



Webinar

What General Counsel Need to Know About Ombuds

Janet Judge, Partner, Education & Sports Law Group (Moderator)

Jessica Kuchta-Miller, University Ombuds, Duke University

Ellen Miller, Executive Director, International Ombuds Association

Steve Prevaux, Faculty-Staff Ombuds, University of South Florida

Agenda

- Introduction
- What is an ombuds and how does one become an ombuds?
- How does the ombuds role differ from that of other professionals on campus such as general counsel or H.R.?
- Hypothetical Scenario
- Setting Up the Ombuds Office
- Key Takeaways
- Audience Q&A and Closing Remarks

Organizational Ombuds

Serve as **confidential, informal, impartial, and independent** support to students, faculty and/or staff in support of a safe and effective campus system

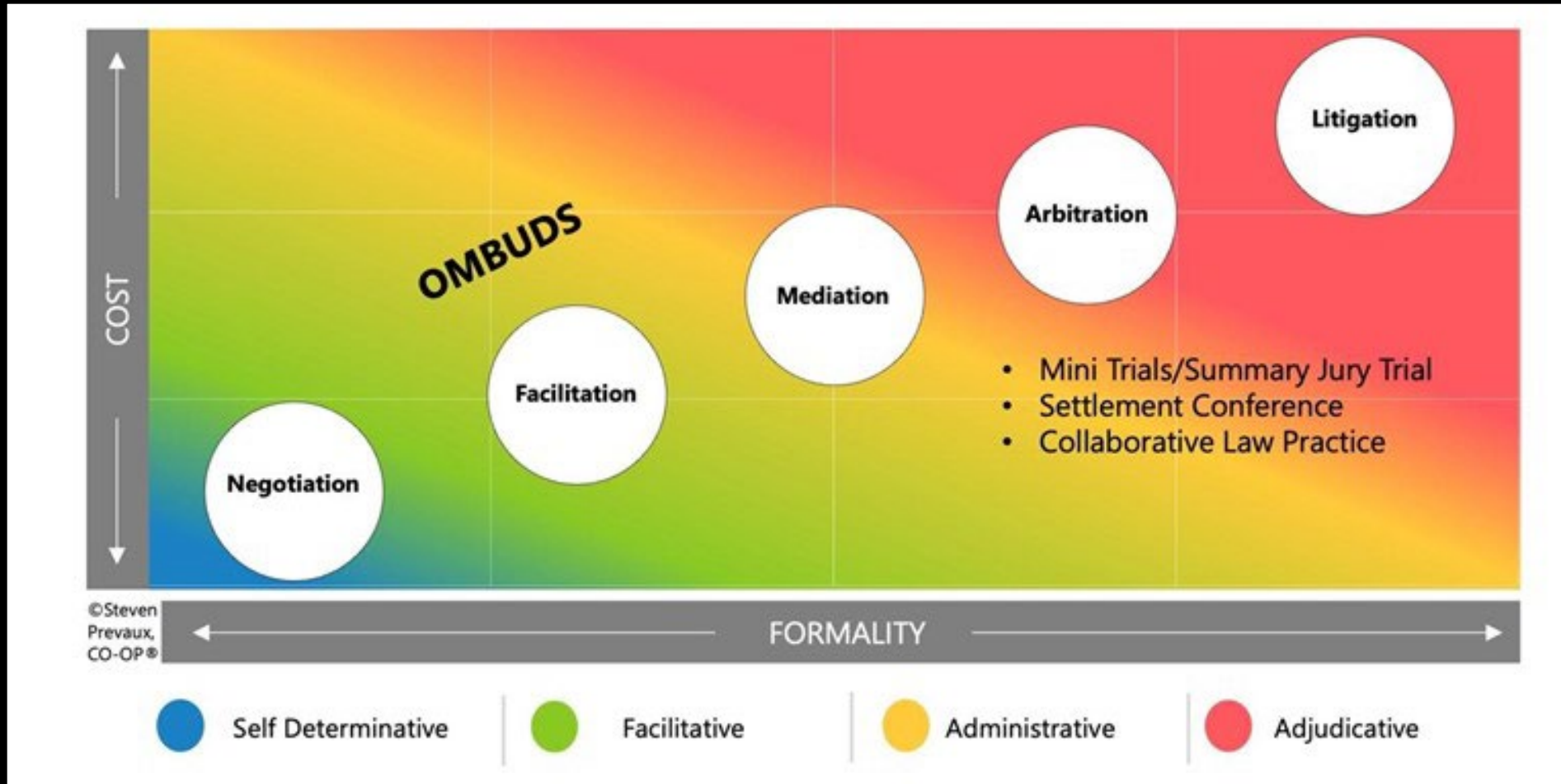
They:

- Listen/Hold Space
- Demystify policies
- Empower individuals
- Offer to facilitate conversations
- Report trends
- Promote fairness
- Practice According to Professional Standards and Ethics

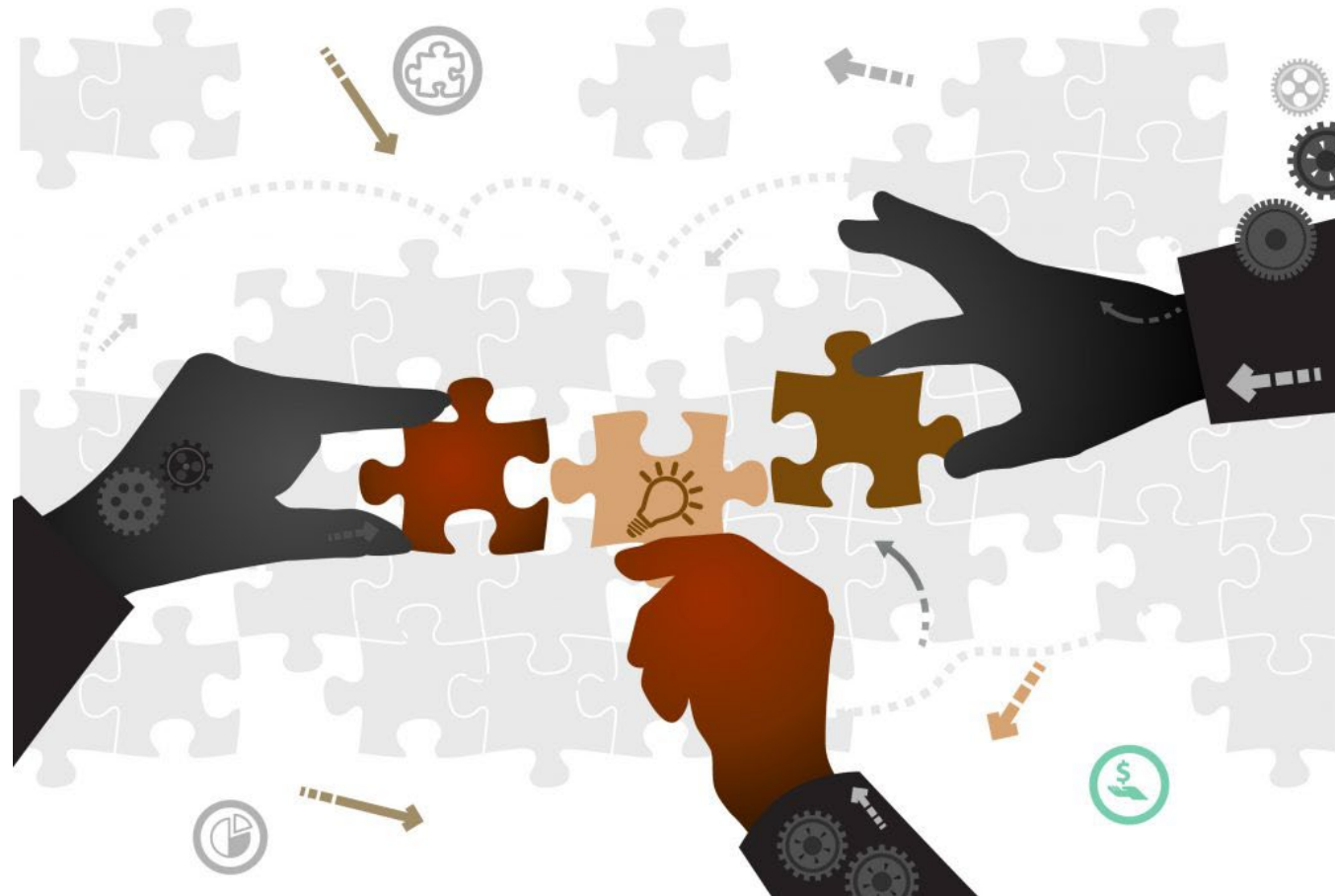
They Don't:

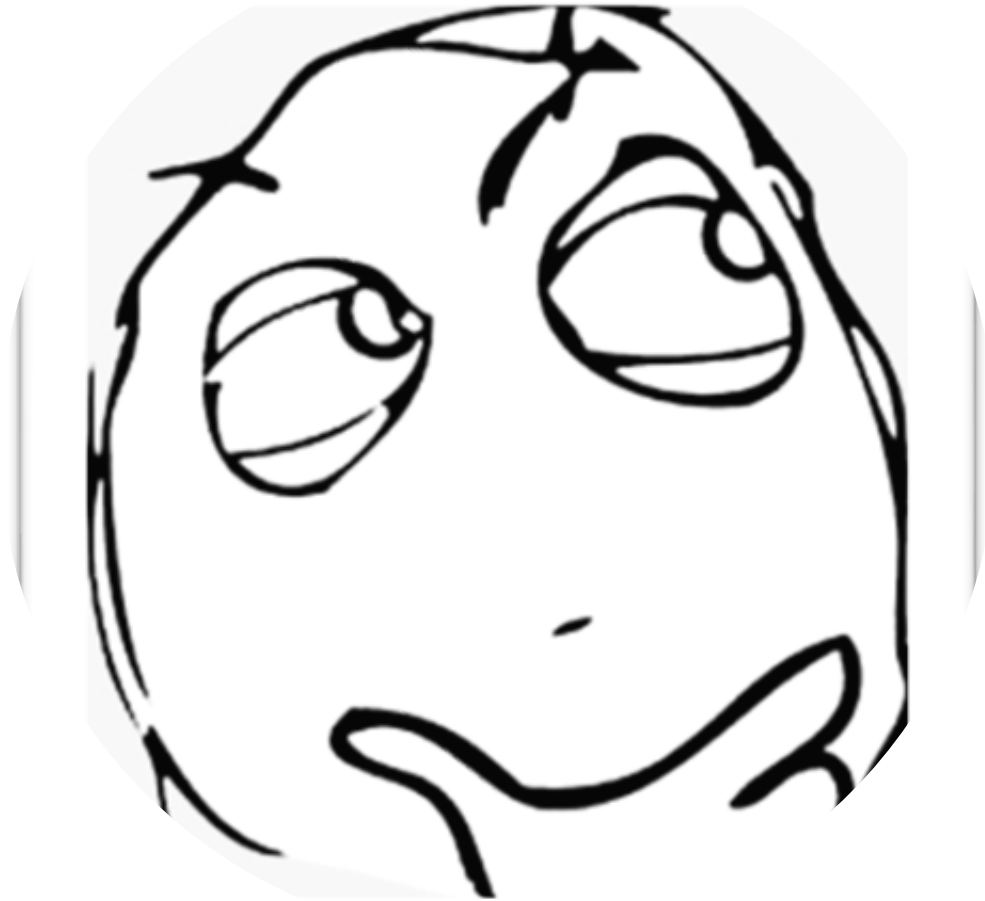
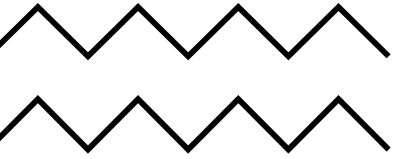
- Manage
- Institute corrective measures
- Participate in investigations
- Produce any findings
- Have significant responsibility for student or campus activities
- Create policies
- Maintain records
- Not an office of notice
- Form formal relationships (e.g. attorney-client)

Organizational Conflict Matrix



Role of Ombuds as compared to OGC/HR





Hypothetical Scenario

- A third-year tenure-track Associate Professor works in an academic department where the newly appointed department Chair has a leadership style self-described as “low profile and consensus driven.”



Hypothetical Scenario Continued

- The Associate Professor is increasingly concerned about recent workplace interactions with a Full Professor.
- The Full Professor is perceived by several colleagues within the department as generally irascible and often an insensitive communicator.
- On more than one occasion, the Associate Professor feels that the Full Professor has intentionally insulted the Associate Professor's intelligence.



Hypothetical Scenario Continued

- After the most recent interaction, the Associate Professor overhears a graduate Teaching Assistant ask a colleague whether they think the Associate Professor is “being bullied” by the Full Professor.
- Uncertain of what options and resources exist, the Associate Professor requests a meeting with the campus Ombuds.



What Happens Next?

Structuring the Ombuds Office

Duke | Office of the Ombuds

ABOUT THE OMBUDS OFFICE | CONTACTS

About the Ombuds Office

Contacts

Ombuds for All Faculty & Staff

Jessica Kuchta-Miller





Questions?

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