

2013

Ombuds Office Annual Report 2012 - 2013

Worcester Polytechnic Institute

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OMBUDS OFFICE ANNUAL REPORT

2013

WPI ombudsman Liz Tomaszewski handled 18 complaints during the 2013 academic year, from July 1, 2012 through June 30, 2013.

Student Based Complaints

There were six student issues. Two students had questions and concerns regarding financial matters. Two students were dissatisfied with process for a housing and a health matter, and two students expressed complaints about treatment by other students.

Faculty Based Complaints

There were three issues raised by faculty. These issues were concerning staff or student behavior and academic process.

Staff Based Complaints

There were nine staff issues raised by thirteen individuals, mostly regarding conflict between the manager and the staff person(s) about communications, department structure and performance evaluation, moral, and retaliation. Three staff persons had issues with a direct report, a personal matter, and a procedural matter.

Problem Resolution

Most problems were resolved through listening and coaching. Several issues were resolved through discussion with department heads, professors, and managers.

Questions were answered through a review of university policy as well as discussions with the Dean's Office, Human Resources, Department of Facilities, the Registrar's Office, and the Office of Financial Aid.

Two individuals did not want to pursue any action but wanted only to have someone listen to their concerns.

One individual was referred to the Wellness Program.