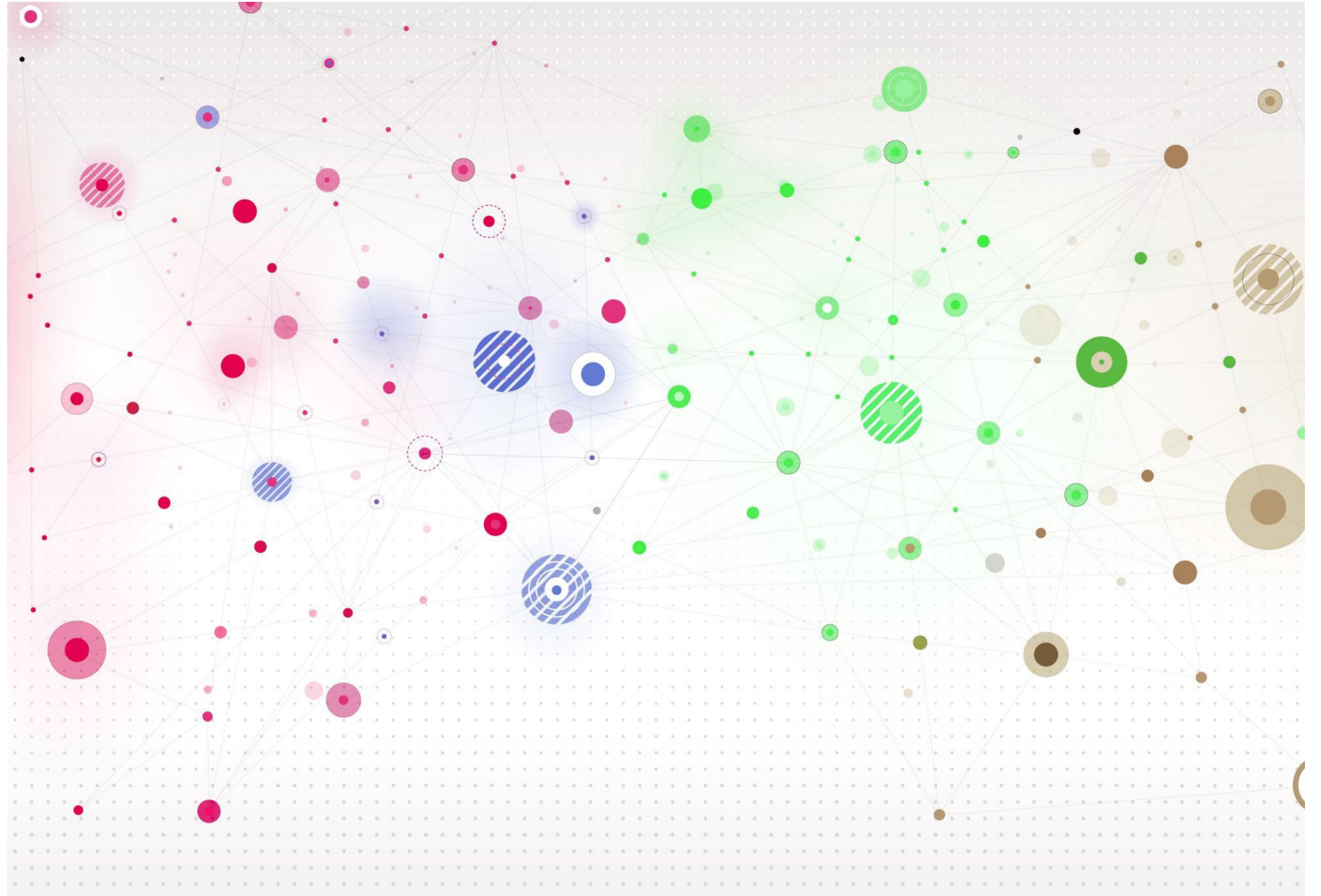


Ombuds Services

- 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?

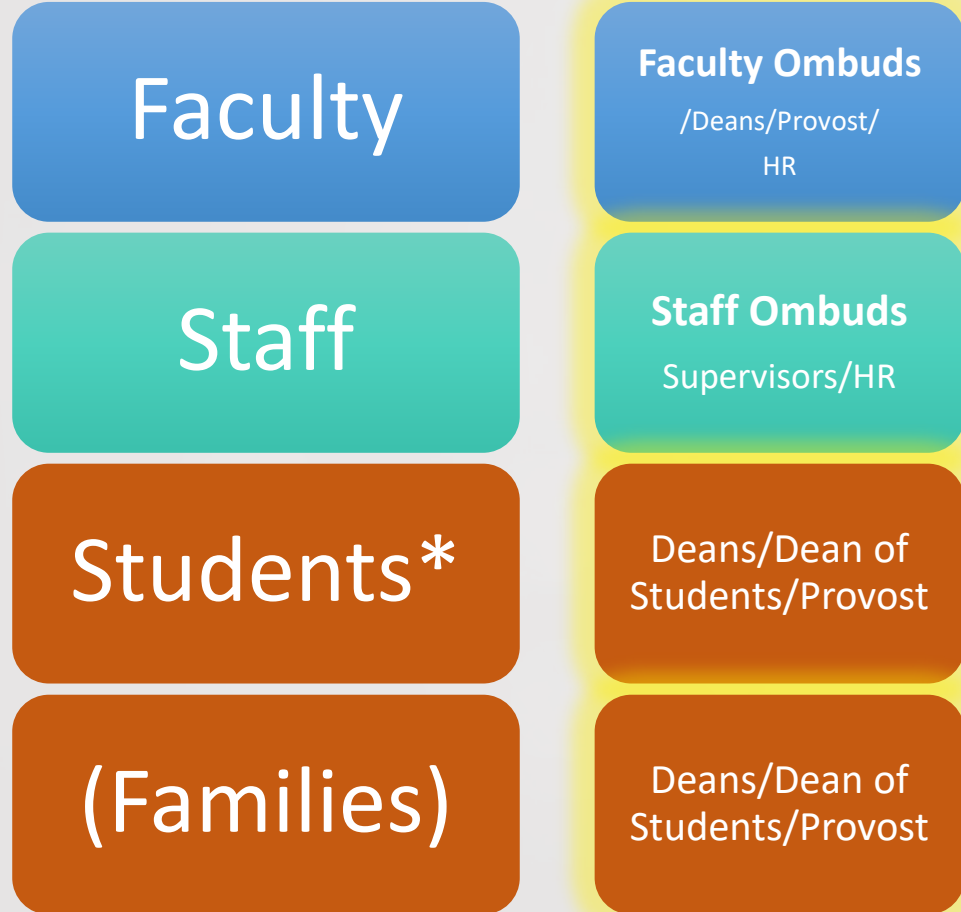
Faculty

Staff

Students*

(Families)

Decentralized Model



Who has this model?

CCU

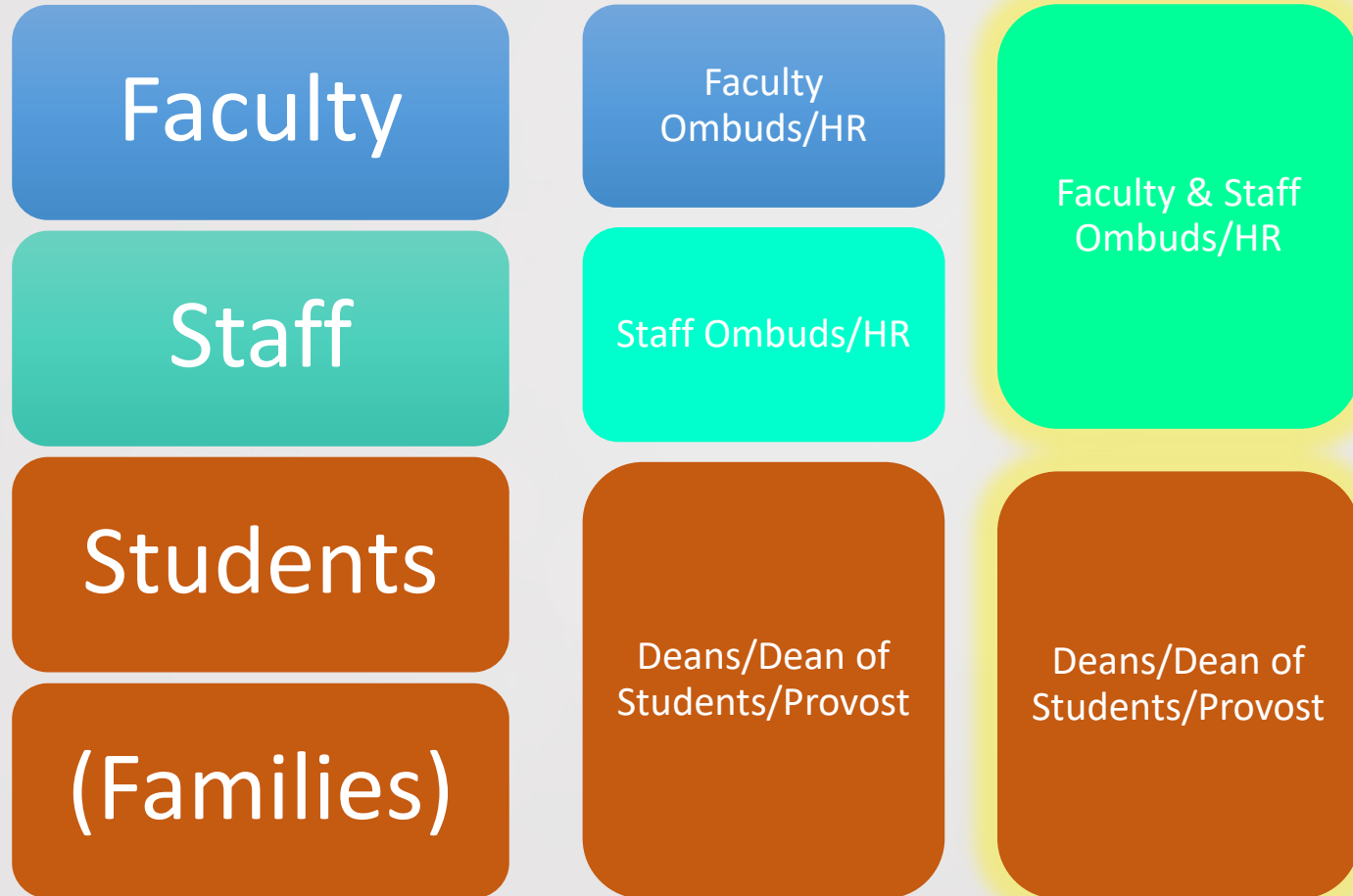
USC (SC)

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*

Centralized Model



Faculty

Staff

Students

(Families)

Faculty
Ombuds/HR

Staff Ombuds/HR

Deans/Dean of
Students/Provost

Faculty & Staff
Ombuds/HR

Deans/Dean of
Students/Provost

University
Ombuds

HR/
Deans/Dean of
Students/
Provost

Who has this model?

Clemson-2 (SC)(Uni)

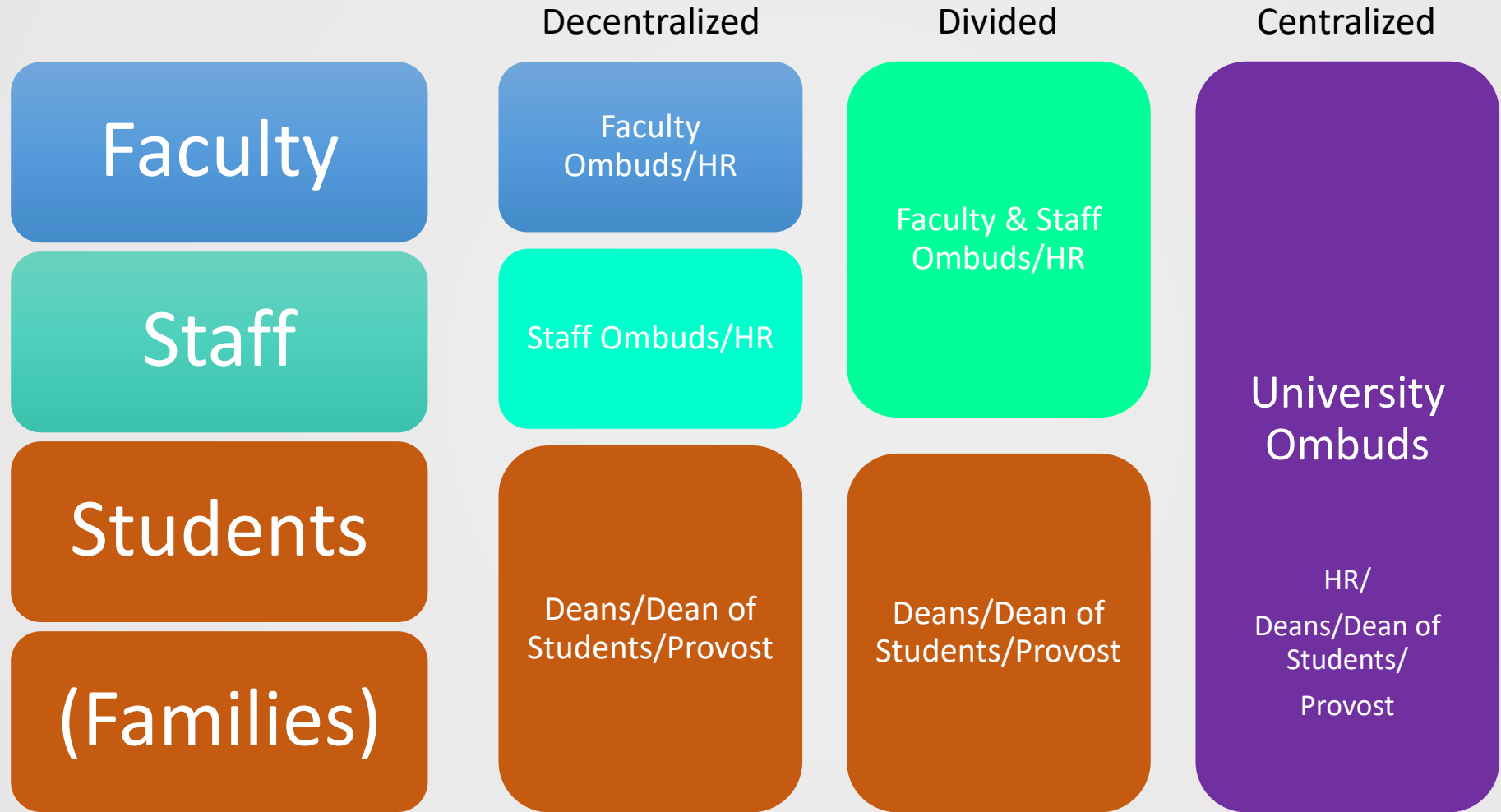
CoC (SC)

UNC

Florida Gulf (P)

Salisbury University (P)

App State (A)





- **Questions and comments**

- *Existing services*
- *Search*
- *Future of Ombuds Services*

- Renée Smith

- rsmith@coastal.edu

- PENN 334