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
Chair Fall Forum  
Monday, October 24th, 2016  

University of California, Riverside  
Office of the Ombuds  
390 Surge Building  
(951) 827-3213
WHo UTILIZES THE OMBUDS OFFICE?

Visitors January 2011 - June 2016

- Community Members | 63 | 6%
- Undergrads | 228 | 22%
- Graduate Students | 167 | 16%
- Academic Appointments | 210 | 21%
- Staff | 311 | 31%
- Unknown | 12 | 1%
- Student Unknown | 26 | 3%

2016 UCR Office of the Ombuds.
CONFIDENTIALITY
INFORMALITY
IMPARTIVITY
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
LIST OF SERVICES PROVIDED BY THE OMBUDS OFFICE

For Individuals
- Confidential Individual Consultation
- Informal Assistance

For Units or Groups
- Conflict Climate Assessment
- Facilitated Conversation or Mediation
- Communication Protocols
- Workshops

For Administrators
- Systemic Input
Office of Administrative Resolution
Contact: John Andersen, vpar@ucr.edu

Issues Addressed:
• Inappropriate & improper Faculty behavior
• Breakdowns in collegial faculty relations
• Violations of Faculty Code of Conduct (APM 015)

Through:
• Consulting & Advising
• Mediation & Informal Resolution
• Formal Disciplinary Procedures

• Department Chairs are the front line of these issues
• Early interventions are better than late interventions
• Office is available to work with you in addressing issues
## Ombuds – VPAR Role Comparison

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<thead>
<tr>
<th></th>
<th>Ombuds Office</th>
<th>VPAR</th>
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<tbody>
<tr>
<td><strong>Constituents?</strong></td>
<td>Students, Staff, Faculty, Community</td>
<td>Predominantly Faculty</td>
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<tr>
<td><strong>Scope of issues?</strong></td>
<td>UCR-Related Concern</td>
<td>Predominantly Faculty Discipline</td>
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<td><strong>Role?</strong></td>
<td>Designated Neutral</td>
<td>Represents the Administration</td>
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<td><strong>Reporting Office?</strong></td>
<td>Non-Reporting (Confidential)</td>
<td>Reporting</td>
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<td><strong>Can assist in informal resolution?</strong></td>
<td>Yes</td>
<td>Yes</td>
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<tr>
<td><strong>Participates on behalf of administration in formal faculty disciplinary processes?</strong></td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Available to discuss issues proactively?</strong></td>
<td>Yes</td>
<td>Yes</td>
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