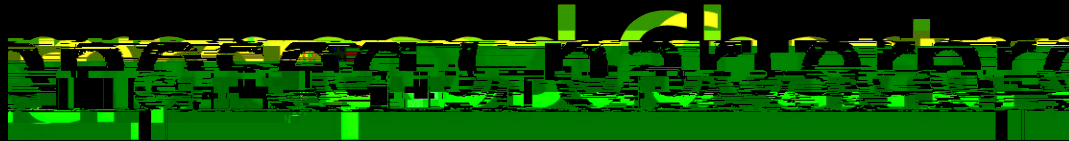


WSU Ombuds



Dr. Carolyn Shaw, Ombuds Coordinator



4 Ombuds serving in staggered 4 yr terms

Expected to complete regular training

Providing informal dispute resolution services to try to mitigate issues before they reach a formal grievance process.

Rationale for a Charter

Standard practice in universities with longstanding Ombuds offices.

Recommended next step to:



Introduction



Standards of Practice

Standard IOA language:

1. Independence – free from interference in its services; still adhere to university policy; includes budget for ongoing professional development
2. Impartiality – facilitate problem solving that does not take sides or favor a particular outcome
3. Confidentiality - (WSU policy has been updated to



Authority

May initiate informal inquiries and request access to information related to visitors' concerns

Limitations

Not mandatory reporters

Cannot conduct formal investigations

Will not maintain records

Reporting

May issue annual reports – on statistics, trends,



Qualifications

IOA membership, training and experience.

Provost can receive complaints about violations of standards of conduct

Senate approval Feb 26, 2024



Bayram Yildirim, 2022 –

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www.wichita.edu/ombuds

Policy 4.04