

Amendment to the Charter Agreement for the Faculty Ombuds Office

Proposed July 14, 2021

Summary:

(1) In accordance with the International Ombudsman Association's Standards of Practice, section 2.3,

https://www.ombudsassociation.org/assets/docs/IOA_Standards_of_Practice_Oct09.pdf, the Ombuds will henceforth report to the University President.

(2) References to specific University policies and will be removed since the policy numbers have changed.

(3) Reference to reporting through Teal Online will be removed since reporting programs have changed.

III. Purpose and Scope of Services

The Ombuds reports to the President and also has a reporting obligation to the Faculty Senate Executive Committee (Chair, Vice-Chair, and Secretary), as outlined in the creation of the position.

V. Ombuds Standards of Practice and Code of Ethics

The ombuds will report to the office of the University President for administrative and budgetary matters and report on trends affecting the University climate to the Faculty Senate Executive Committee and the University President.

VI. Procedures and Operations

A. The Ombuds reports to the University President and maintains confidentiality in all matters except those required by federal or state law or issues that involve imminent risk or danger to an individual(s) or the University.

B. The Ombuds is granted access to organizational information in his/her pursuit of validating information. The Ombuds office retains no records of individual cases or issues, but does record aggregate, anonymous data to provide annual report information to the President and Faculty Senate Executive Committee.

VII. Authority of the Ombuds

A. The authority of the Ombuds derives from the University Administration as manifest by the endorsement of the University President and from the Faculty Senate as manifest by the Faculty Senate Executive Committee.

4. Record keeping

The Ombuds does not keep records for the university and will not create or maintain documents or records for the university about individual matters. Any notes or other materials related to a matter are not retained. The Ombuds retains aggregate data about Ombuds issues, type and length of assistance provided and visitors' employment units in such a way so that individuals cannot be identified from the data. This data will be presented to both the Faculty Senate Chair and the President in the form of an annual report for information only. The report will be uploaded to the Ombuds website www.coastal.edu/ombuds with a link on the Faculty Senate webpage www.coastal.edu/facsenate.

IX. Appointment, terms of employment, evaluation, and removal of the Ombuds

B. Appointment and Terms

1. Terms of appointment vary based on the Faculty Senate Executive Committee's recommendation and the President's approval (Note: IOA Certification application criteria requires one year of full-time service as an practicing ombuds, among other requirements.)
2. Following internal advertising of the position, final candidates for the position give presentations to the Faculty Senate whose members vote for their recommended candidate. Considering the outcome of the Senate vote, the President makes the final decision regarding this appointment.

C. Annual evaluation will be based on the:

1. Annual online ombuds office evaluation survey conducted by the Office of Institutional Research, Assessment and Analysis,
2. Ombuds Annual Report, and
3. Other relevant sources judged appropriate by the President.

X. Termination procedures

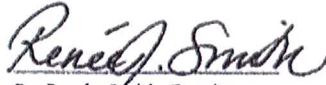
A. Based on "cause" as outlined in the Faculty Manual, the process for removing the Ombuds in the position will begin after sufficient notice by the President and a vote of the Faculty Executive Committee of the Senate.

B. In cases other than Reduction in Force, the termination of the position must include advance notification to the Faculty Senate and a vote of the Senators. The President will consider the voting outcome in making the final decision.

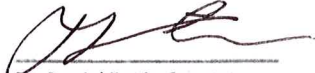
XI. Amendment / Revocation of Charter

A. This Charter remains in effect until revoked by the Faculty Senate Executive Committee and the President. It may be amended only upon the agreement of the Ombuds, the President, and the Faculty Senate Executive Committee.

Agreed and accepted by:



Dr. Renée Smith, Faculty
Ombuds
On Behalf of the Faculty
Ombuds Office
Dated: _____



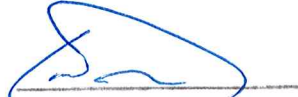
Dr. Daniel Ennis, Provost
On Behalf of the Provost's
Office
Dated: 7/6/21



Dr. Brian Bunton, Chair
On Behalf of the Faculty
Senate
Dated: 29-Jun-21



Dr. Michael Benson, President
On Behalf of the President's Office
Dated: 7/12/21



Carlos Johnson, University Counsel
On Behalf of Legal Counsel
Dated: July 6, 2021