

REPORT

Office of the Ombudsman



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With Assistance from Soraiya Campbell, Associate Ombudsman Extern

October 6, 2008



The Office of the Ombudsman at UC Riverside observes the Standards of Practice, Code of Ethics and Best Practices under the International Ombudsman Association, the privileges and responsibilities under its Charter with the University, and the Best Practices as declared by all UC Ombudsman Offices.

The Office values...

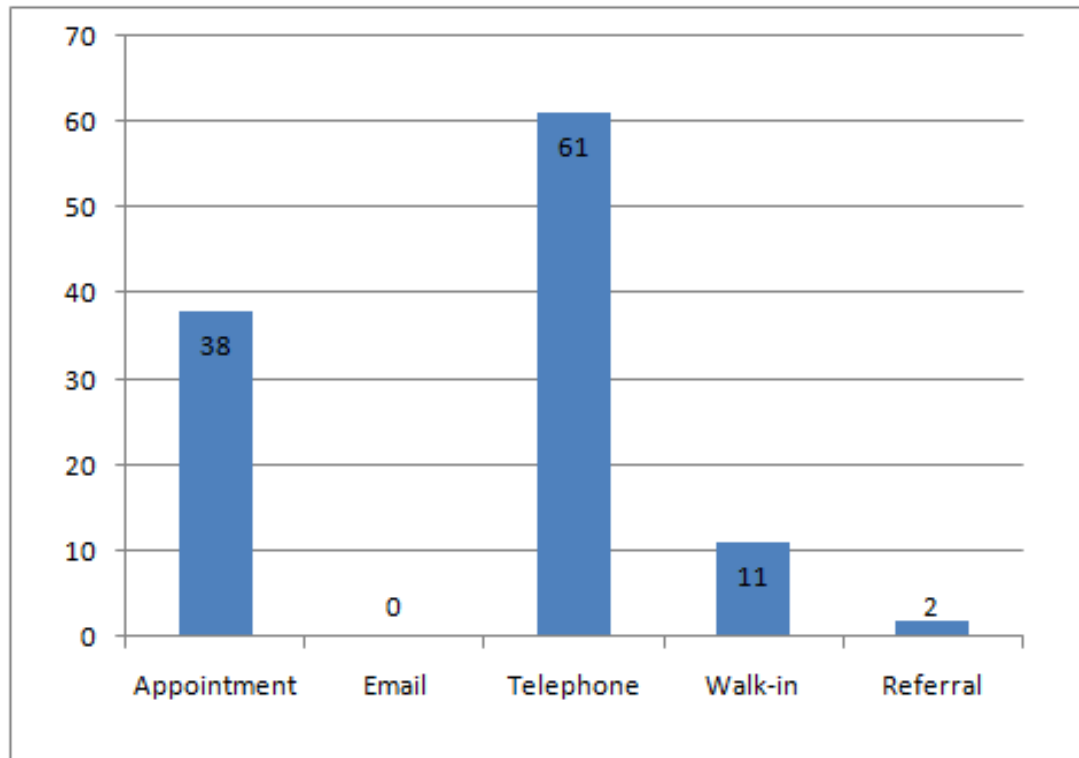
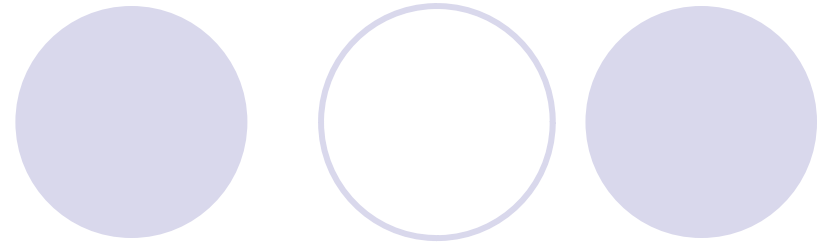
- Independence of the Office to ensure impartiality, confidentiality, informality, and integrity in its function and effectiveness*
- A University environment that nurtures fairness, equity, respect, diversity, and creative collaboration within its community*

Basis for Report Data



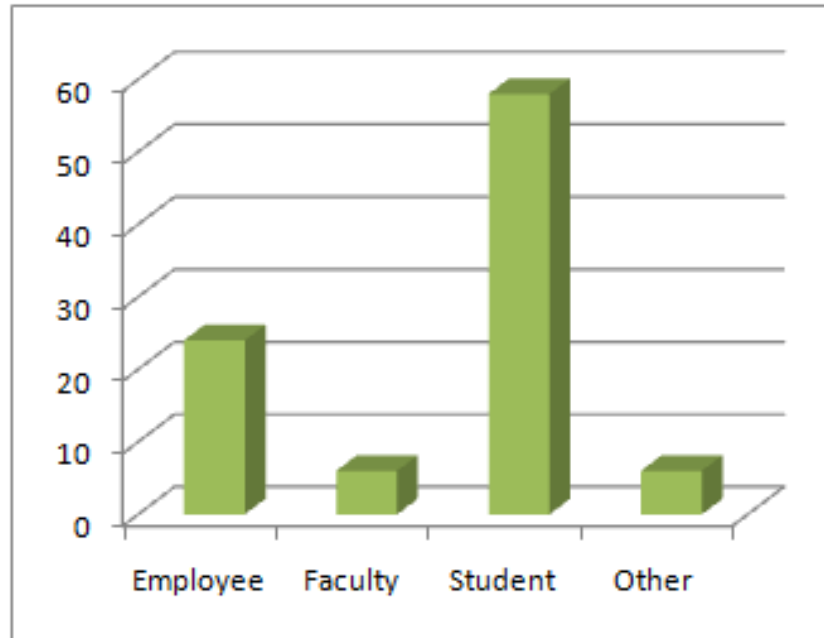
- All data collected and analyzed in this Report by the Office is pursuant to the “Case Data” intake form in place at the time data was collected.
- The period of time relevant to this Report is from October 8, 2007 – July 31, 2008.
- The total number of cases upon which this Report is based is 94 for a period of approximately nine months.
- The number of cases above only tracks the number of visitors to the Office, and does *not* account for other parties who came into contact with the Office as a result of the initial visit or are impacted by the conflict(s) and/or resolution(s).
- The number of cases also does *not* reflect 21 individuals who were seen on an individual and group basis as a result of joint requests or referrals for facilitations. These types of visits will be included in future reports.

Intake Method



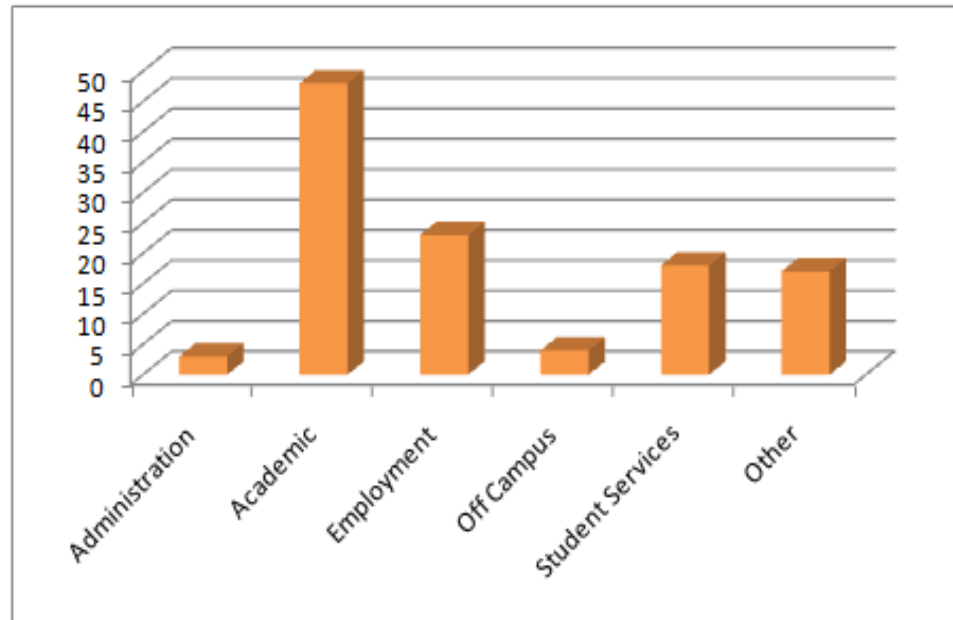
This table shows that the preferred method of initial contact with the Office is via telephone. It should be noted that most initial telephonic intakes happen to be brief and also become in-person intakes. Therefore, such intakes are also included as “Appointment”.

Complainant / Visitor Status



This graph provides a comparative view of the status of the Complainant /Visitor seeking assistance in relation to the University. Most Complaints or concerns originated from students (graduate and undergraduate), which is expected given the high ratio of students to faculty and staff. Second are those who identified themselves as “Employee”. Please note that some graduate students identified themselves as both employee and student.

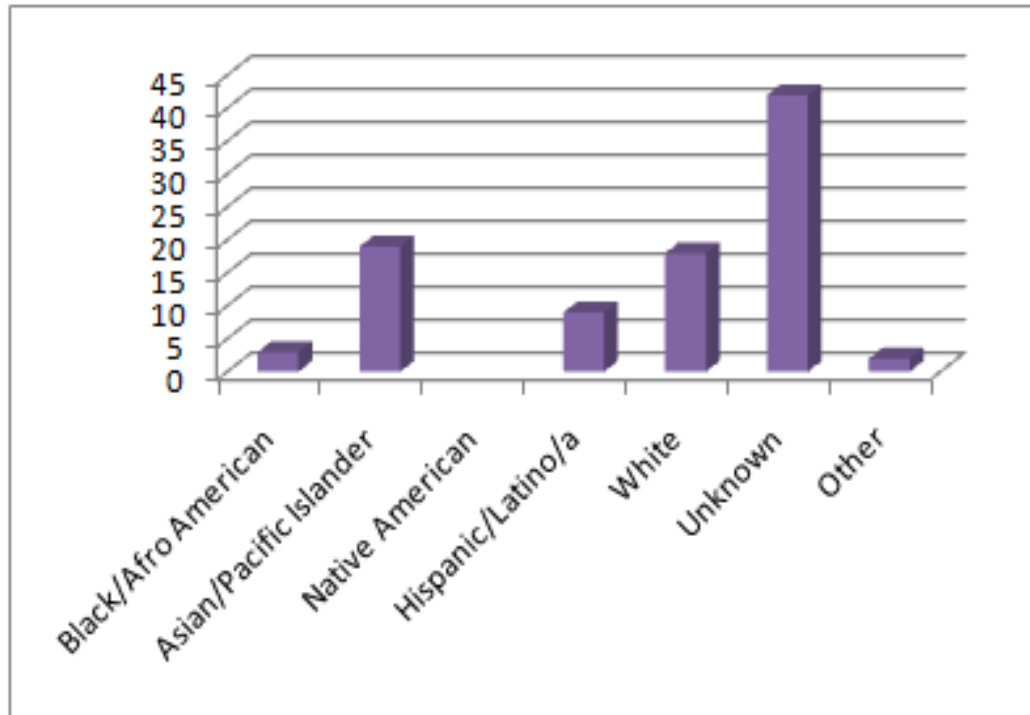
Issue Type



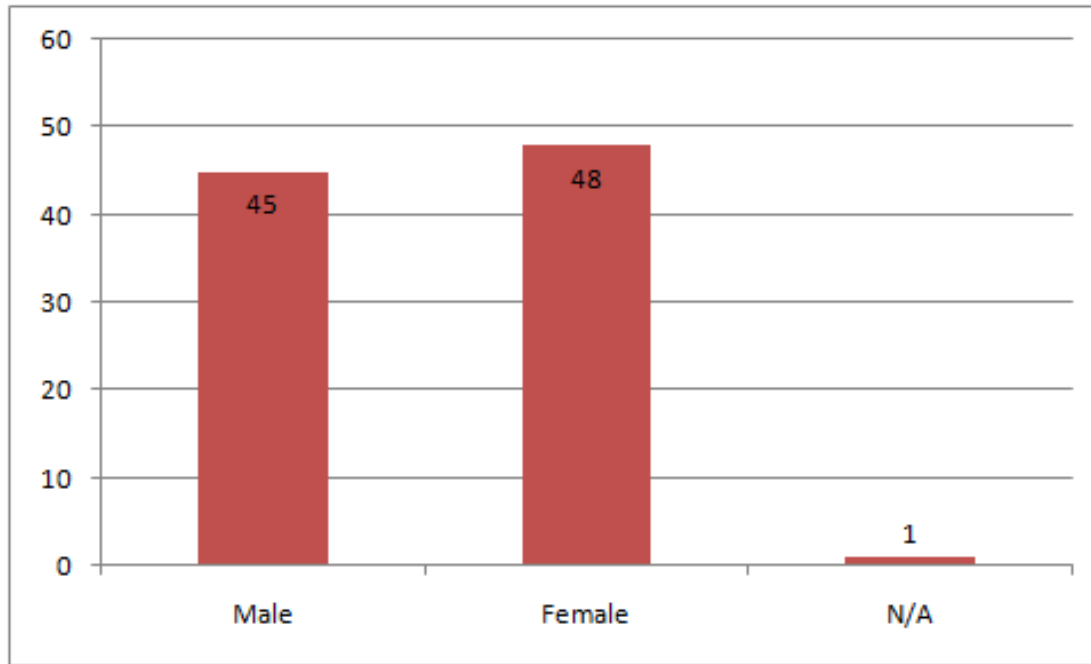
The above is representative of the distribution of cases within the designated categories. Each case may have contained multiple issues, thus the number of issues are more than the total number of cases (94). “Academic”-related issues were the highest in occurrence, followed by “Employment”. It should be noted that under the broad heading “Academic”, issues can be based on college/school policies and actions, departmental policies and actions, faculty-related issues, academic misconduct and other related issues. The “Employment” category includes employer-employee relations, hiring, and other related issues, such as benefits.

Ethnic or Racial Identity

The following shows the distribution of visitors who provided information on how they identified their ethnic or racial backgrounds. Note the high number of visitors who did not identify themselves.

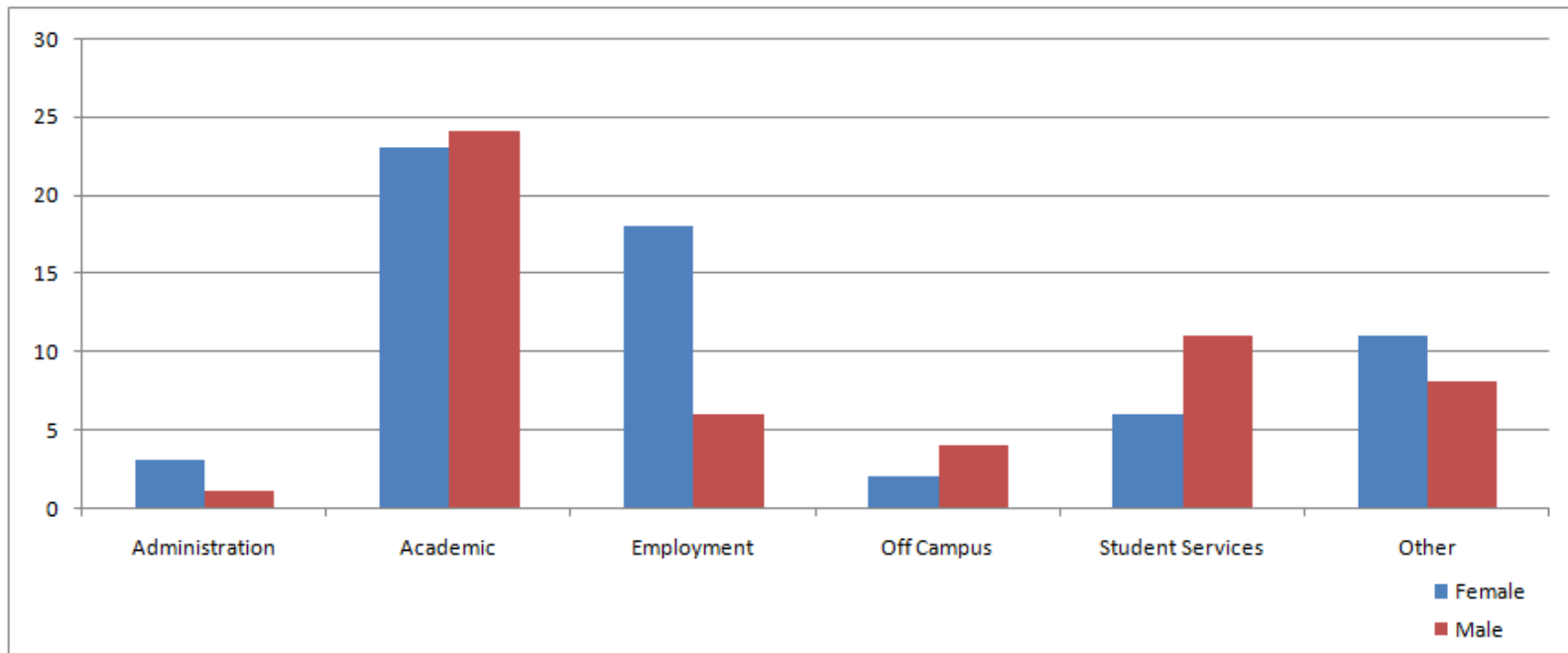


Gender Distribution



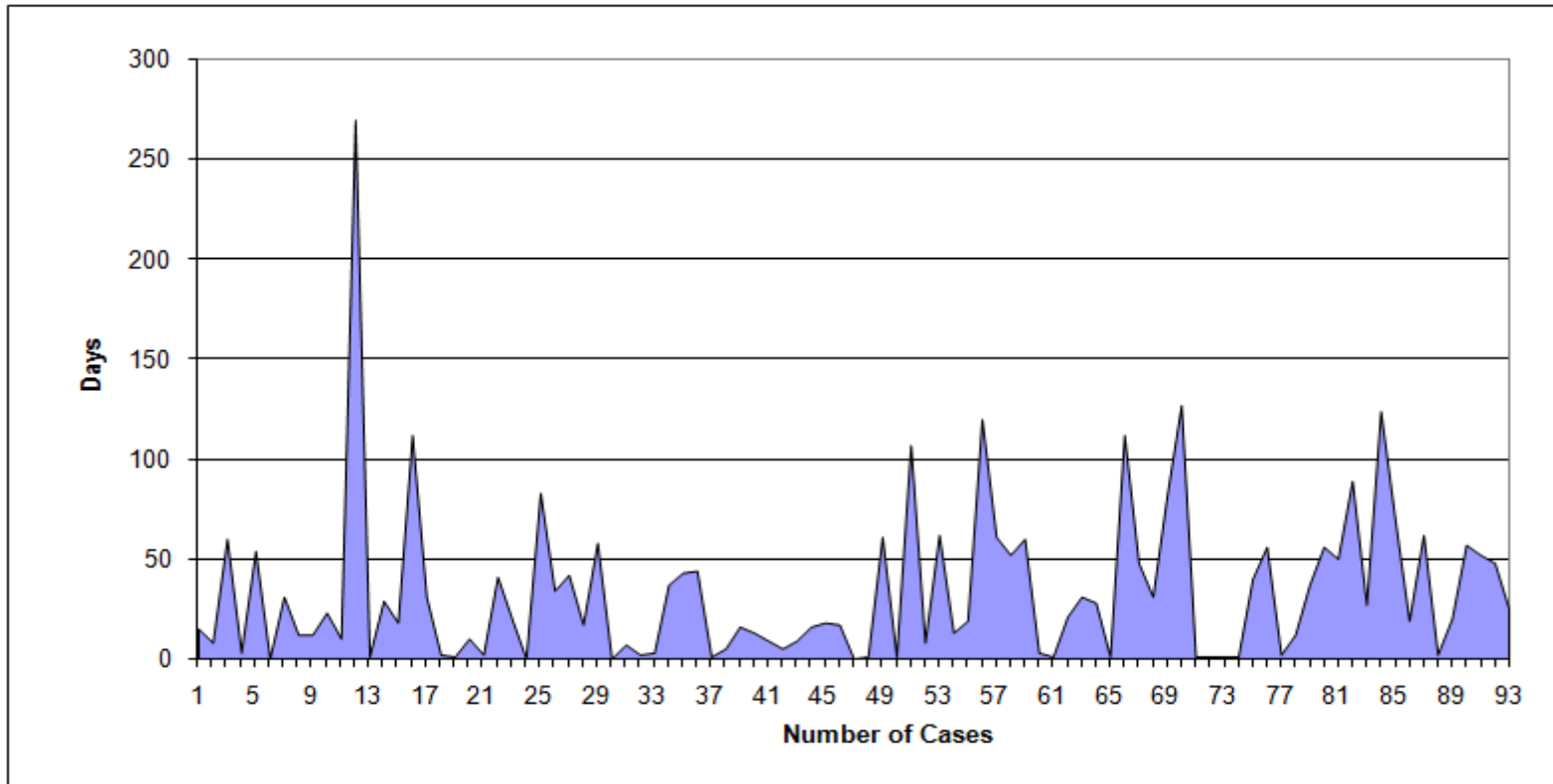
The male to female ratio in visitors to the Office of the Ombudsman is fairly balanced, reflecting equal accessibility to the two identified genders.

Gender Spread of Issues



This graph shows the concentration of issues brought to the Office by each gender during this period. There are a high number of concerns under the “Academic” category brought by both men and women, while there are more “Employment” and “Administration” related concerns on the part of women as compared to men during this period. Men had a higher ratio of “Student Services” related issues.

Number of Days Spent on Cases



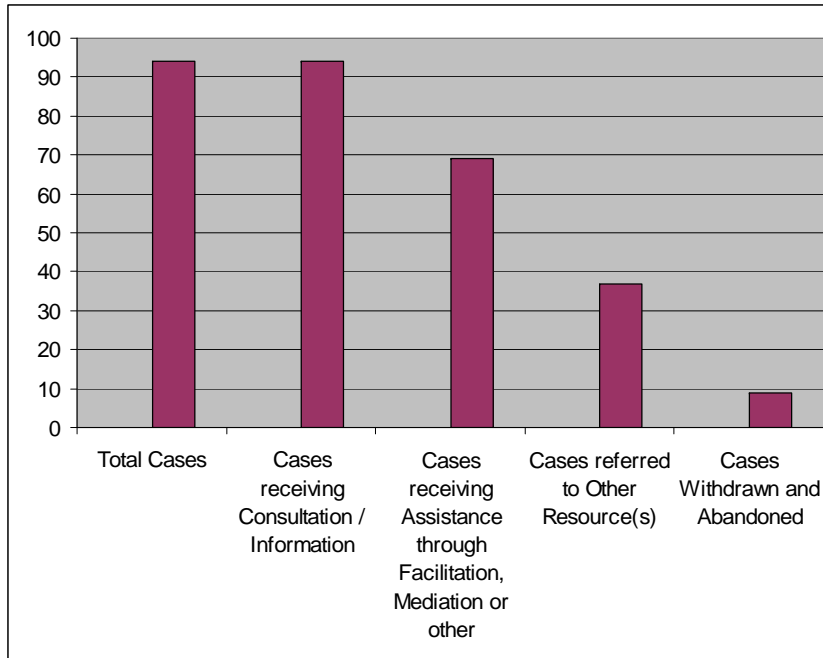
Average Number of Days Spent Per Case = 34

Average = 33.82796 days

Low = 1 day

High = 270 days

Resolutions



This graph represents the type of assistance visitors received from the Office and the methods of resolution. All received at least some consultation and information; the majority received conflict resolution assistance through methods such as facilitation or mediation; many visitors were referred to other resources on or off campus; and, some cases were withdrawn or abandoned.

Office Achievements

October 8, 2007-July 30, 2008

- Outlined Office Function, Standards of Practice and Excellence in Ombudsmanship in accordance with Best Practices for UC Ombuds Offices and International Ombudsman Association Standards of Practice, Code of Ethics and Best Practices; Drafted Charter accordingly, 2007-08
- Conducted Case Intakes, resolved Conflicts and Disputes through Individual Advising, Negotiation, Shuttle Diplomacy, Facilitation, and Mediation; provided Upward Feedback; and made Recommendations on Policies, Procedures, and Practices. These functions involved Faculty, Students, Staff / Administrators, Alumni, Retirees, Relatives of UCR Community Members, and External Complainants about UCR Community Members, 2007-
- Published Office Brochure, November, 2007
- In conjunction with Dr. June O'Connor and Forrest S. Mosten, Esq., established Forrest S. Mosten Internship in Peace and Conflict Resolution through the Office of the Ombudsman (funded); Fall Intern to begin work on Student Peer Mediation assignment
- Worked with Dr. June O'Connor to make 20th Annual Conference for the Southern California Mediation Association available for *free* to five (5) UCR students
- Established Ombudsman Externship Program, allowing expansion of Ombudsman services with minimal cost to the University
- Began Research on Campus-Wide Mediation Program
- Expanded Outreach Efforts to UCR Community
- Conducted Orientation Presentations regarding Office of the Ombudsman functions
- Conducted Departmental Trainings and Workshops on Conflict Resolution Techniques for Staff, Faculty and Administrators
- Conducted Group / Departmental Facilitations for Faculty and Staff to improve communication, efficiency, and help build internal systems of conflict resolution



Accomplishments On the Way

- Finalize and Execute Office Charter, projected September, 2008
- Transition to New Data-gathering System, projected October-November, 2008
- Establish Second Paid Internship in Conjunction with Dr. June O'Connor and the Southern California Mediation Association, Set to Begin, Winter Quarter, 2008
- Complete All Pages of New Website, projected December, 2008
- Proposal for Student Arm of Peer Mediation Program, December, 2008 –January, 2009

- Continue Striving for Excellence in Ombudsmanship in accordance with Charter, Best Practices for UC Ombuds Offices, and International Ombudsman Association Standards of Practice, Code of Ethics and Best Practices
- Continue Attracting Funding to Allow Paid Internship Opportunities in Conflict Resolution
- Continue to Work With Independent Resources such as Straus Institute for Dispute Resolution to Provide the Highest Quality Externs for the Office's Ombudsman Externship Program
- Continue Work on Campus-Wide Mediation Program
- Continue Expansion of Outreach to Faculty / Academic Employees
- Continue Orientation Presentations
- Continue Departmental Trainings and Workshops
- Continue Group / Departmental Facilitations for Faculty and Staff



A Note from the Ombudsman

As the Office of the Ombudsman at UC Riverside turns “40” years old on November 12, 2008, it recommits

itself to serve the growing University community, celebrates its rich diversity, and poises itself for the leadership role it will take in striving to be a model Office the community can rely on. The course of the Office of the Ombudsman runs parallel to that of UCR itself as new, exciting prospects and challenges about what the future holds present themselves, as well as new opportunities to reach out to different parts of the University community. With the new schools of medicine and public policy on the way, and the talent to sustain and feed this thriving academic environment, UCR is indeed one of the top institutions in the nation to watch!

The door to the Office of the Ombudsman is open, and I look forward to working with you.

--Indu Sen

University Ombudsman