

2022-2023 SJSU Student Ombuds Overview Report

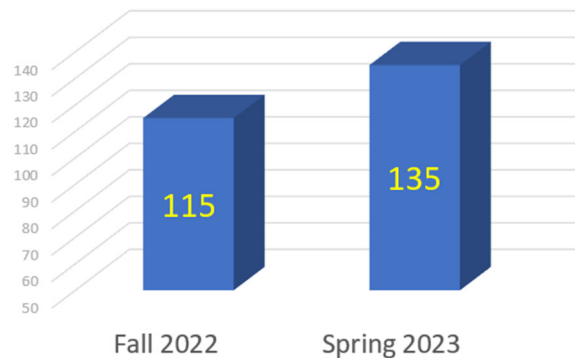
The Office of the Student Ombudsperson (Ombuds) at SJSU provides a safe and supportive environment for students to seek informal and impartial assistance in addressing university-related issues, concerns, or conflicts. We advocate for the fair and equitable application of university policies and procedures, and adhere to the [Code of Ethics and Standards of Practice](#) set forth by the International Ombuds Association (IOA).

The role of the Ombuds is not to conduct investigations or supplant any formal process within existing SJSU procedures. Instead, the Ombuds assists students by either referring them to the relevant university office(s), or offering guidance on the appropriate processes to address their concerns.

Note: The information presented in this overview report was derived from voluntarily submitted Ombuds intake forms, and has been anonymized. This data was collected solely for the purpose of capturing patterns and contextual factors within the population our office serves.

Number of Cases

| | |
|--------------------|------------|
| Fall 2022 | 115 |
| Spring 2023 | 135 |
| Total Cases | 250 |



STUDENTS FEEDBACK ON THEIR EXPERIENCE WITH THE OFFICE OF THE STUDENT OMBUDSPERSON:

“Very interactive and helpful overall. I appreciate the assistance.”

“I think it went very well and my concerns were valid. There's no improvement because I really felt like I was heard and found the solution that I needed.”

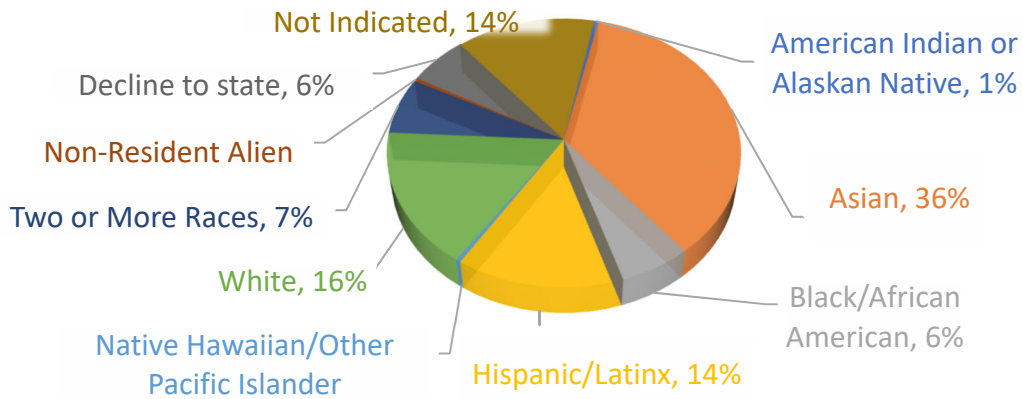
“Very helpful and clearly explained what was happening and helped me get solutions.”

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Demography

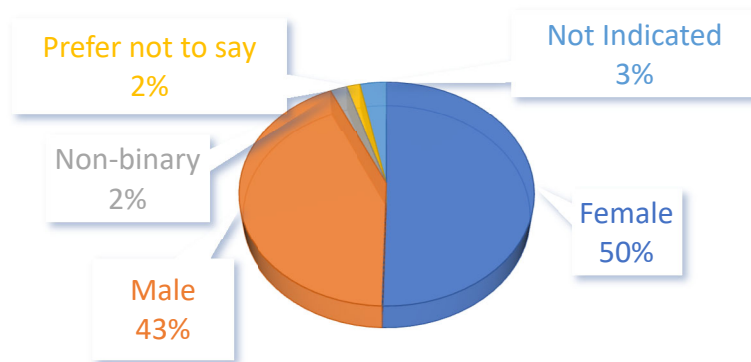
Ethnicity:

| American Indian or Alaskan Native | Asian | Black/African American | Hispanic/Latinx | Native Hawaiian/Other Pacific Islander | White | Two or More Races | Non-Resident Alien | Decline to state | Not Indicated |
|-----------------------------------|-------|------------------------|-----------------|----------------------------------------|-------|-------------------|--------------------|------------------|---------------|
| 1 | 89 | 15 | 35 | 1 | 41 | 17 | 1 | 15 | 35 |



Gender:

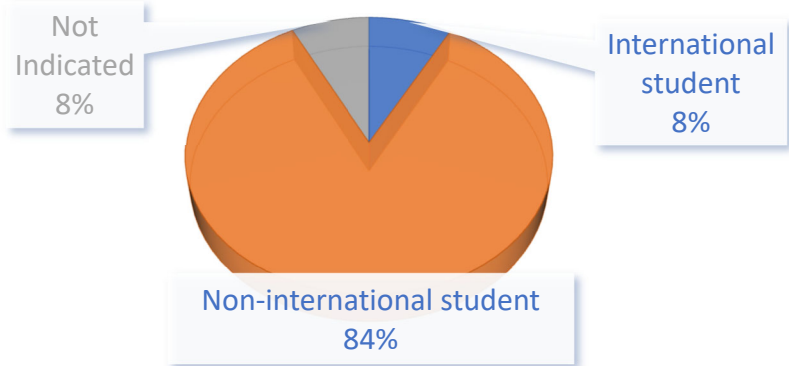
| Female | Male | Non-binary | Prefer not to say | Not Indicated |
|--------|------|------------|-------------------|---------------|
| 126 | 107 | 5 | 4 | 8 |



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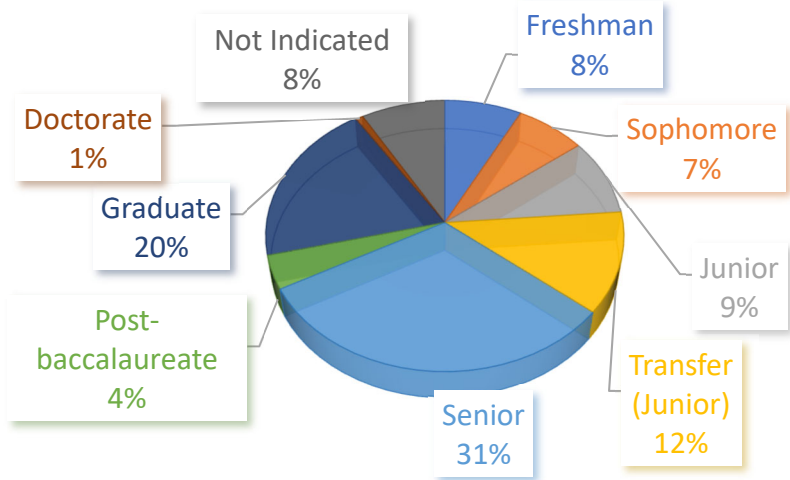
International Student:

| | | |
|-----------------------|---------------------------|---------------|
| International student | Non-international student | Not Indicated |
| 20 | 211 | 19 |



Level:

| | | | | | | | | |
|-----------|-----------|-----------|-------------------|-----------|--------------------|-----------|-----------|---------------|
| Freshman | Sophomore | Junior | Transfer (Junior) | Senior | Post-baccalaureate | Graduate | Doctorate | Not Indicated |
| 21 | 19 | 25 | 33 | 86 | 11 | 54 | 2 | 23 |



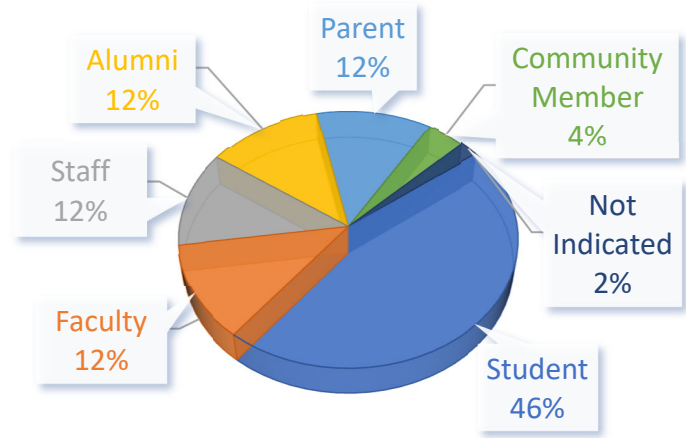
The ranking of student levels, considering those who disclosed their class level, is as follows:

1. Senior Students (31%)
2. Juniors Students (21% = 12% of Transfers + 9% of Juniors)
3. Graduate Students (20%)

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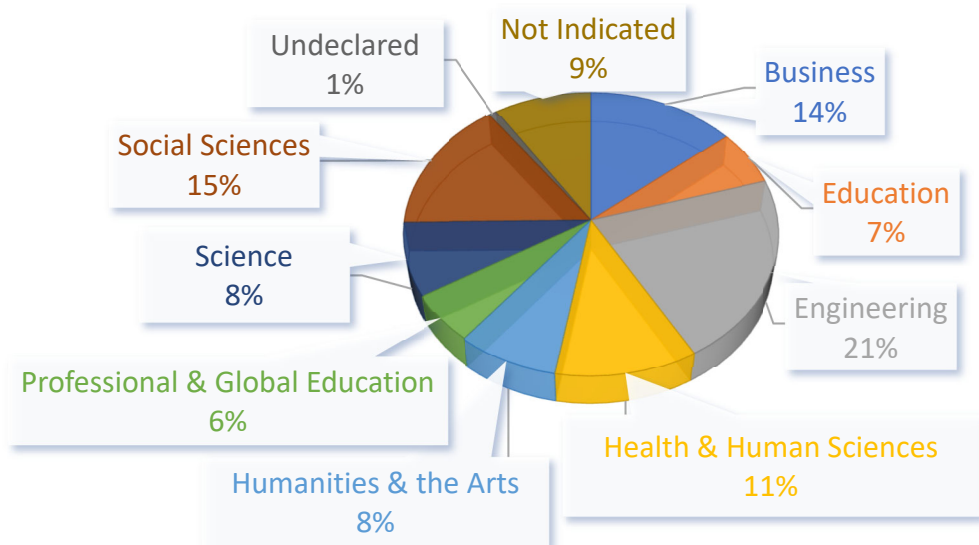
Role:

| Student | Faculty | Staff | Alumni | Parent | Community Member | Not Indicated |
|---------|---------|-------|--------|--------|------------------|---------------|
| 23 | 6 | 6 | 6 | 6 | 2 | 1 |



College

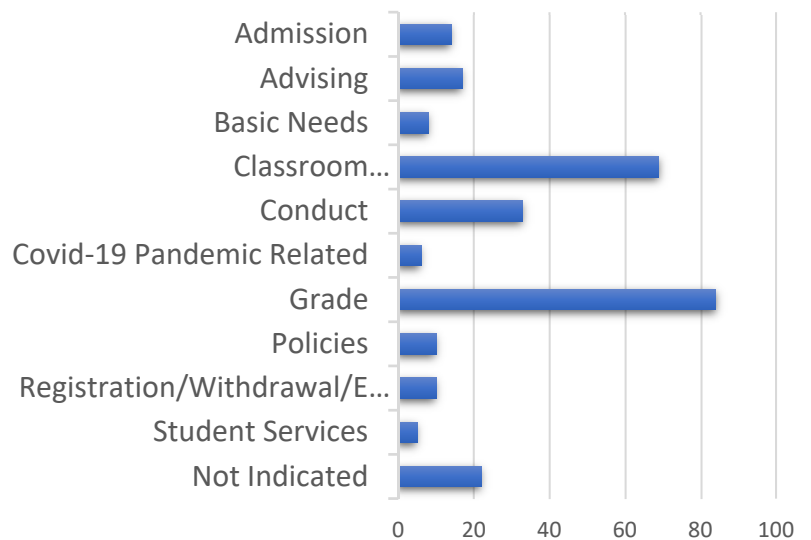
| Business | Education | Engineering | Health & Human Sciences | Humanities & the Arts | Professional & Global Education | Science | Social Sciences | Un-declared | Not Indicated |
|----------|-----------|-------------|-------------------------|-----------------------|---------------------------------|---------|-----------------|-------------|---------------|
| 35 | 16 | 53 | 28 | 20 | 14 | 21 | 38 | 2 | 23 |



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Concern Category

| | |
|-------------------------------------------------|----|
| Admission | 14 |
| Advising | 17 |
| Basic Needs | 8 |
| Classroom Climate/ Teaching/Learning Process | 69 |
| Conduct | 33 |
| Covid-19 Pandemic Related | 6 |
| Grade | 84 |
| Policies | 10 |
| Registration/Withdrawal/Evaluation | 10 |
| Student Services | 5 |
| Not indicated | 22 |



(Note: Overlapping data may arise because certain cases encompassed multiple concerns; consequently, the total number of concern categories may exceed the total number of cases.)

“Grade” and “Classroom Climate/Teaching/Learning Process” are by far the highest concern categories.

Over the past 12 months leading up to June 30, 2023, the Office of the Student Ombudsperson has handles 250 cases. Out of these, 245 cases have been successfully resolved and closed¹, while 5 cases remain open².

¹ closed – either the case was successfully resolved, or the relevant policy information was provided and no further assistance was requested.

² remained open – the case awaits the Student Fairness Committee (SFC) to initiate their procedures in the next upcoming academic year, or the case was received in the two days before the end of the academic year.