

Student Ombuds Office

PURPOSE AND MISSION

The Student Ombuds Office provides confidential, neutral, informal, and independent support to students navigating concerns, conflicts, and challenging situations that may affect their academic, personal, or professional lives. The office offers a safe and impartial space to explore options, clarify university policies and processes, develop strategies for addressing challenges, and connect with appropriate campus and community resources.

Core Principles:

- Confidential
- Neutral
- Informal
- Independent

PROGRAMS AND SERVICES

INDIVIDUAL CONSULTATION

Confidential, one-on-one meetings to help student explore conflicts and/or concerns, identify options, and develop strategies.

CONFLICT COACHING

Support for preparing for difficult conversations and navigating interpersonal conflict effectively.

MEDIATION FACILITATION

Mediation to help parties communicate and work toward a mutually acceptable resolution.

RESOURCE CONNECTION

Referrals to campus and community resources when additional support is necessary and appropriate.

OUTREACH AND EDUCATION

Educational workshops and presentations that strengthen communication, conflict engagement, de-escalation, and relationship management skills.

CAMPUS REACH

407

Student Appointments

159

Workshop Participants

1 in 2

Students identified as
First-Generation

LEADING CONCERNS



176

Academic



140

Interpersonal Conflict



134

Mental Health & Wellness



124

Administrative & Policy

42%

Multi-concern
consultations

Being an Ombuds fellow has taught me a lot of great things, but I think it has really helped me to approach conflicts with more confidence and understanding. I definitely have been conflict-avoidant for much of my life, but being a fellow has really taught me how to handle and solve difficult situations that I would've normally evaded. I've also been able to use the skills and tips I've learned to help 3+ conflicts be resolved in my other roles on campus as well, so it has been very beneficial!

SUPPORT PROVIDED



239

Option Exploration



178

Policy Navigation



88

Conflict Coaching



20

Facilitated Mediation

Ethan McBride

International Business Major
Ombuds Fellow