

CONTACT



Dr. Joseph Paige

University Ombudsperson
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Monday, Tuesday, Thursday and Friday
9:00 AM - 4:30 PM
Wednesday
10:00 AM - 5:30 PM
Appointments until 6:30 PM

MISSION

The office provides an extensive service that facilitates fair and equitable resolutions to concerns that arise within the university. The office remains a strategic part of CCSU's commitment to pursuing educational excellence with productivity, due process, and fairness. The practices of the Office of the Ombudsperson reflect the values and principles expressed in the university's mission and vision statements.

Ethics and Standards of Practice

INDEPENDENT

The Ombuds conducts his work independent from any other office or department at CCSU and is authorized to talk to all persons at the university in the attempt to resolve concerns.

IMPARTIAL

The Ombuds is "neutral" and not an advocate for any party, thus finds ways to achieve a fair and equitable outcome in resolving disputes.

INFORMAL

Ombuds' services are informal and "off the record." The Ombuds has no formal authority to change any decision or policy at CCSU, nor does he conduct formal investigations. The Ombuds will explain and clarify the formal processes available at CCSU, but he does not have a role in them.

CONFIDENTIAL

Confidentiality is essential to the work of the Ombuds. The Ombuds will not identify you or discuss your concerns with anyone without your permission. The only exception to confidentiality is if the Ombuds believes that disclosure of information is necessary to prevent an imminent harm.

The Ombuds Office adheres to the International Ombudsman Association (IOA) Standards of Practice and Code of Ethics.

C The Office of the University Ombudsperson



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WHAT IS AN OMBUDSPERSON?

An Ombuds (also "ombudsman" or "ombudsperson") is a designated neutral or impartial conflict resolution practitioner who provides confidential and informal assistance to university students, faculty, and staff on a variety of issues and concerns that are interfering with their academic or work life. The Ombudsperson listens to concerns; offers to meet with others in relation to an issue, answer questions about CCSU policies and procedures and helps visitors evaluate options to address their concerns. The Ombuds office operates independently and has no formal decision-making authority or disciplinary responsibilities. Meetings with the Ombuds are kept strictly confidential unless permission is given to share information or if the situation is one in which someone is in imminent danger.



WHAT THE OMBUDS DOES:

- Provides impartial and private consultation to members of the university community who are aggrieved about an issue
- Provides information and assists in interpreting policies and procedures. Provides referrals and assists in facilitating access to other resources as appropriate, including information about filing formal grievances
- Facilitate conversations between individuals or groups locked in dispute
- Can informally negotiate options for resolution of your concern
- Can be a channel for individuals or groups to confidentially raise concerns and work toward responsible systemic change
- Make recommendations for policy or institutional changes if appropriate
- Provide a space for discussing sensitive concerns when confidentiality is important

THE OMBUDS DOES NOT:

- Make decisions for anyone
- Offer legal advice or psychological counseling
- Participate in any formal process - inside or outside of the university
- Testify in any judicial or administrative proceeding
- Put the university on "notice" of any legal claim
- Serve as an advocate for any person or entity
- Address concerns unrelated to Central Connecticut State University
- Override decisions made in any formal university process
- Assign sanctions to individuals

COMMON ISSUES DISCUSSED WITH THE OMBUDS

Faculty

- Perceived unfair treatment / bullying
- Appointments, promotion, hiring and tenure decisions
- Perceived ethical dilemmas
- Interpersonal conflict with colleagues or student(s)

Students

- Conflicts with instructors
- Grade disputes
- Disciplinary matters
- Interpersonal, intercultural or group conflicts

Staff

- Conflicts with supervisors, co-workers, or subordinates
- Performance appraisal issues
- Fear of retaliation, whistleblowing
- Promotion, demotion, and disciplinary measures

Other common issues include concerns regarding discrimination and harassment; possible ethical issues; or other concerns regarding possible violations of CCSU policies.

