

# WSU Ombuds



Dr. Carolyn Shaw, Ombuds Coordinator



4 Ombuds serving in staggered 4 yr terms

Expected to complete regular training

Providing informal dispute resolution services to try to mitigate issues before they reach a formal grievance process.

# Rationale for a Charter

Standard practice in universities with longstanding Ombuds offices.

Recommended next step to:



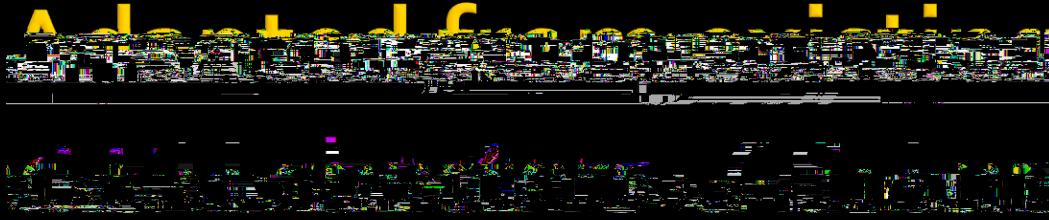
# Introduction



# Standards of Practice

## Standard IOA language:

1. Independence – free from interference in its services; still adhere to university policy; includes budget for ongoing professional development
2. Impartiality – facilitate problem solving that does not take sides or favor a particular outcome
3. Confidentiality - (WSU policy has been updated to



## Authority

May initiate informal inquiries and request access to information related to visitors' concerns

## Limitations

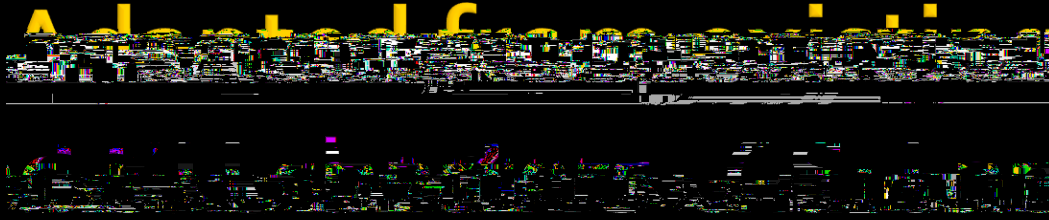
Not mandatory reporters

Cannot conduct formal investigations

Will not maintain records

## Reporting

May issue annual reports – on statistics, trends,



## Qualifications

IOA membership, training and experience.

Provost can receive complaints about violations of standards of conduct

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Senate approval Feb 26, 2024





Bayram Yildirim, 2022 –

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Policy 4.04