

WPI Ombuds Office Annual Report AY 2021-2022

Staff conflict between one or more staff and manager (1)

- Staff concern about HR responsiveness. Addressed by research into policies and coaching about self-advocacy.

Staff conflict between two managers or employees in different departments

Staff conflict between two or more staff members in same department

Staff issue with department climate

Staff issue with personal matter

Staff issue with service/process

Staff physical space issues

Staff safety issue

Staff concern for well-being of another staff

Staff conflict with faculty (1)

- Difficulty between faculty and departmental support staff. Addressed by listening and coaching.

Faculty issue about department climate

Faculty issue over process (2)

- Non-tenure-track faculty concern about promotion. Addressed by research into policies and referral to potential faculty allies.
- Faculty accused of impropriety. Addressed by mediation.

Faculty issue with advisees/students

Faculty issue with department administration (2)

- Faculty feeling ill-treated by Department Head (2). Addressed by listening, coaching.

Faculty issue with staff behavior

Faculty issue with work environment

Faculty issue with faculty colleague (1)

- Concern about treatment of certain faculty at the hands of others. Addressed by coaching in how to effectively advocate for others.

Dept Head issue with faculty member (1)

- Long-term difficulty between faculty member and department head. Addressed by several sessions of listening and coaching, and discussion with national AAUP leadership.

Faculty issues with University Administration

Student issue with another student

Student/parent issue with grading or graduation

Student issue with professor/advisor (7)

- Concerns raised by students involving grading (2)
- project advising (1)
- workload (2)
- quality of instruction (1)
- process for dissertation approval (1)
- Addressed variously by listening, feedback to provide context for the visitor's concerns, and advice about how to approach faculty, Department Heads, or research advisor, including assistance with preparing an effective letter.

Student issue with third party

Student issues with campus climate

Student issues with facilities

Student personal matter

Student/parent issue with service/process/policy (2)

- Parent concern about quality of instruction (specifically remote instruction). Addressed by listening and meeting with the student to plan learning strategies.
- Parent complaint about student unpleasant interaction with faculty member. Addressed by listening and meeting with the student.

Parent concerned about student

Alumni issue

Outside WPI: concern about hiring process

Outside WPI: concern about employee behavior

Frivolous (2)

- Concerns raised; non-show at arranged meetings (2).