

**UNIVERSITY OF PUERTO RICO AT CAYEY
OFFICE OF THE STUDENT’S OMBUDSPERSON
REPORT OF STUDENT COMPLAINTS OVER THE LAST FOUR MONTHS**

Summary of services provided from October 1, 2025 to February 26, 2026

The Office of the Student Ombudsperson at the University of Puerto Rico in Cayey operates pursuant to Certification No. 119 JG (2014–2015), which establishes dialogue, communication, and mediation as essential mechanisms for fostering a constructive and respectful academic environment. The institution reaffirms its commitment to addressing student-related concerns through recognized methods of conflict resolution, including mediation, negotiation, intervention, and conciliation. All cases are managed with confidentiality; therefore, the information presented does not disclose the identity of individuals who received services, nor does it include specific descriptions of the situations addressed or their resolutions.

Certification 119 JG (2014–2015), which outlines the Policy of the Office of the Student Ombudsperson, requires the submission of an Annual Report detailing statistical data on services provided as well as qualitative descriptions of the matters handled. The present document covers only the period from October 2025 through February 2026 and serves as a brief and preliminary update, as requested.

The situations documented in this report are classified into four categories: academic, administrative, interpersonal, and other matters. Each case was addressed using the modality -in person meetings, telephone communication, virtual meetings via *Microsoft Teams*, or email correspondence- that best met the needs of the individuals seeking assistance. This ensured equitable access, flexibility, and responsiveness in the provision of ombudsperson services. This approach reflects the institution’s broader commitment to student-centered support structures that facilitate the timely and effective resolution of concerns.

A total of 36 cases were addressed, involving the assessment of a range of situations and conflicts, which are presented in the tables below. In addition, 29 consultations were conducted, including collaborative efforts with student services offices to ensure a comprehensive and coordinated response to the matters presented. Several of these consultations and collaborative initiatives were carried out in partnership with the Office of Services for Students with Disabilities, the Security and Surveillance Office, the Dean of Student Affairs, and the Title IX Office.

Dr. Kathyria Vega López
Office of the Student’s Ombudsperson

| Type of complaint | October 2025 | November 2025 | December 2025 | January 2026 | February 2026 | Total |
|----------------------------|--------------|---------------|---------------|--------------|---------------|-----------|
| Academic | 2 | 14 | 8 | 13 | 5 | 42 |
| Administrative | | 1 | 1 | 1 | | 3 |
| Interpersonal | | | 2 | | 5 | 7 |
| Consultation / Orientation | 1 | 4 | 7 | 5 | 12 | 29 |
| Total | 3 | 19 | 18 | 19 | 22 | 81 |

| Academic Situations | General Description | Oct. 2025 | Nov. 2025 | Dec. 2025 | Jan. 2026 | Feb. 2026 | Total |
|--|---|-----------|-----------|-----------|-----------|-----------|-------|
| Grade Complaint: | <ul style="list-style-type: none"> - Calculation error. Error reported in the roll book. - Inconformity with the way of correcting or evaluating (System of Evaluation that is not clear to the student). - Grades are not reported on time. - Does not inform current grades before the partial drop period. - Disagreement / Appeal of final grade. | 1 | 5 | 3 | 6 | | 15 |
| Related to Exams/Quizzes/ Work to be Handed in: | <ul style="list-style-type: none"> - Inconformity or lack of clarity regarding the exam date (announce exams with little time before test dates). - Does not allow the exam to be taken if arrived late nor does offer an opportunity for a retake. - Lack of clarity in the evaluation and grading of exams or assignments - Assigns an exam outside of agreed upon dates. - Difficulty submitting work digitally or in person. | | 4 | 2 | 6 | | 12 |

| Academic Situations | General Description | Oct. 2025 | Nov. 2025 | Dec. 2025 | Jan. 2026 | Feb. 2026 | Total |
|---|---|------------------|------------------|------------------|------------------|------------------|--------------|
| Non-compliance with what is established in the Syllabus: | <ul style="list-style-type: none"> - Does not comply with the established objectives and contents. - The time assigned to topics is not complied with. - Makes changes to what is established in the Syllabus. - Gives instructions that aren't provided in the Syllabus. - Does not comply with the scale, the evaluation system and the number of exams announced in the Syllabus. | | 1 | | | | 1 |
| Inconformity with the class and the professor: | <ul style="list-style-type: none"> - Method or style of teaching. - Is not very nice to students. - Non-compliance with classroom agreements. - Does not accept student's complaints. - Difficulties with dialogue, communication, clarification of doubts, or agreements with professors. | | 3 | 3 | 1 | 4 | 11 |
| Other | <ul style="list-style-type: none"> - Copied work / Plagiarism / Academic dishonesty. - Failure to apply the reasonable accommodation. | 1 | 1 | | | 1 | 3 |
| Total | | 2 | 14 | 8 | 13 | 5 | 42 |

| Administrative Situations | General Description | Oct. 2025 | Nov. 2025 | Dec. 2025 | Jan. 2026 | Feb. 2026 | Total |
|----------------------------------|--|------------------|------------------|------------------|------------------|------------------|--------------|
| Student's aids related | <ul style="list-style-type: none"> - Difficulty with Financial Aid. - Claim or payment of tickets of fees or charges. - Difficulties in receiving assistance via email or in responding to emails. | | | | 1 | | 1 |
| Academic related | <ul style="list-style-type: none"> - Reclassification / Special Permits / Graduation Requirements. - Incomplete / Little opportunities for a section change. - Small academic offer / Little opportunity for independent courses. - Little schedule flexibility for a graduation candidate. - Difficulties with enrollment or course availability. - Exams or final projects scheduled on the same day and time. | | 1 | 1 | | | 2 |
| Total | | | 1 | 1 | 1 | | 3 |

| Interpersonal Situations | General Description | Oct. 2025 | Nov. 2025 | Dec. 2025 | Jan. 2026 | Feb. 2026 | Total |
|---------------------------------|---|------------------|------------------|------------------|------------------|------------------|--------------|
| Student to Student: | - Conflict resolution or communication problems. - Intimidation / Harassment / Threatening. | | | 2 | | 1 | 3 |
| Faculty to Student: | - Verbal Aggression / Thoughtlessness / Hostile Attitude. - Disrespectful to the students. - Intimidation and threatening. | | | | | 1 | 1 |
| Other: | - Unequal, hostile, or intimidating treatment. - Discomfort with the approach or interaction of strangers on campus. - Difficulties with dialogue, communication, clarification of doubts, or agreements. | | | | | 3 | 3 |
| Total | | | | 2 | | 5 | 7 |

| Consultation / Orientation | General Description | Oct. 2025 | Nov. 2025 | Dec. 2025 | Jan. 2026 | Feb. 2026 | Total |
|-----------------------------------|----------------------------|------------------|------------------|------------------|------------------|------------------|--------------|
| Academic Affairs: | | 1 | 4 | 3 | 3 | 4 | 15 |
| Administrative Affairs: | | | | 1 | 1 | 2 | 4 |
| Interpersonal Affairs: | | | | 1 | 1 | 3 | 5 |
| Other: | | | | 2 | | 3 | 5 |
| Total | | 1 | 4 | 7 | 5 | 12 | 29 |

Dr. Kathyria Vega López
Office of the Student's Ombudsperson