



# OFFICE OF THE OMBUDS PRESENTATION

Kohya Lu  
Academic Senate Meeting  
September 24<sup>th</sup>, 2024

# Off and Running



- Koh-ya → He/Him/His
- The Office of the Ombuds Year 2
- Office Traffic Up 21% from Fall 2023

# Why Have an Ombuds?

- To address power dynamics and systemic issues affecting students on campus and address equity gaps
- To provide students a safe space on campus where they can discuss their issues/concerns without fear of retaliation or judgment
- To empower students to seek out options and make decisions
- Supports District Mission of Students first, Rooted in Success, Equity, and Social Justice

# Value and Benefits

- Mitigate time, resources, and staff involved in formal investigations
- Informally resolve issues that may not rise to the level of a formal complaint but nonetheless creates a negative work/classroom/student environment
- Provides Upward Feedback to College Leadership on Organizational Trends/Issues
- Helps Student Satisfaction/Morale/Retention

# Office of the Ombuds 101

- What is an Ombudsperson?
  - a) Independent, Neutral, Informal, and Confidential Resource
  - b) Not a Mandated Reporter
  - c) Not an Office of Record → College Not on Notice

# Office of the Ombuds 101

- An Ombudsperson Can:
  - a) Be a Listener
  - b) Gather Information and Seek Clarity
  - c) Provide Clarity on Processes and Procedures
  - d) Serve as a Referral for Campus Resources and Make Recommendations
  - e) Conduct Informal Mediation (If All Parties Agree)
- An Ombudsperson Does Not:
  - a) Serve as a Direct Advocate
  - b) “Take Sides”
  - c) Replace Any Formal Grievance or Student Conduct Processes

# Faculty/Staff Resource Form



The screenshot shows the College of San Mateo website. The header includes the college name, a language selection dropdown, and a disclaimer link. A navigation menu on the left lists: Overview, Student Resources, Faculty & Staff Resources, Meet the Staff, and Contact Us. A banner image shows a man and a woman talking. To the right of the banner, there are announcements for Flex Days (No Classes) on August 12-13, 2024, Fall Classes Begin on August 14, 2024, and Labor Day Holiday Weekend from 8/31/24-9/2/24, with a Request Information button. Below the banner is a blue header for the Office of the Ombuds. The main content area is titled Faculty & Staff Resources and states that the Faculty/Staff Resource Form is now live. A button labeled Faculty/Staff Resource Form is provided. Below this, a paragraph asks users to utilize the form to request services from the Office of the Ombuds and to allow for a 2-4 week lead time for presentations. A numbered list of five categories is provided: 1. Consultation, 2. Professional Development/Training (Workshop), 3. Office of the Ombuds Division/Department Presentation, 4. Office of the Ombuds Overview Presentation, and 5. Other.

College of San Mateo

Select Language ▼ [Disclaimer](#)

Overview

Student Resources

Faculty & Staff Resources

Meet the Staff

Contact Us

**Flex Days (No Classes)**  
August 12-13, 2024

**Fall Classes Begin**  
August 14, 2024

**Labor Day Holiday Weekend**  
8/31/24-9/2/24

[Request Information](#)

**Office of the Ombuds**

**Faculty & Staff Resources**

The Faculty/Staff Resource Form is now live!

[Faculty/Staff Resource Form](#)

Please utilize this form to request a service that best suits your needs from the Office of the Ombuds.

**Please allow for a 2-4 week lead time for any presentations.**

1. Consultation – This can be utilized to discuss a potential student issue/conflict occurring in the classroom/office environment from an impartial perspective or for general questions related to the office.
2. Professional Development/Training (Workshop) – This can be utilized to request a workshop for your office/program based on a specific need (topics can include: effective communication, unconscious bias, etc.)
3. Office of the Ombuds Division/Department Presentation – This can be utilized to request a general office overview presentation at a staff meeting.
4. Office of the Ombuds Overview Presentation – This can be utilized to request a general office overview presentation for students in your classroom or office/program.
5. Other – This can be utilized for any other needs not covered by the aforementioned categories.

# Faculty/Staff Resource Form

- Consultation: To discuss potential student issues/conflicts occurring in the classroom/office environment from an impartial perspective or for general questions related to the office.
- Professional Development/Training (Workshop): To request a workshop for your office/program based on a specific need (topics can include effective communication, unconscious bias, etc.)
- Office of the Ombuds Division/Department Presentation: To request a general office overview presentation at a staff meeting (2-4 weeks lead time)
- Office of the Ombuds Overview Presentation: To request a general office overview presentation for students in your classroom or office/program (2-4 weeks lead time)
- Other: For any other needs not covered by the categories mentioned above.



# Additional Services

- Professional Development/Training
- a) Campus Community Offerings (Flex Day) → Upcoming 10/9  
Conflict Resolution, 11am Building 10-194
- Student Outreach and Engagement
- Make Recommendations for Systematic Change

# Contact Information

Office Location → Building 18, 206-B (Meetings By Appointment)

Office Email → [csmombuds@smccd.edu](mailto:csmombuds@smccd.edu)

Office Website → <https://collegeofsanmateo.edu/ombuds/>

THANK YOU!