

**UNIVERSITY OF PUERTO RICO AT CAYEY
OFFICE OF THE STUDENTS OMBUDSMAN
REPORT OF STUDENT COMPLAINTS OVER THE LAST FIVE YEARS**

Documentation about the complaint register of students of the last five years, including the number, the pattern of the types of complaints and their resolutions.

According to Certification 119 JG (2014-2015) regarding the Policy of the Office of the Student’s Ombudsman, the Student Ombudsman submits an Annual Report that includes the statistics of the services offered and their qualitative descriptions: “The reports do not identify the people who received the services, nor from where they originated, nor do they contain a narrative of the specific problems attended to. Therefore, the resolution of the reported cases is not included. This practice has been in existence since the foundation of the Office of the Student Ombudsman, and later confirmed in Certification 32 JS (2005-2006), and is equally maintained by virtue of the current Certification:119 JG (2014-2015).

Statistics (summary) of cases seen from July 1 2011 to June 30 2016

Considering this academic year from July 1 to June 30 of the following calendar year.

To ease the organization, they are grouped by types: academic, administrative, interpersonal and others. Cases that were seen directly and personally are the only ones that appear in the table. It does not include cases taken care of by phone, email or private messages.

Type of complaint	2011-12	2012-13	2013-14	2014-15	2015-16	Total
Academic	68	64	52	63	95	342
Administrative	42	18	24	44	20	148
Interpersonal	17	13	11	28	21	90

Other	6	7	7	9	11	40
Total	133	102	94	144	147	620

Academic Situations	General Description	2011-12	2012-13	2013-14	2014-15	2015-16	Total
Grade Complaint:	<ul style="list-style-type: none"> _ Calculation error. Error reported in the roll book. _ Partial grade not included in the final grade _ Grade not reflected in the Registrar's system _ Inconformity with the System of Evaluation _ Recorded grades not reported on time. _ Penalizes for absences even though they are justified _ Does not inform current grades before the partial drop period. 	10	18	12	27	21	88
About Exams/Quizzes/ Work to be Handed in :	<ul style="list-style-type: none"> _ Inconformity with the exam date (announces exams with little time before test dates) _ Inconformity with the content of the exam (part of the content of the exam given was not discussed in class) _ Does not give sufficient time to present oral reports _ Does not offer the opportunity of an Incomplete _ Inconformity with the way of correcting or evaluating (System of Evaluation that is not clear to the student) _ Does not allow the exam to be taken if arrived late nor does he or she offer an opportunity for a retake. _ Assigns an exam outside of agreed upon dates. 	6	6	10	13	27	62
Non-compliance with what is established in the Syllabus:	<ul style="list-style-type: none"> _ Does not comply with the established objectives and contents. _ The time assigned to topics is not complied with. _ Makes changes of what is established in the Syllabus _ Gives instructions that aren't provided in the Syllabus. _ Does not comply with awarding a grade by agreement about attendance, as announced in the Syllabus. _ Does not comply with the scale, the evaluation system 	3	8	2	11	21	45

	and the amount of exams announced in the Syllabus.						
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Academic Situations	General Description	2011-12	2012-13	2013-14	2014-15	2015-16	Total
Inconformity with the class and the professor:	<ul style="list-style-type: none"> _ Method or style of teaching _ Tardiness or frequent absences of the professor. _ Is not very nice to students. _ Change in the Syllabus agreed upon in the classroom. _ Non-compliance with classroom agreements. _ Does not accept student's complaints. 	42	29	25	12	26	134
Other	<ul style="list-style-type: none"> _ Conditions and environment in the classroom. Lack of seats or some in very bad conditions. Deficient Lighting. The Projector never works, etc. _ Copied work / Plagiarism / Academic dishonesty. 	7	3	3	0	0	13
Total		68	64	52	63	95	342

Administrative Situations	General Description	2011-12	2012-13	2013-14	2014-15	2015-16	Total
Parking Areas / Dean of Administration Offices:	<ul style="list-style-type: none"> _ Far from campus and little security during the evening. _ Little security for students who require reasonable accommodation _ Intimidating and unpleasant treatment from the security guards. 	8	2	7	4	1	22
Financial Aid, tuition exemption, Scholarship / Dean of students Offices :	<ul style="list-style-type: none"> _ Deficient information about the requirement to apply for aid _ Late application or outside of deadlines _ Difficulty with Financial Aid. _ Denegation or receives less than what was informed _ Denegation of Athletic Scholarship. 	11	4	3	6	6	30

	_ Claim or payments of tickets of fees or charges. _ Late payment of Work Experience.						
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Administrative Situations	General Description	2011-12	2012-13	2013-14	2014-15	2015-16	Total
Registrar Offices / Dean of Administration's Office:	_ Reclassification / Special Permits / Graduation Requirements. _ Enrollment / Transfer / Readmission. _ Incomplete / Little opportunities for a section change. _ Requirements not considered -Articulated transfers office. _ Small academic offer / Little opportunity for independent courses. _ Little schedule flexibility for a graduation candidate. _ Inconformity with the validation or substitution of courses. _ Partial drops before the date of the last partial exam. _ Deficient Information / Tardy application of application outside of established date. .	20	9	11	34	13	87
Other	_ Health Insurance / Reasonable Accommodation. _ Discrimination / Sexual Harassment. _ Inconformity with the conduct of the security personnel.	3	3	3	0	0	9
Total		42	18	24	44	20	148

Interpersonal Situations	General Description	2011-12	2012-13	2013-14	2014-15	2015-16	Total
Student:	<ul style="list-style-type: none"> _ Violence /Stalking/Pressure / sexual harassment. _ Verbal Aggression / Physical Aggression. _ Disagree with style or personality. _ Academic Dishonesty (copies during exams). 	2	1	1	7	6	17
Student / Faculty:	<ul style="list-style-type: none"> _ Verbal Aggression / Thoughtlessness / Hostile Attitude. _ Disrespectful to the student. _ Discrimination. _ Abandons the classroom. 	4	4	5	11	9	33
Student / Non teaching faculty:	<ul style="list-style-type: none"> _ Verbal Aggression / Thoughtlessness / Hostile Attitude. _ Intimidation and threatening / Disrespectful to student _ Discrimination. _ Delay in the payment of “First Experience”. _ Lack of discretion with confidential information. 	4	4	3	3	5	19
Faculty / student:	<ul style="list-style-type: none"> Frequent absences. _ Hostile and aggressive attitude. _ Bad attitude / Lack of discipline. _ Alters the normal functioning of the class. _ Abandons the class. 	4	2	2	7	1	16
Non-teaching faculty / Student:	<ul style="list-style-type: none"> _ Hostile attitude / Thoughtlessness. _ Indiscipline / Verbal aggression. _ Students that violate transit and parking rules. _ Falsification of the parking permit. _ Disrespectful / Alters the peace 	3	2	0	0	0	5

Total		17	13	11	28	21	90
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Consultation / Orientation	General Description	2011-12	2012-13	2013-14	2014-15	2015-16	Total
Academic Affairs:		3	3	4	3	2	15
Administrative Affairs:		2	3	1	2	2	10
Interpersonal Affairs:		1	0	1	2	2	6
Other:		0	1	1	2	5	9
Total		6	7	7	9	11	40