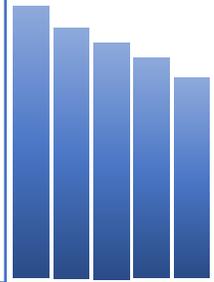


2024-2025 San Jose State University Student Ombuds Overview Report

The Office of the Student Ombudsperson (Ombuds) at San Jose State University (SJSU) provides a safe and supportive environment for students to seek informal and impartial assistance in addressing university-related issues, concerns, or conflicts. We advocate for the fair and equitable application of university policies and procedures, and adhere to the [Code of Ethics and Standards of Practice](#) set forth by the International Ombuds Association (IOA).

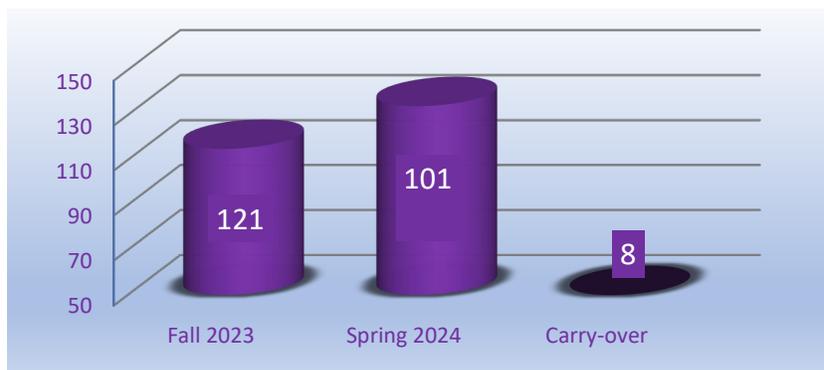


The role of the Ombuds is not to conduct investigations or supplant any formal process within existing SJSU procedures. Instead, the Ombuds assists students by either referring them to the relevant university office(s) or offering guidance on the appropriate processes to address their concerns.

Note: The information presented in this overview report was derived from voluntarily submitted Ombuds intake forms and has been anonymized. This data was collected solely for the purpose of capturing patterns and contextual factors within the population our office serves.

Number of Cases:

Fall 2024	Spring 2025	Total Cases Received in 2024-25	Carry-over from previous year (2023-24)	Total Cases Handled in 2024-25
121	101	222	8	230



Students feedback on their experience with the Office of the Student Ombudsperson:

“Every thing is good. Thank you.”- July 2024

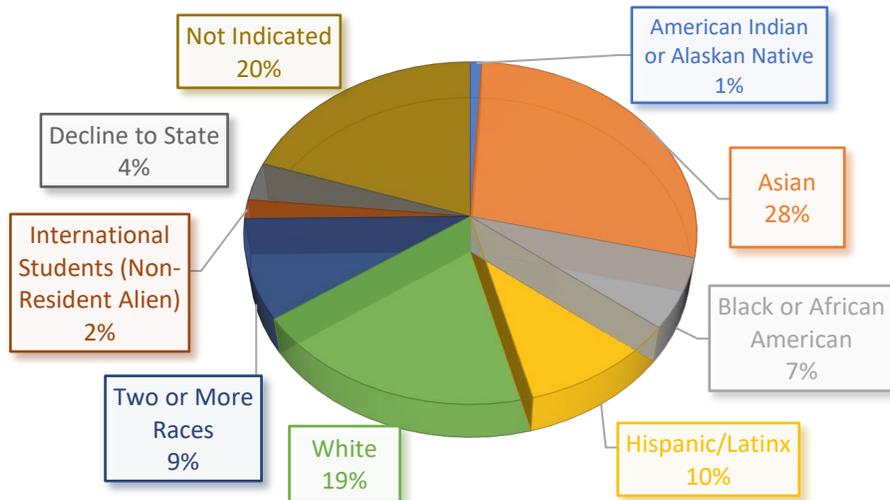
“Ombuds was very understanding and she helped me through the appeal process. She periodically checked in and responded to my emails in a timely manner. My issue was resolved thanks to the advice of [the Ombuds]. Thank you!”- Nov 2024

2024-2025 San Jose State University Student Ombuds Overview Report

Demography

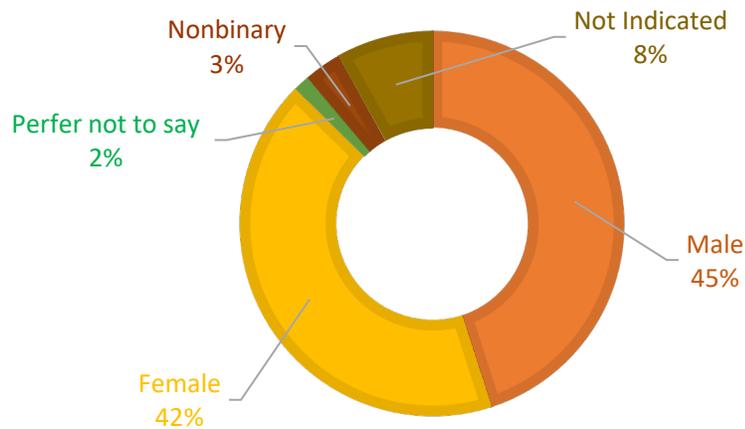
Ethnicity:

American Indian or Alaskan Native	2	White	43
Asian	62	Two or More Races	21
Black or African American	15	International Students (Non-Resident Alien)	4
Hispanic/Latinx	23	Decline to State	8
Native Hawaiian or Other Pacific Islander	0	Not Indicated	44



Gender:

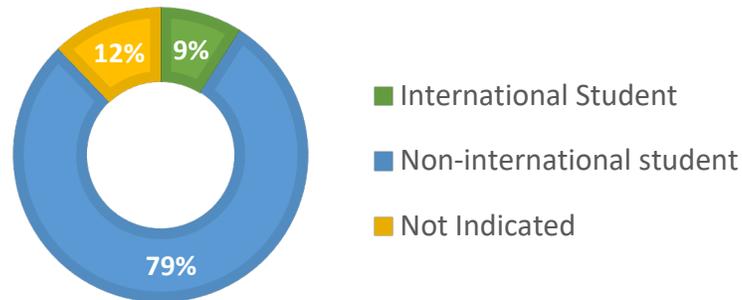
Female	Male	Non-binary	Prefer not to say	Not Indicated
94	100	7	3	18



2024-2025 San Jose State University Student Ombuds Overview Report

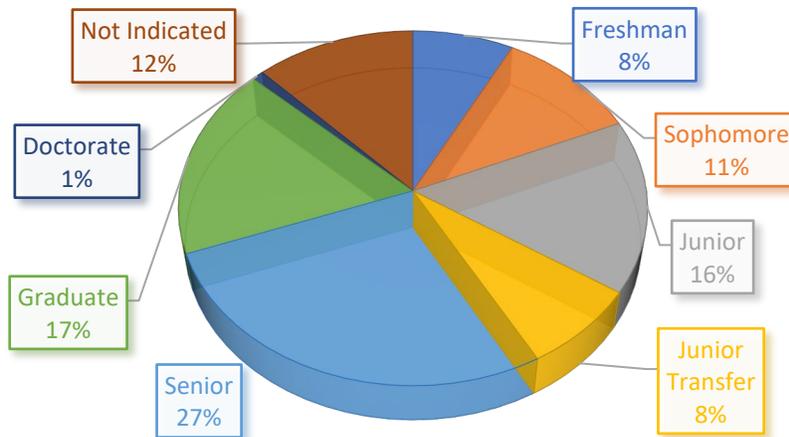
International Student:

International student	Non-international student	Not Indicated
20	175	27



Level:

Freshman	Sophomore	Junior	Transfer (Junior)	Senior	Graduate	Doctorate	Not Indicated
17	24	35	17	61	39	2	27



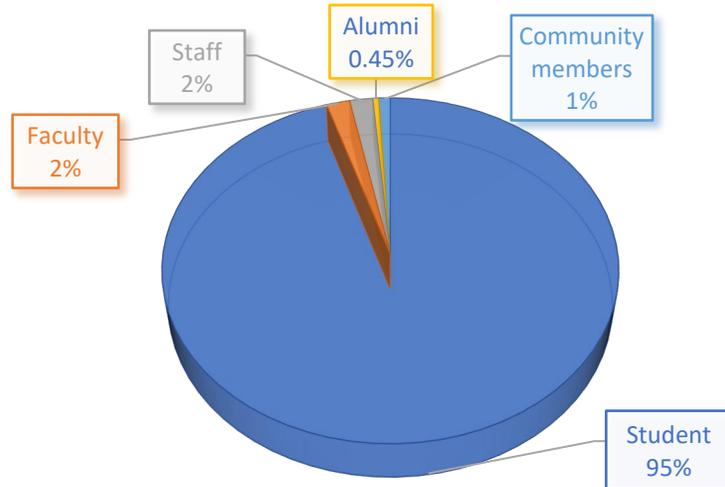
The ranking of student levels, considering those who disclosed their class level, is as follows:

- 1st. - Senior Students (27%)
- 2nd. - Juniors Students (24%, a total of 8% of Transfers + 16% of Non-transfer Juniors)
- 3rd. - Graduate Students (17%)

2024-2025 San Jose State University Student Ombuds Overview Report

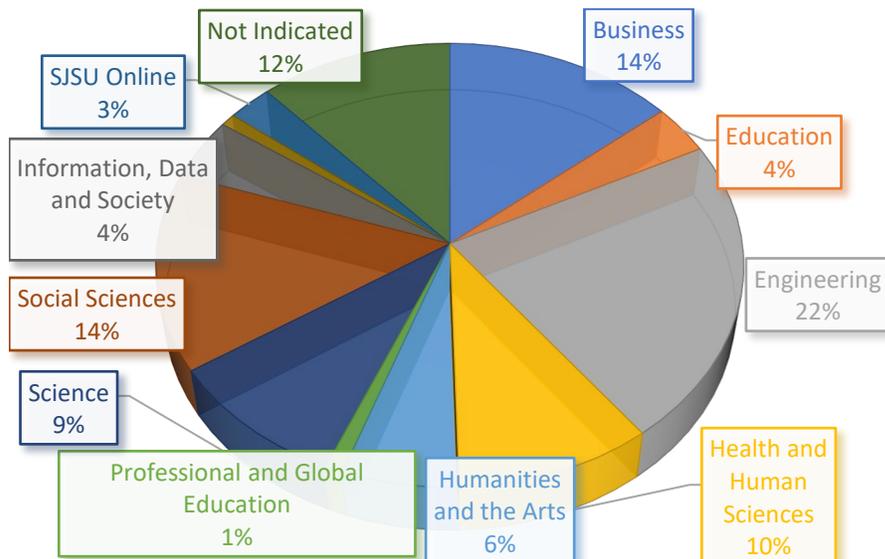
Role:

Student	Faculty	Staff	Alumni	Parent	Community Member
211	4	4	1	0	2



Colleges

Business	31	Science	21
Education	8	Social Sciences	32
Engineering	49	Information, Data and Society	10
Health and Human Sciences	22	Open University	2
Humanities and the Arts	13	SJSU Online	6
Professional and Global Education	2	Not Indicated	26

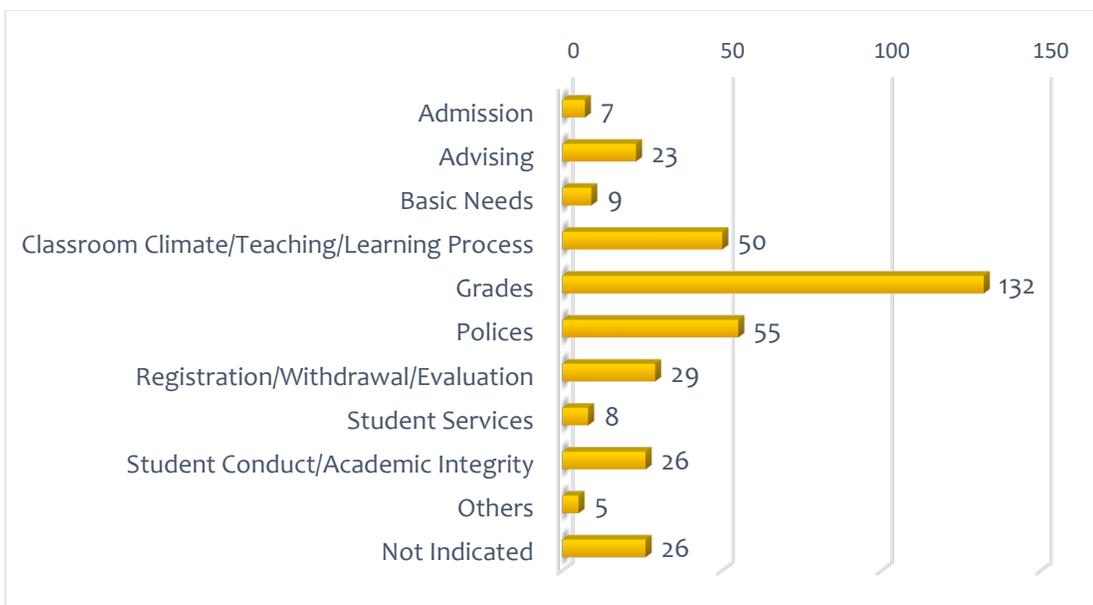


2024-2025 San Jose State University Student Ombuds Overview Report

Concern Category

Admission	7	Registration/Withdrawal/Evaluation	29
Advising	23	Student Services	8
Basic Needs	9	Student Conduct/Academic Integrity	26
Classroom Climate/Teaching/Learning Process	50	Others	5
Grades	132	Not Indicated	26
Polices	55		

“Grades” is the highest concern category in AY2024-25, represented slightly over one-third (1/3) of the total, at 36%



(Note: Overlapping data may arise because certain cases encompassed multiple concerns; consequently, the total number of concern categories may exceed the total number of cases.)

In the 12 months leading up to June 30, 2025, the Office of the Student Ombudsperson received 222 cases and handled a total of 230 cases. Of these, 163 cases have been successfully resolved and closed¹, while 59 cases remained open² at the end of the academic year.

Remarks: As the office underwent operational adjustment during the period from April to July 2025, the reported data for this period may not fully reflect actual conditions and should be interpreted with appropriate caution.

¹ closed – either the case was successfully resolved, or the relevant policy information was provided, and no further assistance was requested.

² remained open – the case requires further assistance and continue support.