

forms are provided by the U. S. Department of Education and are available in the Financial Aid Office in January of each calendar year. Students must apply each year and are encouraged to file the free application form early, as funds are limited for some programs. Detailed information on the types of federal aid programs are provided in the financial aid handbook, including programs for veterans and their dependents, and ROTC.

The Government of Guam also provides Financial Assistance Programs for undergraduate and graduate studies. The programs consist of the Merit Award for incoming freshmen, Student Loan, Professional/Technical Awards for graduate and professional studies, Dr. Antonio C. Yamashita Guam Educator Corps, Nurses' Training, Pedro "Doc" Sanchez Scholarship for Government of Guam career employees, and other programs. Detailed information on all types of financial assistance programs sponsored by the Government of Guam is in the Financial Aid Handbook.

Other types of financial assistance programs are also available to students. Scholarships and loans are sponsored by private organizations as well as other Micronesian government entities for the residents of their respective islands. Detailed information may be obtained from the Financial Aid Office or from the sponsors of these programs.

Students are advised to visit the Financial Aid Office each term to keep abreast with any changes in funding, application deadlines, and other requirements.

M. STUDENT APPEALS

1. Students have the right to appeal for waivers of academic rules, such as admission requirements; grade recording; academic probation, suspension, and dismissal actions. The committee handling these types of appeals is the University Registration and Admissions Committee.
2. Students also have the right to appeal if they feel that their academic rights, such as being informed of course requirements and being

graded fairly, have been violated. The Committee handling these second types of appeals is the Student Discipline and Appeals Committee. This Committee also hears cases in which it is alleged that students violated the Code of Student Conduct.

a. Student Appeal Procedures for Waiver of Academic Rules

The University Registration and Admissions Committee is designated to hear students' petitions appealing decisions made in relation to admission requirements, records, registration and academic rules. The Appeal Form and the Request for Transcript of Record form, referred to in these procedures, are available in the Registrar's Office.

Appeal procedures are as follows:

- (1) On the appeal form, describe the problem as clearly and completely as possible.
 - a) Tell why the University Registration and Admissions Committee should consider the appeal.
 - b) Give all details that will help the Committee better understand the situation.
 - c) Give your full name, mailing address, academic major, contact phone number, and date.
 - d) If help is needed in completing the Appeal Form, the Office of the Dean of the College in which you are majoring will designate an advisor to help you. The VP of Enrollment Management and Student Services will designate an advisor for undeclared students needing help.

- (2) Complete the Request for Transcript of Record Form.
 - a) Indicate on the form that the transcript is for "URAC - Hearing."
 - b) Unless this is your first request for a transcript, a fee will be charged.

- (3) Attach to the completed forms any documents, records, or recommendations that will help the Committee make a decision.

- (4) Turn the complete appeal packet into the Registrar's Office, Admissions and Records desk.
- (5) URAC appeals are heard at the beginning of each semester and summer session. Special appeal hearings may be scheduled, if necessary.
- (6) Students should attend the URAC hearing to speak to the Committee and explain the problem.
- (7) Contact the Registrar's Office for the time and room number of the hearing.
- (8) Absent extraordinary circumstances, URAC will make a decision the day of the hearing.
- (9) The decision of URAC is final.

b. Student Academic Appeal/Grievance Procedure

This procedure will be followed when a student would like to resolve a grievance or complaint against a student, faculty member, administrator, or other employee of the University. For the purpose of this procedure, business days are defined as weekdays during the Fall and Spring semesters when classes are in session.

For assistance in determining how to follow these procedures or advice on grievances, contact the Student Life Officer or the SGA. You may be accompanied by a friend (faculty or student) at any stage in this process. At each step of the grievance procedure, both parties to the dispute will be informed of any decisions taken.

At any point in the following procedure, outlined in Steps 1 through 6 below, failure by the dissatisfied party to appeal within the time line shall result in the termination of the grievance and the decision, at the level it is stopped, shall stand.

STEP 1

- 1) A student must attempt problem resolution by conferring with the faculty member or other party within thirty (30) business days after becoming aware of the problem. At this point, both parties shall apprise themselves of their own rights and those of the other party.

In accordance with the University's nondiscrimination and affirmative action policy, students who feel uncomfortable meeting with the faculty member or other party against whom they have a grievance may skip step 1 of the grievance process. Also, a student grievant may be accompanied by a representative at all stages of the grievance process.

- 2) If this conference does not resolve the problem, the person bringing the grievance shall notify the other party in writing within 10 days after the conference that he or she is initiating the grievance procedure and again shall seek to resolve the problem through a second informal conference. If the student skips Step 1 and goes directly to Step 2, the student, within 30 business days after becoming aware of the problem, shall notify the other party in writing that he or she is initiating the grievance procedure.
- 3) If this second conference does not resolve the problem, the procedure shall continue to the next step.

STEP 2

- 1) The student shall present a written statement, within 10 business days after the second conference, to the appropriate Unit Chair or Director and to the party against whom the student has the grievance. The statement must describe the problem in concrete terms, supply all written evidence pertinent to the problem and state the requested solution.
- 2) In the case of units lacking a Chair or a Director, the grievance shall proceed to Step 3.

- 3) If the faculty member against whom the student has a grievance is a Chair, Director, or higher, the grievance shall proceed to the appropriate higher level.
- 4) The Chair or Director shall facilitate a resolution of the problem.
- 5) If an agreement is reached, the Chair or Director shall put the agreement in writing. This shall be signed by both parties with the Chair or Director as witness. Copies of the agreement shall be given to both parties and the Chair or Director shall retain the original. If the recommendation resolves the problem, the appropriate Dean shall act on the recommendation.
- 6) If no agreement is reached, the Chair or Director shall decide the issue and provide both parties and the appropriate Dean with a written copy of his or her recommendation within 5 business days.
- 7) If this recommendation fails to resolve the problem, the dissatisfied party may continue the grievance procedure by appealing the recommendation to the appropriate Dean within 5 business days from receipt of the Chair or Director's decision.

STEP 3

- 1) The case may be heard by the appropriate Dean alone, unless the Dean or one of the parties to the dispute, requests in writing to the Chair of the University Student Discipline and Appeals Committee that the grievance be heard by that Committee.
- 2) If the Dean hears the case, he or she shall review the chair or Directors recommendations and such other factors as may be known to him or her and, except for extraordinary circumstances, shall notify both parties of his or her decision within 10 business days. If this decision fails to resolve the grievance, the dissatisfied party may continue the grievance procedure.

STEP 4

- 1) If the dean or one of the parties to the dispute, requests in writing to the Chair of the University Student Discipline and Appeals Committee that the grievance be heard by that Committee, the Committee shall be convened to hear the grievance and to make recommendations to the appropriate Vice President.
- 2) The University Discipline and Appeals Committee shall conduct an investigation according to the procedures below.
- 3) Within 10 business days after receiving written notification, the Chair of the University Student Discipline and Appeals Committee will notify committee members of the upcoming grievance. He or she will also contact both parties of the grievance to set a date for the formal hearing.
- 4) All documents produced for Step 2 and Step 3 shall be given to the University Discipline and Appeals Committee by the appropriate Dean.
- 5) During the formal hearing the grievant and the person against whom the grievance has been brought shall have 15 minutes to present his or her case. Each party may have an additional 30 minutes for testimony by other persons. Each party shall have 10 minutes to respond to the other's position. Committee members may ask questions of either party following the presentation of the case.
- 6) If one party fails to appear, except for absences due to extraordinary circumstances (as determined by the Student Discipline and Appeals Committee), the hearing will nevertheless proceed.
- 7) During the formal hearing, the reliance upon evidence shall be determined by fundamental principles of fair play. Rules of evidence in courts of law shall not, as such, be applied. The hearing is closed to the public to maintain confidentiality of the

student and the party against whom the grievance has been brought.

- 8) At the conclusion of the proceedings the University Discipline and Appeals Committee shall meet in closed session to deliberate and formulate its recommendations to the appropriate Vice President.
- 9) With the exception of extraordinary circumstances, the recommendations and the supporting documentation shall be forwarded to the appropriate Vice President with 10 business days with a copy of the recommendations provided to the appropriate Dean.

STEP 5

- 1) The dissatisfied party may appeal the decision of the Student Discipline and Appeals Committee by appealing in writing to the appropriate Vice President.
- 2) The appropriate Vice President will be the Vice President, Academic Affairs, for academic matters and the Dean, Enrollment Management and Student Services, is the appropriate Vice President for student matters.
- 3) The appropriate Vice President will review all documentation regarding the case, and except for extraordinary circumstances, make a decision within 15 business days.

STEP 6

- 1) The dissatisfied party may appeal the decision of the Vice President by appealing in writing to the President.
- 2) The President will review all documentation regarding the case, and except for extraordinary circumstances, make a decision within 15 business days.

- 3) The President's decision shall be final.

N. ACADEMIC RIGHTS AND RESPONSIBILITIES OF STUDENTS

1. Academic Rights of Students

Students have the following rights:

- a. To have competent instruction, which shall encompass the following:
 - 1) To be informed of course requirements (which shall include, course content, methodology and grade determination).
 - 2) To engage in free and open inquiry and expression, so long as this does not interfere with the rights of the instructor(s) and other students; and
 - 3) To protect against prejudice and/or capricious academic evaluation.
- b. To have competent advisement,
- c. To have qualified, impartial assistance from the faculty of the support and research units of the University,
- d. To have protection against misuse of original work,
- e. To be treated in accordance with the University's Statement of Nondiscrimination and Affirmative Action.
- f. To have protection, through orderly procedures, if any of the above rights are violated, and
- g. To be accompanied by a representative at all stages of any grievance procedure.

2. Academic Responsibilities of Students