

## Where can I find out more about my rights and responsibilities?

The best source for student and faculty rights and responsibilities is *Spartan Life*, the student handbook and resource guide. The annual publication is available at 162 Student Services Building and online. (See "university publications" on the Ombudsman's home page.)

## How can I contact the University Ombudsman?

The Ombudsman's Office is located in 129 N. Kedzie Hall, just east of Circle Drive. The office is open year-round:

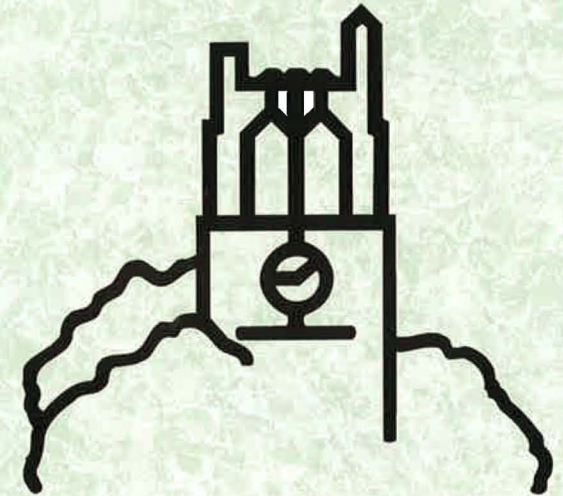
Monday, Thursday, Friday  
8 a.m. to noon and 1 to 5 p.m.  
Tuesday, Wednesday  
8 a.m. to noon  
and 1 to 6 p.m.

For an appointment,  
Call (517) 353-8830.

Answers to frequently-asked questions and links to various university resources are found on the Ombudsman's Web site: [www.msu.edu/unit/ombud](http://www.msu.edu/unit/ombud).



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equal-opportunity institution.*



**OFFICE OF THE  
OMBUDSMAN**

**MICHIGAN STATE  
UNIVERSITY**

## Does this sound familiar?

- ◆ *My instructor isn't fair!*
- ◆ *I don't know where to go for help!*
- ◆ *I feel like a number around here!*
- ◆ *All I get is the run-around!*

If so, the next time you have a conflict with any part of the university, call or visit the Office of the Ombudsman.

## What is an Ombudsman?

\* \am-budz-man, \om-buds-man  
Etymology: Swedish, literally, representative

1. *a government official appointed to receive and investigate complaints made by individuals against abuses or capricious acts of public officials*
2. *one that investigates reported complaints (as from students or consumers), reports findings, and helps to achieve equitable settlements*

\* (Webster's Ninth New Collegiate Dictionary)

At MSU the Ombudsman is a senior faculty member authorized to investigate and resolve complaints by students. An independent representative of the president of Michigan State University, the Ombudsman provides students with an informal and neutral process to resolve conflicts.

The Ombudsman is not a student advocate but rather an advocate for fairness and equality. The Ombudsman handles student complaints in confidence. Nothing you say will be shared with others without your permission.

## What kind of complaints does the Ombudsman deal with?

The Ombudsman classifies student complaints in two broad categories:

- ◆ **Academic complaints**, including university requirements, academic status, registration, and instruction, such as grades and teaching methods.
- ◆ **Non-academic complaints**, including fees and tuition, financial aid, housing, and allegations of harassment and discrimination.

## What can the Ombudsman do to help me?

The Ombudsman can help you sort out both academic and non-academic issues and determine which, if any, MSU policy, procedure, or regulation applies to your situation. The Ombudsman will:

- ◆ Listen to your concerns
- ◆ Help you recognize your rights and responsibilities
- ◆ Assist you in identifying possible options and solutions
- ◆ Investigate your allegations of improper actions
- ◆ Refer you to appropriate university resources, including faculty, administrators, or staff

## Are there times when the Ombudsman can't help?

Yes, the Office of the Ombudsman does not provide legal services, does not represent students at grievance hearings, does not handle faculty/administrator conflicts, and does not provide services for non-University related matters.