



# SIU-C University Ombuds

Student, Staff, and Faculty/GA

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

A close-up photograph of a person's hand and arm, wearing a white button-down shirt. The hand is pointing towards the right side of the frame. The background is blurred, showing more of the white shirt and a hint of a dark object, possibly a phone or a bag.

**Welcome**

It's great you came!



# 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

Serving both Undergraduate  
and Graduate Students



# 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

Serving Administrative/Professional  
and Civil Service Staff

# 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

Serving Faculty and Graduate Assistants



# 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!

- Ms. Lori Foster:  
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- Dr. Michelle Kibby:  
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