

ACADEMIC GRIEVANCE PROCEDURES: APPEAL PACKET CHECKLIST

This checklist is a tool to assist students in navigating the University of Hawaii at Mānoa (UHM) Academic Grievance Procedures and in preparing a complete and detailed academic grievance appeal packet for the Academic Grievance Committee (AGC). The UHM Academic Grievance Procedures are located at http://studentaffairs.manoa.hawaii.edu/policies/academic_grievance/

Students should complete and document each step in the Academic Grievance (AG) process in order to ensure that grievances are given due consideration. Be sure to collect the information and documentation below when compiling a grievance. Additional supporting documents may be included as appropriate for each step. If you have any questions or concerns, please contact the UHM Office of Judicial Affairs at oja@hawaii.edu or by phone at 808.956.4416.

Name (Last, First): _____ UH Student ID#: _____
Contact email: _____ Contact phone: _____
Major: _____ Undergraduate Graduate
Course & CRN: _____ Term & Year: _____
Course Instructor: _____ Department: _____
Department Chair: _____

Step 1: Student shall attempt to resolve issue with the Instructor.

Grievances must be initiated no later than the end of the semester following the end of the course in question.

- Date of Instructor contact/correspondence: _____
- Documentation of assignment and correspondence (e.g. copies of emails, detailed transcript of conversation, etc.). *Attach and label additional documentation as needed, for example, "Appendix A."*

For example:

Appendix A. Document: _____ Date: _____
Appendix B. Document: _____ Date: _____
Appendix C. Document: _____ Date: _____
Appendix D. Document: _____ Date: _____
Appendix E. Document: _____ Date: _____

Step 2: Student submits formal written complaint to Department Chair.

If issue is not resolved upon completion of Step 1, Student should then prepare a formal, written complaint. Please see 2a to 2c below. Provide all information and documentation requested.

Step 2a: Student files a formal complaint in writing to the Department Chair; a copy of the written complaint must be provided to the Instructor. The formal complaint must include:

- A statement of facts as the grievant perceives them, citing specific violations where possible.
- The remedy sought by the grievant.
- The respondent's statement or actions, if any, during or after the Step 1 consultations.
- Attach appropriate documentation or correspondence, such as email or assignments.

- Formal written complaint to Department Chair. (Label with name and date)
- Date complaint filed with Department Chair: _____
- Copy of formal written complaint to Instructor. (Label with name and date)
- Date complaint provided to Instructor: _____

Step 2b: Within 10 days of receipt of formal written academic grievance complaint, the Department Chair shall meet with Student and Instructor (separately or jointly) to discuss the complaint.

Date of meeting with Department Chair: _____

Step 2c: Department Chair shall notify Student and Instructor of determination or decision in writing

Date of Department Chair decision: _____

Copy of Department Chair's decision (Label with name and date)

Additional documentation from course or correspondence (e.g. assignments, copies of emails).
Attach and label additional documentation as needed, for example, "Appendix A."

Step 3: Student submits written appeal to Academic Grievance Committee.

If a satisfactory solution is not achieved in Step 2, the student may file a grievance appeal in writing via the Office of Judicial Affairs (OJA) with the Academic Grievance Committee. ***Please do not staple grievance appeal packets or insert into plastic sleeves or binders.***

Academic Grievance Appeal Letter: The letter must include the following:

- Name (first and last)
- UH student ID #
- Student status (undergraduate or graduate)
- Contact information (email, address, telephone number)
- Instructor's name (first and last)
- Course name, alpha, CRN and term/year
- Detailed explanation of the issue(s), citing specific examples of violations where possible (please refer to Section I., "Responsibilities of Faculty" of the *University of Hawai'i at Mānoa Academic Grievance Procedures*)
- Final grade received for course
- Remedy you wish to seek (e.g. grade change from "C" to "A")
- Signature and date

Attach the AG Appeal Letter to top your academic grievance appeal packet, followed by documentation from Steps 1 and 2. Please include a copy of this checklist in your packet if it was used.

All information and documentation listed above for Steps 1 and 2 should be labeled and included in your appeal packet.

Additional Information and Documentation: The following items should also be labeled and included in your appeal packet:

- Course syllabus
- Grade breakdown if available
- Examples or samples of referenced homework, tests/exams, papers, etc.
- Other relevant materials:

Document: _____ Date: _____

Document: _____ Date: _____

Document: _____ Date: _____

Date Academic Grievance appeal filed with OJA: _____

Please remember:

- The burden of proof rests upon the student filing the complaint
- The findings and decisions of the Academic Grievance Committee are final and binding within the University of Hawai'i at Mānoa