

## OMBUDS OFFICE ANNUAL REPORT

2015

WPI Ombudsman Liz Tomaszewski handled 18 complaints during the 2015 academic year from July 1, 2014 through June 30, 2015.

### Student Based Complaints

There were six student issues. Three students expressed concern over grading, academic schedules, and graduation requirements. Two students had issues with academic climate; and one student had an issue about residential placement.

### Faculty Based Complaints

There were four issues raised by faculty. These issues were concerning department safety, communication, and relationships in the department.

### Staff Based Complaints

There were eight staff issues raised. Five issues were regarding conflict between the manager and staff person(s) about scheduling time away from the office, overtime pay, the performance evaluation process, and department climate. Three issues involved interaction with a peer.

### Problem Resolution

Most problems were resolved through listening and coaching, and through discussions with department heads, professors, and managers.

Questions were answered through a review of university policy and discussions with the Dean's Office, Human Resources, and the Registrar's Office.

One individual was referred to the Wellness Program.