

By definition an ombudsman is one who investigates reported complaints, reports findings and helps achieve equitable settlements. The recommendations of the University ombudsman are not legally binding. The University ombudsman shall be used when a person with a grievance believes that his/her grievance has not been or may not be dealt with satisfactorily by the appropriate administrative official. A grievance is defined as a violation, misinterpretation or misapplication of existing University policies, or any abuses and/or arbitrary or capricious acts committed by University personnel. The University ombudsman shall keep in confidence the names of those who use the office.

Duties and Responsibilities: The University ombudsman shall receive and investigate any grievance, excepting issues of tenure or termination of contract, of a faculty member with another faculty member and/or administrator or between two administrators. The ombudsman may help the parties involved resolve their differences informally or may report directly to the President on any individual dispute and can recommend to the President new policies to solve recurring disputes.

Appointment: All full time faculty are eligible to submit their own name and qualifications for the position to the chairperson of the Faculty Senate. The Executive Committee will select and submit three names to the President of the University from which the President will choose a University ombudsman.

Term: The ombudsman shall serve a two year term and may not succeed him/herself in the office.

Office Hours: The ombudsman shall continue as a full time faculty member with a course load reduction of six hours per semester. Regular academic department office hours shall be maintained as well as regular ombudsman office hours. Notice of office hours and location of office will be provided to all faculty through the Faculty Senate.

Budget: Additional secretarial help and other budget considerations are to be worked out with the appropriate administrative personnel and the Executive Committee of the Faculty Senate.