## OFFICE OF ACADEMIC AND STUDENT AFFAIRS

#### **MEMORANDUM**

TO: USM Presidents

FROM: Joann A. Boughman, Senior Vice Chancellor for Academic and Student Affairs

DATE: Tuesday, May 15, 2018

SUBJECT: Implementation of Ombuds Activities in the USM

Our shared governance bodies (CUSF, CUSS, and USMSC) have passed a resolution challenging our USM institutions to implement a more comprehensive approach to resolving some types of personnel and other issues that arise in our communities. The Office of the Attorney General and USM administration have developed guidelines for the administration of ombuds services for the USM. Some institutions already have ombudsperson activities on campus, and the attached guidelines attempt to provide the framework (and limitations) of services so that all institutions may be assured of consistency with law and other USM policies. In the operation of any ombuds programs on campuses, existing processes and procedures required by law (such as Title IX processes), set forth in policy (such as grievance and Human Resource policies), or contained in agreements (such as collective bargaining agreements) must not be superseded.

Each campus is expected to consider and promote the best processes appropriate to the institution, including communication of the services available and the support and limitations involved in any ombuds activities implemented.

During the many conversations about the development of these services, it has been concluded that there are clear and convincing situations in which the service of an ombudsperson may help resolve difficult situations, alleviating some needs for the invocation of more complicated and time-consuming procedures. Each campus administration should work to determine the best possible way to develop and implement these services within their campus structure and within available resources, recognizing that appropriate engagement of these services permits more effective and efficient use of comprehensive resources on our campuses.

CC: Robert L. Caret, Chancellor, USM USM Provosts USM V

# **Guidelines for the Administration of Ombudsperson Services**

Developed in collaboration with the Maryland Office of the Attorney General

May 7, 2018

# **A Joint Resolution**

## A Joint Resolution

of the University System of Maryland Student Council (USMSC),
Council of University System Staff (CUSS), and
Council of University System Faculty (CUSF)
to the Chancellor of USM
to Provide Ombudsperson Services
to Students, Staff, and Faculty

F C F- , 20, 2017

#### Be it resolved that:

- 1) Each USM institutions will make available to the students, staff, and faculty ombudsperson services.
- 2) Where possible these services will be consistent with the recommended policies and practices of the International Ombudsman Association or a similar association.
- 3) Each USM institution will develop an implementation plan. The development of the implementation plan should be done in consultation with constituent groups including shared governance. The plan will be reviewed by the Chancellor or his designated appointee. The Chancellor will review the ombudsperson services provided as part of his yearly evaluation of the Presidents as specified under Section III of BOR Policy: VII 5.00 (Policy on Performance Evaluation of the Chancellor and the Institution Presidents of the University System of Maryland).