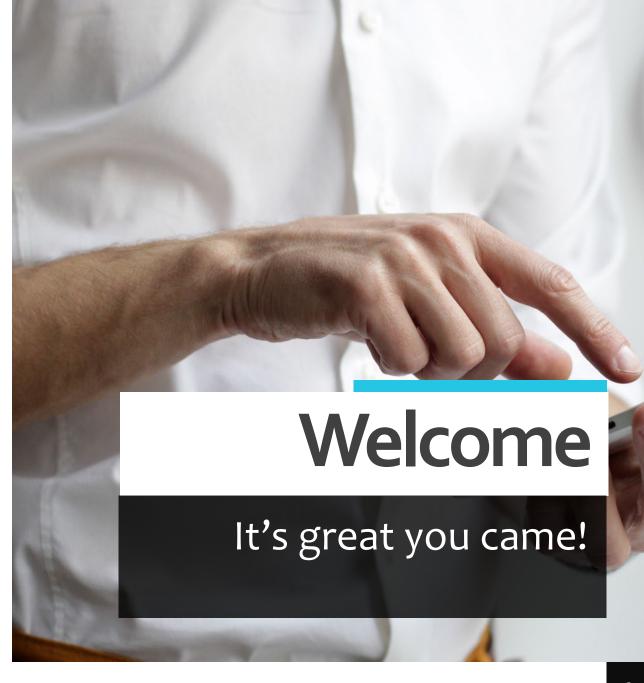
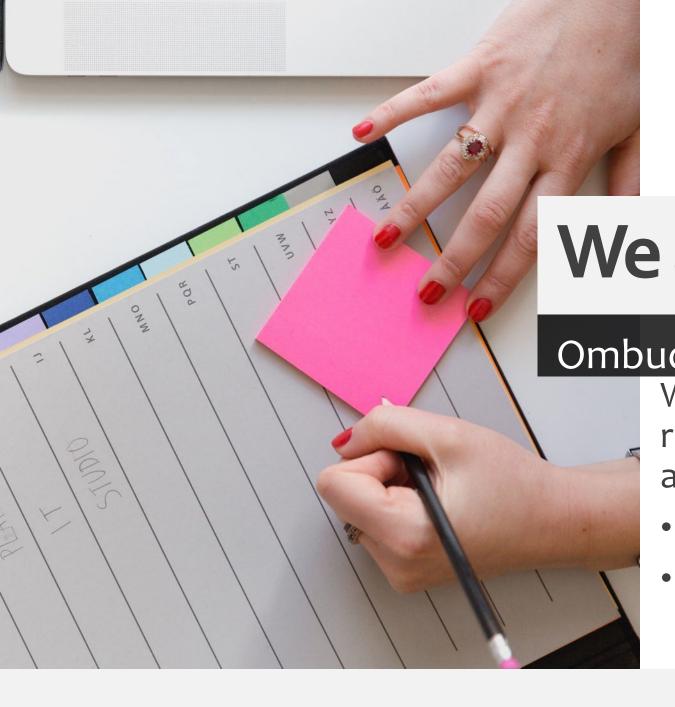


# Thank you for coming! We know you are busy.

- We hope your semester is off to a great start and stays that way!
- We know working and being a student at SIUC can be challenging at times.
  - Morale can be low
  - Classes can be tough
  - Some bosses, professors/instructors and/or staff may not feel supportive



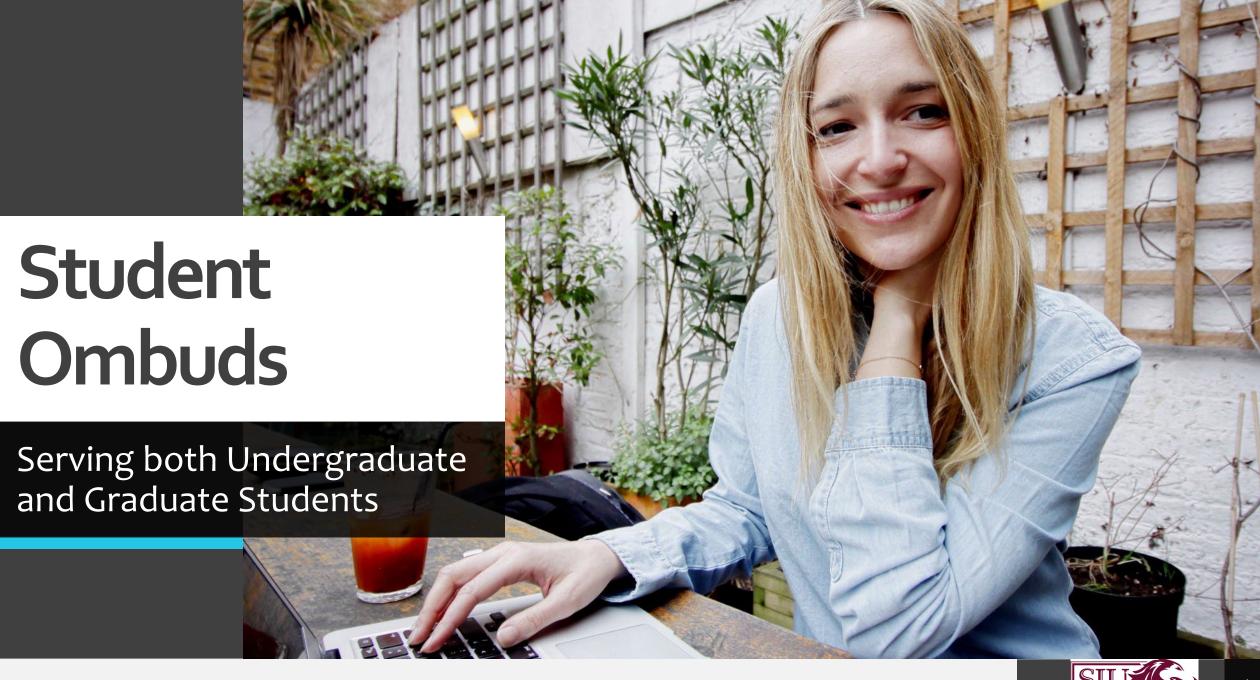


We are here to help

Ombuds love to assist others!

We have some differing functions and roles, but we share a desire to help and...

- Provide a caring, listening 'ear' with
- Neutrality/impartiality
  - Feel free to vent!



#### Student Ombuds Standards

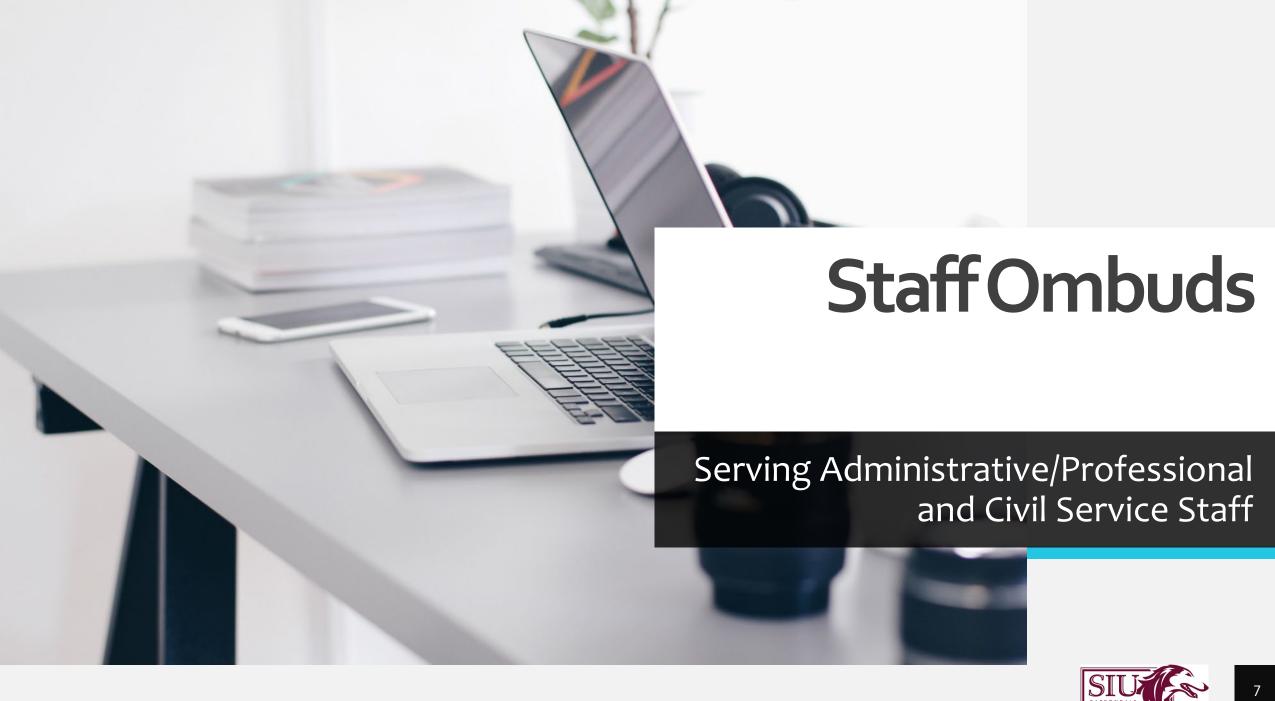
- Impartial, Informal, Confidential
- Does not take 'sides' or serve as an advocate
- Does not conduct formal investigations
- Cannot overturn academic or administrative decisions
- Does not file formal paperwork or take part in formal proceedings
- Does not provide counseling or legal advice
- Confidentiality exceptions: Title 9, court order, imminent risk of harm, child abuse (mandated reporter)



#### **Student Ombuds Roles**

- The Student Ombuds is a resource for students in navigating the University while seeking resolution to individual concerns.
- She assists with the possible resolution of University-related concerns and issues via:
  - 1. Offering a SAFE place to discuss your concerns
  - 2. Actively listening and assisting with unresolved problems/concerns
  - 3. Clarifying and explaining university policy as relevant to your problem
  - 4. Exploring and helping to define options and resources for resolving your problem
  - 5. Referring you to the appropriate resources/professionals for your problem/concern if needed
  - 6. Facilitating conversations if indicated





#### Staff Ombuds Standards

- Impartial, Informal so do not take 'sides' or serve as an advocate
- Does not put SIU 'on notice', go on record, or investigate
- Cannot overturn administrative decisions
- Does not take part when in my ombuds role in formal proceedings including those disciplinary- and grievance-related
- Does not provide counseling or legal advice
- Confidentiality: Information you provide and/or questions you ask are not shared except as necessary to assist you-transparent
  - Exceptions: Title 9, court order, imminent risk of harm, child abuse (mandated reporter)



#### Staff Ombuds Roles

- The Staff Ombudsperson is an available resource to assist in navigating the University when questions and concerns arise.
- The Staff Ombuds assists staff with the possible resolution of University-related concerns and issues via:
- 1. Active listening to identify your question or concern
- 2. Referring you to the appropriate resources/people
- 3. Connecting represented staff to the appropriate union representative for collective bargaining agreement (CBA) questions/concerns and as needed
- 4. Directing you to university policies and procedures, CBAs, and/or staff council bylaws which may be relevant to the situation
- 5. Providing guidance to help you understand what the next step may be in a given situation, particularly if you are not union-represented





### Faculty Ombuds Standards

- Impartial, Informal, Independent, Confidential: Follows IOA
- Does not take 'sides' or serve as an advocate
- Does not put SIU 'on notice' or investigate
- Cannot overturn administrative decisions; does not file paperwork or take part in formal proceedings
  - E.g., disciplinary, grievance; can refer you though
- Does not provide counseling or legal advice
- Confidentiality exceptions: Title 9, court order, imminent risk of harm, child abuse (mandated reporter)

## Faculty (and GA) Ombuds Roles

- The Faculty Ombuds assists faculty and GAs with the possible resolution of University-related concerns and problems via:
- 1. Active listening to identify your concerns and their contributors
- 2. Troubleshooting to help you determine what the next step(s) may be in a given situation
- 4. Directing you to university policies and procedures, CBAs, and/or bylaws that may be relevant to the situation
- 5. Referring you to the appropriate resources/people as indicated
- 6. Connecting you with the appropriate union representative for collective bargaining agreement (CBA) questions/concerns and as needed
- 7. Aiding communication, serving as an intermediary, or facilitating a conversation



#### Please Come Meet Us!

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• Dr. Michelle Kibby: faculty.ombudsperson@siu.edu



• Dr. Lanel Love: lanel.love@siu.edu



