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TO: Senate
FROM: Professor Dimitrios Berk, Ombudsperson for Students
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McGILL UNIVERSITY



Thirty-First Annual Report

(June 1st, 2017 – May 31st, 2018)

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Ombudsperson for Students

February 2019

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Submitted to the McGill University Senate¹
Presented February 20th, 2019

¹ In accordance with the terms of reference of the Office: Approved by McGill University Senate, April 23, 1986, Minute 84; Approved by the Board of Governors, May 26, 1986, Minute 6085; Amended by Senate, December 9, 1992, Minute 32. Amended by Senate, January 21, 2009, Minute 5; Approved by the Executive Committee, May 19, 2009, Minute 4.2.

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1. Introduction

This report covers the activities of the Office of the Ombudsperson for Students from June 1st, 2017 to May 31st, 2018, during which Professor Dimitrios Berk undertook his fourth year of a five-year mandate as Ombudsperson for Students that started on September 1st, 2014.

1.1 Mandate

The mandates of University Ombudspersons vary from institution to institution in Canada and abroad. Each academic institution's approach to the role of the ombudsperson has unique features; however the essence of the mandate is generally universal. A document on the Standards of Practice produced by ACCUO (Association of Canadian Colleges and Universities Ombudspersons) can be found at:

<http://accuo.ca/resources/publications/standards-of-practice/>

The role, function and scope of activity of the McGill Ombudsperson for Students are specified in the Mandate available on its website:

<https://mcgill.ca/ombudsperson/files/ombudsperson/ombudsperson-students-english.pdf>

t aArticle 1.1 of the Mandate states the following:

Table 1: Sources of awareness of services (%)

Referred By	2013-14	2014-15	2015-16	2016-17	2017-18
Website	27.2	26.2	27.9	27.5	27.1
eCalendars	2.9	0.7			

2. Service Statistics

2.1 Individuals and Groups Served

The following table shows the distribution of individuals and groups who requested the services of the Office:

Table 2: Total number of requests for assistance **

Type	2013-14	2014-15	2015-16	2016-17	2017-18
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Figure 1: Number of student requests on a month-by-month basis in 2017-2018

2.1.2 Summary of Students' Requests

The following table provides information with regard to the distribution of requests by students:

Table 3: Student requests for assistance by educational level in % (number)

3. Nature of Student Concerns and Resolutions

3.1 Categories of Concerns

Table 4: Cases by issue-type

Issue Type	Issue	2013-14	2014-15	2015-16	2016-17	2017-18
Academic	Admission	18	14	14	12	6
	Advising	1	1	4	0	1
	Courses/Program	23	8	16	18	18
	Examinations	9	6	10	9	7
	Inter / intra faculty transfer	0	2	1	1	4
	Marks/Grades	31	20	36	21	20
	Practicum/Field Work/Stage	10	7	6	9	10
	Probation/Exclusion	6	5	6	1	4
	Other	8	6	12	15	15
	Subtotal		106	69	105	86
Inter-personal	Administrator/academic	3	2	3	4	1
	Administrator /non-academic	2	0	2	0	2
	Course Instructor / TA's	12	11	13	16	6
	Invigilators	0	0	0	0	0
	Lab instructor/demonstrator	1	1	0	0	0
	Other Student (s)	1	2	2	2	9
	Research / Thesis Supervisor	30	31	31	23	22
	Other	9	2	6	5	2
	Subtotal		58	49	57	50
Finances	Loan / Bursary	2	1	0	0	3
	Quebec Residency fee status	1	0	1	0	0
	Scholarship	8	2	4	1	2
	Stipend	0	0	1	0	0
	Student Fees	8	10	9		8

3.2 (a) Resolution Categories

Mandate

The Office of the Ombudsperson offers confidential, informal and independent dispute resolution services to McGill students involving University matters. The Ombudsperson is an advocate for a fair process (and not an advocate for the individual or for the administration), acts solely in an advisory and intermediary role, and does not make University policy or replace formal channels. Communication with the office does not constitute notice to the University. For a full description of the mandate, please consult the website.

Date: _____

Is this the first time you have contacted the Ombuds Office? Yes No (Month:_____ Year:_____)

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