

The Office of the
Ombuds serves all
CSUB employees
who voluntarily
seek confidential
assistance in
resolving concerns
related to the
workplace.

The Ombuds serves as a listening post for systemic concerns, and takes a neutral position based on principles of fairness and equity.



More information about the International Ombudsman Association's Code of Ethics and Standards of Practice can be found at <https://www.ombudsassociation.org/standards-of-practice-codeof-ethics>



CALIFORNIA STATE UNIVERSITY
BAKERSFIELD™

CONTACT

Faculty Ombuds and Professor - JJ Wang, Ph.D.
661-654-3048 | jwang@csub.edu
<http://www.csub.edu/~jwang>

OFFICE LOCATION

CSUB, 9001 Stockdale Highway
Education Building, 234
Bakersfield, CA 93311



OFFICE OF THE

FACULTY OMBUDS

A confidential faculty service for independent, impartial and informal solutions at California State University, Bakersfield (CSUB).



CALIFORNIA STATE UNIVERSITY
BAKERSFIELD

COMMON TOPICS

- Supervisor/employee dynamics
- Navigating challenging relationships
- Understanding policies and procedures
- Evaluation of the options for employees
- Sharing or clarifying employees' thoughts around an issue
- Perceived unfair treatment
- Miscommunications between supervisors, coworkers and employees
- Preparing for difficult conversation and ways to discuss issues
- Incivility in the workplace
- Health, safety and well-being
- Conflict within the workplace
- Cultural misunderstandings
- Career progression and development

FOUR PRINCIPLES*

CONFIDENTIALITY

The Ombuds holds information in confidence and does not disclose communication unless given permission by the employee or in the event or risk of serious harm.

IMPARTIALITY

The Ombuds remains neutral and does not advocate for any party or entity. The office will advocate for all fair processes.

INFORMALITY

The Ombuds is an informal resource and does not participate in any formal process related to concerns brought to the office.

INDEPENDENCE

The Ombuds is independent in structure, function and appearance. The Ombuds does not report on any cases except as aggregate data to protect the visitors.

WE DO:

- Listen to issues and concerns
- Help identify a range of options for solving problems
- Answer questions or make appropriate referrals to others who can assist
- Offer information about CSUB policies and procedures
- Facilitate communication between people
- Informally mediate disputes to seek satisfactory resolution for all parties
- Offer coaching to prepare for difficult conversations
- Identify trends or perceived systemic problems while making recommendations for institutional improvements within the organization

WE DO NOT:

- Participate in format grievance processes, make administrative decisions, investigate, determine findings or assign sanctions
- Offer legal advice, psychological counseling or receive official "notice" for CSUB
- Carry responsible employee obligations in handling cases related to sexual harassment or misconduct
- Have the same reporting requirements as other employees

*These principles are in the adherence to the International Ombudsman Association Code of Ethics and Standards of Practice.