A Quick Introduction
Office of the University Ombudsperson

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Learning Objectives

- Know what the Office of the University Ombudsperson is and what it does;
- Know when you might call us with questions and information requests; and
- Know your role in helping students resolve issues with the university.
Who we are:

- Dr. Shannon Lynn Burton
  University Ombudsperson
  (ombud@msu.edu)

- Assistant University Ombudsperson – Vacant

- Valerie Geyer
  Office Manager
  (geyer@msu.edu)

“Celebrating 50+ years of service to the MSU community”
What is an Ombuds?

- Designated neutral that helps students resolve issues they encounter with the university – both academic and non-academic

- Standards of Practice:
  - Confidentiality
  - Neutrality
  - Informality
  - Independence
Types of Issues

- Academic
  - Academic Misconduct
  - Dropping/Withdrawal
  - Faculty/Advisor Competence
  - Registration/Grades

- Non-Academic
  - Housing
  - Financial Aid
  - Title IX
When to call...

- Any of the aforementioned issues
- Giving bad news to a student
- Checking university policies/procedures
- Group presentations

You are an integral part of the problem-solving!
MSU Policies

- Student Rights and Responsibilities (SRR)
- Graduate Student Rights and Responsibilities (GSRR)
- Medical Student Rights and Responsibilities (MSRR)
- Law Student Rights and Responsibilities (LSRR)
- Code of Teaching Responsibility
- Integrity of Scholarship and Grades
- Your unit’s hearing procedures
Contact Information

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