

# Student Ombuds Services

Academic Senate Presentation  
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# Ombuds



Resource for conflict resolution

A neutral person who listens to students concerns off the record and helps them to explore different solutions.



# Ombuds

- › International Ombudsman Association
- › Code of Ethics and Standards of Practice

# Standards

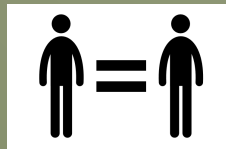
› Confidentiality



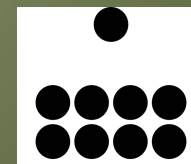
▶ Informality



▶ Impartiality



▶ Independence



# What an Ombuds does:



- Safe place for discussion
- Listen confidentially & off the record
- Clarify issues
- Answer questions
- Explain university policy and procedures
- Referrals - on an off campus
- Explore options
- Mediate
- Track trends
- Recommendations for policy changes to remedy recurring problems

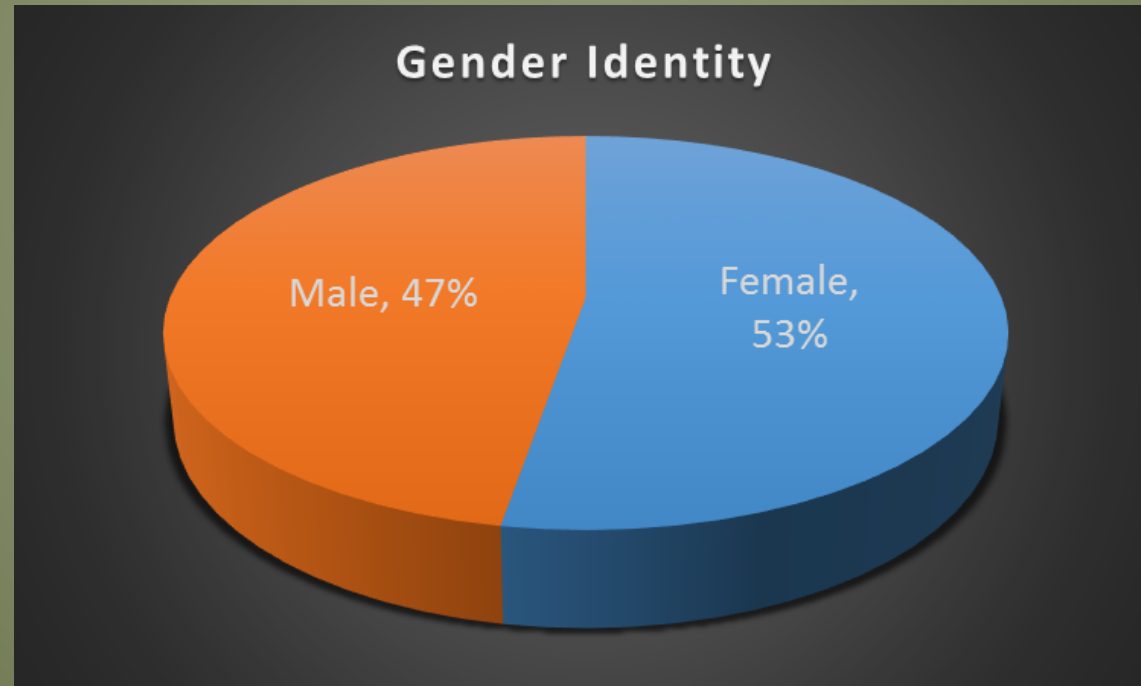




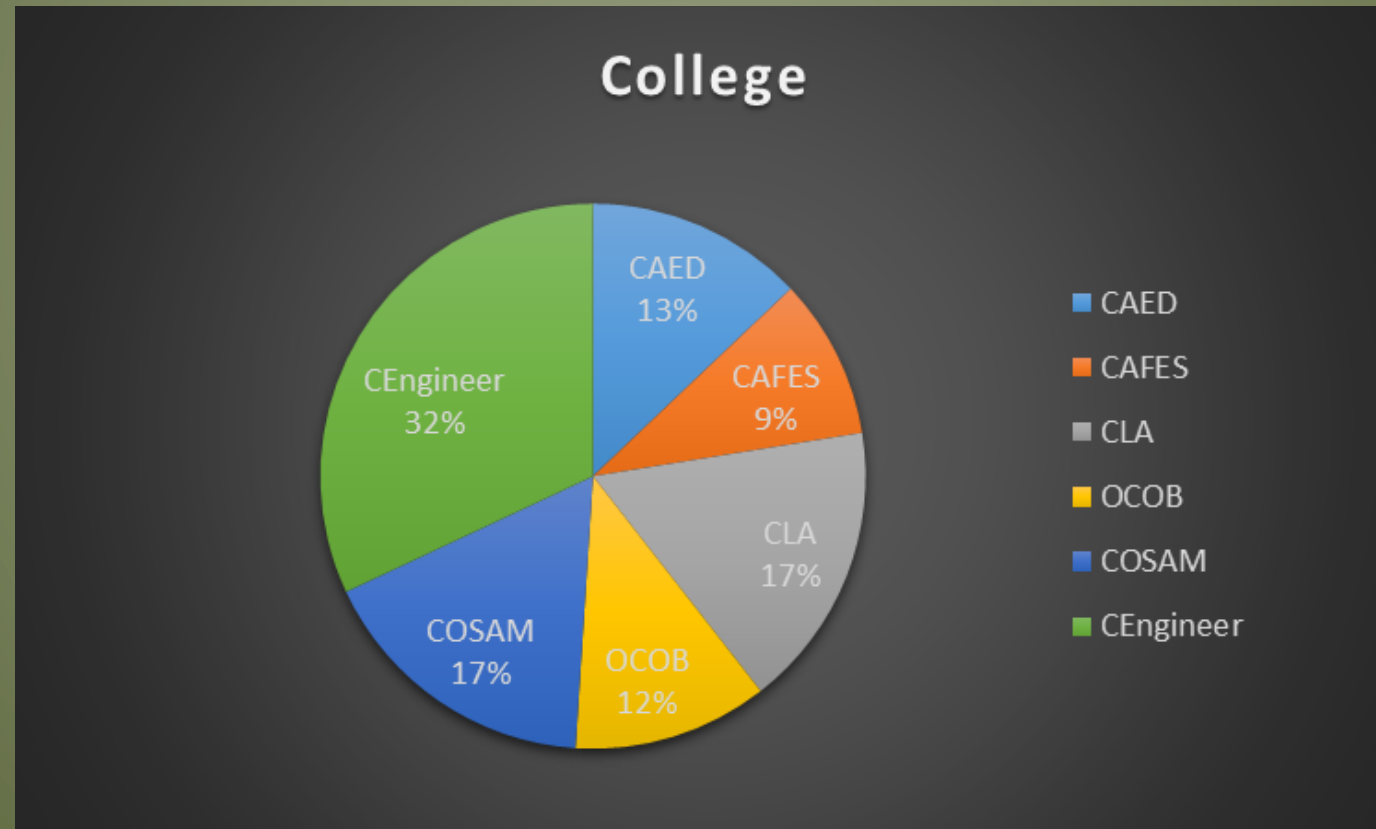
## Ombuds does NOT:

- Advocate for any individual or group
- Represent the University
- Make decisions for students
- Offer legal advice
- Hear formal complaints
- Participate in any formal process
- Maintain identifying records  
(to protect student privacy)

# Who is Served:

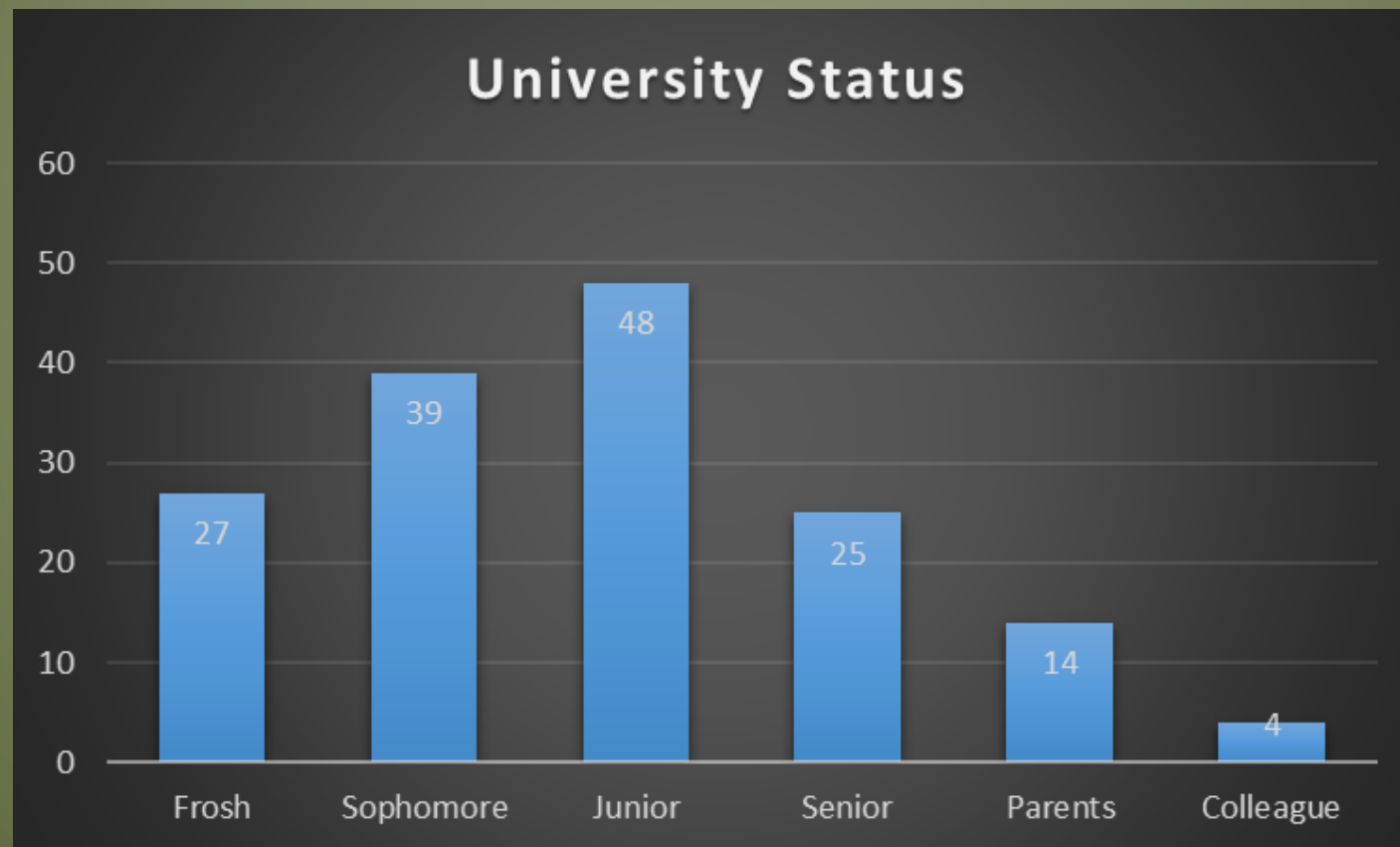


# Who is Served:





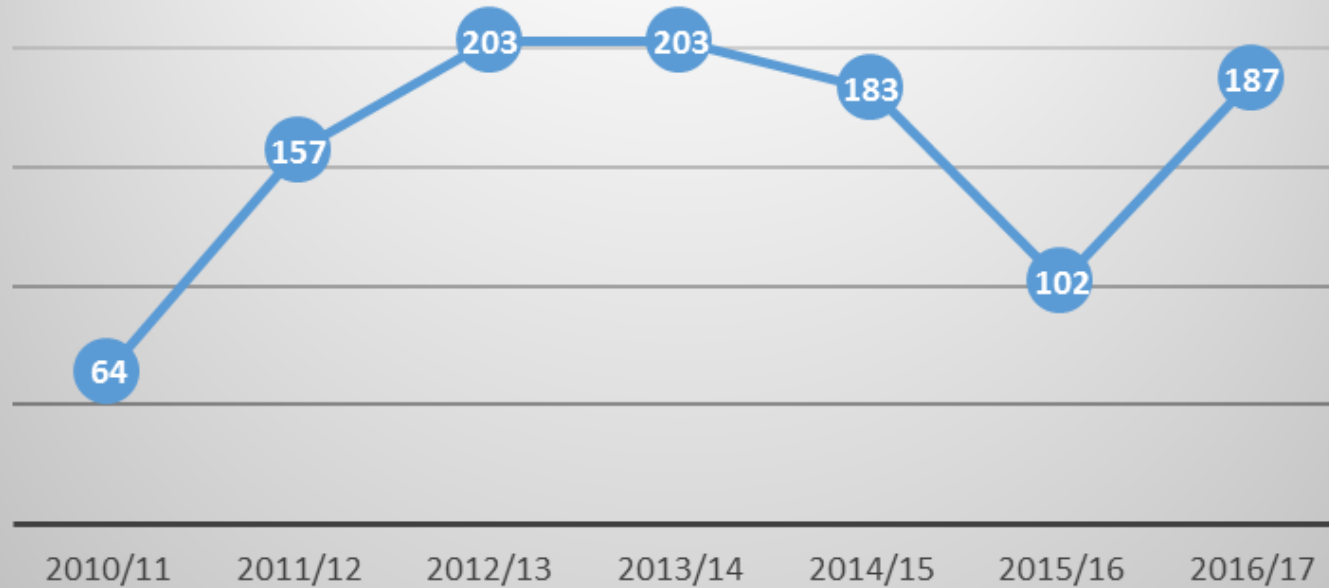
# University Status



# Over Time



Historical Case Trend



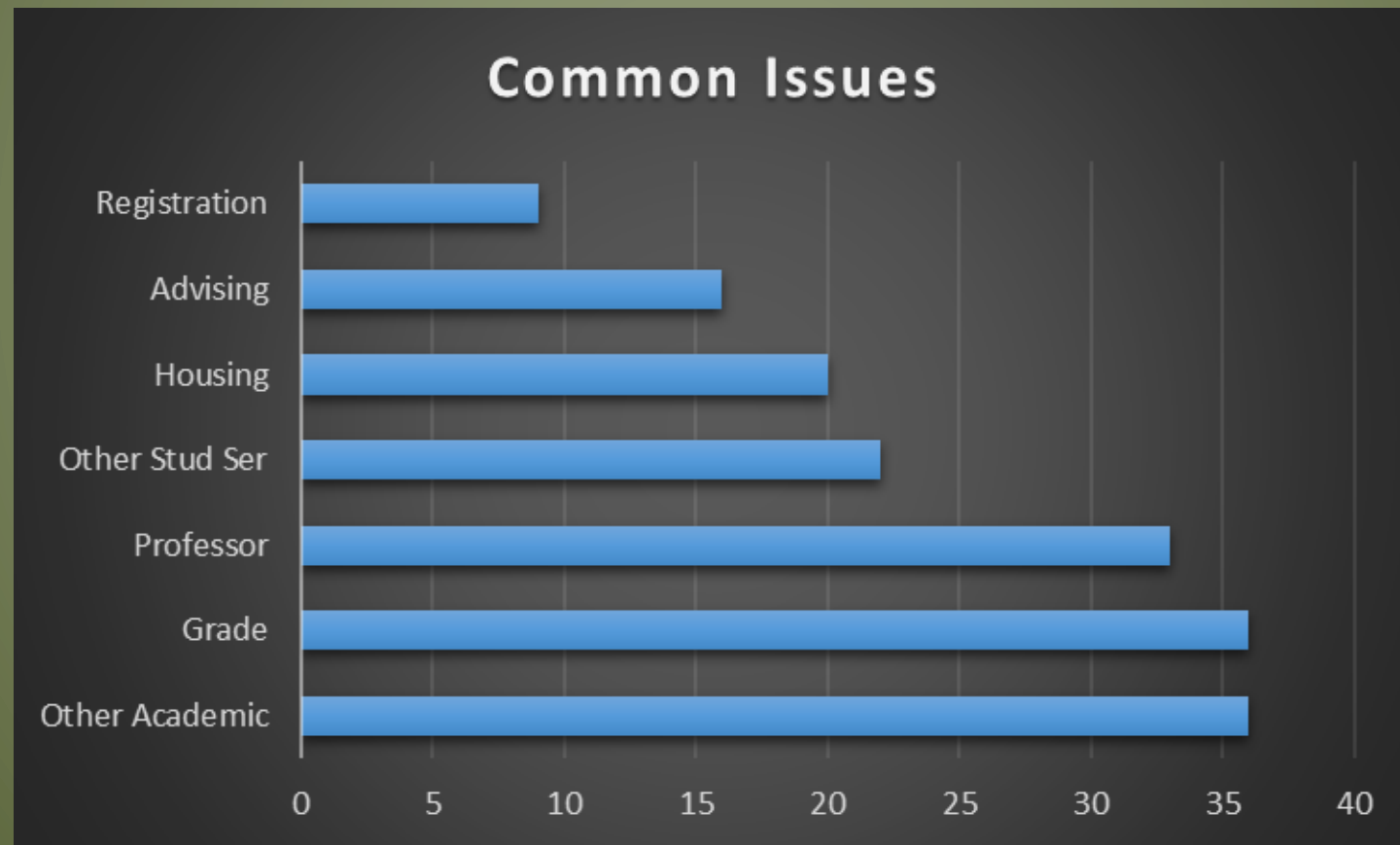
# History:



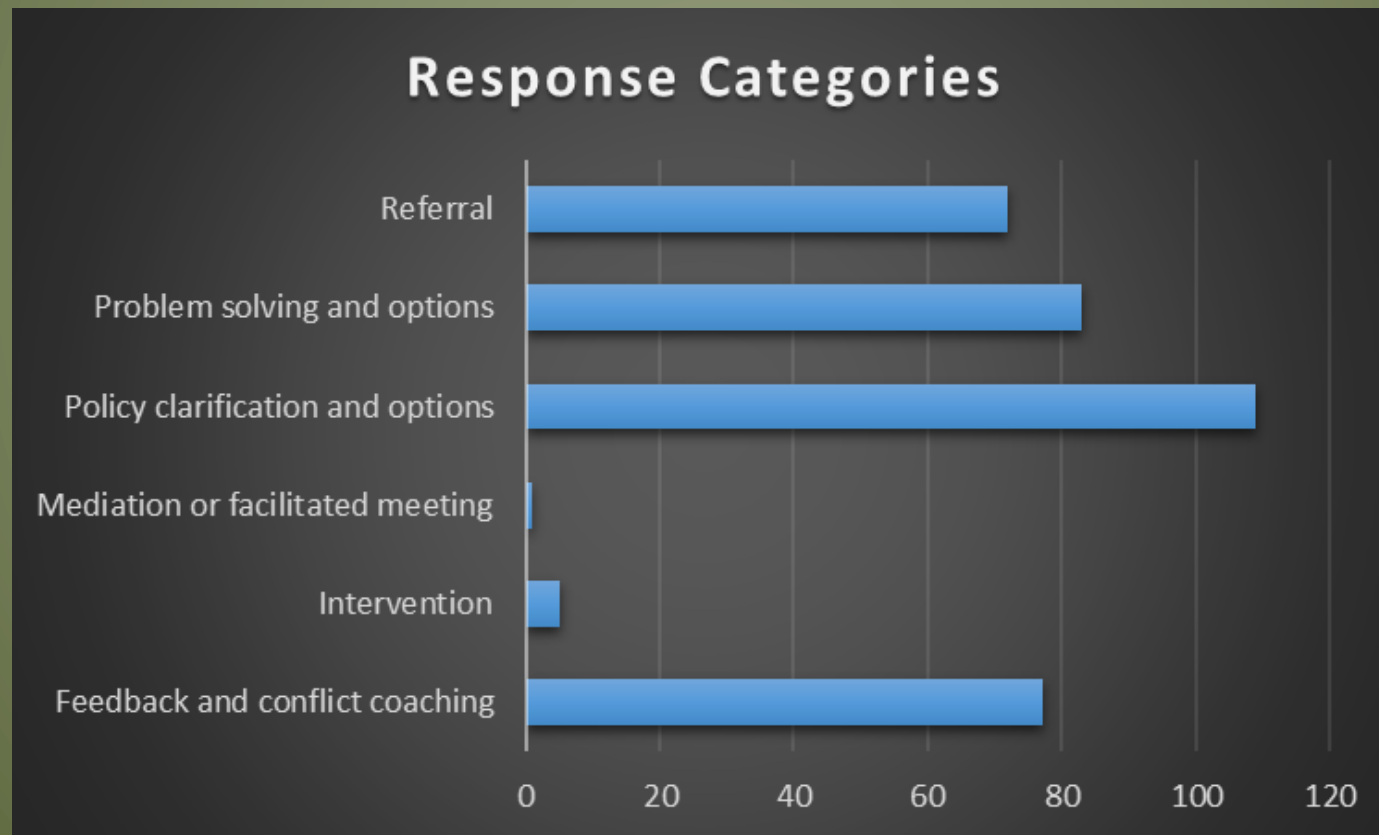
Comparisons	2010-2011	2011-2012	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017
Total number of Cases	64	157	203	203	183	102	187
Total number of Issues	70	186	245	289	234	136	208
Total number Undergraduates	57	124	163	160	142	60	139
Total number Graduate Students	9	11	15	29	6	6	11
Total number Parents		22	18	23	13	10	14
Others					9	1	4

Note: Inconsistencies or incomplete tables are due to missing data as all information is voluntarily noted by students on intake forms.

# Most Common Issues in 2016/17



# Responses





Conflict...

is a part of human nature.

Contact SOS as the first step,  
or last resort,  
or anywhere along the way.





# Office of Student Ombuds Services

- Kennedy Library, room 113
- Daily walk-in 10-12 and by appointment
- 805 756-1380
- [ombuds@calpoly.edu](mailto:ombuds@calpoly.edu)
- Website: [www.ombuds.calpoly.edu](http://www.ombuds.calpoly.edu)