

Ombudsperson

The Ombudsperson assists *students* with resolving conflicts and issues that arise in the course of their education and training that they believe have not or cannot be addressed within their academic department. The Ombudsperson can help mediate conflicts and provides information about institutional policies related to the student's issues, including the University's grievance procedures. The Ombudsperson directs students to further resources on campus as appropriate.

The Ombudsperson in the School of Health and Rehabilitation Sciences (SHRS) will be a neutral contact person (Non-faculty) for students with whom they can engage in informal discussions.

The Ombudsperson for SHRS is Kellie Beach, Director of Student Services, and Registrar. If you would like to meet with her, please email her at kbeach@pitt.edu to make an appointment

The roles of the SHRS Ombudsperson:

- Listen to **student** concerns.
- Explain University and SHRS School policies.
- Explain the grade appeal process.
- Act as a neutral resource between student and faculty member or an individual with whom the student is experiencing an academic conflict.
- Facilitate communication between and among individuals.
- Counsel faculty to minimize potential conflict.
- Coach students on how to talk to faculty and staff.
- Refer individuals to others as appropriate.
- Keep information confidential except as required by law or university policy, which includes Title IX issues.
- Act as an informal resource to students, faculty, and staff and direct students to other campus resources as appropriate.
- Work with Non-SHRS students, if the student wants to talk to an ombudsperson from a different school. SHRS Students may also contact an Ombudsperson from another school. In these situations, the student should realize that the ombudsperson will not be familiar with their school/program policies.
 - Click [here](#) for listing of Ombudspersons by school

What the SHRS Ombudsperson does not do:

- Change grades.
- Change policies.
- Take sides, but rather tries to facilitate a mutual understanding between differing points of view.
- Identify individuals without permission, except as required by law or university policy, which includes Title IX issues.
- The Ombudsperson is not involved in formal grievance procedures but will serve to provide guidance to the student in managing conflicts/problems and provide information about institutional policies and university grievance procedures that may be related to the student's conflicts/grievance

Learn more about the Ombudsperson in this [video overview](#).