



INTERNATIONAL OMBUDSMAN ASSOCIATION

Uniform Reporting Categories

Table 1: Alignment of Tasks with Ombuds Categories

Category	Questions, Concerns, Issues, and Inquiries on
Compensation & Benefit	Equity, appropriateness and competitiveness of employee compensation, benefits and other benefit programs
Evaluative Relationships	Relations between people in evaluative relationships (i.e. supervisor-employee, faculty-student)
Peer and Colleague Relationship	Peers or colleagues who do not have a supervisory– employee or student–professor relationship (e.g., two staff members within the same department or conflict involving members of a student organization.)
Career Progression and Development	Administrative processes and decisions regarding entering and leaving a job, what it entails, (i.e., recruitment, nature and place of assignment, job security, and separation.)
Legal, Regulatory, Financial and Compliance	Legal risk (financial, sanction etc.) for the organization or its members if not addressed, including issues related to waste, fraud or abuse.
Safety, Health, and Physical Environment	Safety, Health and Infrastructure-related issues
Services/Administrative Issues	Services or administrative offices including from external parties.
Organizational, Strategic, and Mission	The whole or some part of an organization.
Values, Ethics, and Standards	Fairness of organizational values, ethics, and/or standards, the application of related policies and/or procedures, or the need for creation or revision of policies, and/or standards.

Source: <https://facultyombuds.ncsu.edu/files/2015/11/IOA-Uniform-ReportingCategories.pdf>



Faculty Ombuds' Role and Delimitation

The Faculty Ombudsperson specifically assists visitors to the office by listening with objectivity and providing a confidential ear to any concern related to work at CSUB. The office is set up to provide a visitor with a “safe” place to discuss a problem with the assurance that no action will be taken nor will the fact of the visit or anything the visitor says be disclosed to anyone.

Table 2: Role Specification

The Role Includes	The Role Does Not Include
<p>Listening and discussing questions, concerns and complaints</p> <p>Assistance in evaluating possible options</p> <p>Expanding the number of options available</p> <p>Explanation of University and School policies and procedures</p> <p>Referral to appropriate individuals or offices</p> <p>Information gathering on an informal basis</p> <p>Coaching for individuals to resolve problems on their own</p> <p>Informal facilitation of meetings between individuals in conflict</p> <p>Mediation of conflicts</p> <p>Helping visitors to bring complaints to others with permission only</p> <p>Referrals to formal grievance when informal processes have been exhausted (such as to file a complaint or grievance)</p>	<p>Adjudication or participation in formal grievance processes</p> <p>Testimony in any court initiated proceeding</p> <p>Administrative or academic decision making for others</p> <p>Determinations of guilt or wrongdoing of anyone involved</p> <p>Investigations of a formal nature</p> <p>Providing legal advice</p> <p>Psychological counseling or therapy</p> <p>Serving as an office of notice.</p>

Source: <https://med.stanford.edu/ombuds/role.html>