


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.



Standard practice in universities with longstanding Ombuds offices.

Recommended next step to:

- Establish formal standards of practice

- Assure independent function

- Further develop quality services

Complements and codifies Policy 4.04



## Introduction

"office" > change to "program"

Constituents limited to faculty / instructors

## Purpose / Mission / Scope

Standard language from International Ombuds Association (IOA)

Not offering "facilitation" or "mediation" – these are specialized terms in ombuds practice.





## Authority

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

## Limitations



## Qualifications

IOA membership, training and experience.

Evaluated annually by Provost who can also receive complaints about violations of standards of conduct



Following Senate approval

- > submit Charter to General Counsel for review

Following General Counsel approval

- > submit to General Faculty for vote in April/May





Secure membership in the International Ombuds Association (IOA) for current Ombudspersons.

Identify person to fill current vacancy.

Complete training with the Ombuds Institute on coaching, conflict mapping and analysis, and best practices.

Take additional steps to increase awareness on campus of services available.

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[Carolyn.Shaw@wichita.edu](mailto:Carolyn.Shaw@wichita.edu)