



# 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*

**Chair Fall Forum**

**Monday, October 24th, 2016**

**University of California, Riverside**

**Office of the Ombuds**

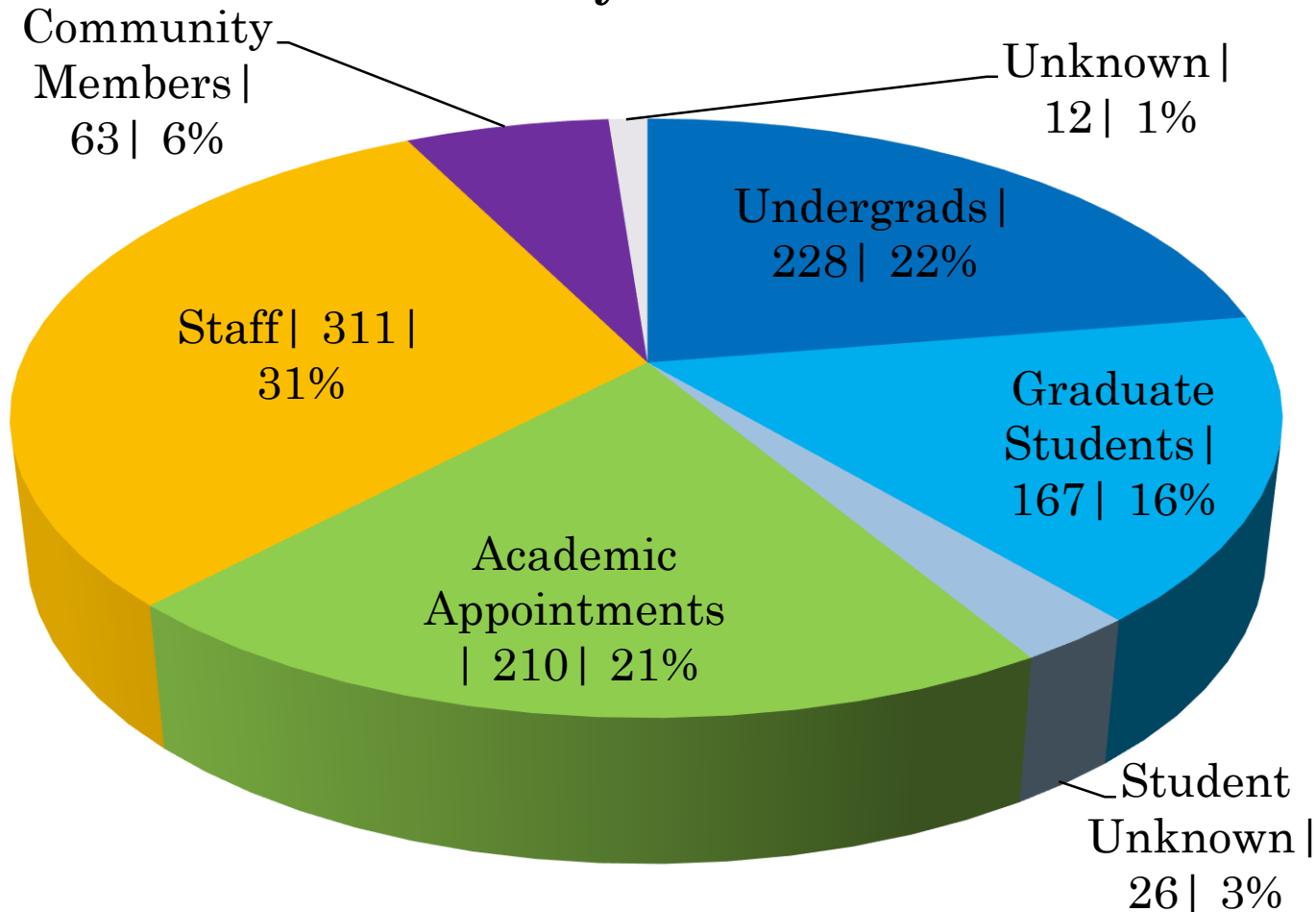
**390 Surge Building**

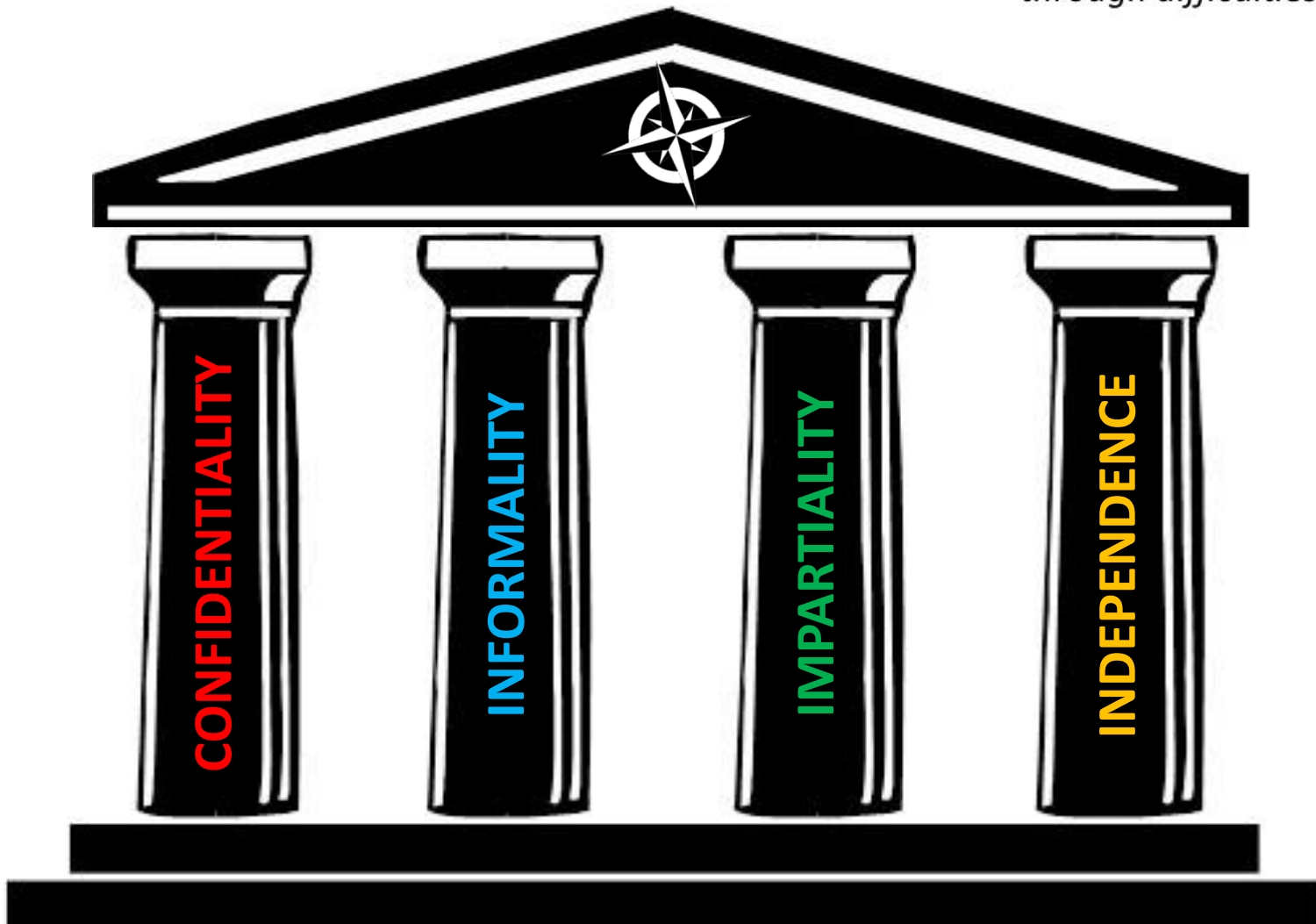
**(951) 827-3213**

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# WHO UTILIZES THE OMBUDS OFFICE?

## Visitors January 2011 - June 2016







# 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](mailto: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

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