

# WPI Ombuds Office Annual Report AY 2022-2023

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

- GS - student worker had a conflict with staff supervisor (1)
- Supervisor micromanaging staff member (1)
- Addressed by listening and coaching.

## **Staff issue with service/process (1)**

- Warning letter sent from T & I with no knowledge by the recipient of a complaint. Addressed by listening and coaching.

## **Faculty issue about department climate (1)**

- Long-term dispute within factions in department. Addressed by listening and coaching.

## **Faculty issue over process (1)**

- Sought advice on selection of a review panel. Addressed by listening and coaching.

## **Faculty issue with department administration (1)**

- Concern about course releases and teaching schedule. Addressed by listening and coaching.

## **Faculty issue with faculty colleague (1)**

- Complaints of bullying to supervisors. Addressed by listening and coaching.

## **Student issue with another student (1)**

- US – roommate making unreasonable demands. Addressed by listening and coaching.

## **Student issue with professor/advisor (11)**

- GS - unprofessional behavior (2)
- GS - workload (1)
- GS – not allowing student to complete coursework despite extenuating circumstances (1)
- US - MQP and IQP issues with advisors (2)
- US – concerns with exams not being fair (1)
- US – unprofessional conduct in classroom (3)
- US – concern with the method of teaching (1)
- Addressed variously by listening, feedback to provide context for the visitor’s concerns, and advice about how to approach faculty or Department Heads, including assistance with preparing an effective letter.

**Student issue with third party (1)**

- US – to file an anonymous complaint regarding a student organization. Addressed by listening and suggested contact with the Student Activities Office.

**Student issues with facilities (2)**

- US – concern with property being confiscated after student violated campus policy (1)
- US – contact with facilities regarding fire alarms in residence hall with no resolution (1)
- Addressed by listening and providing feedback.

**Student/parent issue with service/process/policy (4)**

- GS – decision to change programs and stop pursuing their degree (2)
- GS – concern about staff access to exams on OneDrive (1)
- US – issue with transfer credit not accepted (1)
- Addressed by listening and providing feedback.

**Parent concerned about student (1)**

- Parents concerned about undergraduate student facing academic integrity charges. Addressed by listening and providing guidance on procedures and policies.

**Frivolous (4)**

- Visitors choosing not to pursue their initial contact.