

Student Ombuds
Office 203 Philips Memorial Building
Ms. Lisa Montgomery
610-436-3356

Offering students a
Map
By
Utilizing
Direct
Support

What is a Student Ombuds?

The Student Ombuds (Ms. Lisa Montgomery) is a resource that all students at West Chester University can utilize for assistance with questions and concerns. The Student Ombuds offers informal dispute resolution services, provides resources and referrals, and helps students consider options available to them to resolve matters related to their student experience at WCU.

• **What to expect when contacting the Student Ombuds by phone:**

Students should call 610-436-3356 and can expect their feedback and/or concerns to be heard. The Student Ombuds will follow up with students directly to provide next steps for each situation as requested.

• **What if a student would like to meet with the Student Ombuds?**

Students are welcomed and encouraged to meet with Ms. Montgomery. Please call to request an appointment. During any meeting, students can anticipate:

1. **Privacy:** Conversations will be held in the privacy of the Student Ombuds office and are not shared with anyone unless there is a legal obligation that requires disclosure of the discussion.*
2. **Neutrality:** The Student Ombuds Office will not take ANY sides in a conflict, dispute, or issue. The office operates impartially, seeking to provide a fair and equitable process.
3. **Informality:** The use of the Student Ombuds Office is voluntary.

Contact the WCU Student Ombuds Office today!
610-436-3356