

WPI Ombuds Office Annual Report 2017-18

General Issue	# of visitors	Comments/Resolution
Student issue with personal matter	1	Problem addressed by listening and coaching
Student issue with administrators	2	One problem addressed by listening and coaching in how best to communicate concerns to the relevant office; the other simply a matter of pointing out resources.
Student issue with professor/advisor	2	Problems addressed by provided coaching and meeting with student, and help in composing letters. Met with Dept. Head in one instance.
Student dispute with other students	4	Coaching + advice about conflict resolution.
Staff issue with campus climate	1	Staff person concerned about relationships in department; provided listening, addressed issue through coaching
Staff conflict between staff members in same department	4	Coaching + advice about conflict resolution. Informal mediation in one case.
Staff conflict between one or more staff and manager	7	Staff persons not getting along with respective supervisors. Problem addressed through listening and coaching. Stressed importance of managing expectations...
Staff issue with personal matter	1	Problem addressed by listening
Staff issue with process	1	Problem addressed by listening and providing pointers to resources
Faculty issues with faculty colleague	1	Coaching + advice about conflict resolution.
Faculty issue with department administration	2	Coaching as to how to improve communication; in one case Ombuds talked with Dept Head.
Faculty issue with University Administration	3	Numerous meetings with visitor(s), with University Counsel, with University Administration (typically ombuds acts as listener only)
Parent concern about student professional prospects	1	Met with student; provided resources including CDC and internships.com, and reviewed resume.
Total	30	