# Personal Statement on the Professional Service Conducts

The Office of the Faculty Ombuds is established in accordance with the procedures outlined in the University Handbook, offering a third-party resource for faculty and staff to seek confidential and impartial resolutions to problems or concerns.
My goal as the ombudsperson is to talk through and reframe issues, helping colleagues think about their options and the alternatives available to them. The practice is intended to address the campus needs and conform to professional standards.

As a campus with more than 50 years of history, some issues might have been entangled with various policy implications. The ombuds office functions behind the scenes independently, confidentially, and impartially. I have gathered information about the campus communication channels to facilitate the needed contacts for information seeking, case exploration, and solution configuration. I am confident that the local needs will be met through the collaboration of our colleagues and leaders across the campus.

While helping the office visitors understand the policy and represent their rights, the ombuds practice follows professional guidance from the International Ombudsman Association (IOA), as well as the CSU Ombuds Panel. The Office Functioning link contains (1) the ombuds task alignment with the IOA guidelines and (2) the ombuds roles and delimitations.

In summary, I shall do my best to maintain independence, confidentiality, and impartiality. Through attentive listening and informal mediation, I am committed to

seeking campus support and fostering an environment where all colleagues can thrive and succeed.