

OMBUDS OFFICE ANNUAL REPORT

2011

WPI ombudsman Liz Tomaszewski handled 21 complaints during the 2011 academic year, from July 1, 2010 through June 30, 2011.

Student Based Complaints

There were two student issues. One was concerning work-related benefits and the other was regarding public restroom facilities.

Faculty/Staff Based Complaints

There were 20 issues raised by 30 faculty and staff. Most issues involved interpersonal issues between employees. There were nine instances of conflicts between staff and management, seven instances of staff concerns about the work climate, two instances of conflicts between staff, one issue with process, and one regarding the physical work environment.

Problem Resolution

Most problems were resolved through listening and coaching, and one individual was directed to WPI's Employee Assistance Program. Four issues were resolved through discussions with department heads/deans; two issues were resolved through mediation between manager and department members; and two issues were directed to Dr. Berkey for resolution.