



# 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**

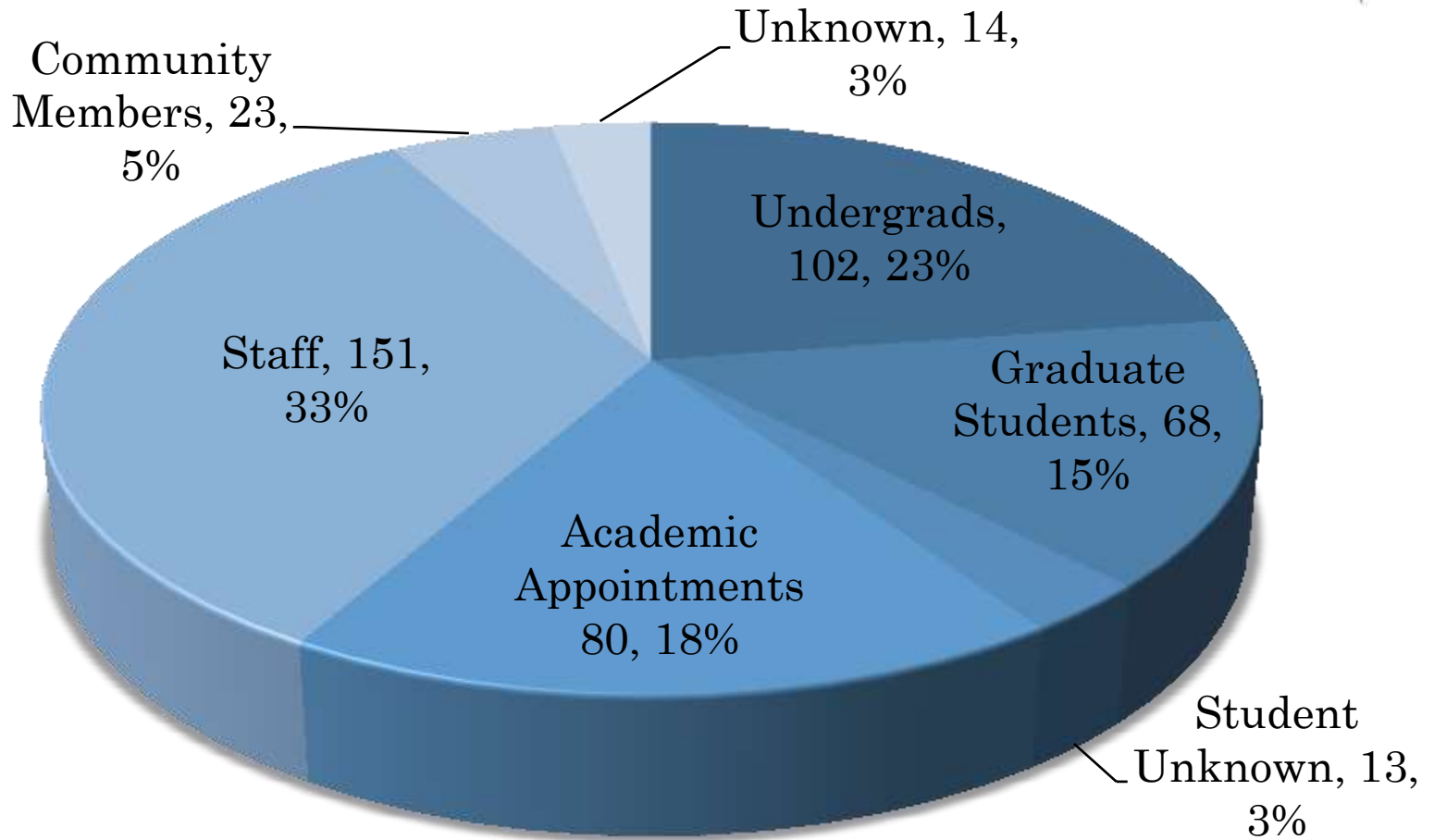
*A safe place to navigate  
through difficulties at UCR*

**Department Chair Fall Forum  
Wednesday October 9<sup>th</sup>, 2013**

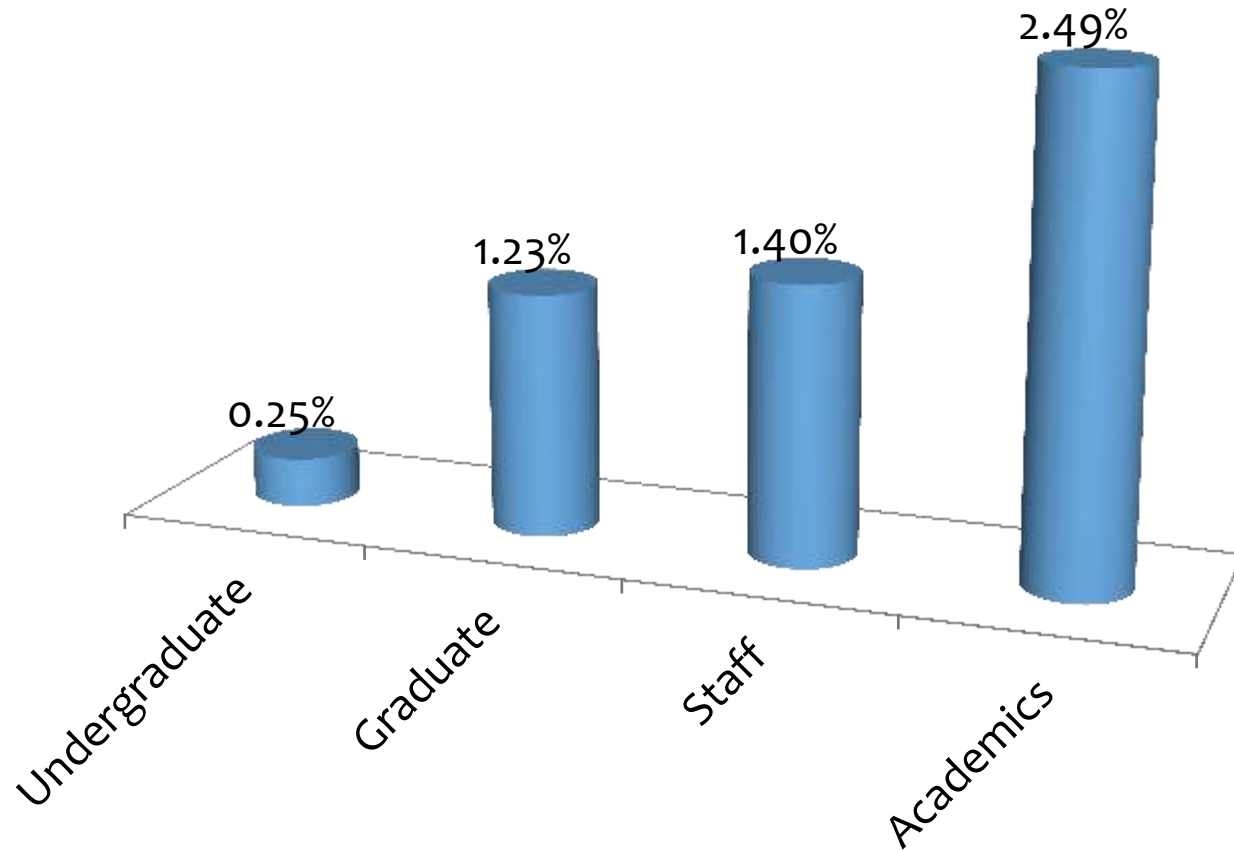
**University of California, Riverside  
Office of the Ombuds  
390 Surge Building  
(951) 827-3213**

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



# WHO UTILIZES THE OMBUDS OFFICE? AVERAGE USAGE RATES JAN '11- JUNE '13



“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!