

The Ombuds program showed me that students do have a voice on campus despite what may seem like a very bureaucratic system. The Ombuds coached me on how to effectively communicate with the other party that resulted in an outcome in my favor. Working with the Ombuds was a positive experience that helped me stand up for myself in a peaceful way.

- Junior, Business major

THE OMBUDS DOES:

- Provide a safe place to discuss issues
- Communicate informally, off the record
- Confidentially listen to you and your concerns
- Assist in clarifying issues
- Answer questions
- Explain university policy and procedures
- Provide information regarding campus resources and suggest referrals
- Brainstorm and explore options
- Mediate
- Track trends and general issues
- Recommend policy changes to remedy recurring problems

THE OMBUDS DOES NOT:

- Advocate for any individual or group
- Make decisions for you
- Offer legal advice
- Hear formal complaints
- Participate in any formal process
- Maintain records

STUDENT OMBUDS SERVICES

California Polytechnic State University
San Luis Obispo, CA 93407-0010

OFFICE: Graphic Arts
Bldg. 26, Rm. 111

HOURS: 10 a.m. to 4 p.m. M-F
and by appointment

PHONE: 805.756.1380

FAX: 805.756.7142

E-MAIL: ombuds@calpoly.edu

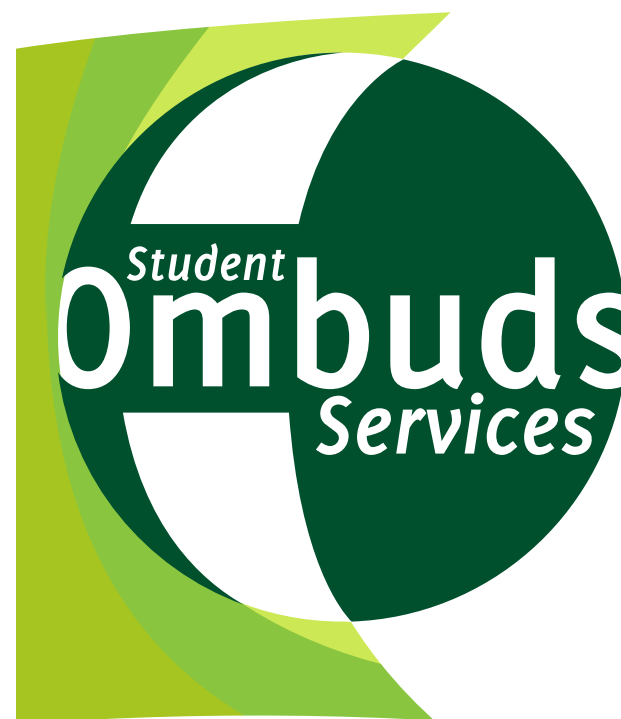
URL: www.ombuds.calpoly.edu

STAFF: Patricia Ponce, Ph.D.
Student Ombuds
Bldg. 26 - Rm. 111
805.756.1380

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

CAL POLY
SAN LUIS OBISPO

**SAFE
INFORMAL
CONFIDENTIAL
PATHS TO RESOLUTION**



CALIFORNIA POLYTECHNIC STATE UNIVERSITY
SAN LUIS OBISPO

WHEN SHOULD YOU VISIT THE OMBUDS?

- When you don't know where to go or who to ask
- When you feel you are getting the run-around
- When you feel that you have been treated unfairly
- When you want to discuss a sensitive question or issue
- When you are unsure what policies or procedures apply

TYPES OF ISSUES:

- Academic Concerns
- Incivility
- Disciplinary Matters
- Cultural Conflicts
- Grade Disputes
- Student Employment
- Records Appeals
- Roommate Concerns
- Student/Instructor Misunderstandings

WHAT IS AN OMBUDS?

An Ombuds is a person who assists individuals and groups in the resolution of concerns or conflicts confidentially and informally. The name "ombudsman" (om budz man) comes from Swedish and literally means "representative." Originally: "an official appointed by the Swedish parliament to investigate complaints against... central government and the civil service."

(Oxford English Dictionary)

STANDARDS OF PRACTICE

The Office of Student Ombuds Services provides students with a confidential, informal, impartial, and independent resource to assist in the resolution of university-related issues, concerns, conflicts, or complaints.

CONFIDENTIAL The Office of Student Ombuds Services holds all communications with those seeking assistance in strict confidence, and does not disclose one's identity and confidential communications unless given permission to do so. The exceptions to this privilege of confidentiality is where there appears to be imminent risk of serious harm to self or others and issues around sexual misconduct. No permanent records are maintained other than general demographic and incident data for reporting trends.

INFORMAL The Office of Student Ombuds Services operates informally. All communications are "off the record." The Ombuds does not make any judgments or participate in any internal or external formal processes.

IMPARTIAL The Office of Student Ombuds Services operates impartially. The Ombuds does not take sides in any issue. The Ombuds does not advocate on behalf of the student or the university but rather promotes fair and equitable processes and procedures.

INDEPENDENT The Office of Student Ombuds Services operates independently of administrative structures. The office reports to the University President.

The Office of Student Ombuds Services operates according to the International Ombudsman Association Code of Ethics and Standards of Practice.

STUDENT FEEDBACK

Ombuds Services are all about solutions. They helped me resolve my problem with another student promptly and securely. With Ombuds Services, I finally felt like I had a voice. The staff was knowledgeable and caring. My case was heard without bias and confidentially. I knew I was in a safe place. The Ombuds helped me resolved my problem in weeks after I tried myself for months with no results. Next time this is where I will start.

-Sophomore, Architecture major

The Ombuds service really helped me to understand what I could do in my certain situation. They let me voice my complaints in a private and confidential fashion while at the same time I received excellent help and non-biased advice. Eventually, the service allowed me to settle my complaint in the best way possible and I was left feeling that I accomplished what I had set out to do.

-Freshman, History major

The University Ombuds was able to help me solve my course conflict even when I thought nothing could be done. The University Ombuds can advise you on how to tackle your issue discreetly or, if you choose, the Ombuds can informally inquire on your behalf. I still can't believe that my issue was resolved.

-Senior, Wine and Viticulture major

FORMAL COMPLAINTS

The Office does not receive formal complaints to be investigated and processed within existing university procedures. The Ombuds can refer students to the appropriate university office that does receive formal complaints. The Office of Student Ombuds Services is informal and not a university office of notice.