Our Team

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Morningside
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212-854-1234

CUIMC
154 Haven Avenue, Room 412
212-304-7026
Visitor Demographics: April 1st 2017 – March 31st 2018

858 Total Visitors

- Repeat Visitors: 275
- New Visitors: 583

69% Visitor increase since April 2014

Visitors by Type

- Officers: 35%
- Graduate Students: 22%
- PhD Students: 10%
- Postdoc & Research Scientist: 5%
- Undergraduate Students: 12%
- Faculty: 11%
- Other/Unknown: 5%

“Other” includes: Alumni, Union employees, Parents and Affiliates.
Visitor Demographics: April 1st 2017 – March 31st 2018

Visitors by Gender

- Male: 35%
- Female: 63%
- Unspecified: 2%

Visitors by Campus

- Morningside: 73%
- CUIMC: 25%
- Manhattanville: 1%
- Unknown: 1%
### Trending Topics By Role

#### Officers

203 of new visitors in FY17-18 were Officers = 35%

#### All Graduate Students

128 of new visitors in FY17-18 were Graduate Students = 22%

### TOP ISSUES

- **Managerial Effectiveness**
- **Peer relationships**
- **Resignation; Policy Interpretation**
- **Discrimination; Career Progression**
- **Financial Issues; Workload**
- **Performance Evaluation**

### TOP ISSUES

- **Advisor concerns**: lack of consistent contact; too critical; general concerns.
- **Financial concerns**: pay discrepancies; reimbursement delays; accurate application of scholarship funds to accounts.
- **Peer Relationships**
- **Housing Concerns**: financial, roommates; eviction.
- **Authorship**
<table>
<thead>
<tr>
<th>Role</th>
<th>Number of New Visitors FY17-18</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Undergraduate Students</td>
<td>72</td>
<td>12%</td>
</tr>
<tr>
<td>Faculty</td>
<td>64</td>
<td>11%</td>
</tr>
</tbody>
</table>

**TOP ISSUES**

**Undergraduate Students**
- Academic Dishonesty
- Housing
- **Financial Concerns:** accurate and timely payment for work performed.
- Policy Clarification

**Faculty**
- Reporting Obligations
- Departmental Politics
- Student Concerns
- Authorship
- Discrimination/Gender bias
- Review/Promotion/Non-renewal
- Resignation/Retirement
Areas of Stress Across the University

• **FINANCIAL STRESS** caused by delayed processing of reimbursement requests; errors in processing/applying scholarship funds and awards; administrative inertia in timely responding to financial concerns; errors in processing paperwork for wages/lack of awareness of financial strain this causes.

• **FACULTY RESPONSIVENESS** to student emails; Faculty who are not sufficiently available to students; Faculty who use harsh and overly critical language.
Areas of Stress Across the University

• MEDICAL LEAVES OF ABSENCE the terms and conditions, how to request and obtain and how to successfully return from approved leaves.

• HOUSING ISSUES relating to scams perpetrated on Craigslist/subletting; roommate issues; financial concerns; issues for international students.
Visitor Feedback

22.20% of visitors completed the survey!
“Insightful, helpful, and impartial. I was grateful to feel there was a place on campus I can be open without fearing consequences that could impact me as a student. I wish I had come sooner for support and questions. Very helpful session, that helped me clarify the institutional issues involved.”

“It was great to speak to someone unbiased and learn about ongoing assistance.”

“Very helpful, neutral perspective that helped me to see things clearer.”

“A resourceful place to turn to for help navigating an otherwise large, overwhelming and, at times, bureaucratic institution.”

“I feel fully informed how to proceed. I felt listened to with wisdom and understanding but with objectivity.”
Thank you!
Get in touch with us as a first step or a last resort—or at any point along the way.

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