required and, if necessary, calling an ad hoc committee to investigate the claim of lack of due process.

9. Final Decision

The decision of the Dean of Basic Sciences is final and is not subject to appeal.