Ombuds Services

- Renée Smith
- Faculty Ombuds
- Interim Staff Ombuds
- Professor of Philosophy
- CCU faculty since 2002
History Ombuds Services at CCU

**Faculty Ombuds**
- 2008-2015 Tomcsyk
- 2015-2020 Madden
  - *Vacant 7/2020-12/2020*
- 2021-2023 Smith*

*1:1 course release + summer stipend

**Staff Ombuds**
- 2018-2020 Lawless
  - *Vacant 7/2020-12/2021*
- 2022-2023 Dooley
  - *Vacant 9/2023-present*

- PT 25-30 hrs/wk
Ombuds Workload

**Faculty Ombuds***
- 70-100 visitors/yr
  - In-person, zoom, calls
  - 60-90 minutes/each
  - Other communication
- New Faculty Orientation
- Tabling
- Meetings (senate, FM, NTTF, etc.)
- Presentations
- Reports
- ~2-10 hrs/wk

**Staff Ombuds***
- 70 visitors/yr
  - In-person, zoom, calls
  - 60-90 minutes/each
  - Other communication
- New Staff Orientation
- Tabling
- Meetings
- Reports

*Availability*
What does an organizational ombuds do?

- Provides information
- Listens
- Explores options
- Helps to resolve conflicts
- Coaches/mentors
- Refers to offices, formal procedures
- Reports trends

**Workplace problems/concerns/issues**

- Faculty
- Employee

**Client/public complaints and problems**

- Students, families
IOA Fundamental Principles

Confidential

Impartial (fair process)

Informal (not part of formal processes)

Independent (not part of administration)
Who needs ombuds services at CCU? How can we serve them?

Faculty

Staff

Students*

(Families)
Decentralized Model

Who has this model?

- **CCU**
  - USC (SC)
  - MUSC (SC)
  - University of West Florida (P)
  - James Madison (A)
Divided Model

Who has this model?

Clemson-1 (SC) (Fac+Stud)
Citadel (SC)
UNF (A)
Western Carolina (P)
EKU*

Faculty

Staff

Students

(Families)
Centralized Model

- Faculty
  - Faculty Ombuds/HR

- Staff
  - Staff Ombuds/HR

- Students
  - Deans/Dean of Students/Provost

- (Families)
  - Deans/Dean of Students/Provost

Who has this model?
- Clemson-2 (SC)(Uni)
- CoC (SC)
- UNC
- Florida Gulf (P)
- Salisbury University (P)
- App State (A)
Faculty
Staff
Students
(Families)

Decentralized
Faculty Ombuds/HR
Staff Ombuds/HR
Deans/Dean of Students/Provost

Divided
Faculty & Staff Ombuds/HR
Deans/Dean of Students/Provost

Centralized
University Ombuds
HR/Deans/Dean of Students/Provost
• Questions and comments
  • Existing services
  • Search
  • Future of Ombuds Services

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