

# ombudsrpt102517

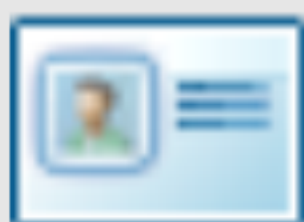
Thursday, October 26, 2017

4:50 PM

**Bill  
Williams**  
Professor

PHONE

[2012](#) [2017](#)



Bill Williams

Did we extract the business card right? [Yes](#) [No](#) [Suggestion](#)

## Ombuds Officer Report October 25, 2017

Professor Bill Williams

A comparison of the cases presented to the Hunter College Ombuds Office during the academic years 2012-2017 is given below.

	2011/2012	2012/2013	2013/2014	2014/2015	2015/2016	2016/2017
Students	68	62	63	48	51	52
Faculty	3	11	3	10	3	7
Parent/Relative	0	4	0	2	2	7
Administrator	0	1	0	0	0	1
Other	0	0	0	1	0	0
Totals	69	76	66	61	56	67

First notice that the parents appear to have come, gone, and come again – vigorously. There were helicopter parents, snowplow parents, and now what? The current wave does not appear to have been named yet, but I do suspect it is part the recent wave of hostility and personal expectations in our society. Did you read about the mother who called a **professor** and asked him to go over to the dorm, make sure her son was awake and walk him to his class? Or the mother who called a **professor** and wanted to perform her daughter's required internship for her because her daughter was currently very stressed?

Beginning in 2014, there have been noticeably fewer students in the Ombuds Office than prior to that time. While the reason for this is not totally clear, I suspect it is a result of the (relatively new) Behavioral Response Team (BRT), a function within Student Affairs. And, once again, I wish to point out that Student Affairs plays a key role in the functioning of the Ombuds Office. Students often tell me about their positive experiences there and that is excellent. And, I often refer students to particular areas within Student Affairs.

Many student problems are related to financial aid matters. As financial aid procedures and processes become more predictable and understandable, the number of students with these problems may also be reduced.

Next, the number of faculty cases increased again. I speculated that a previous pop-up in faculty cases was a result of stress caused by Hurricane Sandy. We have had two spikes since then. Now I am more suspicious that, in our society today, we are all simply mad at each other.

In particular, the number of faculty cases of "mobbing" increased again this year. You will recall that "mobbing" is simply group bullying. It seems that faculty are very good at it. The specific reasons seem to be big egos, an individualistic ethic, and a tolerance for behaviors not accepted elsewhere. This behavior should be a concern for all of us.

All in all, the numbers and types of cases from year to year seem to be similar and predictable.

*Groups of faculty pick on another faculty member?  
(Bill Gregg)*