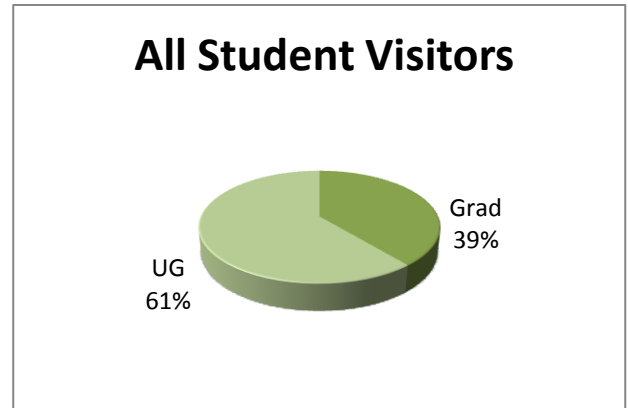
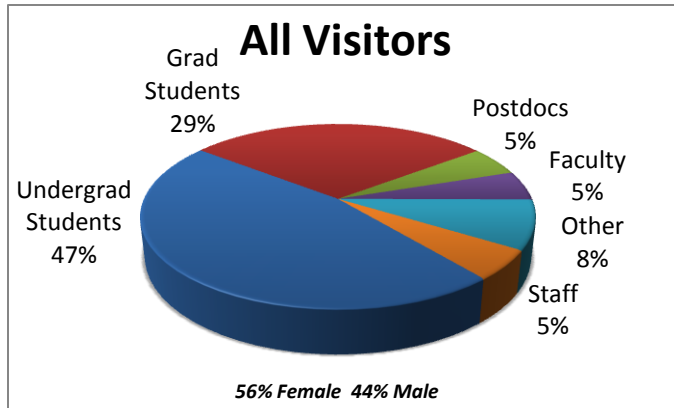
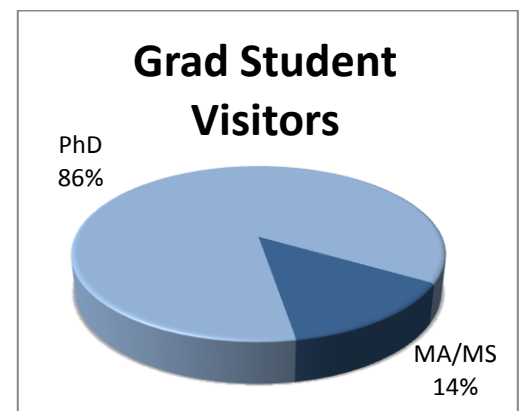
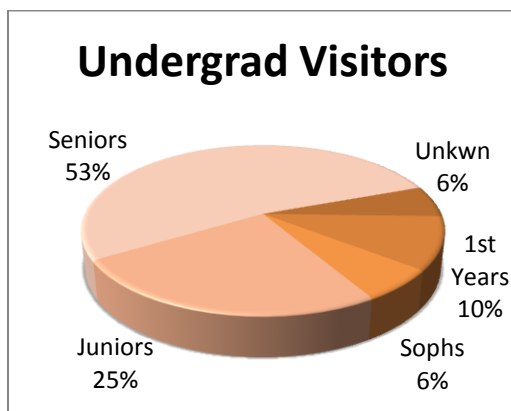


THE OMBUDS OFFICE FOR STUDENTS AND POSTDOCTORAL APPOINTEES 2008-2009

The following information is based on the number of new cases or issues brought to the Student Ombuds Office in 2008-2009. Between July 1, 2008, and June 30, 2009, 174 individuals contacted the Ombuds Office for assistance with new issues. While the majority were undergraduate and graduate students, we also assisted postdoctoral appointees, faculty and staff who had student-related concerns, and other community members such as recent graduates and parents. The breakdown reflected in the chart below is very similar to the breakdown shown in our last report (covering 12/05 – 4/08), with the exception of an increase in Undergrads (42% to 47%) and a decrease in Other (14% to 8%).



56% of the visitors to the Student Ombuds Office were women and 44% were men. Campus-wide, the split is 51% women and 49% men. Undergraduate students made up 61% of the visitors and graduate students made up 39% even though undergrads are 71% of the total UC Berkeley student population and graduate students are 29%.



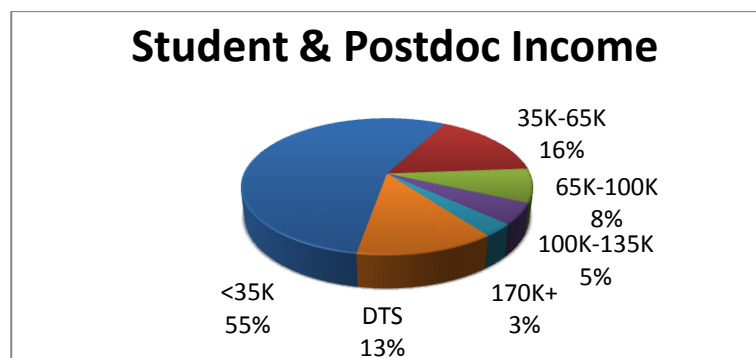
Of the undergraduate students, 44% were Junior Transfer Students and 15% were Re-Entry Students.

DEMOGRAPHIC INFORMATION JANUARY 2009 - JUNE 2009

In January 2009, we began asking student and postdoc visitors to our office if they would be willing to provide demographic information. Participation is voluntary and the information is kept anonymous. The ethnicity information below is based on new student visitors only, January 2009 through June 2009. Postdoc information is not included below as the information we have from the Office of Student Research for comparative purposes only includes graduate and undergraduate students.

Ethnicity Information from Student Visitors (Grad+UG)	Ombuds Office	Office of Std Research
Am Ind	0%	1%
Af/AfAm	11%	3%
As/AsAm	23%	32%
White	40%	34%
Chicano/Latino/Hispanic	9%	10%
Filipino	3%	3%
Other	6%	2%
Decline to State (DTS)	9%	7%
International	Tracking as of 8/09	8%

Financial information from all students as well as postdoctoral appointees indicates that 55% of those visitors have an income below \$35,000 a year. 40% of undergrads, 80% of grad students, and 100% of postdocs consider themselves to be financially independent.

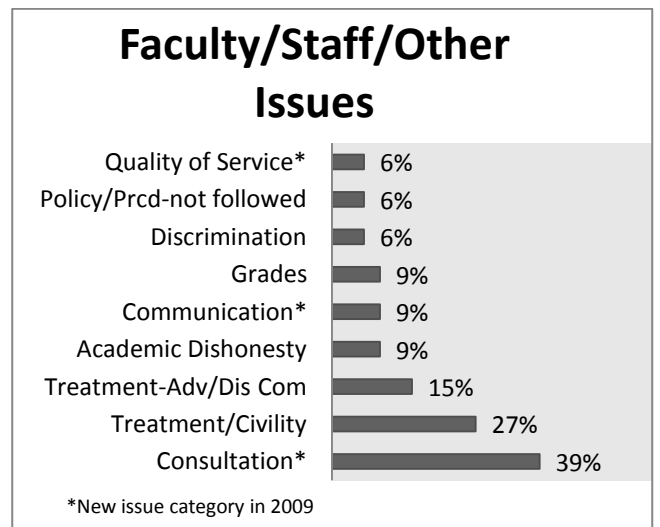
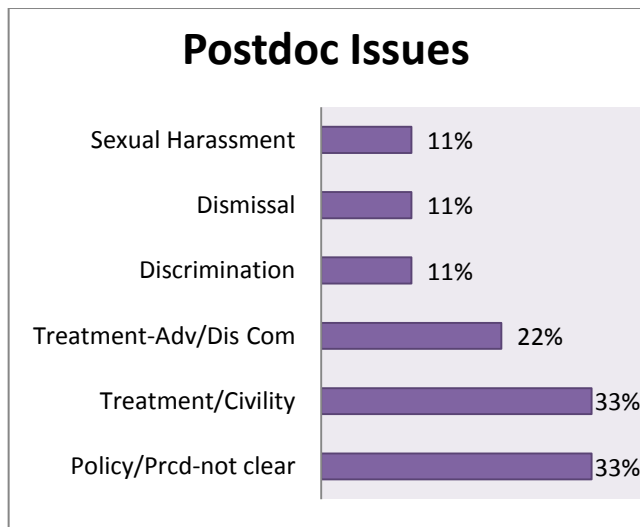
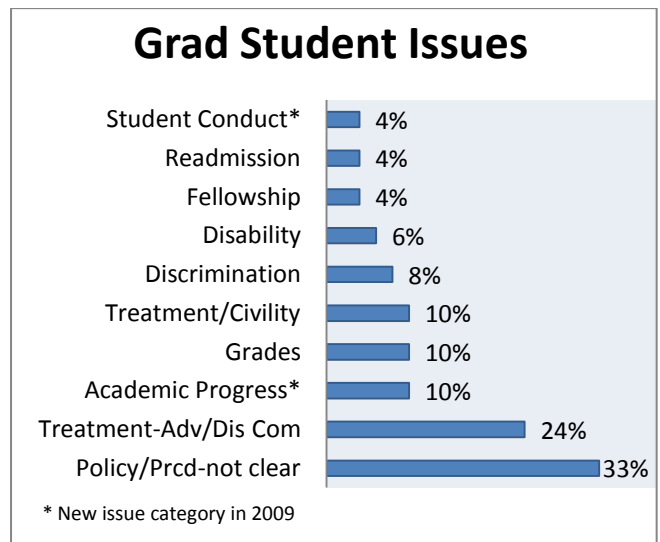
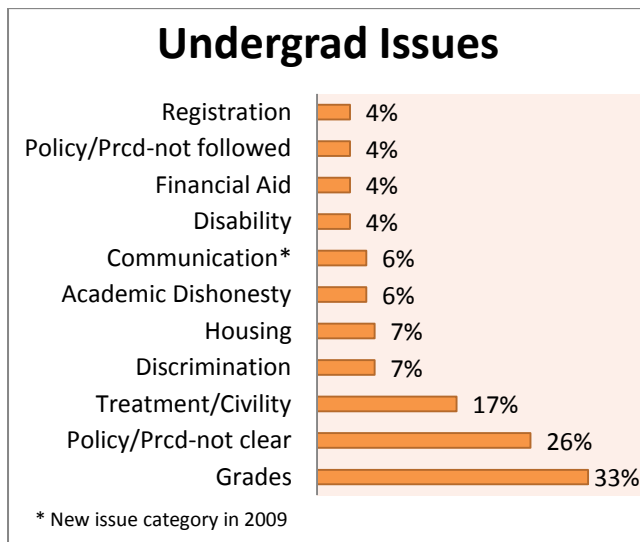


ISSUES BROUGHT TO THE STUDENT OMBUDS OFFICE 2008-2009

We currently track a wide range of issues, including the following:

Academic Dishonesty, Academic Probation, Academic Progress, Admission, Assault/Harassment, Career Path, Communication, Compensation/Bft, Compensation/Fellowship, Consultation, Dept/Org Climate, Disability, Discrimination, Dismissal, Diversity-Related, Enrollment, Facilities, Financial Aid, Financial Concerns, Grades, Health/Safety, Housing, Policy/Pracd-not clear, Policy/Pracd-not followed, Quality of Service, Rape/Assault, Readmission, Registration, Religious Accommodation, Residency, Responsiveness/Timeliness, Sexual Harassment, Student Conduct, Treatment by Advisor/Dissertation Committee, and Treatment/Civility.

The most common issues/conflicts vary by group.



COMPARISON OF MOST COMMON GRAD AND UNDERGRAD ISSUES 2005-2008 & 2008-2009

Undergraduate Most Common Issues		
	7/1/08-6/30/09	12/1/05-4/30/08
Grades	33%	28%
Policy/Pracd-not clear	26%	14%
Treatment/Civility	17%	23%
Discrimination	7%	
Housing	7%	
Academic Dishonesty	6%	
Communication*	6%	
Disability	4%	7%
Financial Aid	4%	
Policy/Pracd-not followed	4%	6%
Registration	4%	
Enrollment	1%	9%
* New issue category in 2009		

Grad Student Most Common Issues		
	7/1/08-6/30/09	12/1/05-4/30/08
Policy/Pracd-not clear	33%	13%
Treatment-Adv/Dis Com	24%	21%
Academic Progress*	10%	
Grades	10%	7%
Treatment/Civility	10%	20%
Discrimination	8%	
Disability	6%	7%
Fellowship	4%	
Readmission	4%	
Student Conduct*	4%	
Compensation	2%	7%
Dismissal	2%	7%
* New issue category in 2009		

The parties involved in the issue/conflict vary by visitor type.

