



## OMBUDS PROGRAM

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## RATIONAL

The College of Education and Human Development is committed to continuous climate improvement. One strategy to address climate is through offering ongoing opportunities to build individual capacity and organizational capacity. Part of building capacity involves offering communication and dialogue resources to provide support to our faculty, staff, and students.

## GOAL

Provide resources and support to our faculty, staff, and students.

# CEHD OMBUDS PROGRAM

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As a College member, whether faculty, student or staff, you work with diverse people under all kinds of circumstances. It is common for conflicts to arise causing you frustration, stress, worry, or distraction. Utilizing the CEHD Ombuds Program is an opportunity to discuss your work concerns through a process with an Ombudsperson. This is an additional College resource for you to get information and support.

## What is the CEHD Ombuds Program?

The College Education and Human Development Ombuds Program is made up of volunteer faculty and staff who are a resource for our faculty, students, and staff to engage in dialogue about workplace and educational conflicts. You might choose to use an Ombudsperson when:

- You have an issue or a concern that you and others cannot resolve and/or that you would prefer not to address through formal processes (e.g., grievance).
- You have a matter that you want to gather additional perspective, information and ideas to address your issue.
- You have a problem or conflict, and are unsure with whom to speak or what options are available to address it.

## CEHD OMBUDS SERVICES

CEHD faculty, staff, graduate students, and undergraduate students may utilize a CEHD Ombudsperson.

- Each department has a faculty member (as determined by the department head) and staff person(s) (as determined by SAC membership) serving as ombudsperson for faculty, staff, and students. A listing of the current CEHD Ombudspersons can be found [here](#).
- Some departments also use their advisors in an ombuds role to serve their undergraduate students.



## What is a CEHD Ombudsperson?

An Ombudsperson is a trained individual who practices neutrality and whose main function is to provide confidential and informal assistance to the College community. The purpose of the CEHD Ombudsperson is to provide faculty, staff and students a confidential and informal place to discuss work-related concerns, discuss options they are considering, and request assistance to informally resolve workplace conflicts.

What an Ombuds Does	What an Ombuds does <i>not</i> do
<ul style="list-style-type: none"> <li>• Listen</li> <li>• Offer information about accessing CEHD policies and procedures</li> <li>• Discuss your concerns and clarify issues with you</li> <li>• Help you identify a range of possible options for addressing or solving problems</li> <li>• Gather information and offer referrals to other resources</li> <li>• Offer coaching to help you prepare for a difficult conversation</li> <li>• Facilitate communication</li> <li>• Track perceived issues and trends to share with ODDI</li> <li>• Make recommendations for institutional improvements through ODDI</li> </ul>	<ul style="list-style-type: none"> <li>• Replace College or departmental formal processes to address conflict</li> <li>• Make decisions or findings of fact</li> <li>• Establish, change or override policies</li> <li>• Offer legal advice</li> <li>• Offer psychological counseling</li> <li>• Participate in grievances or other formal processes</li> <li>• Serve as an agent of notice for the university</li> <li>• Serve as an advocate for any person</li> </ul>

## Contact an Ombudsperson

[CEHD Ombuds contact list](#)

## Learn More

[CEHD Ombuds Program Information Document](#)

*1<sup>st</sup> Reading Dean's Council, July 2014  
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