



Annual Reports

2010-2011

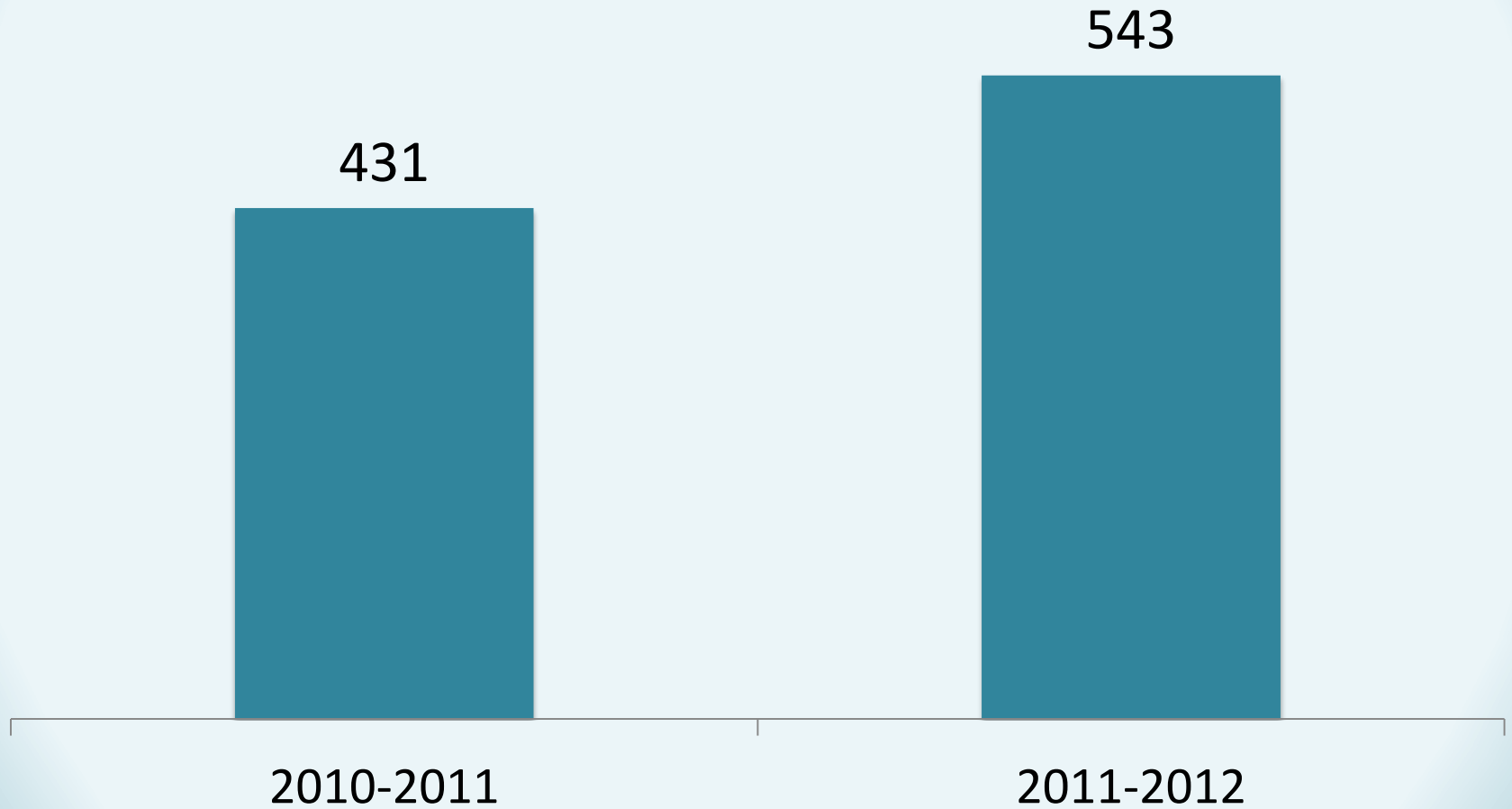
2011-2012

Institute Council

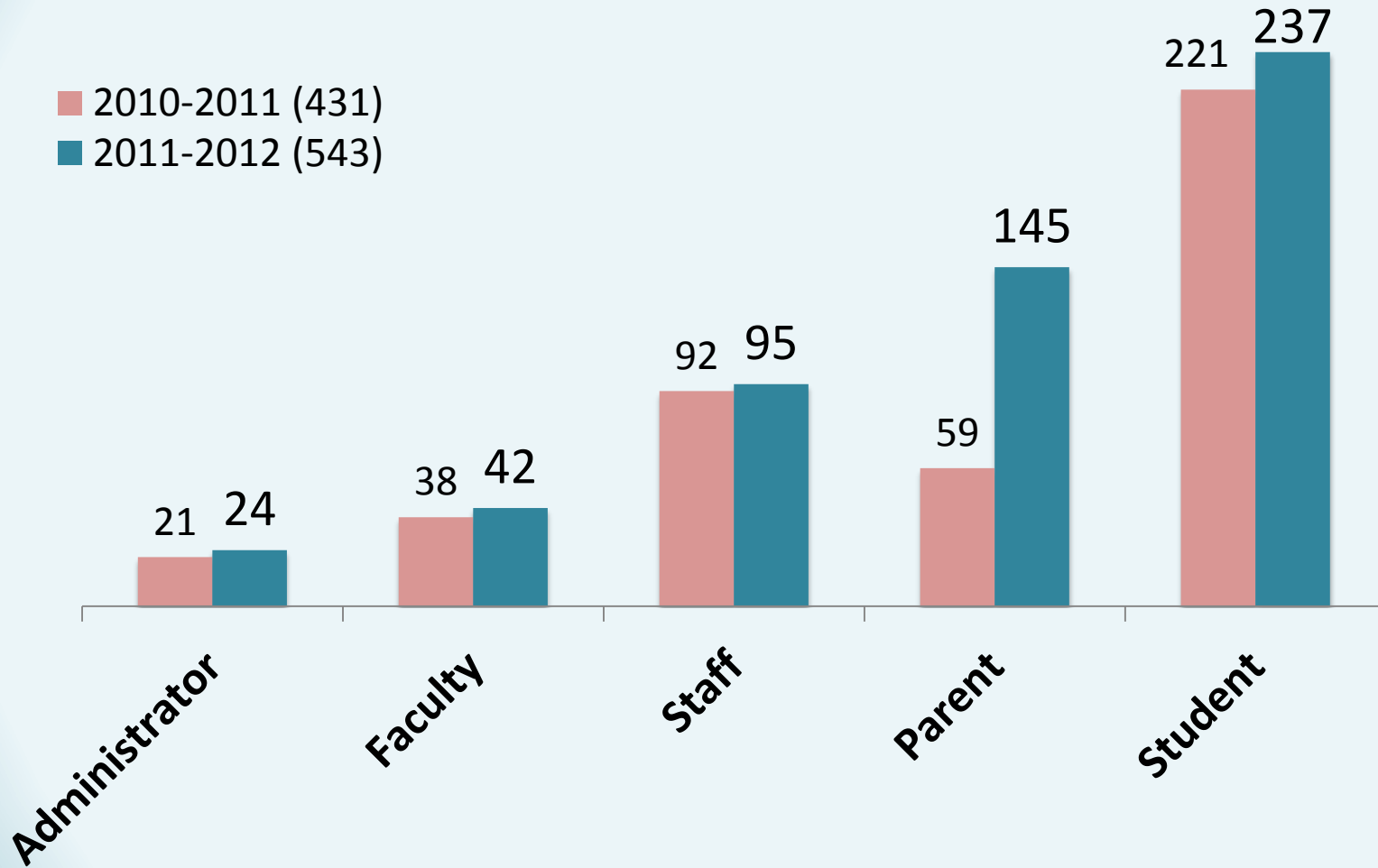
November 28, 2012

Lee Twyman, RIT Ombudsperson

Total Cases by Year



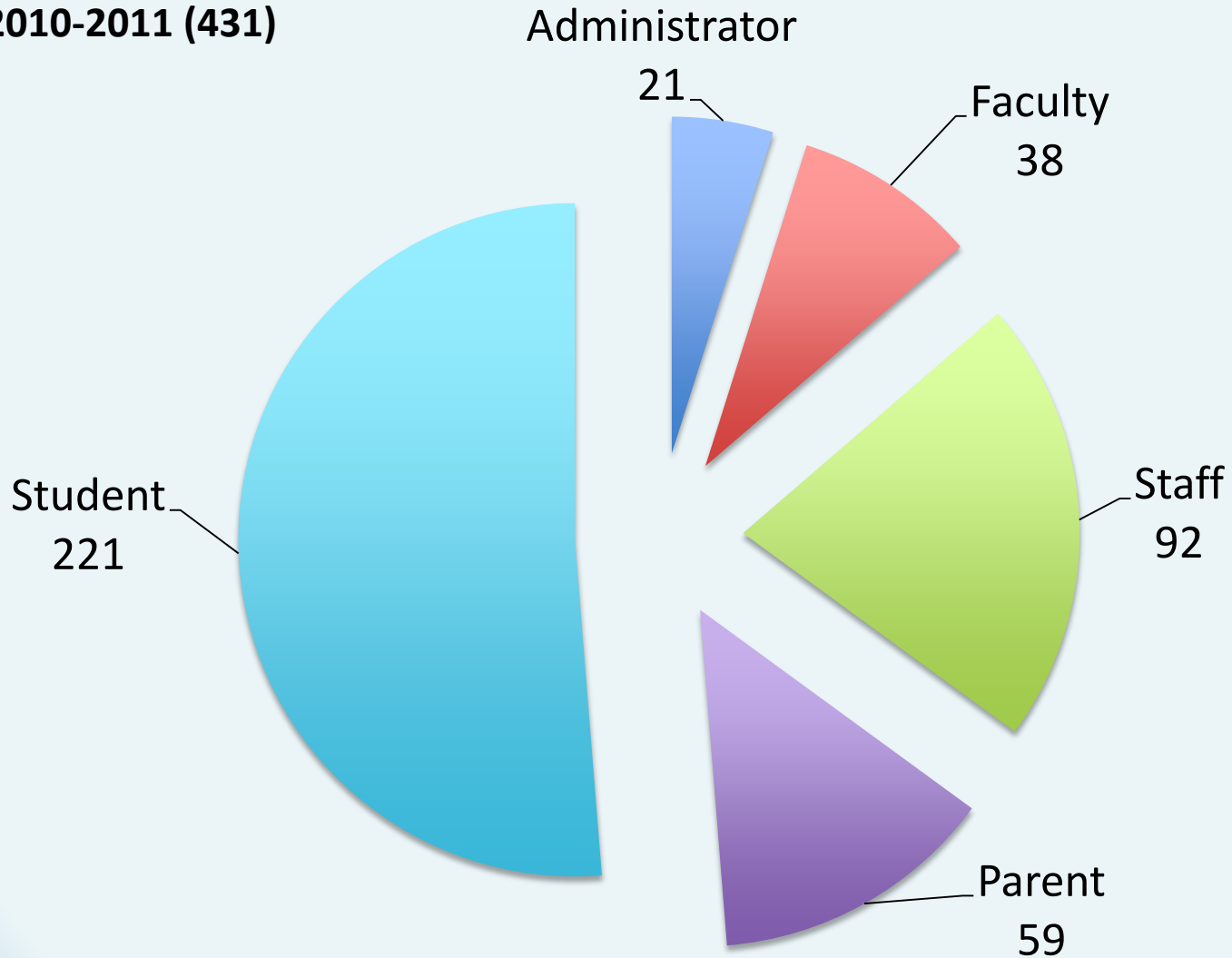
Cases by Type



Cases by Category

2010 -2011

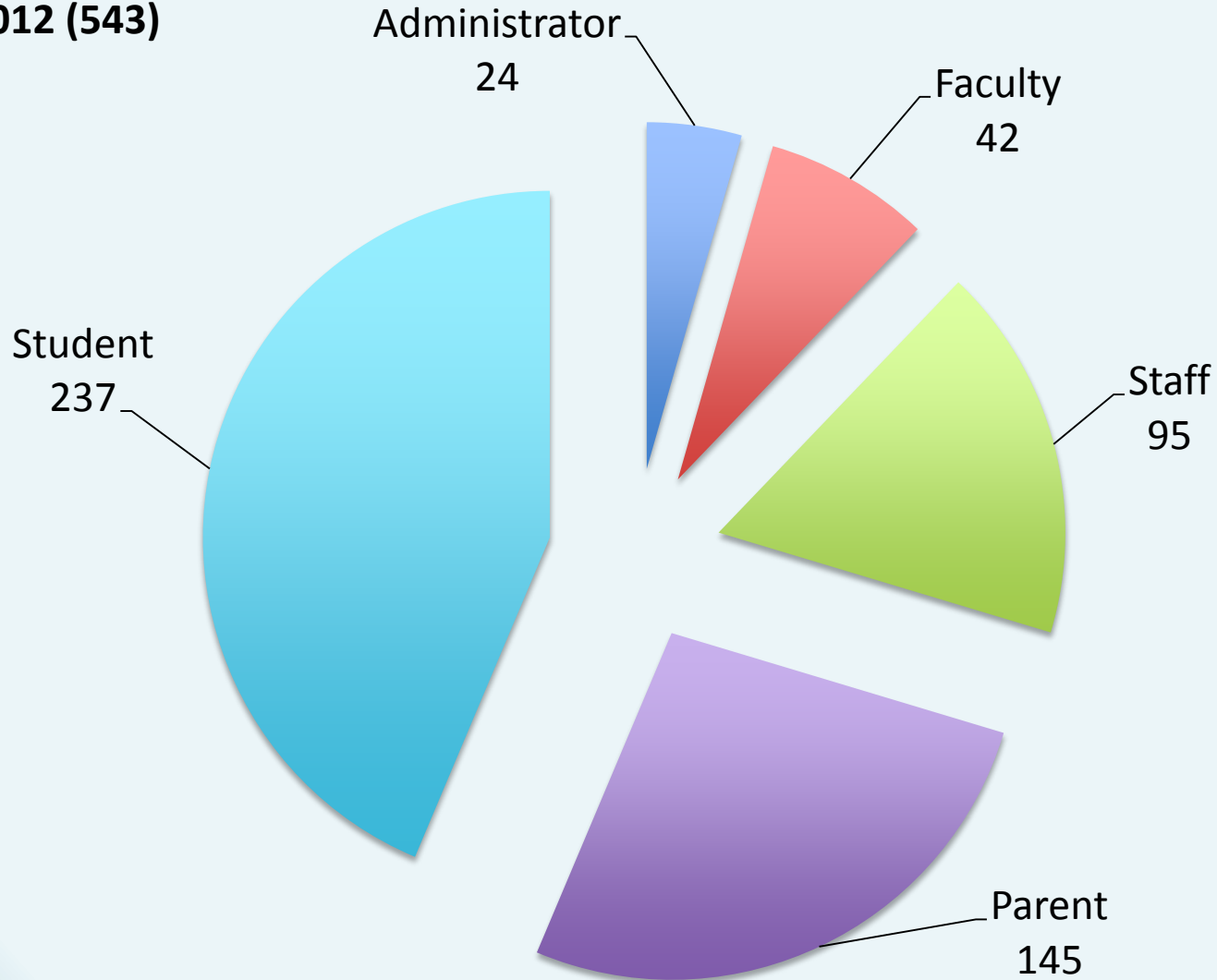
2010-2011 (431)



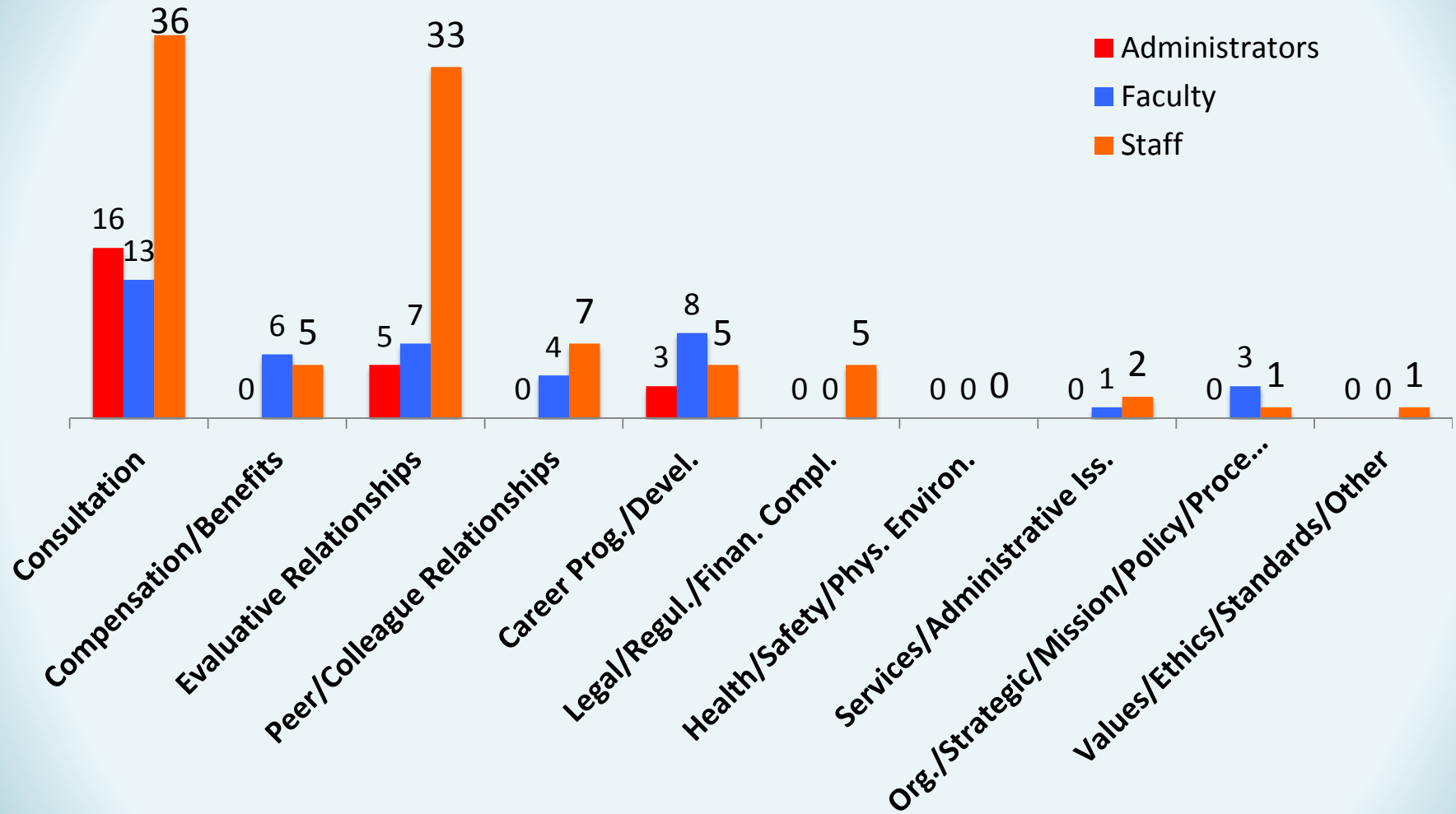
Cases by Category

2010 -2011

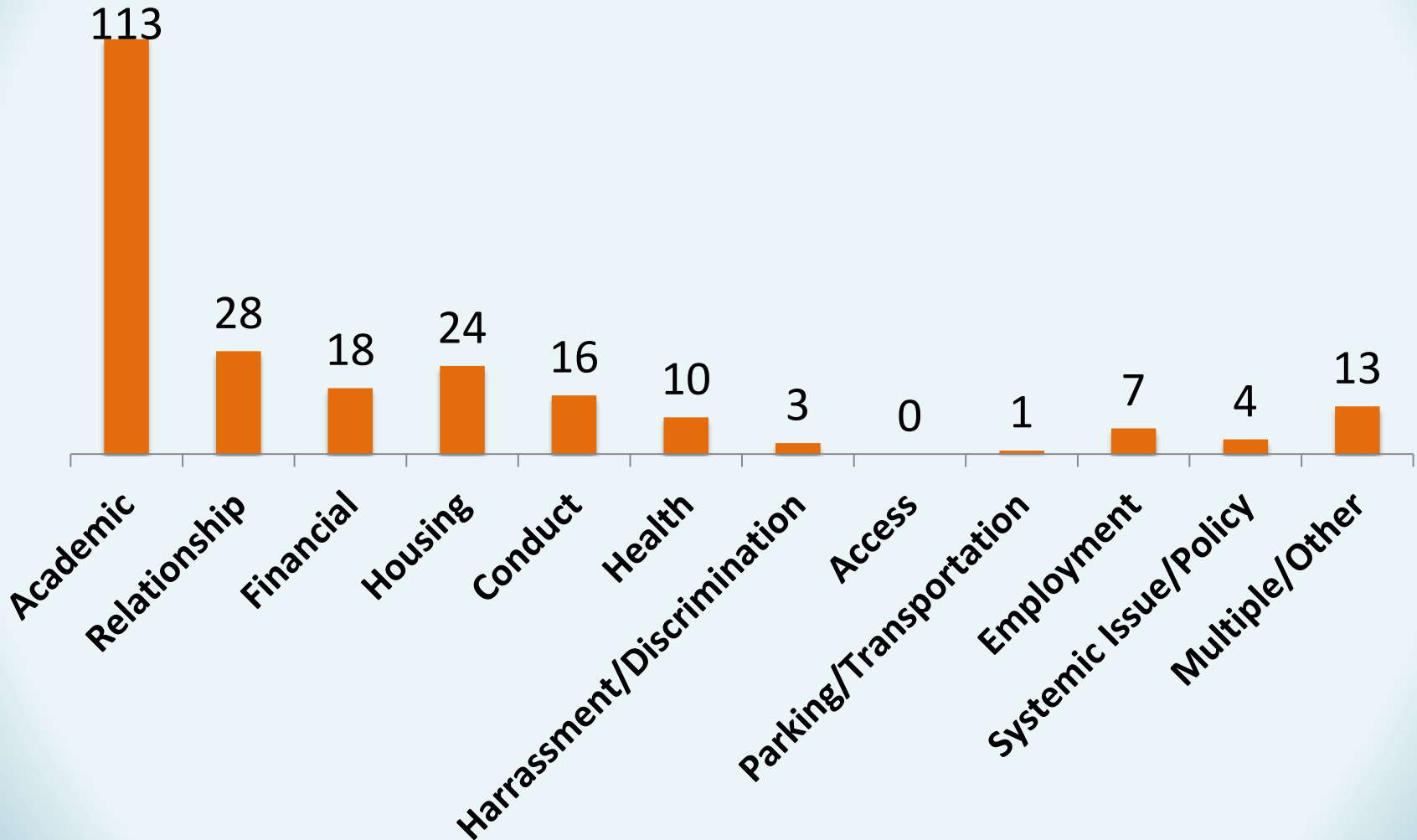
2011-2012 (543)



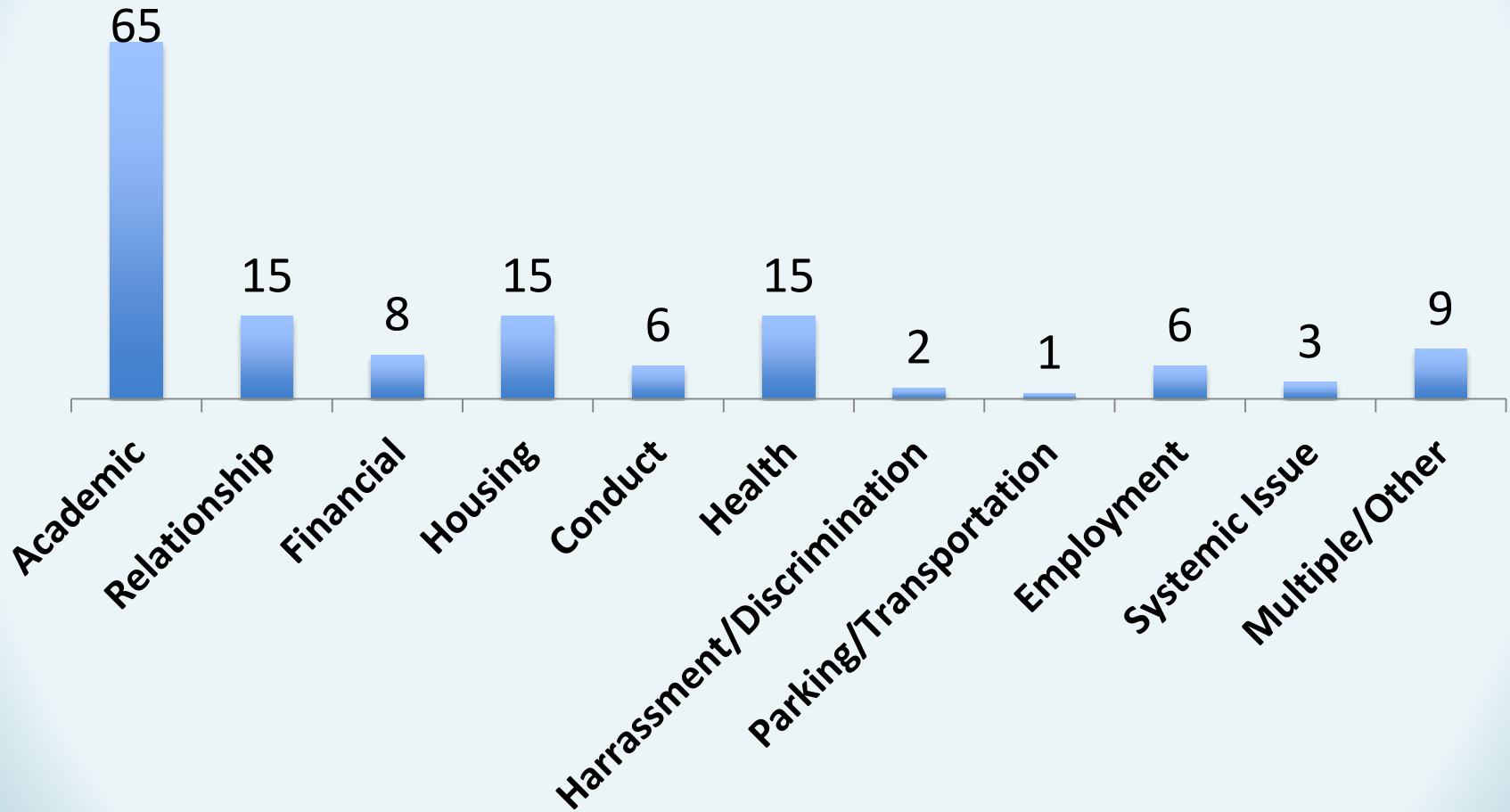
Employee Issues 2011-2012



Student Issues 2011-2012



Parent Issues 2011-2012



Student Issues

- ✧ Grading issues
- ✧ Policies and procedures: grading, academic action, LOA, WD, major changes
- ✧ Timeliness and quality of feedback from instructors
- ✧ Variable use of MyCourses and “Early Alerts”
- ✧ Academic action decisions and timing
- ✧ International students - academic performance consequences, student employment concerns and policies
- ✧ Impact of multiple major changes: advisors, continuity, relationships
- ✧ Transfer students – limited understanding of university processes, policies, resources
- ✧ Disability accommodations – expectations
- ✧ Financial aid needs
- ✧ On and off-campus housing issues
- ✧ Conduct issues
- ✧ Relationship issues
- ✧ Mental health issues
- ✧ Civility and respect by students, faculty and staff
- ✧ Complicated and multiple issues – increased numbers of students presenting with numerous family, financial, academic, health, mental health challenges

Employee Issues

- ❖ Management and negotiation of organizational change, administrative changes, changes in performance expectations, prioritization of Institute expectations
- ❖ Work-life stress
- ❖ Career mobility
- ❖ Salary equity and understanding of salary processes
- ❖ Tenure and promotion decisions
- ❖ Disrespectful treatment by colleagues and others
- ❖ Ethical concerns
- ❖ Departmental working relationships and collaboration
- ❖ Contract issues or lack of contracts – grant-funded positions
- ❖ Concerns about administrative decisions and variable decision-making processes
- ❖ Quality of supervision/administration – following policies and procedures, communication, quality and timeliness of feedback, appraisals
- ❖ Inability to navigate employment concerns – reluctance to bring issues forward to administrators
- ❖ Generational dynamics

Parent Concerns and Questions

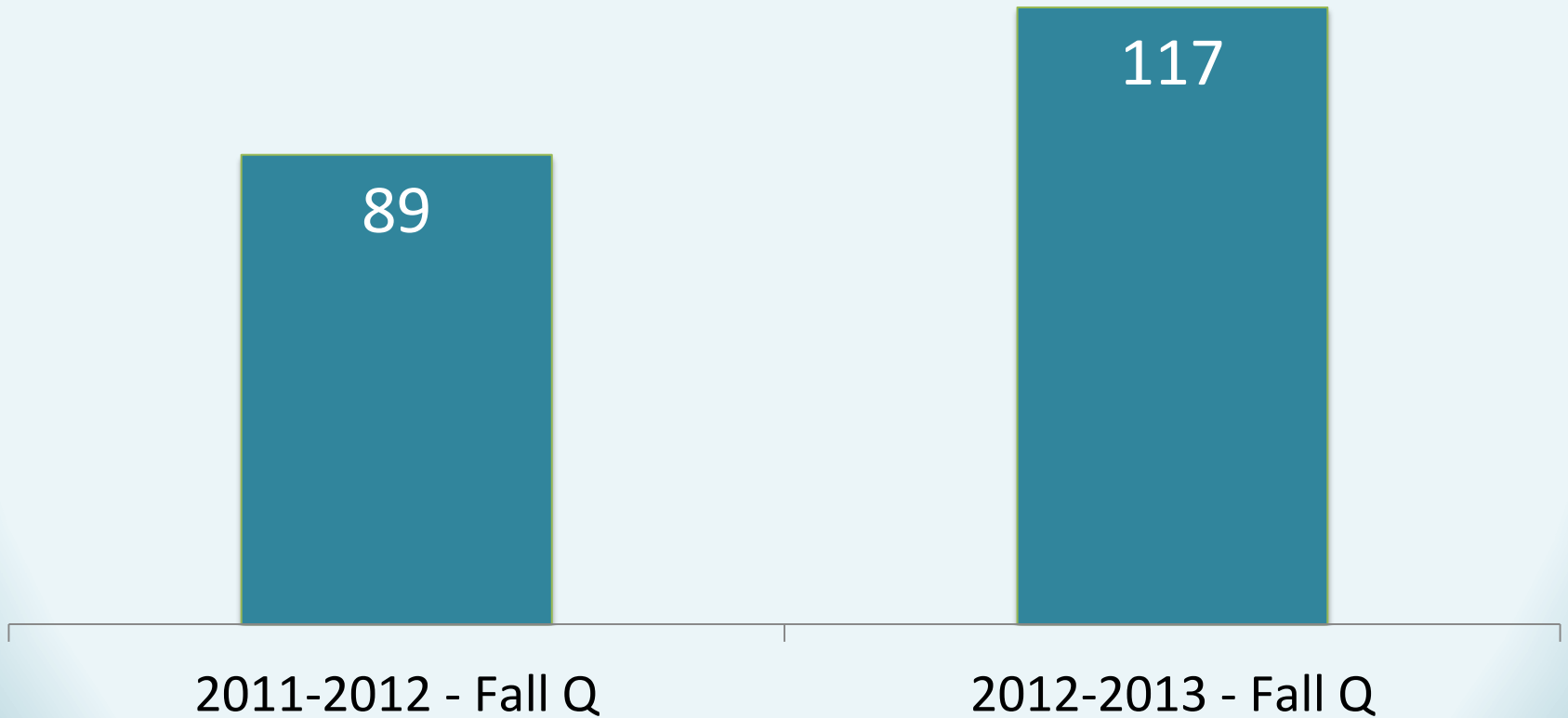
- Academic progress of student
- Major/career choice of student
- Length of time to degree completion
- Financial concerns
- Policies and procedures: probation, suspension, LOA, conduct, advising, etc.
- Resources: advising, accommodations, learning assessment, tutoring, off-campus resource information
- Communication – with student, university
- Disability accommodations
- Socialization issues
- Navigating RIT website and SIS for information
- Housing and roommate concerns
- Co-op process

Looking Forward

- Mediation and group facilitation
- Conference – “Change and Conflict”
- Evening hours in residence halls – student and employees
- Much improved marketing efforts – Website, information, outreach efforts, training.

Cases

Fall Quarter - 2012



A Few Thoughts and Observations

- Policies and procedures
 - Update
 - Improve
 - Orientation
 - Consistent application
- Wellness efforts and stress