

## 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
- conflicts or concerns with university staff, faculty, or other students

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

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- help Rutgers—New Brunswick 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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Temporary new office location  
as of May 2018:

**Davidson Hall — Room 101**  
**Busch Campus**  
**96 Davidson Road**  
**Piscataway, NJ 08854-8062**

**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



Gail Sylvester-Johnson  
Administrative Assistant

# 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 Rutgers—New Brunswick 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 at Rutgers—New Brunswick, 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 Rutgers—New Brunswick 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.
- Our overarching mission is to enhance the academic experience of Rutgers—New Brunswick 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 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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*Financial Aid*

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

*Student Accounting*

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

*New Brunswick Dean of Students*

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

*New Brunswick Health Services*

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

*New Brunswick Student Affairs*

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

*Parking and Transportation Services*

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

