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
Thursday October 1st, 2015

University of California, Riverside
Office of the Ombuds
390 Surge Building
(951) 827-3213
WHO UTILIZES THE OMBUDS OFFICE?
VISITORS JANUARY 2011 – JUNE 2015

Community Members, 55, 7%
Undergrads, 184, 23%
Graduate Students, 115, 14%
Academic Appointments, 177, 22%
Staff, 243, 30%
Student Unknown, 24, 3%
Unknown, 12, 1%

2014 Andrew Larratt-Smith, UCR Office of the Ombuds.
CONFIDENTIALITY
INFOMALITY
IMPARTIALITY
INDEPENDENCE
COMMON TYPES OF ISSUES CHAIRS FACE

- 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
10 Reasons You May Want to Use the Ombuds Office

1) You want to confidentially explore your options
2) You want to confidentially acquire information about a process
3) You want a confidential sounding board on a challenging matter.
4) There is no formal process for dealing with the problem.
5) You want to address a problem through an alternative informal approach
10 REASONS YOU MAY WANT TO USE THE OMBUDS OFFICE (CON’T)

6) You believe the situation could benefit from an impartial mediator or facilitator.
7) There is a problem with the formal process.
8) You want to improve departmental climate.
9) You want a sounding board for designing a process.
10) You would like workshops relating to conflict management.
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 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
QUESTIONS / DISCUSSION