



Ombuds Offices

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- ❖ Inaugural Student Ombuds

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- ❖ Inaugural Faculty Ombuds

Independence,  
Confidentiality,  
Neutrality,  
Informality

## Faculty Ombuds Office

### Email

[FacultyOmbuds@wcupa.edu](mailto:FacultyOmbuds@wcupa.edu)  
or [jwoolfrey@wcupa.edu](mailto:jwoolfrey@wcupa.edu)

### Phone

610-436-0731

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## Student Ombuds Office

### Email

[StudentOmbuds@wcupa.edu](mailto:StudentOmbuds@wcupa.edu)  
or [lmontgomery@wcupa.edu](mailto:lmontgomery@wcupa.edu)

### Phone

610-436-3356

### Current Office Location

Wayne Hall 626

### Website

<https://www.wcupa.edu/viceProvost/facultyOmbuds/default.aspx>

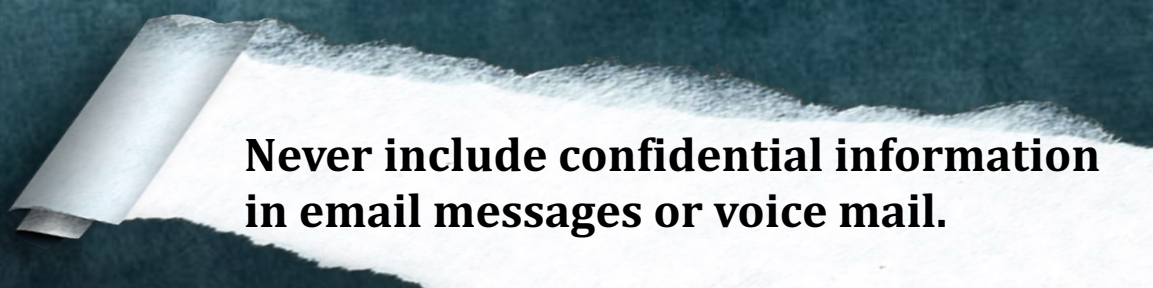
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### Current Office Location

Philips Memorial 203

### Website

<https://www.wcupa.edu/services/STU/studentOmbuds/default.aspx>



**Never include confidential information  
in email messages or voice mail.**



# What Does an Ombuds Do?

- Most basically: Provides free, informal assistance in resolving conflicts or concerns
- Acts as a neutral party, not an advocate
- Provides a safe space to share thoughts and discuss concerns

# 3

# GOALS

- ❖ Listen
- ❖ Strategize, brainstorm
- ❖ Identify patterns, advise  
Administration



The Faculty and Student Ombudspersons operate according to the Standards of Practice and Code of Ethics laid out by the International Ombuds Association.

# 4

# PRINCIPLES

- ❖ Independence
- ❖ Privacy/Confidentiality
- ❖ Neutrality
- ❖ Informality



# INDEPENDENCE

**Autonomous  
from all other  
university  
structures**



**1**

# INDEPENDENCE

**Why would that  
be of benefit in  
ombuds work?**



**1**



# CONFIDENTIALITY / PRIVACY

Ombuds  
discloses nothing  
without express  
permission



2

# CONFIDENTIALITY / PRIVACY

(with caveats)

Why would this  
be valuable for  
ombuds work?



2



# Caveats

The Faculty and Student Ombuds are required to report possible sexual misconduct violations (Title IX and Title VII) as well as instances of child abuse and neglect.

The offices must report crimes to WCU Public Safety in accordance with the Clery and Campus SaVE requirements.

The Faculty and Student Ombuds Offices would also break privacy if deemed necessary to ensure safety when there is an imminent threat of harm to self or others.

# NEUTRALITY

Advocates for  
fairness and  
neutrality, but  
doesn't take  
sides



3



# NEUTRALITY

What's the  
worth of this for  
ombuds work?



3

# INFORMALITY

**Separate from  
any formal  
process**



**4**



# INFORMALITY

What's the point  
of this  
principle?



4

**By utilizing the Faculty  
Ombuds Office, a visitor is  
agreeing not to call the  
ombudsperson as a  
witness in any future legal  
proceedings regarding the  
issues being brought to  
that office.**



Dr. Vicki McGinley, Professor of Special Ed., trained mediator, is available as an alternate **faculty** ombuds should the need arise.

# OMBUDS

FIRST STEP  
LAST RESORT  
OR ANY OTHER TIME



# OMBUDS

## Scenario 1

# OMBUDS

## Scenario 1

What if a colleague in another department, from whom you need some information for a committee report, stops responding to your emails?



# OMBUDS

## Scenario 2

# OMBUDS

## Scenario 2

You are supervising a student who is about to be placed in a classroom for field experience prior to graduation. Your experiences with this student tell you that they have not acquired the interpersonal skills necessary to be successful in that environment.



# OMBUDS

## Scenario 3

# OMBUDS

## Scenario 3

What if you charged a student with plagiarism and you start getting really aggressive, bullying emails from her dad?



# Examples of Use for the Faculty and Student Ombuds Offices

## Faculty Ombuds

### ❖ Work Relationships

- Conflicts with co-workers, managers or staff
- Perceived inequitable access to resources

### ❖ Policies and Requirements

- Understanding university policies, procedures
- Where to turn for resources, answers

### ❖ Sounding Board

- Safe space for brainstorming
- A fresh, impartial listener
- Help making decisions

# Examples of Use for the Faculty and Student Ombuds Offices

## Student Ombuds

- ❖ Registrar, Bursar, Financial aid concerns
  - Looking for follow up on an issue
  - Wanting to engage with one of these departments or others about a question the student has
- ❖ Classroom concerns
  - Interactions with professors
  - Questions about class procedures
- ❖ Talking through a potential concern on any topic and how you might approach a discussion or resolution
- ❖ Understanding more about university policies and procedures



What questions  
do you have?