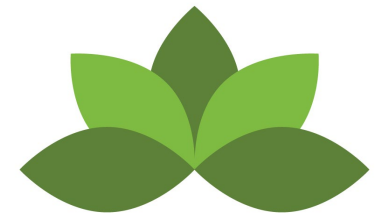


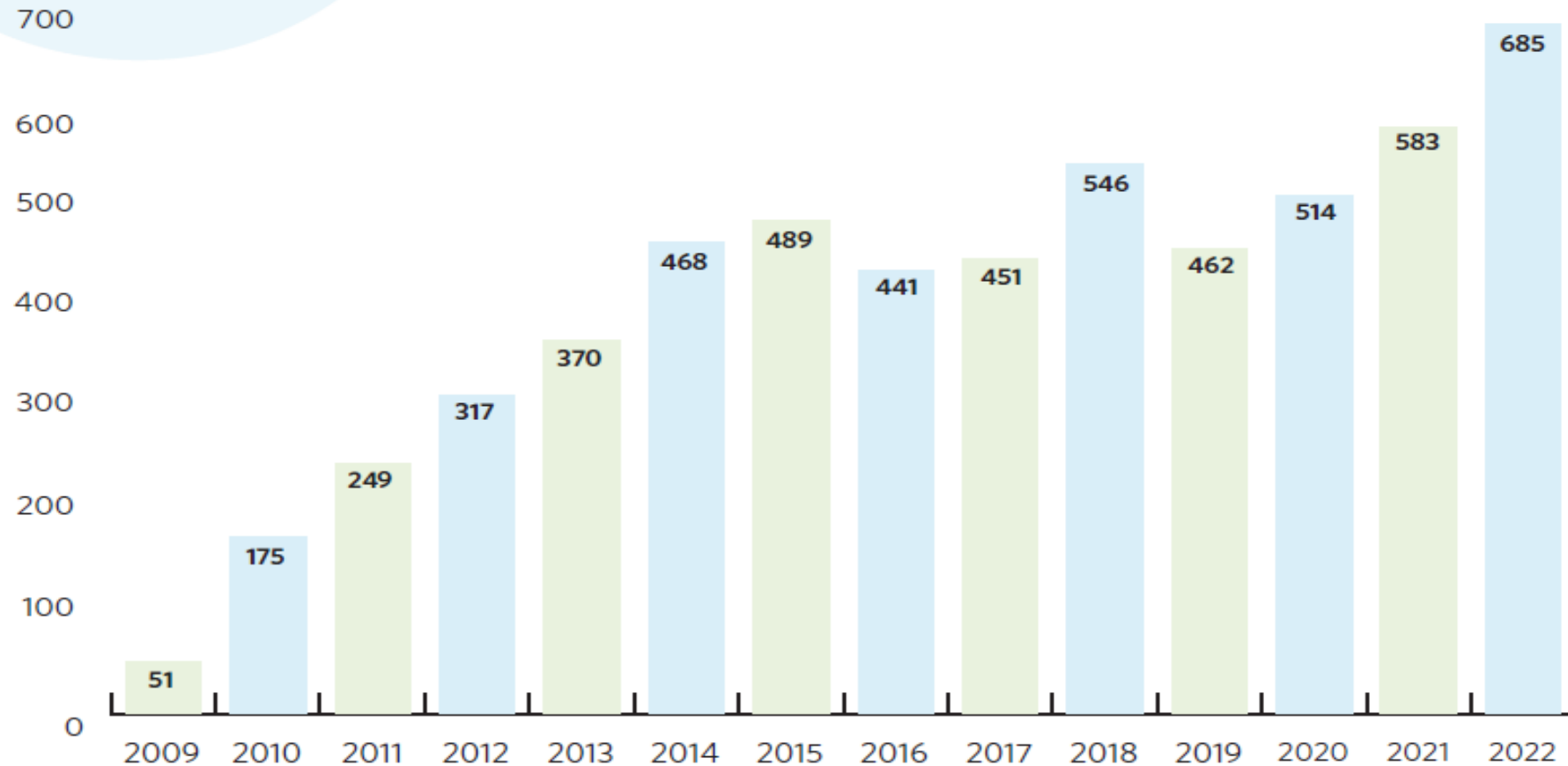
2022 ANNUAL REPORT



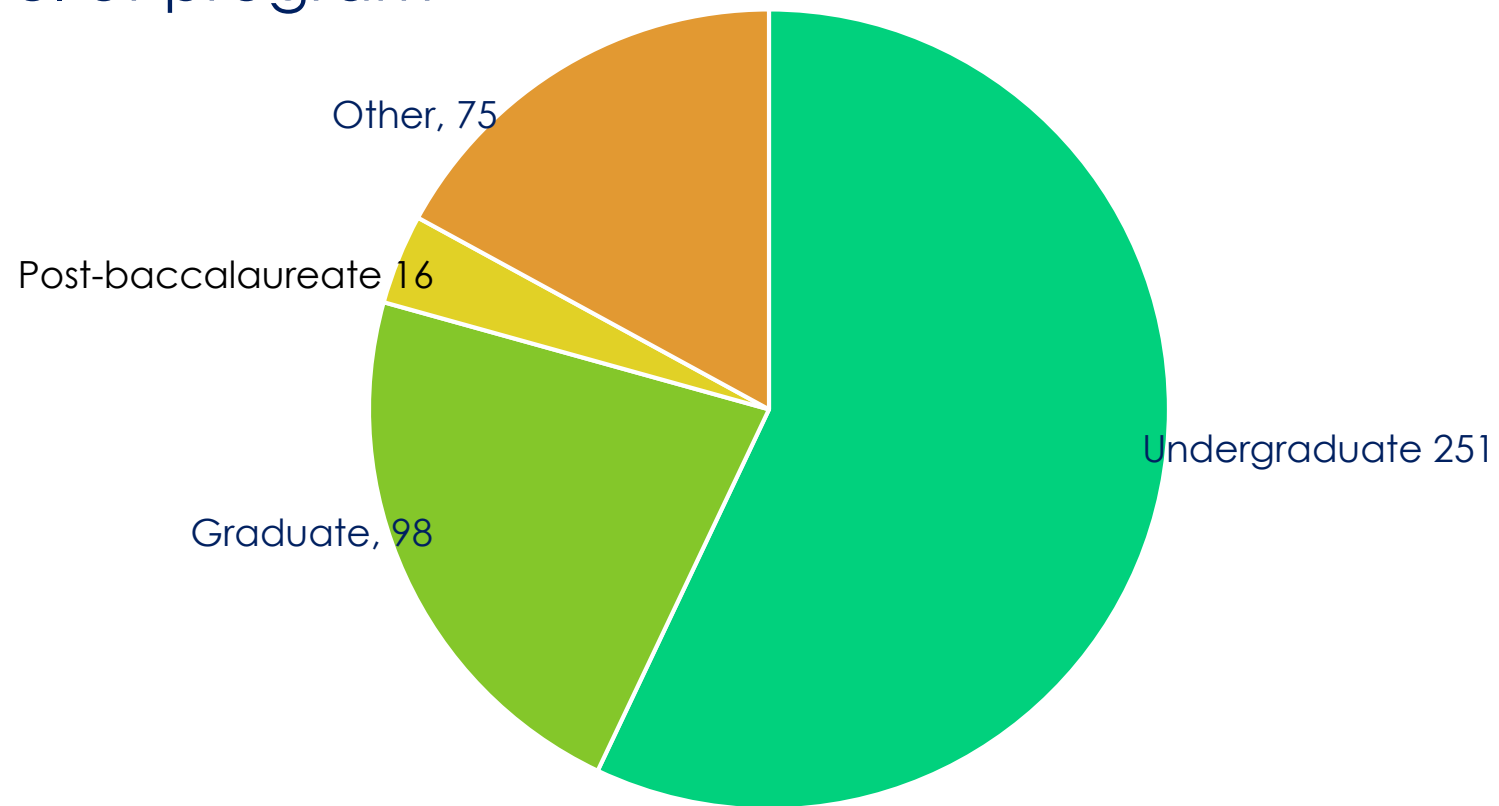
Office of the Ombudsperson for Students

2022 Statistical Information

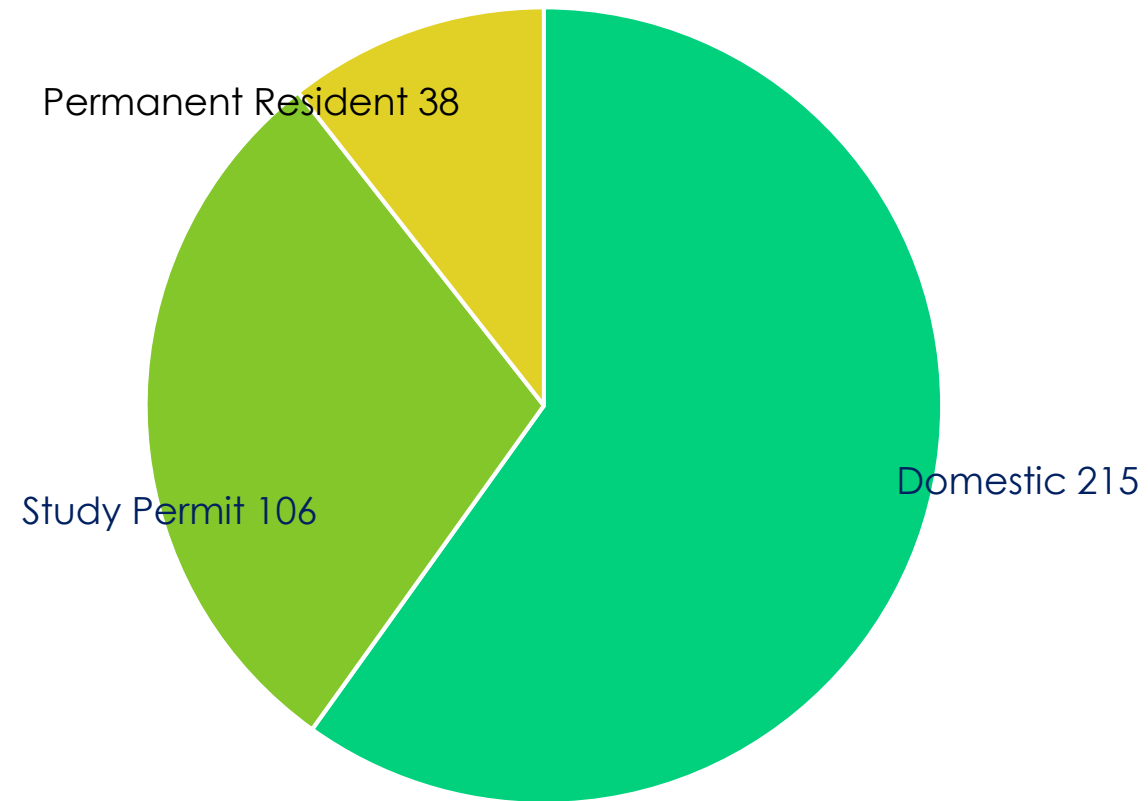
Caseload Per Year



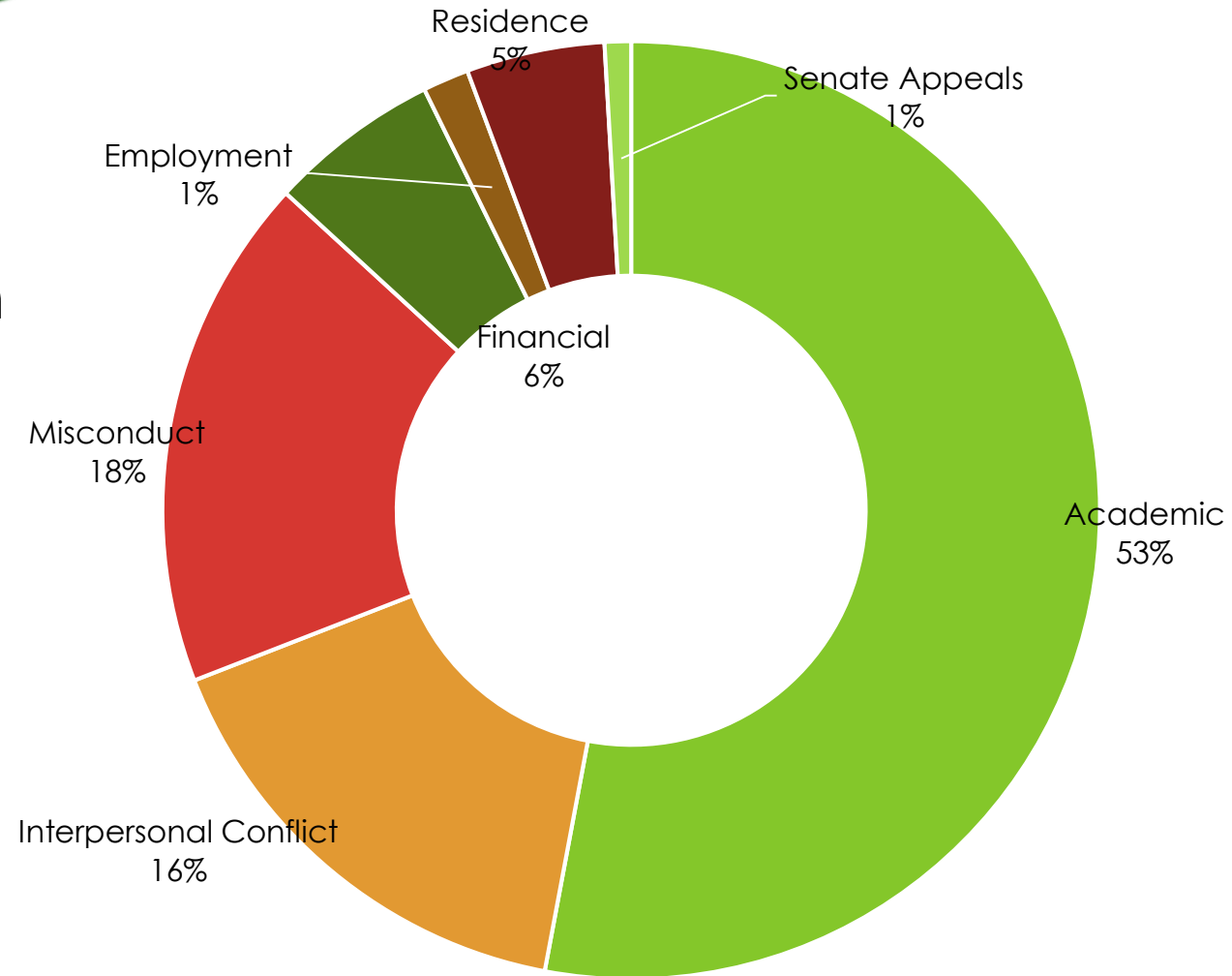
Student level of program



Student Status



Nature of Concern



REFLECTIONS & OBSERVATIONS

FAIRNESS & WELLNESS



Delay



**Cultural
Safety**

Reasons

RECOMMENDATIONS

1. Procedural Fairness Training & Resources

- Associate Deans, Heads of Units
 - Training, templates, guidelines
- Review of procedures, practices, resources
 - Timelines are met
 - Student health & wellbeing
 - IAP, ISP, trauma-informed, culturally-responsive
 - Currency





RECOMMENDATIONS

2. Temporary Health Issues

- Academic Concessions Policy – “how”
- Standing Deferred Exams – expand options
- Accessible modes and timelines for making requests

RECOMMENDATIONS

3. Fettering Discretion

“... implies the absence of a rule dictating the result in each case...”

- Inclusion in training
- Self-review for fettered discretion



TOP FIVE (2009-2022)

1. ACCESSIBILITY
2. CULTURAL COMPETENCE
3. GRADUATE STUDENT EXPERIENCE/SUPERVISORY RELATIONSHIP
4. DELAY
5. TRAINING FOR DECISION-MAKERS



1. ACCESSIBILITY

- Clarity and simplicity of language in our rules, policies and procedures
- Easy to locate information, resources and people, both virtually and physically
- User-perspective focus



2. CULTURAL COMPETENCE

- Fairness is informed by **equity**, the Charter
- **Fair rules, processes and outcomes** require a foundational level of cultural competence and respect for diversity
- UBC's strategic commitments assume an intercultural acuity among faculty and staff that we have experienced as **spotty or clustered**
- Global issues require us to be differently **prepared**, differently **informed** and differently **agile**



3. GRADUATE STUDENT EXPERIENCE

- Disproportionate number of graduate student issues that centre on recurring topics:
 - graduate student-supervisor relationships
 - funding
 - academic integrity
- Power differential
- Cultural competencies, expectations and communications



4. Delay

“Administrative tribunals have a duty to devote
adequate resources to ensure the integrity of the
process.”



5. TRAINING

- Fundamental tools necessary to make fair, inclusive and equitable decisions
- Core principle of procedural fairness that includes:
 - **proportionality**
 - **fettering of discretion**
 - **the right to reply**
 - **unbiased decision-making**
 - **reasons**
 - **delay**
 - **impartiality**
- Trauma-informed approaches, cultural competencies, health and wellbeing and JEDII

Shifting the notion of fairness from a legal requirement to an ethical responsibility each one of us holds in an interdependent social system.



Office of the Ombudsperson for Students
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