



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

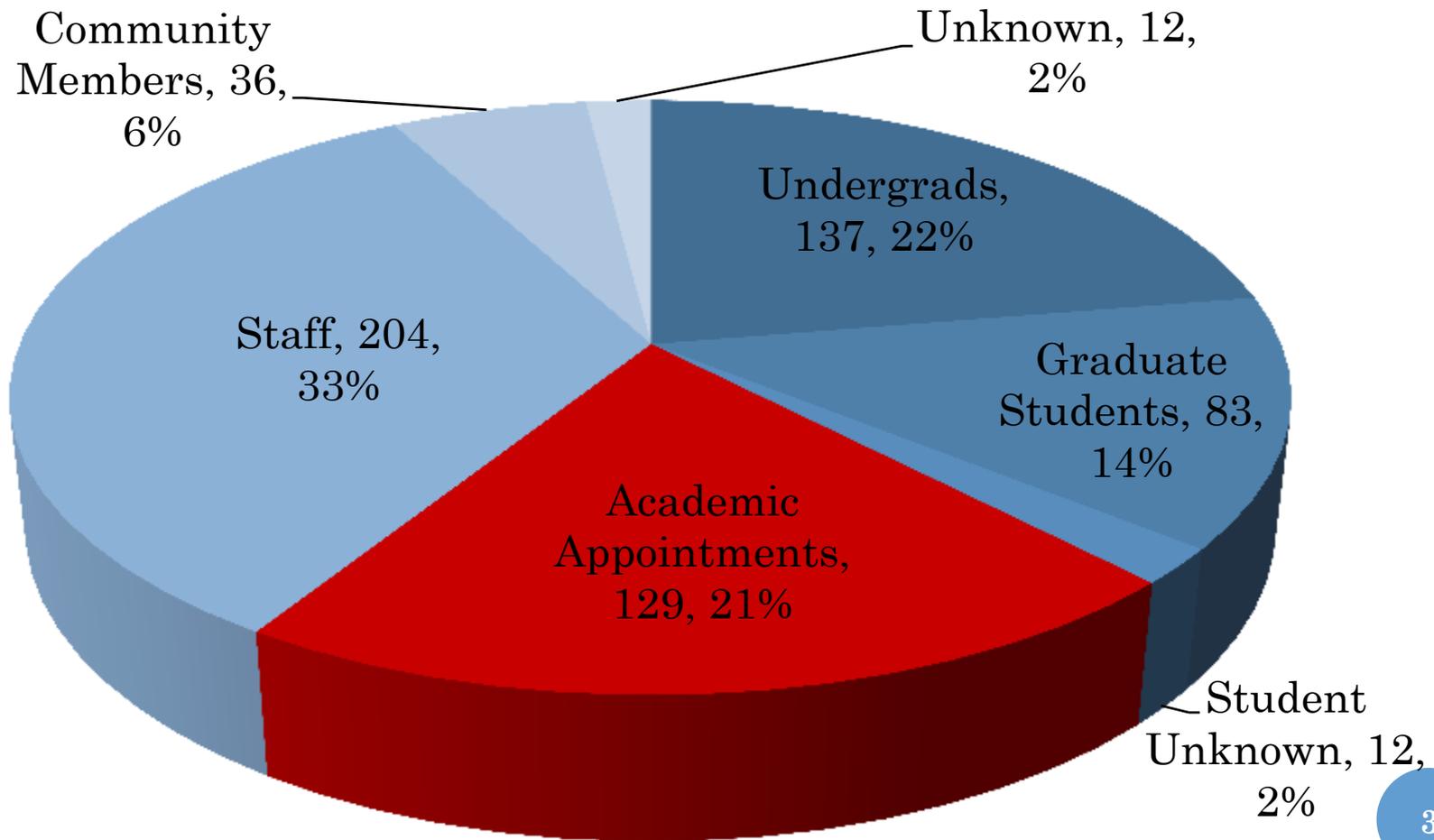
*A safe place to navigate
through difficulties at UCR*

**Department Chair Fall Forum
Wednesday October 29th, 2014**

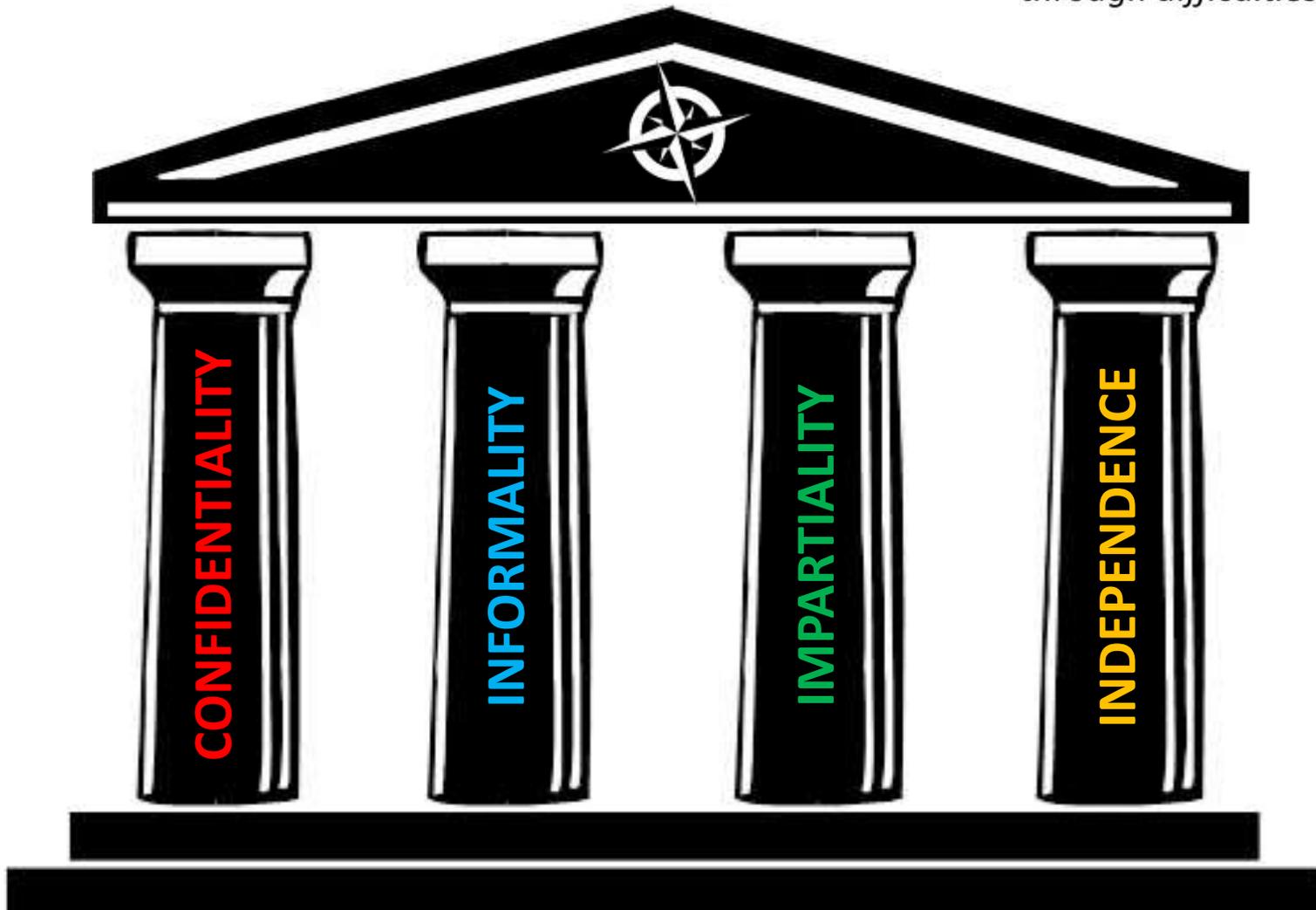
**University of California, Riverside
Office of the Ombuds
390 Surge Building
(951) 827-3213**

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WHO UTILIZES THE OMBUDS OFFICE? VISITORS JANUARY 2011-JULY 2013



“A SAFE PLACE...”



“...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!