

OMBUDS OFFICE ANNUAL REPORT 2009

The WPI Ombuds Office handled 29 complaints during the 2009 academic year, July 1, 2008, through June 30, 2009.

Student-based Complaints

There were eight student issues where the complainant was either a student or the parent of a student. Three issues concerned the perceived fairness of the grading of a project; two issues concerned the service that a student or a parent received. The remaining issues involved concern about email, graduation requirements, and student well-being.

Faculty- and Staff-based Complaints

There were 21 faculty and staff issues. Most involved interpersonal issues between employees. There were 12 instances of conflicts between staff and management, three instances of conflicts between staff in the same department three instances of conflicts between staff in different departments, and one instance of conflict between students. The other issues brought forward involved space utilization and benefits concerns.

Resolution

Most problems were resolved through listening and coaching. Several issues were resolved through mediation between managers or peers and complainants.