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You can't solve  
problems until you  
understand  
the other side.

— JEFFREY MANBER

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For more information about  
the ISU Ombuds Program contact:  
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[isu.edu/ombud](http://isu.edu/ombud)

 Idaho State  
University  
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# THE ISU OMBUDS PROGRAM

AN INFORMAL PROBLEM-RESOLUTION  
PROCESS OFFERED TO ISU FACULTY  
AND STAFF



Idaho State  
University

## WHAT IS AN OMBUDS PROGRAM?

An ombuds assists faculty and staff with informal problem-solving activities on campus by brainstorming possible solutions.

- It is a program that is based on best practices and training provided by the International Ombuds Association.
- It is a program that is available to all faculty and staff at ISU. Faculty and staff can meet with either a faculty or staff ombuds.
- Individual ISU ombuds are appointed for a two-year term, which can be renewed.
- The program has individual ombuds located in Pocatello, Idaho Falls and Meridian.

## AN OMBUDS *DOES*:

- Provide information on university rules, regulations, policies and procedures
- Direct parties to appropriate resources
- Use informal mediation and/or problem solving techniques
- Listen, facilitate communication and provide possible solutions
- Have the discretion to assist with an issue or not

## AN OMBUDS *DOES NOT*:

- Keep written records of cases
- Engage in formal investigations
- Act as an advocate for either party
- Act as an office of record

## OPERATING PRINCIPLES OF AN OMBUDS

### • Informality

An ombuds listens, receives and provides information between parties. An ombuds does not make, change or set aside policy or determine rights of others or unilaterally resolve issues. An ombuds provides services on a voluntary basis.

### • Confidentiality

An ombuds holds all communications with those seeking assistance in strict confidence and takes all steps to safeguard confidentiality. Reporting to an ombuds does not constitute “notice” to the institution. The ombuds function is separate from formal reporting channels. The only exception to this privilege is where there is imminent risk of serious harm to the visitor or others, sexual assault or sexual harassment, illegal activities or a Title IX Violation.

### • Independence

An ombuds operates under the guidance of the ombuds coordinator. The ombuds shall be free from interference, retaliation, or influence of others outside the Ombuds Program.

### • Neutrality

An ombuds shall be neutral, impartial, and absent of self-interest. An ombuds is not an advocate for the visitor or the university.

## OMBUDS COMMITTEE

ISU faculty and staff can visit any ombuds they prefer.

## STAFF

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