

**Ombuds Officer Report May 7, 2014**  
Professor Bill Williams

A comparison of the cases presented to the Hunter College Ombuds Office during the academic years 2012/2013/2014 is given below.

	2013/2014	2012/2013	2011/2012
Students	63	62	68
Faculty	3	11	3
Parent/Relative	0	4	0
Administrator	0	1	0
Other	0	0	0
Totals	66	76	69

First notice that the parents appear to have come and gone. We had helicopter parents, snowplow parents and now what? They must be somewhere, but they have not been in the Ombudsman's office, at least not this year.

In total, there were fewer students in the Ombuds Office during this academic year than last and the reason for this is not clear. Hopefully, none of the decline was attributable to not one, but two, disk drive failures experienced during the academic year.

The students did take a leap forward in inventiveness this year. It sometimes seems to me that our most creative students are failing out -- and yes many of the students coming to me are failing out.

Also, the number of faculty cases fell after the previous year's increase. Last year, we speculated that Hurricane Sandy had many of us on edge and it affected our work environment. This year's lower number of cases may be more support for that view.

Again last year, we reported reasons why universities are vulnerable to mobbing of faculty. You will recall that "mobbing" is simply group bullying. There reasons are, 1. big egos, 2. an individualistic ethic and, 3. a tolerance for behaviors not accepted elsewhere. I repeat these again this year because, while the number of faculty cases dropped this year, it still needs to be a concern to us. It still occurs.

Finally, I have urged in the past that we all familiarize ourselves with Student Services and I have reason to believe that we have been doing so. Students are telling me directly about their positive experiences and that is excellent.