

GUIDING PRINCIPLES

Confidential

Visitors' identities and the contents of their conversations will remain private. Only with permission would ombudspersons contact other University members to help resolve a dispute. The only exceptions to confidentiality are disclosures of imminent harm to self, others, or property.

Impartial

Ombudspersons avoid situations in which there may be conflicts of interest. Thus, they maintain no personal stake in the outcome of any dispute. The Ombuds Office promotes fair process but does not advocate for individuals.

Informal

The use of the Ombuds Office is voluntary. The focus is on alternative methods to resolving problems other than by formal institutional procedures. Ombuds Office staff do not testify in formal hearings. The office has no decision-making authority and maintains no official records.

Independent

Ombudspersons exercise autonomy regarding their responsibilities. The Ombuds Office reports to the Provost for administrative and budgetary purposes only.

Ombuds Office
conflict management
mediation/facilitation

confidential

independent

impartial

informal

options

strategies

workshops

UNIVERSITY OF COLORADO AT
BOULDER

Ombuds Office

Willard Administrative Ctr., Rm. 302
112 UCB

Boulder, CO 80309-0112

Phone: (303) 492-5077

Fax: (303) 492-2110

www.Colorado.Edu/Ombuds



Informal
conflict management
for students,
staff, faculty, and
administrators

Free and confidential

(3 0 3) 4 9 2 - 5 0 7 7

LOCATION AND STAFF

Ombuds Office

Willard Administrative Center, Rm. 302
112 UCB
(303) 492-5077
Fax: (303) 492-2110

Tom Sebok, Director/Ombuds

Donna J. Loudon, Ombuds

Melinda Canino, Administrative Assistant

FACULTY OMBUDS PROGRAM

Administrative and Research Center
East Campus
ARCE, Rm. 25
576 UCB
(303) 492-1574

Bob Fink, Faculty Ombudsperson

Lee Potts, Faculty Ombudsperson

The Ombuds Office and Faculty Ombuds program are ethically guided by the Standards of Practice of the University and College Ombuds Association.

HOW MAY WE ASSIST YOU?

What does the Ombuds Office provide?

- ... Consultation and coaching for those affected by a dispute or conflict
- ... Mediation or help with negotiations
- ... Facilitation of department or group conflict resolution
- ... Information regarding campus resources, policies, and procedures
- ... Educational workshops on conflict-related topics
- ... Consultation with university officials to promote fair process in policy-making

What are some typical issues?

- ... Interpersonal difficulties with colleagues
- ... Students appealing administrative or academic policy decisions
- ... University members concerned about policy violations
- ... Professors concerned about balancing accommodation and fairness
- ... Students disputing grading processes
- ... Supervisors concerned with staff workplace performance
- ... Departmental conflict arising from change
- ... Student groups in conflict
- ... Professional evaluation and advancement concerns

Can I get legal advice from the Ombuds Office?

No. The Ombuds Office advises people of their options but does not provide legal advice.

Are there disputes the Ombuds Office does not handle?

The office does not address disputes between university members and persons or organizations not affiliated with the University of Colorado. The Ombuds Office also does not handle formal grievances or legal issues. The office is not the place to give legal notice to the university about the existence of a problem. However, visitors may consult with ombudspersons before or after proceeding with any formal institutional procedures.

Faculty Ombuds Program

The Ombuds Office has recruited and trained retired long term faculty members to serve as ombudspersons specifically available to active and retired faculty. The Faculty Ombuds Program provides the same dispute and conflict resolution services as does the Ombuds Office. Faculty ombudspersons use their unique experience to help faculty colleagues resolve conflicts, improve collegiality, enhance fair processes in the classroom, and negotiate benefits' issues. They are also available to assist entire academic units to solve problems and reach difficult decisions.