

## THE OMBUDS OFFICE WILL...

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- listen to your concerns,
- refer you to other resources,
- help you gather information,
- facilitate a resolution to your problem,
- encourage informal mediation.

## SOME TYPES OF ISSUES WE MAY ADDRESS:

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- problems and issues with academic affairs
- concerns and conflicts with student affairs
- inconsistent following of regulations and policies
- grade appeals and evaluations
- ability to register for courses
- problems with parking and library privileges

## THE GOALS OF THE OMBUDS OFFICE ARE TO...

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- help students who feel they have exhausted all possible remedies and provide them with alternative methods to resolve their issues
- identify and make recommendations to correct problems and issues that are uncovered through work to improve the university's service to students

## OMBUDS OFFICE INFORMATION

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Van Nest Hall—Room 101  
19 College Avenue  
New Brunswick, NJ 08901

**Phone:** 848-932-1452

**Fax:** 732-932-1680

**Email:** [ombuds@rutgers.edu](mailto:ombuds@rutgers.edu)

**Web:** [ombuds.rutgers.edu](http://ombuds.rutgers.edu)



Sybil M. James  
Ombudsperson for Students



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# Office of the Ombuds person for students

A last resort for  
**difficult or**  
**complex**



**Problems**

**Conflicts**

**Concerns**

**Issues**

**more . . .**

**RUTGERS**  
THE STATE UNIVERSITY  
OF NEW JERSEY

## WHAT IS THIS ?

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- The Ombuds Office is a confidential, neutral, independent, and informal office where students have access to high-level assistance in dealing with difficult and complex issues related to academics, student life and other concerns.
- We offer undergraduate and graduate students from all Rutgers campuses, who feel they have exhausted all other possible remedies, alternative methods to resolve their issues.

## WHY DOES THE OMBUDS OFFICE EXIST ?

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- Our mission is to help students who face unusual challenges in navigating Rutgers University's complex academic and administrative structure. In addition, it is our mission to identify and make recommendations to correct problems and issues that are uncovered through our work to improve the university's service to students.
- This office was created in response to students' recommendations given at former Rutgers President McCormick's student services retreats during the 2003-2004 academic year.
- Our overarching mission is to enhance the academic experience of all Rutgers University students.

## IMPORTANT THINGS YOU SHOULD KNOW ABOUT THE OMBUDS OFFICE:

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1. The Ombuds Office is a confidential office.
2. The Ombudsperson is a neutral party who listens to concerns and complaints related to the university. The Ombudsperson does not represent any one side.
3. The Ombudsperson does not replace other offices or functions at the University. She works collaboratively with faculty, administrators, and staff within the University.
4. The Ombudsperson is authorized by the President of the University and the Senior Vice President for Academic Affairs to informally investigate issues and make recommendations. However, the Ombudsperson has no authority to make or reverse a decision or a policy.

## YOU SHOULD SEE THE OMBUDSPERSON WHEN YOU...

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- want to confidentially talk over a situation with someone knowledgeable about Rutgers and its policies to decide what, if any, next steps to take.
- need more information about such issues as academic decisions, university/campus policies or your rights and responsibilities as a student.

## OTHER RESOURCES AROUND THE UNIVERSITY:

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*Academic Affairs*

Web: [academicaffairs.rutgers.edu](http://academicaffairs.rutgers.edu)

*Dean of Students*

Web: [deanofstudents.rutgers.edu](http://deanofstudents.rutgers.edu)

*Financial Aid*

Web: [studentaid.rutgers.edu](http://studentaid.rutgers.edu)

*Health Services*

Web: [health.rutgers.edu](http://health.rutgers.edu)

*Parking and Transportation Services*

Web: [parktran.rutgers.edu](http://parktran.rutgers.edu)

*Student Affairs*

Web: [studentaffairs.rutgers.edu](http://studentaffairs.rutgers.edu)

