

**Office of the Ombuds
Fall 2014 Report**

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University Ombuds**

Introduction:

The Office of the Ombuds serves as a resource for students and other members of the university community regarding any complaint, grievance or appeal that may be academic or non-academic in nature. When working with our office, individuals will receive timely, objective and strategic information in a confidential manner to assist with the interpretation of policies and procedures. The role of the Ombuds is to ensure adherence to EMU policy, confirm due process as it relates to institutional protocol, assist with resolution and prevention of both academic and non-academic concerns, and to make appropriate data based recommendations to the Office of the Provost.

The Ombuds works directly with faculty and staff, providing consultation related to university policies and procedures. It has established itself as an objective, nonbiased operation that continues to work towards developing a fair and equitable university community.

Office Impact:

The unique placement of the office of the Ombuds allows for resolutions and improvements of a significant nature with regard to individual cases, systemic processes and University policies. The Office supports collaboration and consultation about conflicts as an alternative to confrontation and unhealthy debate that results in complaints with no resolution or contribution to the advancement of effective protocol.

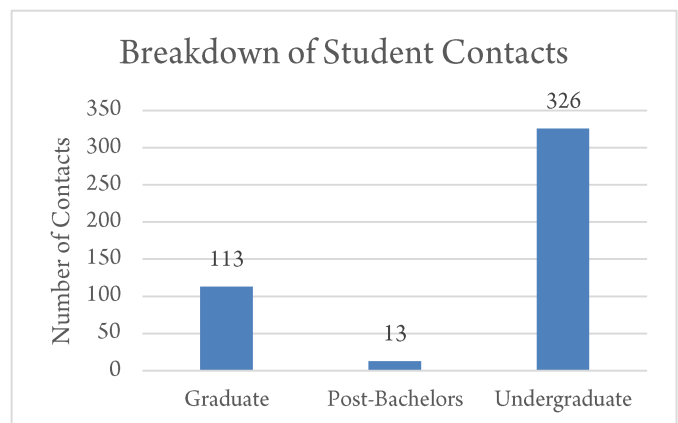
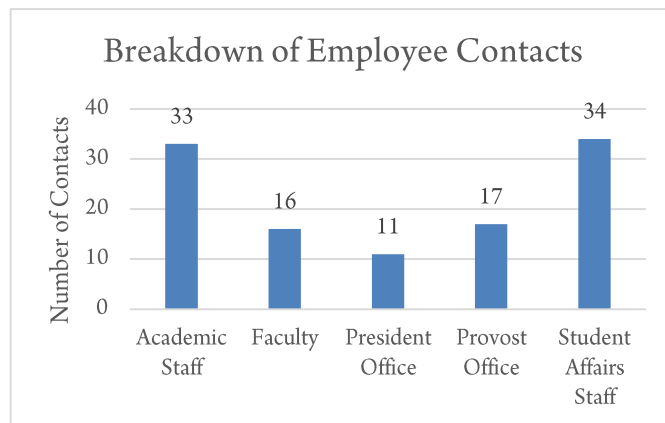
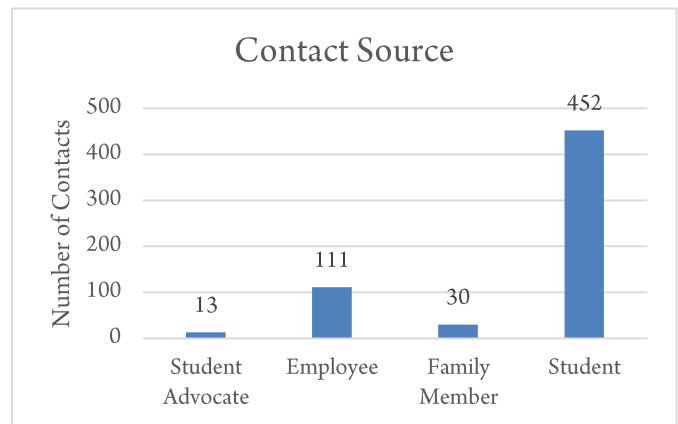
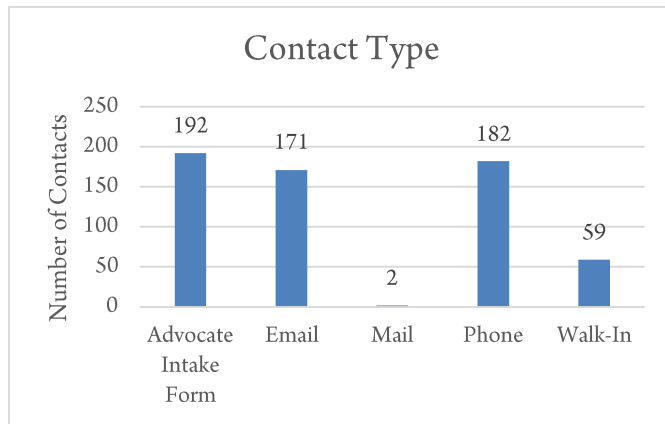
Proactive engagement in the development and improvement of protocol and processes for resolving institutional issues ensures due process and supports appropriate occasions where exception to process or policy may be warranted.

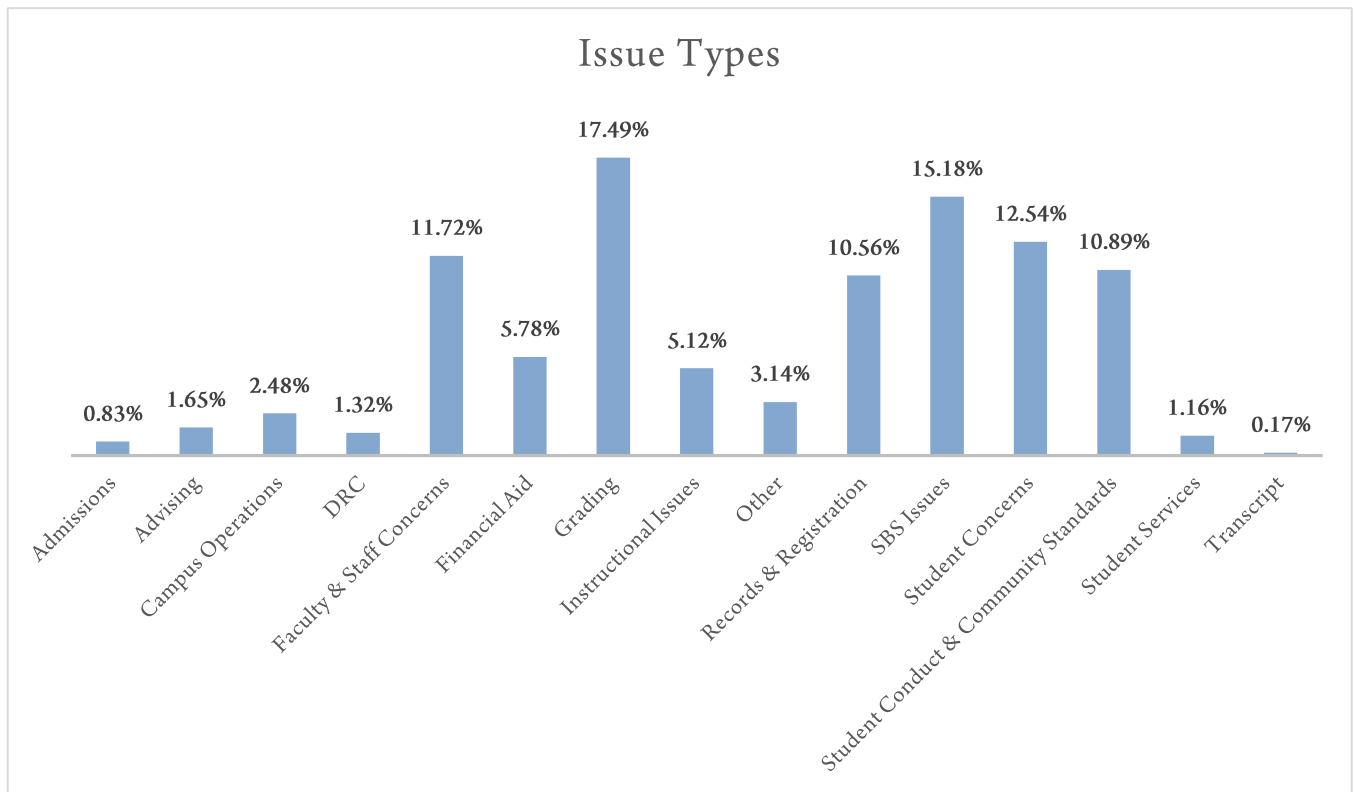
Benefits related to office impact include the following:

- Improving morale and increasing productivity
- Mitigating risk
- Identifying trends and behaviors around struggles and conflicts facing community members
- Identifying processes and policies that are broken or need improvement
- Assisting the community; students, staff, faculty and the institution as a whole with building a skill set around talking about and resolving challenges
- Fostering a culture of success, productivity, and positive and meaningful experiences

Data Collected – Points of Contact:

The charts below outline the contact type, contact source, a breakdown of employee contacts, a breakdown of student contacts, and percentage of issue types. These numbers are based on individual points of contact.





Data Collected – Cases:

The charts below outline case numbers including student demographics, race demographics, issue types, and average points of contact per issue type. These numbers are based on case data.

Total Number of Cases = 253

