

Wichita State University Faculty Ombuds Program Charter

I. INTRODUCTION

The Wichita State University Faculty Ombuds program (“Ombuds Program”) was established to help foster an environment of respect, honesty, fairness, and integrity, to bolster a supportive response based on the specific needs of each situation. As appropriate, the Ombuds will: listen, clarify issues, serve as a strategic thought-partner and conflict coach, make informal inquiries, gather additional information, provide referrals, offer information on available resources, identify available pathways and options to address or raise concerns, assist with difficult conversations or engage in conflicts resolution, and provide feedback to the University about campus trends and concerns.

matter in which their private interests, real or perceived, may conflict with their ability to be truly impartial and independent in their role. If a potential conflict of interest nonetheless exists, the Ombuds will take all steps necessary to disclose the potential conflict and remove the conflict. If it is not possible to sufficiently address a conflict of interest in a given case, the Ombuds will recuse themselves from involvement in it.

C. Confidentiality

The Ombuds will maintain the confidentiality of all information received from complainants, unless the complainant waives this confidentiality or the Ombuds is required to disclose the information by law. The Ombuds will not disclose any information received from a complainant to the complainant's employer or any other person, unless the complainant waives this confidentiality or the Ombuds is required to disclose the information by law.

adjudicative procedures, whether internal or external. The Ombuds will, however, endeavor to provide visitors with information about relevant formal grievance or complaint processes to help educate them about their options. Use of the Ombuds Program will be voluntary and will not be a required step in any grievance process or University policy.

IV. AUTHORITY AND LIMITS OF THE OMBUDS ROLE

A. Ombuds Authority

legal advice or representation. In such a case, the University will provide

shared with the University or otherwise made public in ways that protect visitor confidentiality.

4. Advocacy for Individual Parties or Entities. The Ombuds has no authority to serve as an advocate, lawyer, representative, or counselor for any party in a dispute, nor will they represent University management or visitors to the Program. Rather, the Ombuds will advocate for fair processes, respectful treatment, and equitable policies in the University.
5. Business and Policy Decisions; Adjudication of Issues. The Ombuds has no authority to make business or policy decisions on behalf of the University. The Ombuds also has no authority to adjudicate, impose remedies or sanctions, or to enforce or change University policies or rules.

V. REPORTING

The Ombuds Program may issue annual reports. Regular reports may include, at a minimum, information on the Ombuds Program statistics and trends, systemic issues identified by the Program, and descriptions of outreach and educational activities. The Ombuds Program will publish any annual reports issued on its website. The Ombuds Program may also prepare additional periodic reports as appropriate. The Ombuds Program shall ensure that any reports issued shall not reveal any confidential information, including any information that would lead to identifying a visitor, in accordance with the standards for confidentiality set forth in this Charter.

VI. OMBUDS' QUALIFICATIONS

Ombuds shall be selected on criteria including training, experience, credentials, and significant knowledge of University structure and operations. All Ombuds shall be members of the IOA while serving in the Ombuds Program and thoroughly familiar with the IOA Standards of Practice and Code of Ethics, as well as sound principles of individual and organizational conflict resolution.

Wichita State University Faculty Ombuds Program Charter

~~[Adapted from the Charters of the University of Colorado, Boulder and the University of Kansas]~~

I. INTRODUCTION

The Wichita State University Faculty Ombuds program (“Ombuds Program”) was established to help foster an environment of respect, honesty, fairness, and integrity, to bolster a ~~strong~~ working and learning climate at Wichita State University (“University”) for faculty and instructional ~~staff (“constituents”).~~ In keeping with national industry norms, ~~those members of~~ faculty and instructional

III. STANDARDS OF PRACTICE

The Ombuds ~~adhere~~ Program adhere to and ~~have~~ has adopted the International Ombuds Association (IOA) ~~Standards of Practice and Ethical Principles, Standards of Practice and Ethical Principles~~ and this Charter adopts and incorporates by reference the IOA Standards of Practice and Code of Ethics. The Ombuds will ~~function~~ function independently of interference or direction from ~~university~~ University administration in its ombuds services. The Ombuds Program will operate confidentially and impartially and limit the scope of its ~~services~~ services to informal means of dispute resolution and problem-solving support. Ombuds will be members of IOA and ~~attend~~ attend regular relevant trainings and conferences whenever possible. The Ombuds will establish and follow consistent policies for the Ombuds Program, which will be posted on the Ombuds Program website. The Ombuds will also publicize the key principles on which ~~the program~~ Ombuds Program is based, including the ~~confidential, independent, impartial, and informal nature of the Ombuds Program's services and will clearly explain each of these Standards of Practice~~ confidential, independent, impartial, and informal nature of the Ombuds Program's services and will clearly explain each of these Standards of Practice to each visitor.

A. Independence

The Ombuds Program will be, and will take care to ~~ensure~~ ensure it is perceived to be, free from interference in the performance of its ombuds services. The Univa2k(c)10(c)6.8(i)ty 3its in17.6aally a

B. Imparality:

The Ombuds will strive for impartiality and fairness in consideration of all visitors and the issues they raise. The Ombuds will operate with the aim of supporting all visitors and pages in the most effective way.

case the Ombuds may seek a resolution of this dispute through the Office of the Provost.

~~4. 4-Decline/Withdraw from Participation in a Concern.~~ The Ombuds may withdraw from or decline to participate in a concern.

- ~~2.~~ ~~2. No Participation in Formal Processes and Investigations.~~ The Ombuds has no authority to conduct formal investigations of any kind. Unless required by law, the Ombuds will not willingly participate in formal investigative or adjudicative procedures, whether internal or external.
- ~~3.~~ ~~3. Organizational Record Keeping.~~ The Ombuds will not maintain records containing identifying information. If the ~~ombuds~~Ombuds takes notes during a visitor consultation, they shall be stored in a secure ~~location~~ and manner, protected from inspection by others (including ~~management~~University leadership).

familiar with the IOA Standards of Practice and Code of Ethics, as well as sound principles of individual and organizational conflict resolution.

VII. ACCOUNTABILITY AND EVALUATION

Ombuds Program personnel are University employees and subject to the University's employment policies and processes. ~~The work of the Ombuds will be evaluated annually by the Provost.~~ Complaints about the Ombuds Program should be directed to the ~~President or~~ Provost, for violation.