

**Hunter College of the City University
Office of the Ombuds
Roseanne L. Flores - Ombuds Officer
September 7, 2022**

The Ombuds Office is an independent, informal resource designed to be neutral, holding all communications with those seeking assistance in strict confidence and not disclosing confidential information unless the visitor permits. The Ombuds office is often an excellent place to begin the conversation when you have experienced something and need an informal place to explore what options are available before you possibly involve others.

Reporting Cycle

Academic Year (2021/2022) - August 2021- May 2022

This report is based on the activities of the Hunter College Ombuds Office, which includes data from August 2021 through May 2022. The office will continue to update the format of the report to identify opportunities for constructive changes and ongoing conversations across the Hunter College community. Previous reports are posted on the Ombuds webpage.

Contact the Office

For information on how to schedule an appointment, please use the following link Ombuds@hunter.cuny.edu. All meetings will be scheduled via zoom or in person during the 2022/2023 academic year at a time that works best for the visitor.

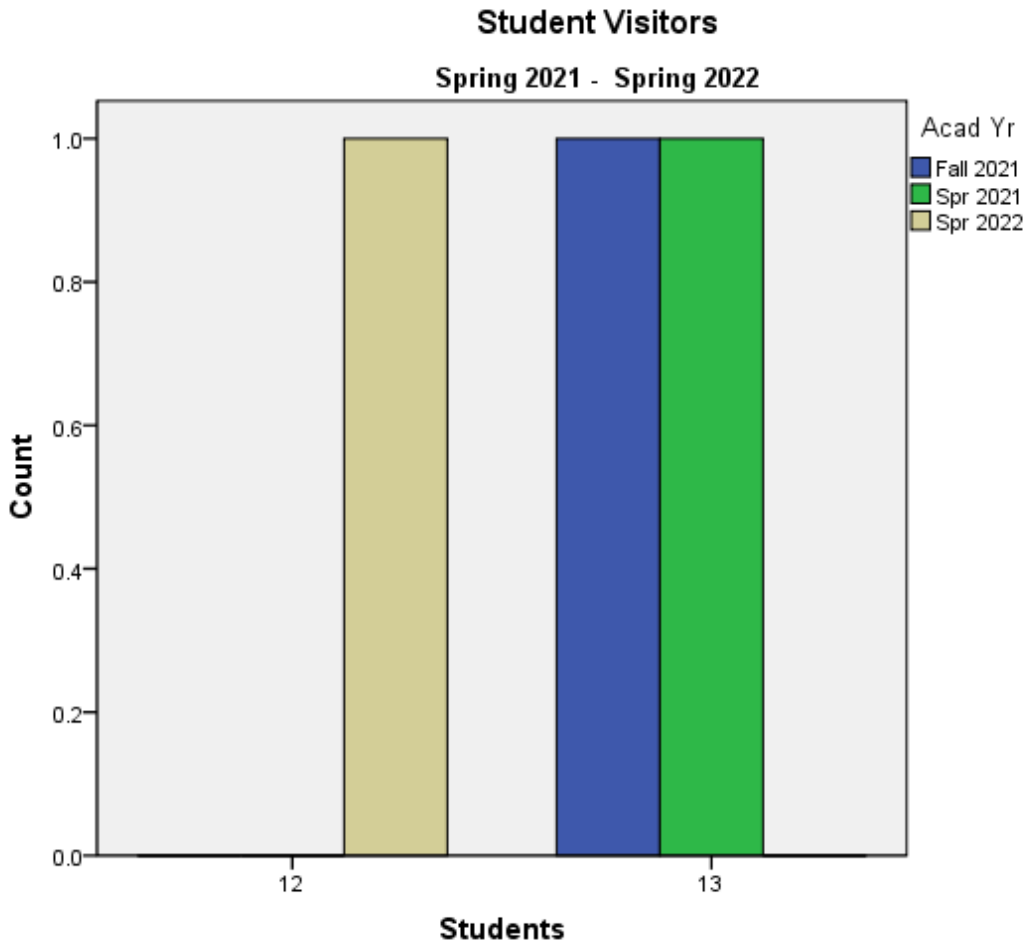
Information and Highlights

Total Number of Visits from August 2021 - May2022

Visitors	2019/2020	2021/2022	Spring 2021	Fall 2021	Spring 2022
Students	33	25	13	13	12
Faculty	2	6	0	3	3
Parent/Relative	0	0	1	0	0
Administrator	0	0	1	0	0
Other	0	0	1	0	0
Totals	35	31	16	16	15

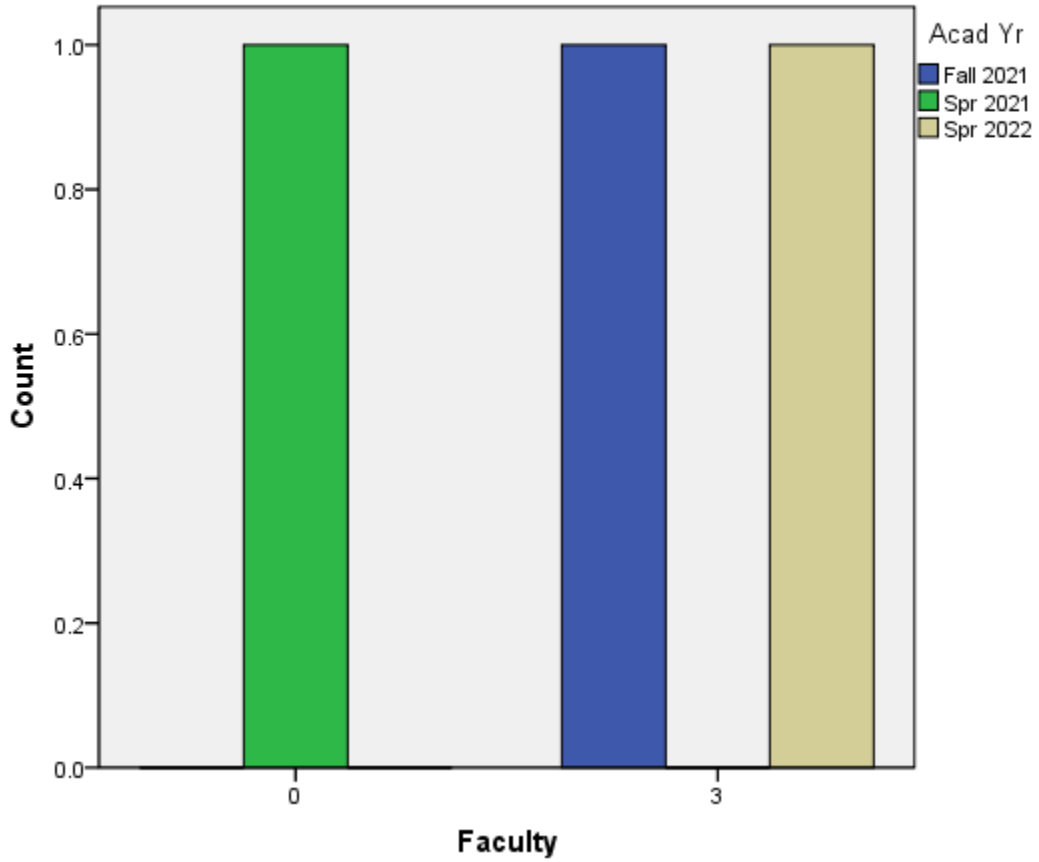
During the 2021/2022 academic year (August 2021 - May 2002), the total number of visitors was 31, which is similar to the total number of visitors during the 2019/2020 academic year. The

number of sessions per visitor ranged from 1- 4 visits, with each visit ranging from 30 minutes to 1 hour.



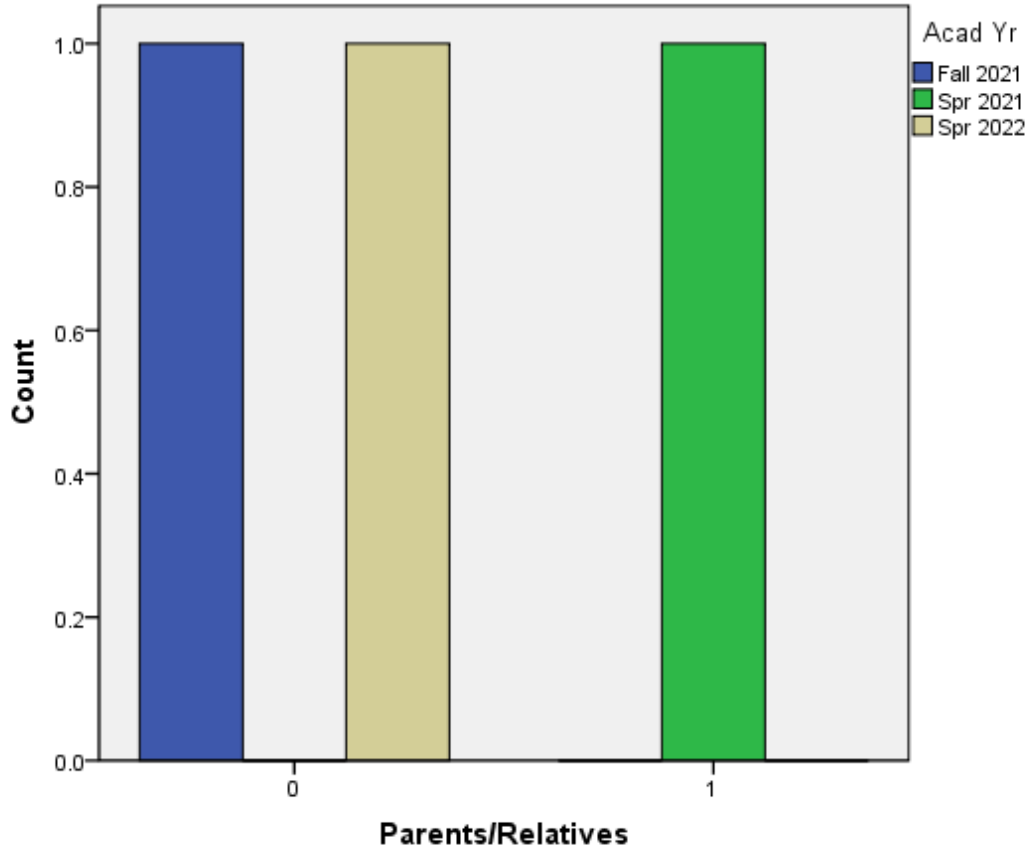
Faculty Visitors

Spring 2021 - Spring 2022



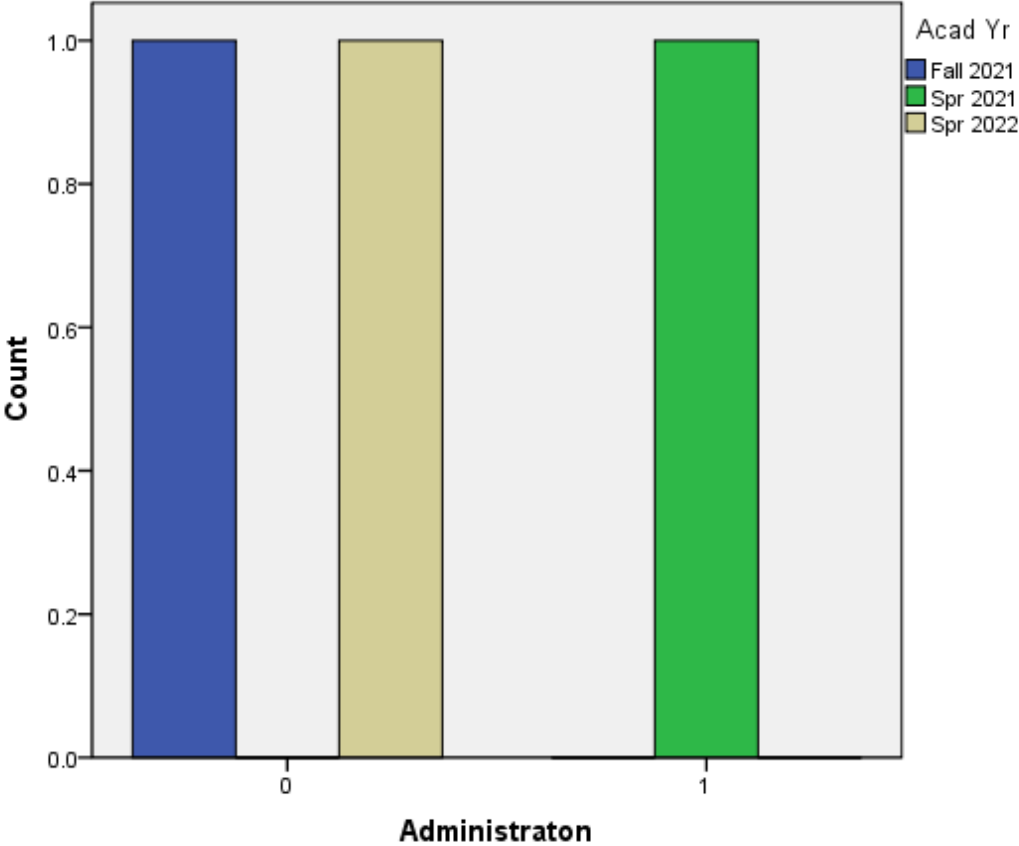
Parents/Relatives Visitors

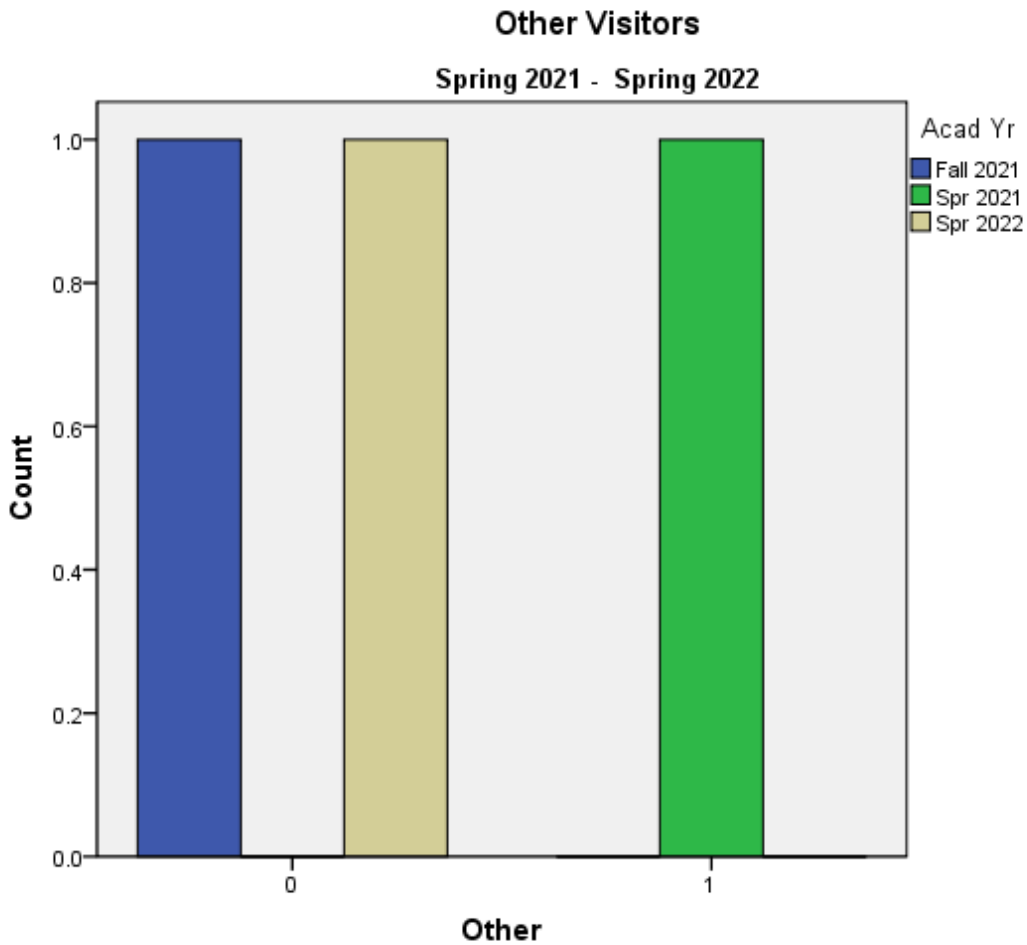
Spring 2021 - Spring 2022



Administration Visitors

Spring 2021 - Spring 2022





Trends and Recommendations

This section provides an overview of the trends and issues raised by visitors over the 2021/2022 academic year. For this report, an issue became a *trend* when multiple visitors from across the College came to the office about the same topic/problem/concern.

Student Related Concerns

During the 2021/2022 academic year, undergraduate and graduate students visited the Ombuds Office about grade appeals, degree requirements completion, and graduation and COVID-19-related issues. Many continued to report being emotionally and financially stressed and worried about whether they would be able to complete their respective degrees. Furthermore, many students had moved and expressed concerns about not being able to complete their respective degree requirements in person. In addition, as in the past, the office was also copied on emails sent to other areas in the College with the individuals not directly requesting to meet with the Ombuds Office.

Whenever possible, students were referred to their respective departments, programs, Student Services, the registrar, or provided guidance about the grade appeal process. However, as not all issues raised by visitors had definitive answers, such as how to handle job loss, fear over the increase of community violence, illness, and housing insecurity, what the office continued to provide was an informal space to listen and affirm that we are indeed living in unprecedented times. The office also provided visitors with resources and assured them that they were welcome to return in the future should the need arise.

Faculty and Other Visitors Related Concerns

The concerns raised by faculty and other members of the Hunter College community over the 2021/2022 academic year mainly dealt with job-related employment and education/classroom concerns.

As the College transitioned from virtual learning back to in-person and hybrid courses, the Ombuds Office continued to observe issues raised by visitors and, where appropriate, shared that information with the Hunter College community.

Current State of the Ombuds Office and Plans for the 2022/2023 Academic Year

The Ombuds Office adjusted its operations during the 2021/2022 academic year. The office went from allowing visitors to meet privately in the Ombuds Office - located contiguously with the Senate offices to meeting privately on zoom. During the Fall 2022 semester, the Ombuds Office will continue to meet with all visitors virtually on zoom as well as in person based on need. As the College continues to transition to in-person meetings, classes, and events, it is hoped that on-campus visits will resume in Fall 2022. That said, the office will continue to leverage the use of technology for those visitors unable to schedule in-person meetings.