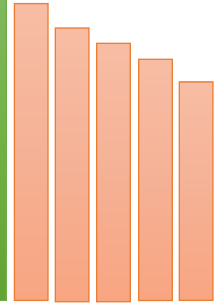
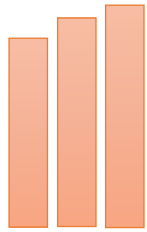


2023-2024 SJSU Student Ombuds Overview Report

The Office of the Student Ombudsperson (Ombuds) at San Jose State University (SJSU) provides a safe and supportive environment for students to seek informal and impartial assistance in addressing university-related issues, concerns, or conflicts. We advocate for the fair and equitable application of university policies and procedures, and adhere to the [Code of Ethics and Standards of Practice](#) set forth by the International Ombuds Association (IOA).



The role of the Ombuds is not to conduct investigations or supplant any formal process within existing SJSU procedures. Instead, the Ombuds assists students by either referring them to the relevant university office(s) or offering guidance on the appropriate processes to address their concerns.

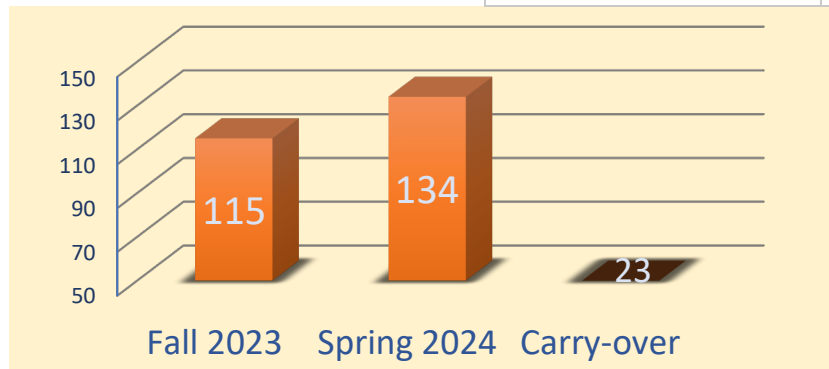


Note: The information presented in this overview report was derived from voluntarily submitted Ombuds intake forms and has been anonymized. This data was collected solely for the purpose of capturing patterns and contextual factors within the population our office serves.

Number of Cases:

Fall 2023	115
Spring 2024	134
Total Cases Received	249

Carry-over	23
Total Cases Handled	272



Students feedback on their experience with the Office of the Student Ombudsperson:

“They are great at explaining the process of certain things.”

“I love the patience and time I was given to speak.”

“I respect the amount of time & effort they put in to make sure things can be handled in favor of fairness.”

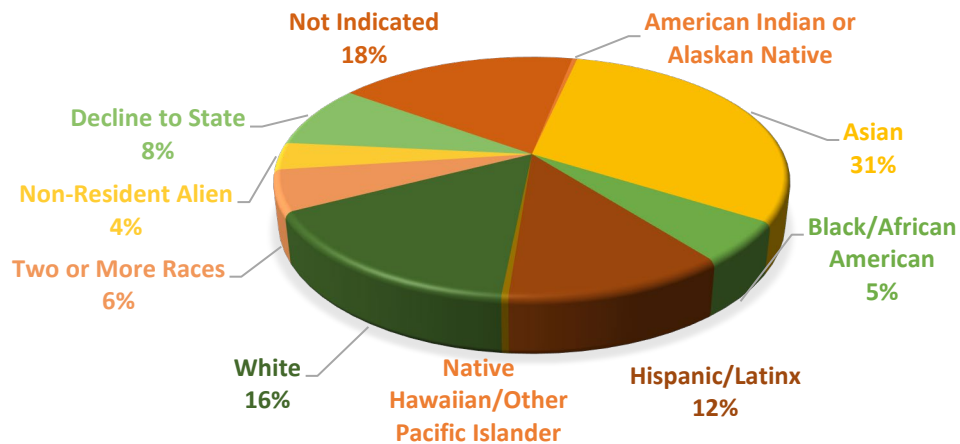
“Ombuds was very helpful and answered all of my questions so that I can proceed with the actions needed.”

2023-2024 SJSU Student Ombuds Overview Report

Demography

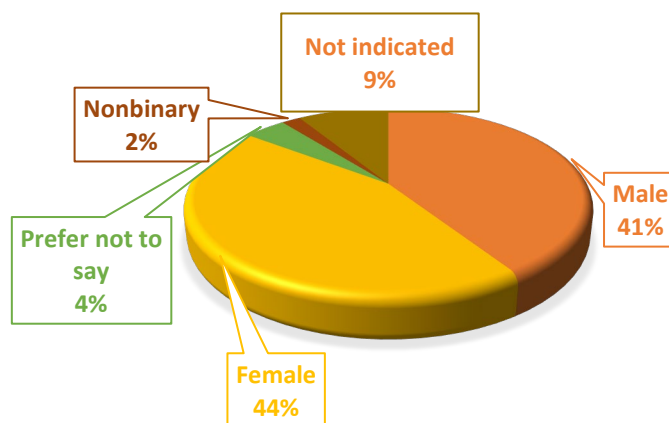
Ethnicity:

American Indian or Alaskan Native	Asian	Black/African American	Hispanic/Latinx	Native Hawaiian/Other Pacific Islander	White	Two or More Races	Non-Resident Alien	Decline to State	Not Indicated
1	83	15	32	1	43	15	10	23	49



Gender:

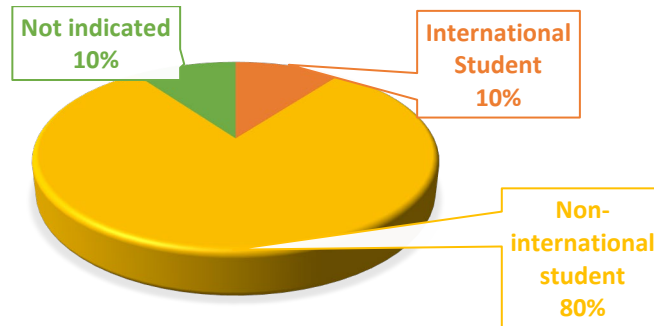
Female	Male	Non-binary	Prefer not to say	Not Indicated
121	111	5	11	24



2023-2024 SJSU Student Ombuds Overview Report

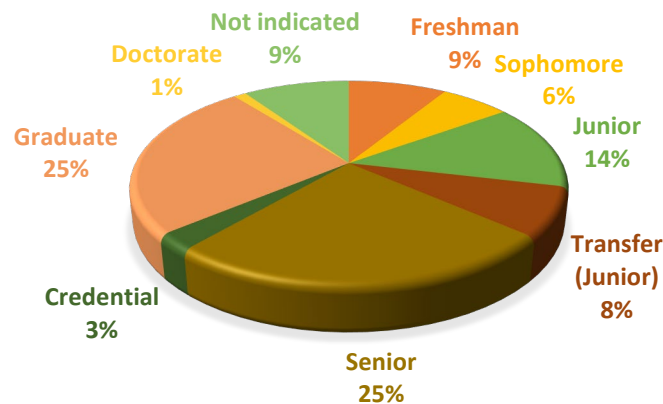
International Student:

International student	Non-international student	Not Indicated
28	217	27



Level:

Freshman	Sophomore	Junior	Transfer (Junior)	Senior	Credential	Graduate	Doctorate	Not Indicated
24	17	37	21	68	7	69	3	26



The ranking of student levels, considering those who disclosed their class level, is as follows:

1st. - Graduate Students (25%)

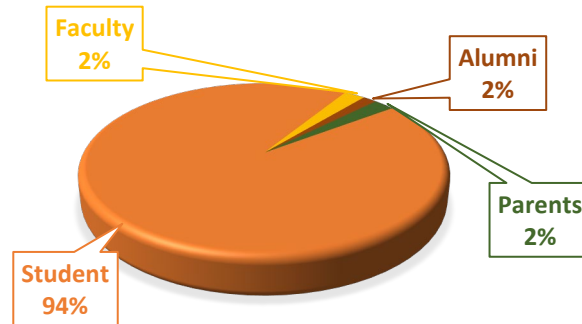
2nd. - Senior Students (25%)

3rd. - Juniors Students (22% = 8% of Transfers + 14% of Juniors)

2023-2024 SJSU Student Ombuds Overview Report

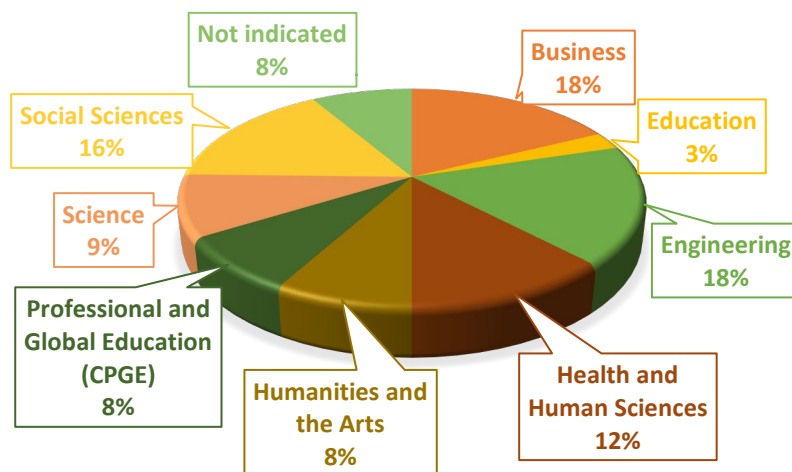
Role:

Student	Faculty	Staff	Alumni	Parent	Community Member
256	6	0	4	6	0



Colleges

Business	Education	Engineering	Health and Human Sciences	Humanities and the Arts	Professional and Global Education	Science	Social Sciences	Not Indicated
48	7	48	33	22	22	25	44	23

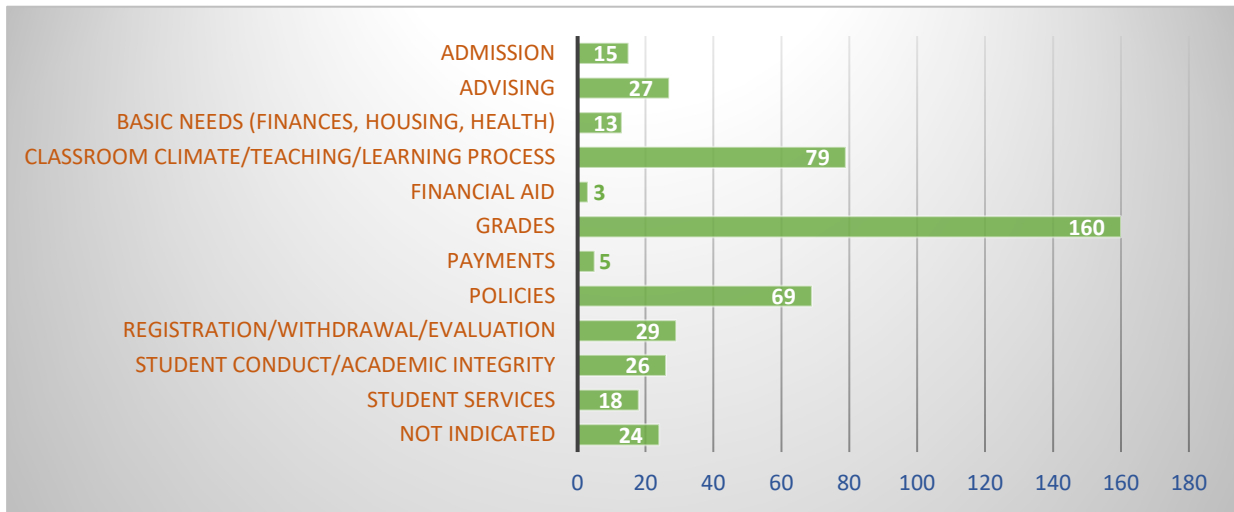


2023-2024 SJSU Student Ombuds Overview Report

Concern Category

Admission	15	Payments	5
Advising	27	Policies	69
Basic Needs (finances, housing, health)	13	Registration/Withdrawal/Evaluation	29
Classroom Climate/Teaching/Learning Process	79	Student Conduct/Academic Integrity	26
Financial Aid	3	Student Services	18
Grades	160	Not Indicated	24

“Grades” and “Classroom Climate/Teaching/Learning Process” are by far the highest concern categories.



(Note: Overlapping data may arise because certain cases encompassed multiple concerns; consequently, the total number of concern categories may exceed the total number of cases.)

Over the past 12 months leading up to June 30, 2024, the Office of the Student Ombudsperson handled 272 cases. Out of these, 269 cases have been successfully resolved and closed¹, while 3 cases remain open².

¹ closed – either the case was successfully resolved, or the relevant policy information was provided, and no further assistance was requested.

² remained open – the case requires further assistance and continue support.