



Ombuds Services

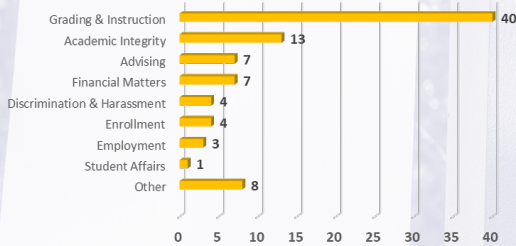
2022-23 Snapshot

Ombuds Services works **independently** as an **informal, impartial, and confidential*** resource providing information on and guidance in following University policies, assistance in resolving concerns and critical situations, help in obtaining appropriate information and timely answers, and opportunities to discuss or question University actions. The office provides active support for UM-Dearborn's commitment to ensure that students are treated with fundamental fairness and proposes recommendations for changes to University policies based on issues presented by students. Through resolution of specific concerns and imparting self-advocacy skills, Ombuds Services works to increase student persistence and sense of belonging.

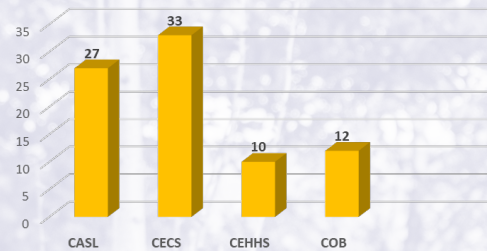
From July 1, 2022 - June 30, 2023, the Ombuds office noted **87 unique cases**. Casework includes communications with visitors as well as faculty and staff involved with the issue, research, and writing assists for appeals and petitions.

**Confidentiality cannot be promised if there is serious risk of imminent harm or if required by law.*

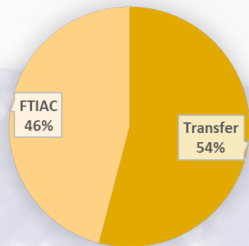
Cases by Primary Issue Presented



Cases by Student's Academic Unit



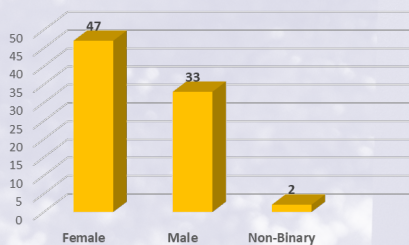
Undergraduate Student Type



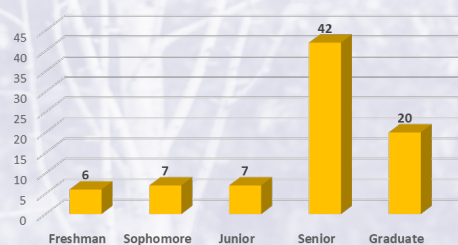
Cases by Month



Cases by Gender



Cases by Class Level





Ombuds Services

2022-23 Snapshot

Primary and Secondary Issues by Sub-Category

The information presented below reflects the **119 primary and secondary issues** presented by visitors to Ombuds Services. Students sometimes led with one concern (the primary issue), but with discussion it may have been important to address additional areas (the secondary issue). Each issue brought forward was first assigned to one of eleven categories (bolded). If zero cases, the category is not shown. Each main issue was then broken down into the appropriate sub-category.

Grading & Instruction 53

- ⇒ Issue with instructor 20
- ⇒ Grade appeal 15
- ⇒ Exams/homework 14
- ⇒ Incomplete 2
- ⇒ Grading methods 1
- ⇒ Other 1

Academic Integrity 17

- ⇒ Policy review 13
- ⇒ Violation appeal 3
- ⇒ Other 1

Advising 12

- ⇒ Issue with advisor/advice 5
- ⇒ Petition 3
- ⇒ Unable to contact advisor 3
- ⇒ Other 1

Financial Matters 9

- ⇒ Past due balance/hold 3
- ⇒ Revised package 2
- ⇒ Other 2
- ⇒ Aid not disbursed as expected 1
- ⇒ Residency 1

Discrimination & Harassment 8

- ⇒ Disability 3
- ⇒ National origin 2
- ⇒ Sex 2
- ⇒ Unknown 1

Enrollment 6

- ⇒ Adds, drops 2
- ⇒ Fee adjustment petition 1
- ⇒ Transcript 1
- ⇒ Withdraw 1
- ⇒ Other 1

Employment 3

- ⇒ Temporary 2
- ⇒ Other 1

Student Affairs 3

- ⇒ Disability & Accessibility Services 2
- ⇒ Dearborn Support 1

Other 8

- ⇒ Health/medical 4
- ⇒ Other 2
- ⇒ Athletics 1
- ⇒ International Office 1