

Ombudsman covers 'anything under the sun'

By Mindy L. Leiter
Staff Reporter

Students who have questions, complaints or are simply at a loss during the first few weeks of class need look no further than room 241 of the Administration Building.

There they will find Student Ombudsman Dave Temple who handles everything from questions about grades and tests to troubles with professors.

Dave Temple said that when he works with students he tries to make them aware of the policies of the university and tries to give them an idea of where they stand according to the university student guide.

Temple said that too many students throw out their student guides which contain answers to many of their questions.

Temple urges incoming students to hold onto their guides because they may need to consult them later and students are responsible for all of the policies that the guides contain.

By responsible, Temple said, he meant that ignorance of a university policy was no defense.

"If you don't know that you were supposed to pay tuition by a certain date, that is no excuse," he said.

However, many times students do not understand the bulletin and have questions about university policies, Temple said.

In that case, he said, the ombuds-

men was there to answer any questions.

Temple also handles personal concerns that students might have with their professors about grading policies, tests and lecture styles.

In situations where a student has a problem with a professor, Temple said he "acts through persuasion" to help the student and professor resolve the issue.

"I handle anything under the sun that has to do with the university. If a student has a problem or a question they can call me."

—Dave Temple
Student Ombudsman

Temple said he usually urges students to meet with their professor during office hours rather than trying to catch them before or after class.

"Professors really have no time at the end of class," he said. "It is important to set aside time during their office hours to speak to them and then contact the office if there are questions or problems," he said.

Usually, the professors are eager to help the student and the issue is re-



Jason Levkulich/DN

Ombudsman Dave Temple serves students at UNL by providing information to resolve problems, concerns or questions. Temple works on an individual basis with students.

solved in one meeting, Temple said.

Students also often have concerns with departments and the ombudsmen can help answer these questions as well.

He said many times students who had a problems or concerns with a department needed to learn to ask questions of people who were at the front desk.

"It's often a question of finding the right person at the front end who knows what's going on and can help them move their way through the system," he said.

"It teaches students how to deal with a bureaucracy," he said. "It's a learning experience."

Dave said that his office was "in-

formation central" for any students or new students who were encountering problems at the university.

"I love what I do," he said. "So many times students will come into my office and say 'Gee, I'm at wits end, I just don't know what to do.' I talk to them for awhile, get them calmed down, find out exactly what the problem is and try to solve the problem."

"I handle anything under the sun that has to do with the university. If a student has a problem or a question they can call me," he said.

Dave Temple can be reached at 472-9292. He has voice mail that he checks seven days a week.

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