

Faculty Ombudspersons

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MUC 307

Faculty Senate Called Meeting





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Faculty Ombudsperson

Current Ombudsperson

Dr. Sara K. Bridges


Email: Ombudsperson@memphis.edu


[To maintain your privacy, please consider limiting the personal information included in your initial email.]

Phone: 901-878-9739



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Confidential. Impartial. Informal. Independent.



EAST TENNESSEE STATE UNIVERSITY

The faculty Ombuds provides a confidential, neutral, and independent resource for all ETSU faculty. We are available to listen, help you explore issues of concern, facilitate informal resolution of conflict, clarify university policies and procedures, and identify the appropriate person or department within the university to respond to your questions. The faculty Ombuds aligns with the standards and practices of the International Ombuds Association.

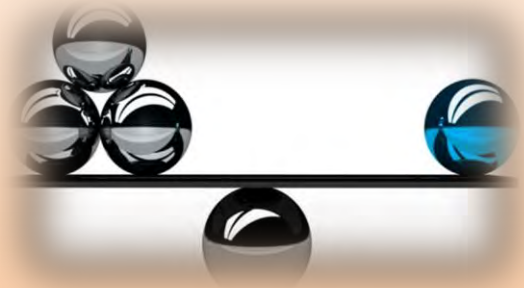
What Do You See?



Role of an Ombudsperson



- “The Ombudsperson provides a safe, comfortable, and confidential environment for faculty members to discuss their concerns or complaints outside formal channels.”
- Think of us as an office of **first resort**.



Source: <https://ombudsperson.web.baylor.edu/what-does-ombudsperson-do>

General Definition of Faculty Ombudsperson



*The academic faculty ombudsperson typically helps a faculty member by informally discussing a situation where an individual has been treated unfairly, harassed, or discriminated against. The ombudsperson usually directs faculty to campus policies or resources and **helps identify options** and ways to access information.*

What are Common Issues?



Common issues and concerns that might be brought to the faculty Ombuds include the following (note that this list is not comprehensive).

Source: <https://www.etsu.edu/provost/ombudsperson.php>

- conflict or struggles with colleagues
- interpersonal, intercultural, and group conflicts
- miscommunication between faculty and administrators
- concerns about student complaints
- questions about policies and/or procedures
- navigating ethical dilemmas or concerns about ethical behavior
- concerns about unfair treatment or retaliation
- concerns regarding promotion and tenure processes and salary equity
- workload issues

Ombudspersons may . . .

- Listen and help to analyze a problem or complaint
- Identify and explain relevant university policies and procedures
- Help to define and evaluate options
- Make inquiries into a problem, complaint, or concern
- Mediate conflicts
- Make referrals to other campus and community resources
- Recommend changes in University policies or procedures that may be outdated, ineffectual, or arbitrary.



An Ombudsperson Does Not . . .



- Keep formal written records
- Maintain an office of record (Speaking with the Ombudsperson is not "notice to the University" of problems or policy violations.)
- Advocate for individuals, groups, or entities in a dispute
- Represent individuals in appeals or formal grievance procedures
- Offer legal representation or give legal advice
- Participate in formal investigations
- Play any role in a formal issue resolution process
- Produce any findings or make binding decisions
- Institute corrective measures
- Form any type of formal relationship (i.e., attorney-client)





**Thank you for your time
and attention!**

