

# Allen College Student Ombudsperson

The Allen College Student Ombudsperson (ACSO) is an employee of Allen College, appointed by the President, who provides a safe, confidential place for students to be heard and to receive impartial attention without the fear of loss of privacy. The role of the ACSO is to

- Listen to students' concerns and questions regarding Allen College's rules, policies, or procedures
- Act as a neutral third party who assists in resolving academic and non-academic problems, concerns, and complaints
- Provide guidance to students who encounter difficulties on campus with faculty, staff, fellow students, services, programs, and/or administration
- Assist students to consider all sides of an issue in an impartial and objective way
- Advise students in making informed decisions to address their concerns

The ACSO offers objective perspectives on issues/matters of concern for the student and is an advocate for fairness to all involved parties. Consultations with the ACSO are kept confidential unless the student grants the ACSO permission to discuss issues with involved parties or administrators.

## **STUDENTS COMMONLY CONSULT WITH THE ACSO FOR**

- Information about grade appeals
- Academic misconduct
- Leaves of absence
- Financial aid issues
- Waiver of a College policy
- Quality of service provided by a faculty or staff member
- Student-student, student-staff, student-administration, or student-faculty conflicts
- Parking or housing issues
- Enrollment and/or registration issues

## **WHEN SHOULD YOU SEE THE ACSO?**

- You have a problem, concern, complaint, or dispute with someone on campus
- You believe you have been treated unfairly
- You feel like you are getting the run-around
- You would like to talk over a situation confidentially
- You are not sure where to go for help
- You need help communicating with someone
- You are confused about an Allen College policy or procedure
- You are unsure of the policies or procedures that apply to your problem
- You feel a policy or procedure is not being followed fairly
- You would like to know what resources or options are available to you
- You are seeking informal ways to resolve the issue you face
- You intend to file a complaint or an appeal but are unsure how to proceed

## **THE ACSO WILL**

- Listen to you
- Treat you with respect
- Answer your questions
- Review and explain Allen College policies and procedures, including relevant student rights and responsibilities
- Help you analyze your situation
- Help you develop options that are fair and equitable to all parties for resolving your concern
- With your permission, consult involved parties to clarify and analyze issues, focus discussions, and offer possible resolution alternatives
- Refer you to other sources of assistance as appropriate

**THE ACSO WILL NOT**

- Replace or circumvent existing channels for problem resolution
- Direct any College office to change a decision
- Make decisions for the student
- Have a stake in outcomes
- Set aside rules and regulations
- Participate in formal grievance processes
- Make decisions for College faculty/administrators
- Determine "guilt" or "innocence" of those accused of wrongdoing
- Assign sanctions to students, faculty, staff, or administration
- Receive official "notice" for the College about issues
- Give legal advice
- Take the place of a licensed counselor when dealing with emotional issues

**PLEASE CONTACT THE ACSO VIA EMAIL AT [StudentSuccess@AllenCollege.edu](mailto:StudentSuccess@AllenCollege.edu).**