What is a student ombuds?

A student ombuds assists students in resolving university-related problems, concerns and grievances. The office provides individualized information and referral, as well as confidential consultation.

How can the student ombuds assist me?

The student ombuds can:
- Explain institutional policies and procedures
- Advise you regarding courses of action
- Refer you to the right person or office
- Facilitate communication
- Mediate for you when appropriate
- Follow up to make sure your concern is resolved
- Recommend changes that will make the institution more responsive to students’ rights and needs.

When should I contact the student ombuds?

You should first try to resolve your concern through the normal channels by contacting the person responsible for the specific area such as the instructor, supervisor, department head or dean. If you are not comfortable doing so, or if you still need further information or assistance, complete the online Student Ombuds Intake Form at https://student.kent.edu/ombudsman/. You will be contacted to setup an appointment. Or you may call the Office of the Student Ombuds for further instructions.

Areas of student assistance:
The Student Ombuds works directly with all members of the university community (students, faculty, staff, administrators, parents) providing consultation related to university policies and procedures. The following are some of the areas where the Office of the Student Ombuds has assisted:

- Academic policies
- Admissions policies
- Athletic eligibility
- Campus facilities
- Campus safety
- Class attendance policy
- Classroom issues
- Course offerings
- Discriminatory practices
- Fees and tuition
- Financial Aid
- General due process for students
- Grade grievances
- Interpretation of catalogs
- Judicial appeals
- Membership in student organizations
- Parking
- Residency and residence hall requirements
- Sexual harassment
- Student employment
- Student records
- Transportation

For more information, please contact:

Office of the Student Ombuds
250 Kent Student Center
Kent State University
P.O. Box 5190
Kent, Ohio 44242-0001
Telephone: 330-672-9494
Fax: 330-672-2600
E-mail: ombuds@kent.edu
Office hours: 8 a.m.—5 p.m. Monday through Friday