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 and 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:

Gender Identity

Male, 47%
Female, 53%
Who is Served:

College

- CEngineer: 32%
- CAED: 13%
- CAFES: 9%
- CLA: 17%
- OCOB: 17%
- COSAM: 12%
University Status

- Frosh: 27
- Sophomore: 39
- Junior: 48
- Senior: 25
- Parents: 14
- Colleague: 4
Over Time

Historical Case Trend

<table>
<thead>
<tr>
<th>Year</th>
<th>Cases</th>
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<tbody>
<tr>
<td>2010/11</td>
<td>64</td>
</tr>
<tr>
<td>2011/12</td>
<td>157</td>
</tr>
<tr>
<td>2012/13</td>
<td>203</td>
</tr>
<tr>
<td>2013/14</td>
<td>203</td>
</tr>
<tr>
<td>2014/15</td>
<td>183</td>
</tr>
<tr>
<td>2015/16</td>
<td>102</td>
</tr>
<tr>
<td>2016/17</td>
<td>187</td>
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## History:

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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>
<td>187</td>
</tr>
<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>
<td>208</td>
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<tr>
<td>Total number Undergraduates</td>
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<td>124</td>
<td>163</td>
<td>160</td>
<td>142</td>
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<tr>
<td>Total number Graduate Students</td>
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<td>11</td>
<td>15</td>
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<tr>
<td>Total number Parents</td>
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<td>18</td>
<td>23</td>
<td>13</td>
<td>10</td>
<td>10</td>
<td>14</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.
Most Common Issues in 2016/17

Common Issues

- Registration
- Advising
- Housing
- Other Stud Ser
- Professor
- Grade
- Other Academic
Responses

Response Categories

- Referral
- Problem solving and options
- Policy clarification and options
- Mediation or facilitated meeting
- Intervention
- Feedback and conflict coaching
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
- Website: www.ombuds.calpoly.edu