

+WPI Ombuds Office Annual Report 2018-2019

General Issue	# of visitors	Comments/Resolution
Student issue with administrators	2	Student issue about resident selection; discussed and resolved with Res Services. Student issue with parking during university events but student did not follow up.
Student issue with professor/advisor	4	Student concern about professor's remarks about sex and culture, problem addressed by coaching and roleplaying; student concerned about professor's teaching style and process, gave dept. head feedback; student felt that s/he was not being treated fairly with funding, addressed problem through coaching and role playing, and met with student and department head; student unhappy with grading; problem addressed by coaching and role-playing, and discussion with department head.
Student dispute with other students	2	Student issue with roommate; provided coaching; other roommate problem addressed through mediation
Staff issue with campus climate	2	Concern about campus climate; problem addressed by listening; concern about temperature in office; problem addressed through Facilities
Staff conflict between staff members in same department	1	Personality conflict between staff; problem addressed by listening
Staff conflict between one or more staff and manager	4	Employee feels disrespected by supervisor; supervisor told employee that s/he cannot trust employee; employee feels that supervisor was playing favorites; employee feels the work environment is toxic. Problems addressed by listening, coaching, and role-playing; one addressed through mediation
Staff issue with personal matter	2	Employees' personal problems affecting work performance. Problem addressed by listening and identifying relevant resources
Staff issue with process/administration	3	Multiple staff trying to get information; addressed with relevant department and then senior member of department
Faculty issue with department administration	1	Faculty member concerned over teaching assignments; problem addressed by listening and coaching.
Faculty concern about process	2	Faculty question about student recommendation; provided guidance; another concern over (lack of) mentoring; provided resources.
Parent concern about student physical issue	1	Student issue with physical accommodation; addressed with Campus Police and provided guidance.
Contributions to university processes		Worked with faculty governance leadership on new Faculty Misconduct Policy for the university. Key outcomes were the designation of Ombudspersons as Confidential Resource Advisors. Gave Feedback to Title IX coordinator for the preparation of the annual review of the first academic year with the new Sexual Misconduct Policy
Total	24	

