

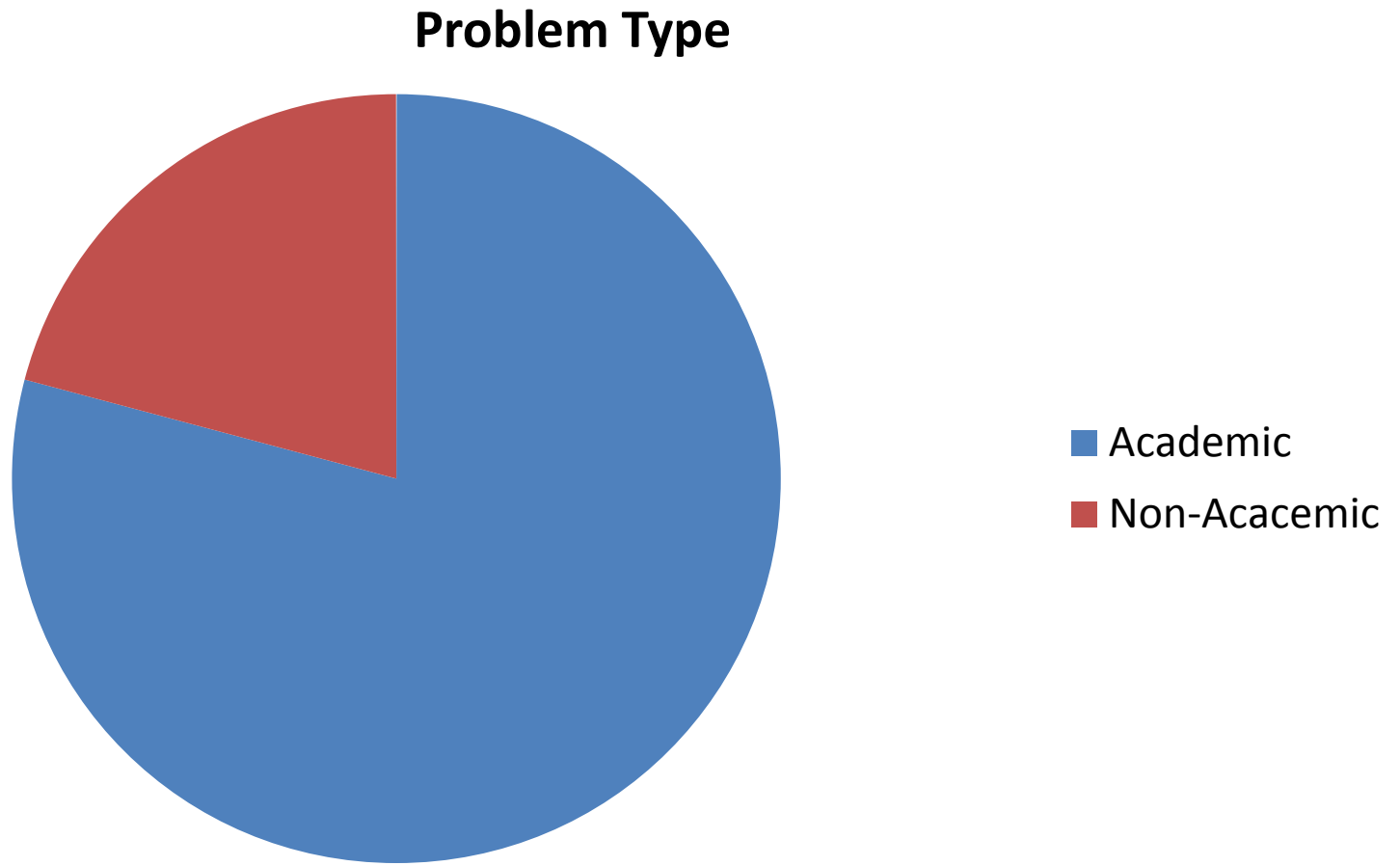
2017 New Administrator's Orientation



Learning Objectives

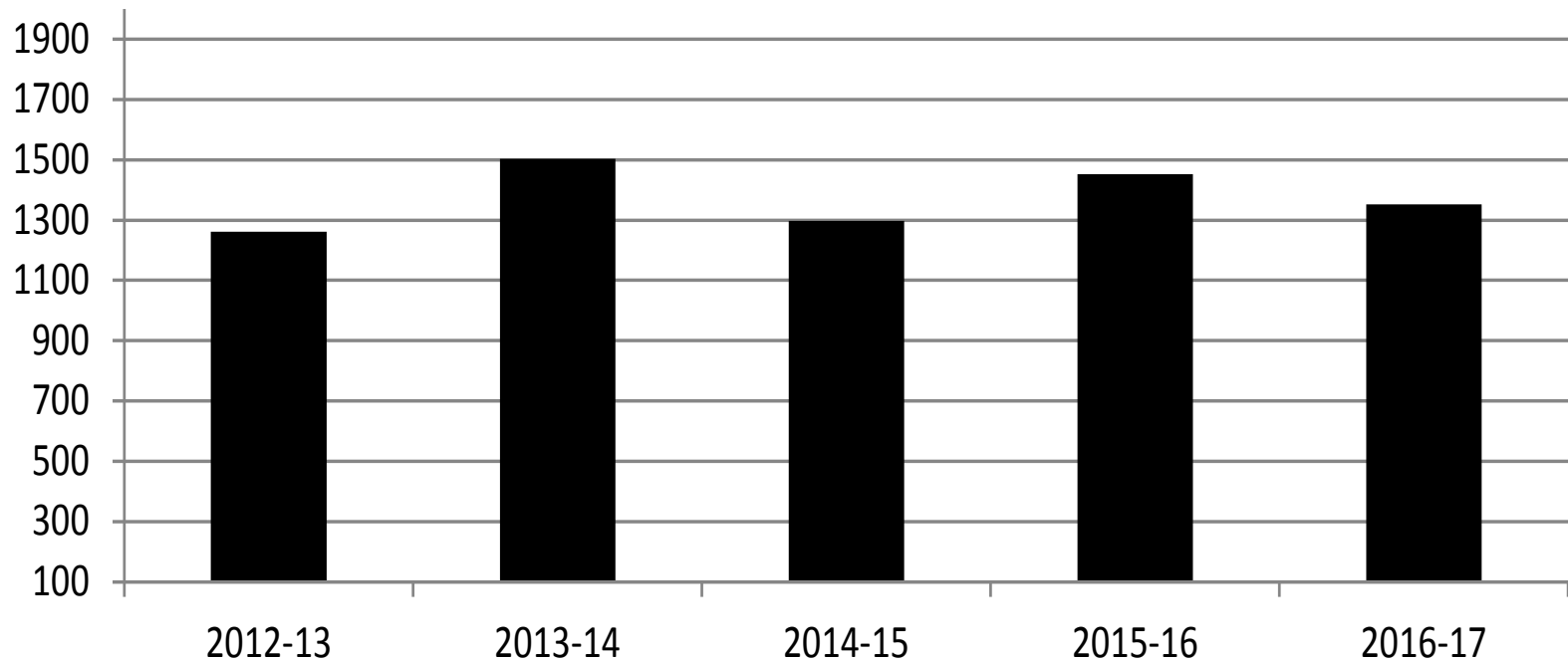
- Know who the University Ombudsperson is and what he does.
- Know when you might call me with questions and information requests.
- Know what you might find if you visit our website.
- Know your role in helping students find solutions to their problems.

Problem Type



Utilization

Table 1
Number of Annual Contacts 2012-2017



Web site

- <https://www.ombud.msu.edu>
- 2016-2017: 73,442 visitors to the site

Office of the University Ombudsperson

Home

Complaint and Grievance Systems

Academic Grievance Procedures

Grades/Appeal Policies

Report a Problem

Academic Integrity

University Policies & Publications

Classroom Policies and FAQ

Student Rights

Student Responsibilities

All FAQ's

Special Grade Markers

About/History of the Office of the University Ombudsperson

Staff

The Office of the University Ombudsperson is comprised of a full-time University Ombudsperson, a part-time Associate University Ombudsperson, as well as an Office Manager. The Office was established to assist students in resolving conflicts or disputes within the University. We also help staff members, instructors, and administrators sort through university rules and regulations that might apply to specific student issues and concerns. In addition to helping members of the MSU community resolve disputes, we also identify MSU policies that might need revision, and refer them to the appropriate academic governance committee.

These duties are carried out in a [neutral, confidential, informal, and independent manner](#). The University Ombudspersons are not advocates for any individual or group on campus; instead, they are advocates for fairness. Talking to an Ombudsperson does not constitute filing a formal complaint or notice to the University, since the purpose of the University Ombudsperson's Office is to provide a confidential forum where different options may be considered.

Following a request for assistance, an Ombudsperson will take one or more of the following actions:

- 1) listen carefully to the concern,



Robert Caldwell,
University Ombudsperson



Shannon Lynn Burton,
Associate University Ombudsperson



INTERNATIONAL
OMBUDSMAN
ASSOCIATION

Role of Chair/Associate Dean in grievance process

Faculty and students discuss the conflicts and try to reach a mutually agreeable resolution. Failing this, the student may take their case to the unit administrator (i.e., chairperson, director, associate dean) to see if they can help reach an acceptable solution.



In cases where no informal resolution is possible, a formal hearing is requested from the University Academic Hearing Board or from the University Academic Integrity Hearing Board depending on the conflict.



If necessary, decisions from either hearing board can be appealed to the University Academic Appeal Board.

O-office staff



2017-2018 Ombuds Semicentennial

42 years of combined service in the O-office.

Stan Soffin, Joy Curtis, Carolyn Stieber, and Robert Caldwell

