

# Ombuds

om-buh dz, n.: a person who investigates and attempts to resolve complaints and problems between students and the University

Our Ombuds office is guided by IOA Standards of Practice.

We are confidential, informal, neutral, impartial and independent.

To learn more about the Ombuds' office and it's mission, check out the [Wolverine Buzz Podcast](#).

(Minute 16:12 to 34:01)

Within the UVU community, misunderstandings and disagreements that need resolution are bound to happen.

The UVU Ombuds is one who is familiar with campus policies, students' rights and responsibilities, and can help find useful options within these guidelines.

In order to serve as a mediator, as opposed to an advocate, the Ombuds neutrally and objectively looks at all problems.

We hope you use this person as a resource for help in a variety of difficult situations.

[QUESTIONS? ASK WILSON](#)



## We Can Help With

- Maintaining your rights on campus
- Mediation of interpersonal conflicts
- Academic complaints and conflicts
- Grading procedure disputes
- School policy and procedures
- Housing/Landlord disagreements
- Other problems or disputes

## Common Conflicts We See

- Grade disputes
- Student/faculty disagreements
- Policy issues and rights violations
- Roommate/landlord conflicts
- Other personal concerns



### The Ombudsman Can

- Listen, without being Judgmental
- Provide Information and referrals
- Perform mediation between disputing parties
- Help develop options for resolving problems or conflicts at university
- Offer a neutral perspective
- Prevent negative conflict through early intervention
- Coach communication between parties for better outcomes

### The Ombudsman Can't

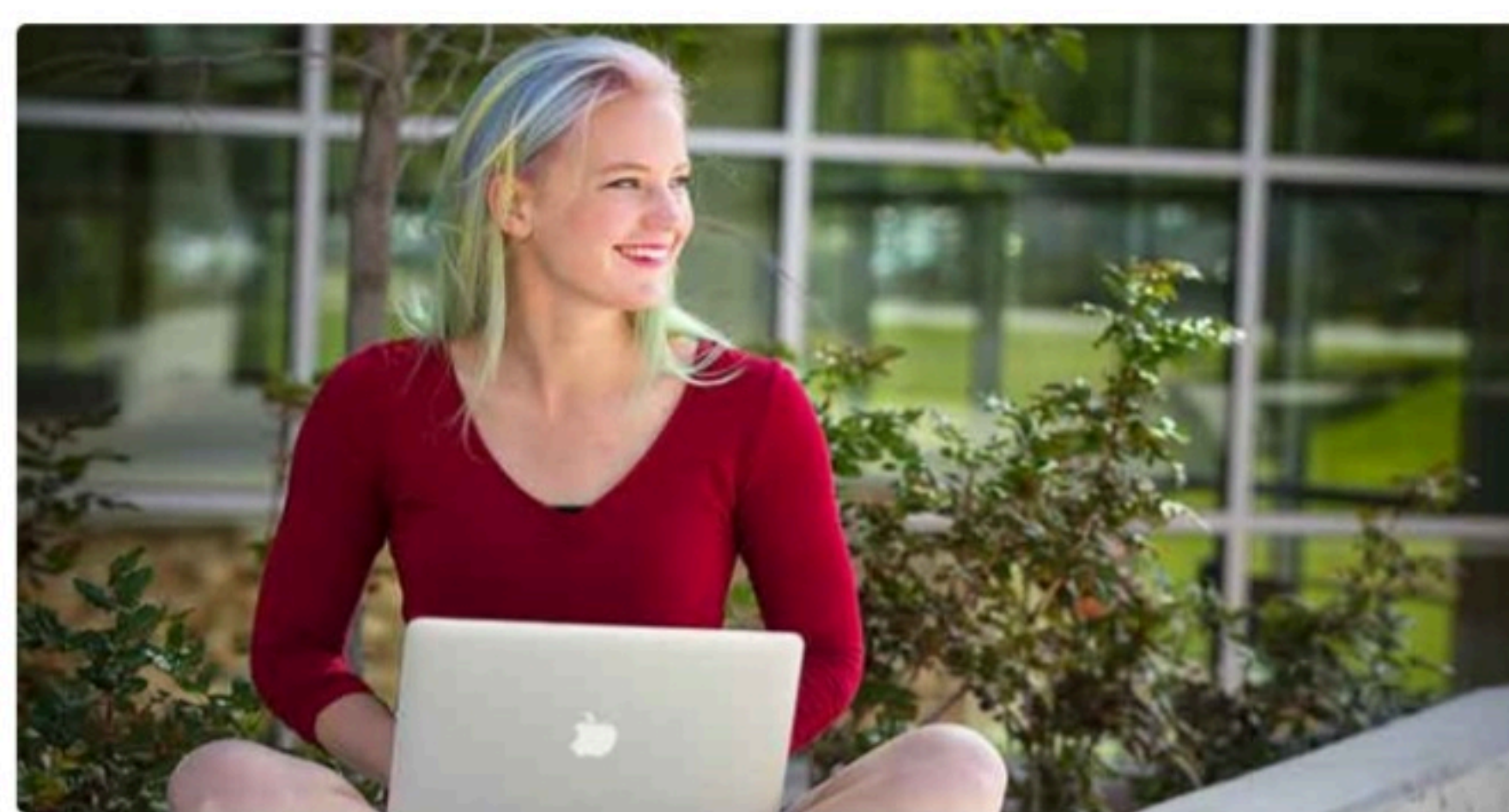
- Advocate for individuals, or the university
- Assist if you are engaged in any formal grievance process or are represented by legal council
- Keep records
- Testify at formal legal proceedings

### Other Ombuds Services & Workshops

- Understanding personal conflict styles
- Building dialogue skills
- Conflict coaching
- Facilitated dialogue
- Mediation and conciliation
- Restorative Justice

## MEDIATION SERVICES

## SEXUAL MISCONDUCT/DISCRIMINATION/HARASSMENT REPORTING



## Confidentiality Statement

***All conversations with the Ombuds are confidential.***

The Ombuds will not disclose any part of your conversation without your prior permission and no records are kept regarding your complaints.

If a matter becomes a formal action you cannot request the Ombuds to advocate against, for, or in support of any position. Rather, the Ombuds is an advocate for fair process.

The Ombuds is required to report or refer certain matters to the appropriate University and/or law enforcement officials including but not limited to matters of sexual misconduct, discrimination, child abuse, abuse of elderly or incapacitated person, or threats of physical violence.

## EthicsPoint Reporting

Anyone can make online reports of concerns through [EthicsPoint](#). Reports made through EthicPoint may be anonymous. Reports may be made on a wide range of issues including:

- Academic Affairs/Faculty
- Employee Conduct
- Harassment and Discrimination
- Legal/Compliance/Risk Management
- Financial
- Information Technology

## Contact Us

- [Message](#)
- [Professional Profile »](#)



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### STUDENT

- ADMISSIONS
- ACADEMICS
- CAMPUS LIFE
- LOOKING TO ATTEND UVU
- CURRENT STUDENT
- ACCREDITATION

### EMPLOYEES

- CAREER OPPORTUNITIES
- EMPLOYEE RESOURCES
- DIRECTORY
- PEOPLE & CULTURE

### COMMUNITY

- ATHLETICS
- VISITORS & COMMUNITY
- OFFICE OF THE PRESIDENT
- ABOUT UVU / HISTORY
- ALUMNI
- INCLUSION & DIVERSITY
- ESPAÑOL
- GIVE TO UVU
- CONTACT US

### UTILITY

- COVID-19 INFO
- MAPS / PARKING
- SERVICE DESK
- EMERGENCY
- POLICE
- GET HELP
- SEARCH
- ACCESSIBILITY
- TITLE IX / EQUAL OPPORTUNITY