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Students can use several resources

■ **COMPLAINTS:** The Ombud Office is one of many places students can take complaints of unfair treatment

By Kristine Sohnrey
Higher Education Editor

A student repeatedly attempts to reach a faculty member, but the instructor doesn't get the messages, which causes the student's grade to drop. A student working on campus has difficulty with sexual innuendo from a co-worker and is afraid of losing the job. A new student completed orientation, but orientation didn't cover everything. Who can help?

There are many answers for students, including the University Ombud Officer, the Office of Affirmative Action and the Office of Student Advocacy.

Ombud Office

"At the University, an ombud is a person who facilitates for another by navigating the University bureaucracy," said Mark Zurich, Affirmative Action Human Rights Investigator. Janet Wentworth fills the roll as Ombud Officer.

"Janet's office is in the Affirmative Action Office, but she is not part of Affirmative Action. She also does a lot of things that have nothing to do with discrimination," Zurich said.

He said she mediates, but she does not investigate. She helps students frame their arguments and get heard. And she cares.

"Like snowflakes, no two prob-

RESOURCE LIST

■ **OMBUD OFFICER:** Janet Wentworth Oregon Hall, 4th floor in Affirmative Action office Phone: 346-4215

■ **HUMAN RIGHTS INVESTIGATOR MARK ZUNICH:** Affirmative Action office Oregon Hall, 4th floor Phone: 346-2985

■ **STUDENT ADVOCATE MARLENE DRESCHER:** EMU, 3rd floor Phone: 346-3722

“
Like snowflakes, no two problems, are ever the same...there's always a different spin.

— Janet Wentworth
Ombud Officer

lems are ever the same... there's always a different spin," Wentworth said. "You have to be a good listener and have a lot of patience. People just relate problems in their own way."

Wentworth said she handles informal complaints, anything that may require sanctions or behavioral changes. Her office keeps complaint files for seven years, she said. Once enough related informal complaints have been filed, the president can request a formal investigation, she said.

"Some of this stuff can be pretty serious and if we don't do some-

thing about it, we're responsible," Wentworth said.

Affirmative Action Office

While Wentworth works with informal complaints about discrimination and other matters, Zurich is also responsible for formal complaints dealing with discrimination.

In part, his job is to uphold the University's equal opportunity code, both in academic and employment matters. He confidentially investigates formal grievances where discrimination is alleged.

The Affirmative Action Office accepts complaints not only from students, but also from faculty and staff members who feel another member of the University has discriminated against them.

Office of Student Advocate

The Office of Student Advocate, located in the EMU, is not a University department, said Mariana Negoita, assistant to the director of the Office of Student Advocacy.

"Student Advocate Marlene Drescher is an employee of the ASUO," Negoita said. "[Drescher] helps with problems of student conduct code issues and advises about disputes with faculty or university administration or administrative rules," she said.

Other problem-solving resources include: the University Mediator, Student Life, Counseling, the Office for Academic Advising, resident assistants, departmental advisors and secretaries, Wentworth said.

Project SafeRide

Saferide is a free rape-prevention shuttle service that provides women at the University of Oregon with a safe alternative to walking alone at night and risking possible assault. Call 346-0653 for more information.

Fall Term Hours

Sun - Thurs 6pm to 12am
Fri & Sat 6pm to 2am

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