Welcome

The Office of the University Ombuds provides confidential, impartial, independent and informal assistance to students, staff and faculty in addressing both academic and non-academic concerns at the University that established processes and procedures have not resolved.

Confidentiality - All interactions with the Office of the University Ombuds are strictly confidential except in cases where there is consent by complainant; imminent harm to the complainant, others or University; or a legal requirement.

Impartiality - The Office of the University Ombuds does not operate as an advocate for individuals or the University, but as an advocate for fairness of outcomes. This Office considers all sides of a concern in an impartial and objective manner.

Independence - The Office of the University Ombuds was established by the state legislature and reports directly to the Vice President of Student Affairs.

Informality - The Ombuds works informally to achieve fair and equitable solutions to concerns.

The Ombuds can:

- answer questions.
- help analyze your situation
- help develop options for addressing your concerns.
- identify and explain relevant University policies and procedures.
• listen carefully to your concerns and complaints.
• refer you to appropriate persons and arrange meetings.
• recommend changes in procedures or policies to University officials.

The Ombuds cannot:

• advocate for specific outcomes.
• direct any University office to change a decision.
• make binding or administrative decisions.
• make decisions for you.
• make, change or set aside policy, procedures, rules or regulations.
• provide legal advice or represent you in a legal manner.
• replace or circumvent existing channels.

The University is committed to providing the best possible environment for all of its students, faculty and staff. We want to assure that all constituents of the University are served well in all situations.

***Please note that because of the confidential and informal nature of the Office of the University Ombuds, it is not considered an "office of notice" to the University.***