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 29th, 2014

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, 36, 6%
- Unknown, 12, 2%
- Staff, 204, 33%
- Undergrads, 137, 22%
- Graduate Students, 83, 14%
- Academic Appointments, 129, 21%
- Student Unknown, 12, 2%
- Community Members, 36, 6%

2014 Andrew Larratt-Smith, UCR Office of the Ombuds.
“A SAFE PLACE…”

CONFIDENTIALITY
INFORMALITY
IMPARTIALITY
INDEPENDENCE
“...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!