

Office of Ombuds Services

Graduate and professional student ombudsperson

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THE OHIO STATE UNIVERSITY

You can watch a video with a summary of this presentation [here](#).

WHAT IS AN OMBUDSPERSON?



- The Graduate and Professional Student (GPS) Ombudsperson or Ombuds is a resource for graduate and professional students for resolving issues and conflicts, and for exploring options and making decisions.

GUIDING PRINCIPLES



- **Independence:**
 - the GPS ombuds does not represent faculty or the university.
- **Confidentiality*:**
 - conversations with the GPS ombuds remain confidential; no record is kept.
- **Neutrality:**
 - the GPS ombuds remains impartial to all parties involved in the situation.
- **Informality:**
 - talking with the GPS ombuds is off-the-record.

* The GPS ombudsperson has reporting obligations related to sexual misconduct complaints. While the Ombud will discuss concerns in these areas with sensitivity and keep your information as private as possible, confidentiality cannot be guaranteed. For confidential resources for concern in these areas, please contact a [confidential counselor](#).

THE GPS OMBUDS WILL....



- Provide a safe and confidential place to share issues.
- Impartially listen to all concerns and perspectives.
- Offer informal advice and counsel on any topic.
- Help you explore options for resolution, including gathering information and resources and coaching.
- Informally facilitate communication between individuals or groups.
- Assist you in navigating your way through university systems.

THE GPS OMBUDS WON'T...



- Take action without consent.
- Act as a witness in a formal grievance.
- Advocate for an individual's personal position.
- Keep identifying records.

EXAMPLES OF ISSUES THAT MIGHT BE BROUGHT TO THE GPS OMBUDS



- Miscommunication with advisors, faculty, supervisors and/or students
- Conflict or struggles with advisors or peers
- Interpersonal, intercultural and group conflicts
- Confusion around policies and/or procedures
- Perceived ethical dilemmas
- Perceived unfair treatment, including bullying, mobbing and harassment.
- The impact of the university structure/policies on students

HOW TO ACCESS OMBUDS SERVICES?



- Set-up a meeting with the GPS ombuds by:
 - Emailing gradombuds@osu.edu or
 - Calling 614-292-4252

- **The GPS ombuds is here to serve ALL graduate and professional students:**
 - **Please, do not hesitate to contact Dr. Rebeka Campos-Astorkiza if you have any questions about the role of the GPS ombuds.**