

2021-2022 SJSU Student Ombuds Overview Report

(7/1/2021 to 6/30/2022)

The Office of the Student Ombudsperson (Ombuds) is where SJSU students can seek informal and impartial assistance in addressing university-related issues, concerns, or conflicts. The Ombuds office advocates for the fair and equitable application of university policies and procedures, and operates according to the International Ombuds Association (IOA) [Code of Ethics and Standards of Practice](#).

The Ombuds does not perform investigations or replace any formal process within existing university procedures. The Student Ombuds may refer students to the appropriate university office(s) or provide guidance on the process to address their concerns.

The data in this overview report was collected from the completed intake forms, provided voluntarily and has been anonymized. It was collected for the purpose of capturing patterns and contextual factors of the population our office serves.

Number of Cases

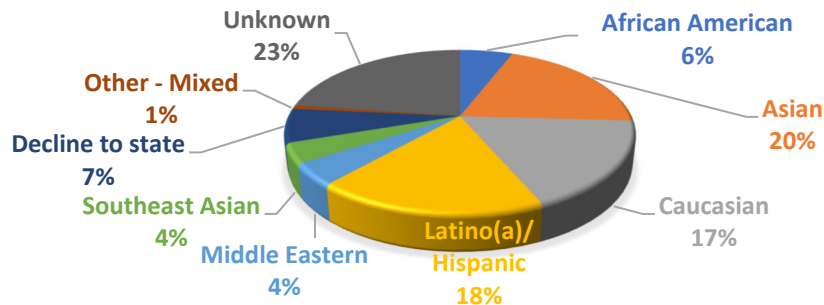
Fall 2021	Spring 2022	Total Cases
117	138	255



Demography

Ethnicity:

African American	Asian	Caucasian	Latino(a)/Hispanic	Middle Eastern	Southeast Asian	Decline to state	Other - Mixed	Unknown
15	51	45	46	11	10	17	2	58

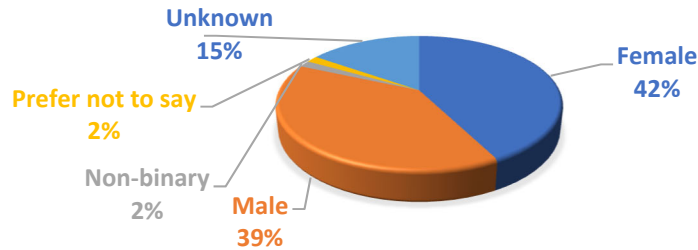


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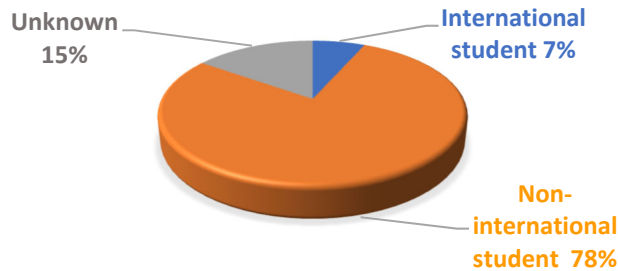
Gender:

Female	Male	Non-binary	Prefer not to say	Unknown
108	100	4	4	39



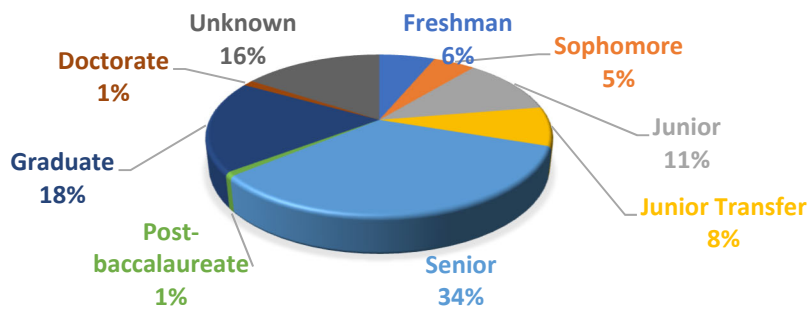
International Student:

International student	Non-international student	Unknown
17	200	38



Level:

Freshman	Sophomore	Junior	Junior Transfer	Senior	Post-bacca laureate	Graduate	Doctorate	Unknown
16	12	29	20	86	2	47	3	40



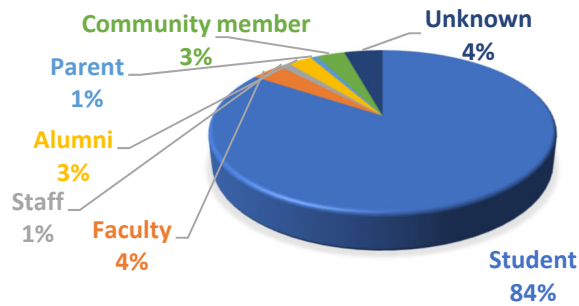
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The majority of students, on the "Level" Demographic, who utilized the Student Ombuds services and disclosed their class level were from Seniors (40%). Graduate Students utilized the services next in frequency, then the Junior Students and then Junior Transfer Students. However, if grouping the Juniors and the Junior Transfers together (total: 23%), overall Junior Students would be the next in frequency and then Graduate Students (22%).

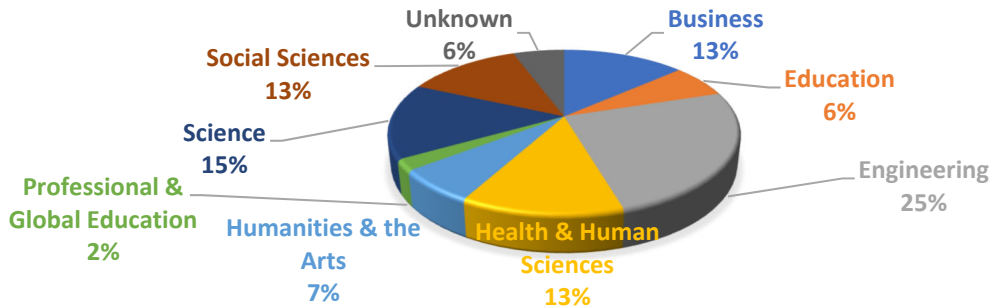
Role:

Student	Faculty	Staff	Alumni	Parent	Community member	Unknown
215	9	3	7	2	8	11



College

Business	Education	Engineering	Health & Human Sciences	Humanities & the Arts	Professional & Global Education	Science	Social Sciences	Unknown
31	15	58	29	15	5	34	29	13

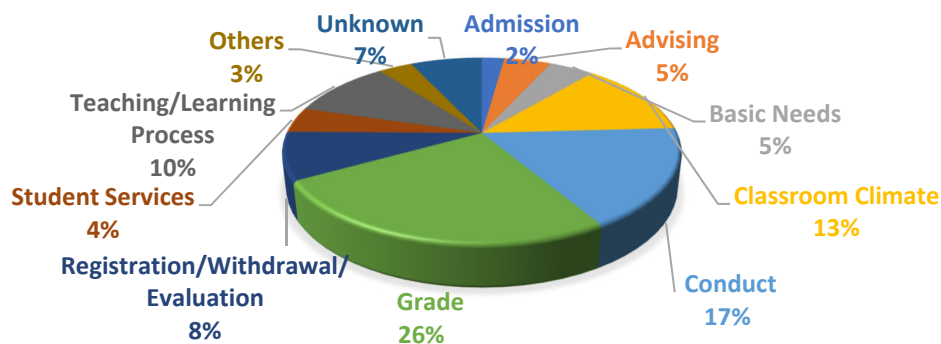


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Concern Category

Admission	Advising	Basic Needs	Classroom Climate	Conduct	Grade
10	21	20	59	79	116
Registration/Withdrawal/Evaluation	Student Services	Teaching/Learning Process	Others*	Unknown	
38	20	46	15	32	



(Note: Overlapping data occurred because some cases included multiple concerns; therefore, the total number of concern category could add up to more than the total number of the cases.)

“Grade” is the most frequent concern among students. “Conduct” and “Classroom Climate” are the two other frequent concern categories.

* Remarks: There were 4 bereavement related cases reported in the “Other” category. The new policy S22-2 (Student Excused Absences) was signed in spring 2022, which would help to address this concern.

As of June 30, 2022, the Office of the Student Ombudsperson served 255 cases, of which 252 cases were closed¹ and 3 cases remained open².

¹ Cases closed - either resolved or a relevant/policy information was provided and no further assistance was sought.

² Cases remained open - waiting for the Student Fairness Committee (SFC) to proceed with their process in the next academic year.