

2014

Ombuds Office Annual Report 2013 - 2014

Worcester Polytechnic Institute

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OMBUDS OFFICE ANNUAL REPORT

2014

WPI ombudsman Liz Tomaszewski handled 25 complaints during the 2014 academic year, from July 1, 2013 through June 30, 2014.

Student Based Complaints

There were nine student issues. Three students required assistance with a billing matter, reenrollment, and international paperwork. Two students had issues with financial aid and housing selection. Two had issues regarding graduation requirements and the documentation of credits for graduation. One student had issues with his advisor, and an alumnus had issues with financial reporting.

Faculty Based Complaints

There were six issues raised by faculty. These issues were concerning retirement, tax questions, the hiring process, qualifications of an individual hired, department communication, and department climate.

Staff Based Complaints

There were ten staff issues raised. Five issues were regarding conflict between the manager and the staff person(s) about department leadership, management support, retaliation, overtime, and a performance evaluation. Three issues concerned medical, domestic, and interpersonal issues. One issue was concerning work climate, and another was concerning interaction with a peer.

Problem Resolution

Most problems were resolved through listening and coaching. Many 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, the Registrar's Office, and the Office of Financial Aid.

Two individuals were referred to the Wellness Program.