

SCHOOL OF SCIENCE

STUDENT ACADEMIC GRIEVANCE PROCEDURES

The Administrators at Hampton University aim to resolve problems and grievances promptly and equitably. In the cases where immediate resolution of an issue cannot be achieved, graduated steps for further review at higher levels of authority may be necessary to effect resolution. Accordingly, the 2020-2022 Hampton University Academic Catalog (pages 26-27) and the current Hampton University Official Student Handbook (page 31-32) describe the procedure for filing an academic grievance as follows:

Grievance Procedure for Academic Matters

- Step One START AT THE SOURCE OF THE PROBLEM.
A) Schedule a conference with the instructor of the course.
B) Be prepared to discuss issues of concern clearly. Do not speculate.
C) Proceed to the next level of authority if the problem or concern is not resolved.
- Step Two SCHEDULE A CONFERENCE WITH ACADEMIC ADVISOR.
Repeat steps B and C as stated in Step One.
- Step Three SCHEDULE A CONFERENCE WITH THE ADMINISTRATIVE HEAD OF THE DEPARTMENT OR ACADEMIC UNIT.
Repeat steps B and C as stated in Step One.
- Step Four SCHEDULE AN INFORMATIVE CONFERENCE WITH DEAN OF THE SCHOOL OF SCIENCE. THE DEAN WILL HEAR THE GRIEVANCE, THEN FORWARD MATTER TO THE SCHOOL OF SCIENCE'S GRIEVANCE COMMITTEE
Repeat steps B and C as stated in Step One.
- Step Five SCHEDULE A MEETING WITH THE SCHOOL OF SCIENCE GRIEVANCE COMMITTEE.
Repeat steps B and C as stated in Step One.
- Step Six SCHEDULE A CONFERENCE WITH THE DEAN OF THE SCHOOL OF SCIENCE
- Step Seven SCHEDULE A CONFERENCE WITH THE PROVOST OR DESIGNEE.

NOTE: If steps one through three have been omitted, the Dean will refer the case back to the step that was omitted. If steps one through five have been omitted, the Chancellor and Provost will refer the case back to the step that was omitted. Hampton University has policies which have been established to resolve student problems and issues in a fair and impartial manner. Our most important business is to help students learn while maintaining high academic and ethical standards. It is recommended that each learner "follows the counsel of those wise faculty members who have dedicated their lives to meeting the needs of students who are willing to take responsibility for their own education.

In support of the stated policy, the School of Science requires that all student complainants within the School must follow the procedures below. **Classroom related matters should be subjected to these procedures only when the grievance cannot be settled in the ordinary course of immediate post-class discussion.**

PROCEDURE FOR OBTAINING REDRESS TO GRIEVANCES

At every level of administrative review, a grievance must show date of submission, date received by the reviewing level, date of response by the reviewing level, and the signatures of the person filing the grievance and the responding party.

The following procedure outlines the steps that should be taken after the student has discussed their grievance with their academic advisor.

- A.** The student shall submit a grievance in writing to the immediate supervisor (Chair or Director) at which the incident occurred. Grievance forms are available in each academic department, through the school dean, or on the School of Science web site (<http://science.hamptonu.edu>). The completed form, with all supporting documents, shall be submitted within three (3) working days of the incident precipitating the grievance. (NOTE: **If the student filing the complaint claims to be a candidate for graduation, the student must submit a completed academic worksheet with the supporting documents that pertain to the grievance. The academic worksheet is invalid and considered incomplete if it is not signed and dated by the academic advisor.**) Grievances must be filed in the departmental office of the academic area where the incident occurred. *If the incident occurred in a department that differs from the one where the student majors, the student must provide copies of the complaint to his/her academic advisor and departmental chair.*
- B.** The immediate supervisor (Chair or Director) shall meet with the student and respond expeditiously, in writing, to the grievance submitted, but no later than three (3) working days after receipt of the grievance. The number of days (three working days) indicated at each step shall be considered a maximum, and every effort will be made to expedite the process. The time limits specified shall apply to both the person filing the grievance and the Administration, and may be extended by mutual written agreement.
- C.** If the grievance is not resolved, the student may seek redress within three (3) working days at the next level of review, i.e. the Dean of the School of Science. The three (3) working days begin at the time that the student is informed, in writing, of the decision of the administrative level at which the grievance is being reviewed. However, the time line may be extended by mutual written agreement. Moreover, **ALL DOCUMENTATION PERTAINING TO THE GRIEVANCE UP TO THAT POINT, MUST BE SUBMITTED TO THE DEAN.** Such paperwork **MUST** include the following:
 - The original grievance packet submitted by the student
 - The written response from the accused faculty member
 - Faculty member's grade book
 - Faculty member's syllabus
 - Faculty member's Blackboard grade sheet
 - Faculty member's addenda to the original syllabus
- D.** In the absence of a resolution to the grievance, the person filing the grievance may seek redress at the next level, which is the School of Science's Grievance Committee, within three (3) working days following the

written decision by the Office of the Dean. If the grievance is not resolved at the level of the School's Grievance Committee, the grievance, with all supporting documents including responses and decisions at each level, will be forwarded by the Office of Provost for review. The Chancellor and Provost (or designee) shall meet with the student and shall respond in writing to the grievance.

ORDER OF ADDRESSING GRIEVANCES

1. A special conference between the faculty member and the student should be arranged under optimum conditions.
2. If the conference yields no resolve, the student should bring the matter to their designated academic advisor for mediation.
3. If the matter remains unsolved, it should be brought (in writing on the grievance form) to the faculty member's Department Chair or Director.
4. The faculty member involved in the grievance should respond in writing.
5. If no resolution is possible at the departmental level, the matter should be brought by the person filing the grievance (in writing on the grievance form) to the Office of the School of Science Dean
6. The Dean of the School of Science will forward the grievance to (in writing on the grievance form) to the School of Science's Grievance Committee. If no resolution is possible at the level to the School of Science's Grievance Committee, the matter should be brought by the person filing the grievance back to the Office of the Dean.
7. If no resolution is possible at the Dean's level, the matter will be forwarded by the Office of Chancellor and Provost. Beyond that point, the decision of the President shall be final.

Three (3) working days, from the receipt of a grievance, shall be allowed for a response in each of the steps listed above.

It is suggested that these procedures be used sparingly. When it is necessary to file a grievance, all the skills in human relations should be mustered to effect an equitable and lasting solution at a level as close to the originating source as possible.

This operational procedure is designed to bring greater order and effectiveness to the teaching/learning process. It should be recognized as a guide to the enhancement of excellence in the academic program and is expected to be followed whenever a grievance exists.

ACADEMIC DISHONESTY

Academic dishonesty is an offense against the University. A student who has committed an act of academic dishonesty has failed to meet a basic requirement of satisfactory academic performance. Thus, academic dishonesty is not only a basis for disciplinary action, but it is also relevant to the evaluation of students' performance levels. This form is **NOT** to be used for academic dishonesty. Academic dishonesty cases are handled in accordance with the Hampton University Code of Student Conduct.

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STUDENT ACADEMIC GRIEVANCE FORM
(Please Type)

Department/Unit Where Incident Occurred _____ Date _____

Student's Name _____ Student's ID Number _____ Student's Department _____

Student's HU Email address _____

Student's Cell Phone Number _____

Submitted to: _____
Faculty Member or Staff _____ Position _____

1. In the space provided below, succinctly state the specifics of your grievance, including the date and time the incident occurred and name(s) of person(s) knowledgeable about the incident. **DO NOT EXCEED 7 well-written sentences.**

2. Succinctly state the outcome that you desire. **DO NOT EXCEED 7 well-written sentences.**

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3. Succinctly state why you think your proposed resolution is fair to all parties. **DO NOT EXCEED** 10 well-written sentences.

Signature of Person Filing Grievance: _____ Date: _____

