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 3rd, 2017

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

Visitors July 2012 – June 2017

- Undergraduates, 240, 23%
- Graduate Students, 188, 18%
- Academic Appointments, 221, 21%
- Staff, 295, 28%
- Community Members, 72, 7%
- Unknown, 8, 1%
- Student Unknown, 22, 2%
Who Utilizes the Ombuds Office?

Number of Visitors Initiating Cases Annually at the UCR Ombuds Office

Andrew Larratt-Smith, UCR Office of the Ombuds.
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
# Ombuds – VPAR Role Comparison

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