

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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