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
- Communicate 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
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)
- Report (not a mandated reporter)
# Trend Data

<table>
<thead>
<tr>
<th>Comparisons</th>
<th>2010-2011</th>
<th>2011-2012</th>
<th>2012-2013</th>
<th>Change 11/12 - 12/13</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of Cases</td>
<td>64</td>
<td>157</td>
<td>203</td>
<td>+ 29%</td>
</tr>
<tr>
<td>Total number of Issues</td>
<td>70</td>
<td>186</td>
<td>245</td>
<td>+ 32%</td>
</tr>
<tr>
<td>Total number Undergraduates</td>
<td>57</td>
<td>124</td>
<td>163</td>
<td>+ 31%</td>
</tr>
<tr>
<td>Total number Graduate Students</td>
<td>9</td>
<td>11</td>
<td>15</td>
<td>+ 36%</td>
</tr>
<tr>
<td>Total number Parents</td>
<td>no record</td>
<td>22</td>
<td>18</td>
<td>- 18%</td>
</tr>
<tr>
<td>Total Contacts</td>
<td>96</td>
<td>213</td>
<td>269</td>
<td>+ 26%</td>
</tr>
</tbody>
</table>
2012 - 2013 WHO IS SERVED

Class Level

- Grad. Student: 8%
- Senior: 33%
- Freshmen: 25%
- Sophomore: 15%
- Junior: 19%
2012 - 2013  WHO IS SERVED

Students by College

- Continuing Education: 1%
- COSAM: 17%
- CAFES: 21%
- CLA: 19%
- COE: 26%
- COB: 12%
- CAED: 4%
TYPES OF ISSUES SURFACED

- Academic concerns
- Appeals – academic, disciplinary, policy
- Roommate conflicts
- Student Organization conflicts
- Student Instructor misunderstandings
- Incivility – around campus / classroom
- Student Employment
- Legal concerns
## 2012 - 2013 NATURES OF ISSUES

<table>
<thead>
<tr>
<th>Issues</th>
<th>Totals 2011/12</th>
<th>Totals 2012/13</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advising</td>
<td>28</td>
<td>37</td>
<td>+32%</td>
</tr>
<tr>
<td>Grades</td>
<td>29</td>
<td>29</td>
<td>0</td>
</tr>
<tr>
<td>Housing on / off</td>
<td>8</td>
<td>14</td>
<td>+75%</td>
</tr>
<tr>
<td>Legal Service Referral</td>
<td>2</td>
<td>14</td>
<td>+600%</td>
</tr>
<tr>
<td>Professor</td>
<td>27</td>
<td>46</td>
<td>+70%</td>
</tr>
<tr>
<td>Student Life Issue</td>
<td>12</td>
<td>2</td>
<td>-83%</td>
</tr>
<tr>
<td>Year Total</td>
<td>185</td>
<td>245</td>
<td>+32%</td>
</tr>
</tbody>
</table>
RESPONSE CATEGORIES

Response Categories

- Referral
- Problem solving & options
- Policy clarification & options
- Mediation or facilitated meeting
- Intervention
- Feedback & 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
- 805 756-1380
- ombuds@calpoly.edu
- Website: www.ombuds.calpoly.edu
- Daily walk-in 10-12 and by appointment
ASIST

- Applied Suicide Intervention Skills Training
- Thursday January 30 and Friday January 31, 2014
- Two full days, 8:30 a.m. – 4:30 p.m.

- Comment from faculty attendee
TO REGISTER FOR ASIST

▶ Email Hannah Roberts, Psy.D.
▶ hrober02@calpoly.edu

Alcohol and Other Drug Specialist
Campus Program Coordinator CalMHSA Student Mental Health Initiative Associate Outreach Coordinator Counseling Services, California Polytechnic State University, San Luis Obispo
(805) 756-2511 (office and 24/7 crisis line)