

## WPI Ombuds Office

### 2016-17 Summary of Issues

General Issue	# of visitors	Comments/Resolution
Student issue with personal matter	1	Problem addressed by listening and coaching
Student issue with administrators	3	Student unhappy with policy; students feeling treated unfairly. Problem addressed by listening and coaching in how best to communicate concerns to the relevant offices
Student issue with professor/advisor	8	Students dissatisfied with professors regarding manner in which class was taught. Problems addressed by provided coaching and meeting with student and/or professor, guiding professor and students to reach compromise
Student issue with course content/quality	2	Student dissatisfied with quality of course; problem addressed by coaching student in constructively communicating concerns to department head
Staff issue with campus climate	2	Staff person concerned about relationships in department; provided listening, addressed issue through coaching
Staff conflict between two or more staff members in same department	2	Staff person not getting along with colleague. Problem addressed through listening and coaching (no involvement of the non-client employee yet)
Staff conflict between one or more staff and manager	3	Staff persons not getting along with respective supervisors. Problem addressed through listening and coaching .
Staff concern for well-being of another staff	1	Problems addressed by listening and coaching, and providing pointers to resources
Staff issue with personal matter	3	Problems addressed by listening and coaching, and providing pointers to resources
Faculty issue with work environment	1	Problem resolved after working with relevant University department
Faculty issue with department administration	1	Faculty having communication problems with department Head; problem addressed by coaching as to how to improve communication.
Dept Head issue with faculty member	1	Discussion about how best to handle a situation involving faculty member and staff member
Outside issue with WPI faculty	1	Parent dissatisfied with professor regarding manner in which class was taught. Problems addressed by phone conversation with parent then meeting with student; then coaching student in constructively communicating concerns to department head
<b>Total</b>	<b>29</b>	