

## WPI Ombuds Office Annual Report AY 2019-2020

### Staff conflict between one or more staff and manager (2)

- Staff member felt bullied by supervisor. Addressed by coaching in how to respond.
- Staff member complained of favoritism. Addressed by listening; visitor will probably not act.

### Staff issue with department climate (2)

- Staff complaint about handling of hygiene products in restrooms. Addressed and resolved through Department of Facilities.
- Staff complaint regarding lack of non-supervisory staff serving on committees to support WPI Forward. Addressed with Administration.

### Faculty issue about department climate (2)

- Faculty complaint about confidentiality. Addressed by coaching and providing options on how to move forward.
- Faculty dispute with department administrator. Addressed by coaching, role-playing.

### Faculty issue with faculty colleague (2)

- Faculty concern with confidentiality on faculty governance committee. Addressed by coaching.
- Non-tenure-track faculty concerned with treatment during University COVID-19 response. Addressed by role-playing and coaching.

### Student issue with another student (3)

- Undergraduate student difficulty with project teams. Addressed by coaching in talking with teammates; discussed role of the advisor.

### Student issue with professor/advisor (12)

- Graduate student issue with research expectations.
- Graduate student dissatisfied with advising.
- Undergraduate student issue with promoting events on campus through chalking.
- Undergraduate student perception of Greek House supporting anti-gay behaviors.
  - These four matters addressed and resolved through coaching and conversations with Facilities, Greek Life, and administration.
- Four undergraduate student complaints about faculty instruction.
  - These latter four matters were addressed and resolved through coaching in how to work with Department Heads, including helping to edit letters.

- Graduate student issue with Advisor: concern about TA duties. Addressed by coaching on approaching department head and advisor.
- Graduate student concerned with Department: unhappy with graduate program, especially with advisor. Discussed strategies for changing advisors, or for leaving WPI with an MS.
- Undergraduate student confusion about course registration. Gave general academic advice (via email).
- Undergraduate student dispute over graduation requirements; felt "bullied" by administration. Addressed by coaching, point to other administrative resources.

### **Student issues with facilities (1)**

- Student complaint about construction noise disrupting study. Addressed with Department of Facilities.

### **Student/parent issue with service/process/policy (3)**

- Student with complaint about housing contract. Worked with university administration and several talks with parents.
- Student has difficulty with off campus housing. Addressed by coaching and role playing, consultation with attorney, phone advice.
- Problems with supervisor for on-campus job. Addressed by coaching concerning how to negotiate with a superior.
- Graduate student issue with department loss of paperwork. Addressed by coaching student to work with department, matter resolved.

### **Parent issues about University (4)**

- Two parent complaints regarding perception of under-cooked chicken.
- One complaint about food selection.
  - These three matters addressed with Dining Services and connecting one student with a dietitian.
- Parent complaint about accommodation for student; addressed and resolved through Residential Services.

### **Alumni issue (1)**

- Alumnus complaint regarding student behavior during Homecoming. Addressed and resolved with Residential Services.