Southern Illinois University Edwardsville Faculty Ombuds Flowchart

SIUE faculty member ("visitor") encounters a concern or conflict (e.g. evaluation, retention, tenure and promotion, workplace conflict, etc.)

Attempts to resolve issue without success

Feels problem is sensitive or is unsure where/how to start to resolve it

Has question or concern about issue and wants information and/or options

Faculty member visits or calls Ombuds office during walk-in office hours or schedules an appointment

2 Ombuds staff office at Rendleman Hall 2225 for 10 walk-in office hours per week. Other times can be scheduled by calling 3238 (office) or contacting the Ombuds directly at saktuna@siue.edu or nklein@siue.edu

http://www.siue.edu/ugov/faculty/ombuds/index.shtml

The Ombuds follows principles of:

- Confidentiality
- Neutrality
- Informality
- Independence

With Ombuds, faculty member:

- Discusses the situation
- Identifies needed information
- Identifies useful resources
- Develops options
- Creates a plan

The Ombuds facilitates a meeting or mediation.

Visitor carries out the plan

With permission, the Ombuds gathers information and reports back to the visitor

The Ombuds follows up to see if the situation is resolved or if any additional steps are needed

Adapted from the University of Iowa's Office of the Ombudsperson