



# 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



OFFICE OF THE  
**OMBUDS**

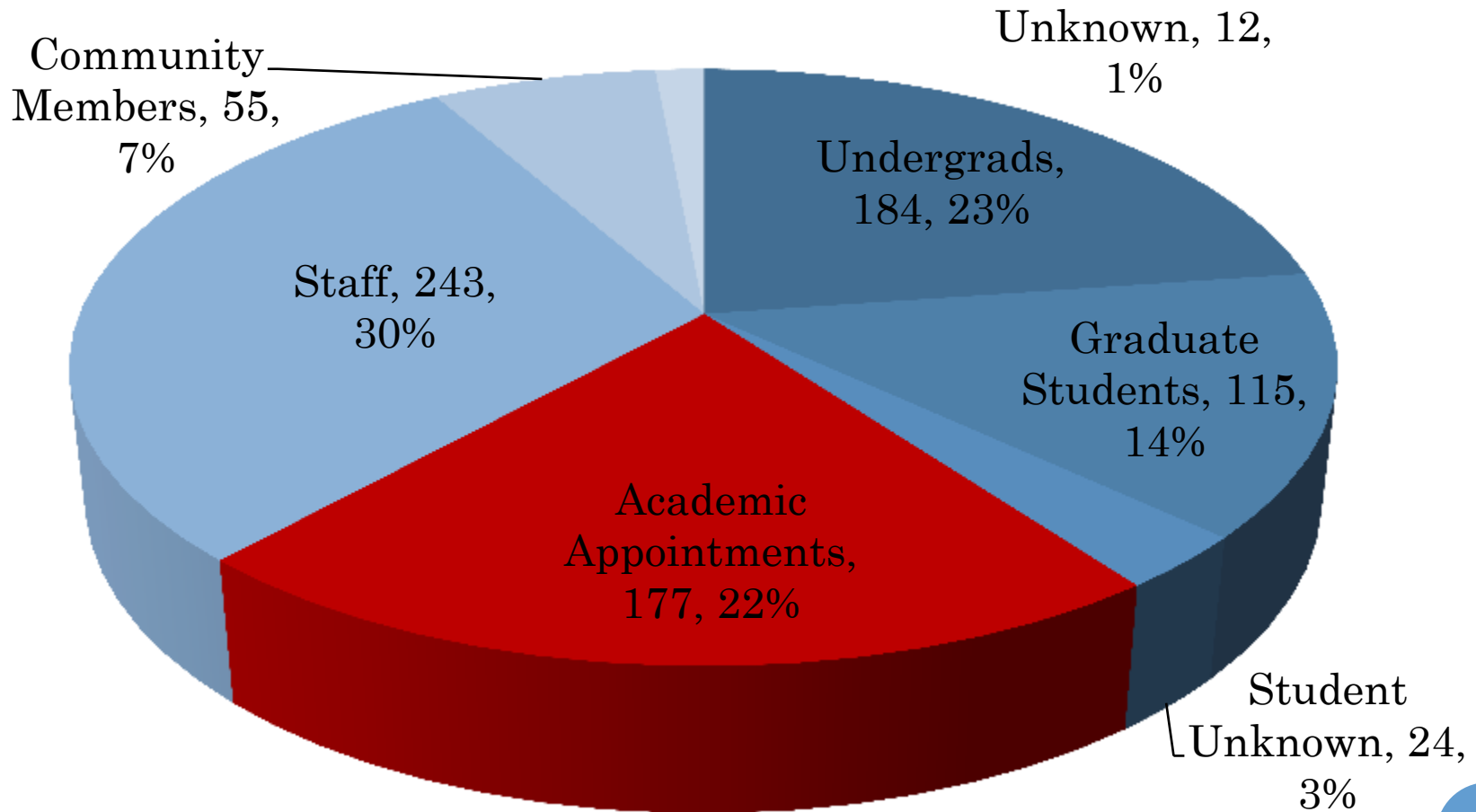
*A safe place to navigate  
through difficulties at UCR*

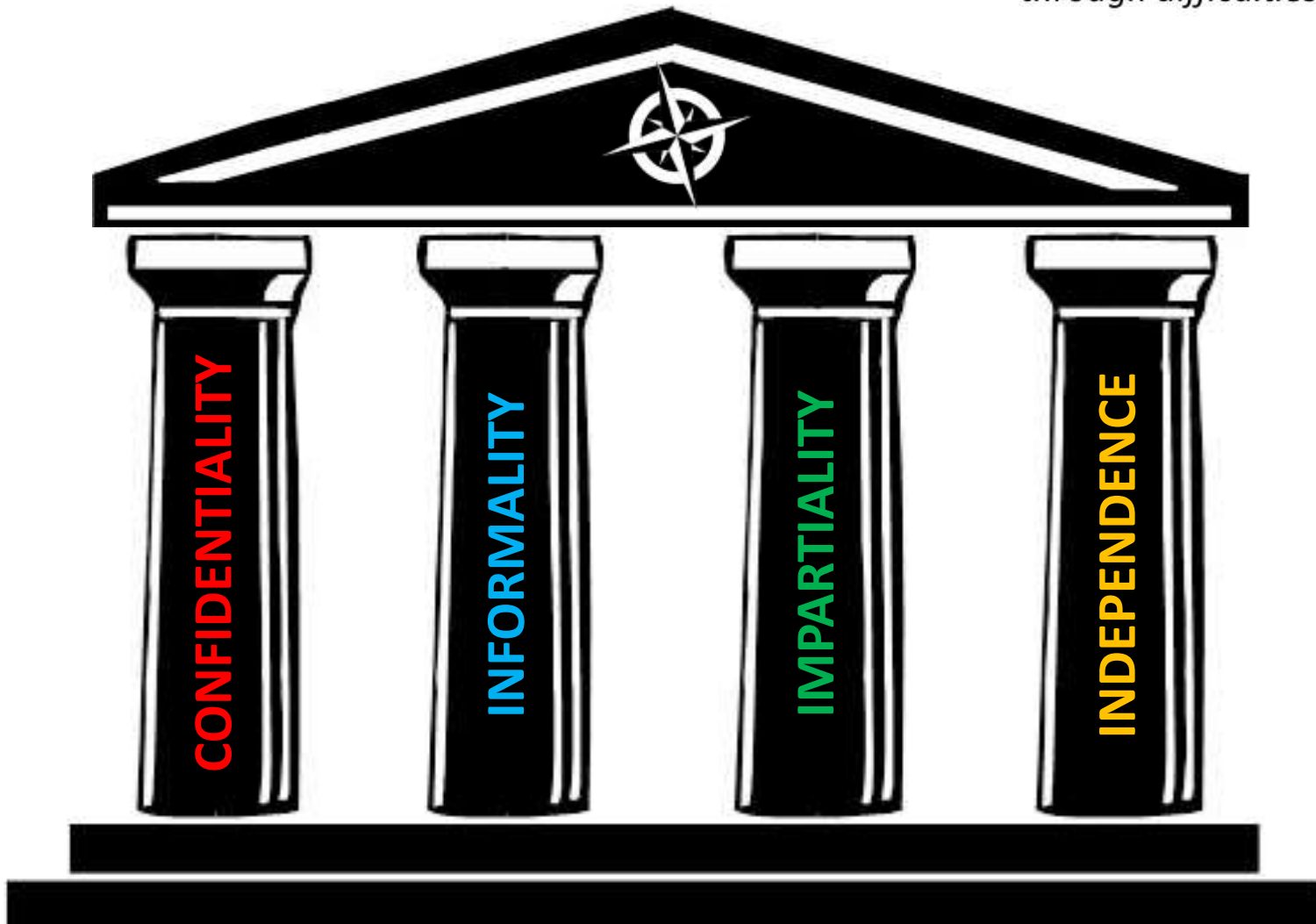
**Department Chair Fall Forum  
Thursday October 1<sup>st</sup>, 2015**

**University of California, Riverside  
Office of the Ombuds  
390 Surge Building  
(951) 827-3213**

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# WHO UTILIZES THE OMBUDS OFFICE? VISITORS JANUARY 2011 – JUNE 2015







# 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

