

WPI Ombuds Office

2016 Summary of Issues

General Issue	# of visitors	Comments/Resolution
Student issue with service/ process/policy	3	Students unclear about process to drop a course and appeal a grade, also student felt unjustly accused of an action; problem addressed by directing students to website where policy is written, also discussion with appropriate departments
Student issue with campus climate	1	Student feels ostracized in department and has personal crises; offered coaching
Student issue with professor/advisor	2	Student dissatisfied with professor regarding assistantship; misunderstanding between student and professor; problem addressed by provided coaching and meeting with student and professor
Student issue with another student	1	Student having difficulty with another student; offered suggestions on reasons and approaches
Staff issue with department climate	1	Staff person concerned about relationships in department; provided listening, addressed issue through coaching
Staff conflict between two or more staff members in same department	2	Staff person not getting along with colleague, another having issues with personal space; problems addressed through listening and coaching, met with department manager to address personal space issues
Staff conflict between one or more staff and manager	2	Both staff persons and managers are not communicating; addressed through coaching and suggestions of different ways to communicate
Staff issue with service/process/policy	1	Staff person dissatisfied with administrative policy; provided listening, no further action
Faculty issue over process	2	Faculty dissatisfied with manner in which an issue with addressed; addressed by talking with appropriate department and offering suggestions
Faculty issue with advisees/students	2	Faculty concerned about student's behavior and concerned for student's welfare; problem addressed by listening, coaching, and discussion with relevant parties
Faculty issue with other faculty	1	Faculty concerned about other professor's wellbeing; addressed through counseling center and faculty discussion
Outside issue with WPI staff	1	Community member dissatisfied with WPI staff person's behavior; addressed through staff person's manager
Total	19	