STUDENT OMBUDS SERVICES

(SOS)
November 29, 2016
Academic Senate
By Patricia Ponce, Ph.D.
OMBUDS

Resource for conflict resolution

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

• SOS operates according to the 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
THE 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 records (to protect student privacy)
## TREND DATA

<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>Total number of Cases</td>
<td>64</td>
<td>157</td>
<td>203</td>
<td>203</td>
<td>183</td>
<td>102</td>
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<tr>
<td>Total number of Issues</td>
<td>70</td>
<td>186</td>
<td>245</td>
<td>289</td>
<td>234</td>
<td>136</td>
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<tr>
<td>Total number Undergraduates</td>
<td>57</td>
<td>124</td>
<td>163</td>
<td>160</td>
<td>142</td>
<td>60</td>
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<tr>
<td>Total number Graduate Students</td>
<td>9</td>
<td>11</td>
<td>15</td>
<td>29</td>
<td>6</td>
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<td>Total number Parents</td>
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<td>18</td>
<td>23</td>
<td>13</td>
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<td>Others</td>
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Note: Inconsistencies or incomplete tables are due to missing data as all information is voluntarily noted by students on intake forms.
WHO IS SERVED

Served x Gender

2014/15 2015/16

Female  Men
WHO IS SERVED

University Status

- Parent
- Graduate
- Senior
- Junior
- Sophomore
- Frosh

2015/16 vs 2014/15
TYPES OF ISSUES SURFACED

- Academic concerns
- Appeals – academic, disciplinary, policy
- Grade Disputes
- Student Instructor misunderstandings
- Housing
- Police/Parking
- Legal concerns
### NATURES OF ISSUES

<table>
<thead>
<tr>
<th>Issues</th>
<th>Totals 2014/15</th>
<th>Totals 2015/16</th>
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<tbody>
<tr>
<td>Advising</td>
<td>24</td>
<td>14</td>
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<tr>
<td>Grades</td>
<td>32</td>
<td>15</td>
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<tr>
<td>Professor</td>
<td>57</td>
<td>23</td>
</tr>
<tr>
<td>Police/ Parking</td>
<td>10</td>
<td>3</td>
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<td>Housing on / off</td>
<td>10</td>
<td>2</td>
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<td>Other Issues</td>
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<td>17</td>
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<tr>
<td>Issue Year Totals</td>
<td>234</td>
<td>136</td>
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## RESPONSE CATEGORIES

<table>
<thead>
<tr>
<th>Response Categories</th>
<th>2014-15</th>
<th>2015-16</th>
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</thead>
<tbody>
<tr>
<td>Feedback &amp; Conflict</td>
<td>42</td>
<td>20</td>
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<tr>
<td>Coaching</td>
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<td></td>
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<tr>
<td>Policy Clarification</td>
<td>107</td>
<td>38</td>
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<tr>
<td>Problem Solving &amp; Options</td>
<td>91</td>
<td>56</td>
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<tr>
<td>Referral</td>
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<td>54</td>
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</tbody>
</table>
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
• 805 756-1380
• ombuds@calpoly.edu
• Website: www.ombuds.calpoly.edu
• Daily walk-in 10-12 and by appointment