POP QUIZ

What is the correct gender-neutral term?
- A) Ombudsman
- B) Ombuds
- C) Ombudsperson
- D) All of the above
- E) It depends on who you ask
Department Chair Fall Forum
Wednesday October 9th, 2013

University of California, Riverside
Office of the Ombuds
390 Surge Building
(951) 827-3213
WHO UTILIZES THE OMBUDS OFFICE?
VISITORS JANUARY 2011-JULY 2013

- Community Members, 23, 5%
- Undergrads, 102, 23%
- Graduate Students, 68, 15%
- Academic Appointments, 80, 18%
- Staff, 151, 33%
- Student Unknown, 14, 3%
- Unknown, 13, 3%
- Unknown, 23, 5%

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Who Utilizes the Ombuds Office? Average Usage Rates Jan ’11 - June ‘13

Undergraduate: 0.25%
Graduate: 1.23%
Staff: 1.40%
Academics: 2.49%
“A Safe Place...”

Office of the Ombuds
A safe place to navigate through difficulties at UCR

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“...TO NAVIGATE THROUGH...”

A Typical Initial Consultation:
- Orientation
- Listening
- Goals & Priorities
- Options
- Action Plan
“...DIFFICULTIES AT UCR”

Types of conflicts Chairs become involved in:
- Undergraduate Student – Graduate Student
- Undergraduate Student – Faculty
- Graduate Student – Faculty
- Staff – Student
- Staff – Faculty
- Faculty – Faculty
- Department – College
“...DIFFICULTIES AT UCR”

Common types of conflicts

- Grade Appeals
- Complaint about Instructor
- Disputes over Academic Integrity
- Departmental Staff – Faculty relationship
- Conflicts between Departmental Faculty
- Research Misconduct
- Advisor – Advisee Disagreements
- Incivility
- Sexual Harassment, Discrimination
Reasons Chairs May Want to Make Use of the Ombuds Office

- You need a confidential sounding board on a challenging matter.
- You are unsure of where to go to, or whether you are required to take action.
- You are looking to find an informal way of resolving a situation.
- You believe the situation could benefit from an impartial mediator or facilitator.
- You would like training/workshops relating to conflict management.
- You want to refer others to the Ombuds.
**Reasons the Ombuds may Contact Chairs**

- In an effort to impartially & informally resolve a matter that has been brought to the Ombuds.
- To gain clarity about a situation or departmental procedures.
- To provide anonymous upward feedback on systemic and emerging issues impacting the department.
- To informally “check in”.
POP QUIZ #2

What year was the UCR Ombuds Office founded?

- A) 1954
- B) 1968
- C) 1979
- D) 1992
- E) 2001
Q & A

- Questions?
- Comments?
- Thanks for your time!