

2012

Ombuds Office Annual Report 2011 - 2012

Worcester Polytechnic Institute

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OMBUDS OFFICE ANNUAL REPORT

2012

WPI ombudsman Liz Tomaszewski handled 17 complaints during the 2012 academic year, from July 1, 2011 through June 30, 2012.

Student Based Complaints

There were six student issues. Two students had questions and concerns regarding academic dishonesty proceedings. Two students expressed concerns about a professor's preparation for and grading for a course. One student was dissatisfied about communication with a professor regarding an exam. One student expressed concern about a professor's language in the classroom.

Faculty/Staff Based Complaints

There were 11 issues raised by 16 faculty and staff. The largest number of complaints was concerning staff conflicts with their manager. Other complaints were concerning perceived inappropriate behavior and a question regarding confidentiality in applying for another job on campus.

Three faculty issues involved questions about contract language, the hiring process, and legal rights.

Problem Resolution

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

One student chose to take the issue through official academic channels, and another student chose to not pursue the matter further.

Questions were answered through a review of university policy as well as discussions with the Student Life Office, the Office of the Provost, and Human Resources.