

# Students, this ombud's for you

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*Jambar Reporter*



**SATRUM**

K.J. Satrum, who will act as a neutral body to students, said she doesn't know what problems are out there or what types

of complaints she'll be hearing but she can expect anything from unpaid bills to problems students may have in the classroom.

Satrum, executive director of Student Services, was assigned the additional position of student ombudsperson by University President Dr. David Sweet last week.

Satrum will still be fulfilling her duties in Student Services.

Sweet, who created the position to help students with unresolved problems and challenges, first announced the position last year.

While many other universities already have a student ombudsperson in place, this is the first time anyone has held the position at YSU.

Satrum said the position is still unfolding at this point but her duty will be to catch unresolved problems.

"A lot of processes and departments already exist that are designed to help students with different types of problems," said Satrum.

"My job will be to help students with problems or even just direct students to where they need to go to get answers if the department already exists," she said.

"For example, some students may need to go to academic grievances to resolve a

problem, but they don't know to go there, so I'll direct them," she said.

Not all students are sure the idea of having a student ombudsperson will be completely effective, however.

Isma Nawaz, freshman, psychology, said that if she had a personal problem she would call a hotline before going to an ombudsperson.

"If people knew more about the position it would be more helpful," said Nawaz.

Jamie Baldwin, sopho-

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more, early childhood education, said, "I think students would go to her for financial problems and things like that, but it would be strange to go to someone you don't know to help you with personal problems.

"In high school, you have relationships with guidance counselors that you've built over four years, so it's easier to talk to someone face-to-face,"

she said.

However, Baldwin also said the position would be especially useful to students who have problems and don't know many people on campus.

In response, Satrum said students are welcome to come to her office, or they can call her and talk over the phone if they feel more comfortable.

Satrum said the position is growing. She has put up posters

on campus, set up table tents and put ads in The Jambar in an effort to get the word out to students about the new service.

"If you need a problem solved just come in. It doesn't matter who you are or what type of problem it is," said Satrum.

Students can reach Satrum at (330) 742-3571 or in her office, which is located on the second floor of Kilcawley Center.