

Administrative Professional Staff Council
 Ombudsman Advisory Panel Report
 June 15, 2011

Purpose: The Ombudsman Advisory Panel is a recognized committee of Southern Illinois University Carbondale, established to assure the essential autonomy and the effectiveness of the University Ombudsman Office. Representing the six constituencies, the Ombudsman Advisory Panel generally meets with the University Ombudsman Office staff once each semester. Each of the university-recognized constituency groups appoints one representative to serve on the Ombudsman Advisory Panel.

Ombudsman Office Staff Don Bixler, Interim Director; Judy Rose, Office Administrator; Michael Blum, Law Clerk; Bob Czarnik, Law Clerk

Ombudsman Advisory Panel John Cotter, Faculty Senate; Carl Ervin, Administrative/Professional Staff Council; Tina Gerecke, Civil Service Council; Marcus King, Undergraduate Student Government; C. Keith Waugh, Graduate Council; vacant, Graduate & Professional Student Council

Meetings Fall 2010 (None) and Spring 2011 (April 11)

Ombudsman Cases Out of the one hundred eleven (111) cases brought to the University Ombudsman Office for January through June 2010 there were zero (0) cases that involved members of the A/P staff

- First Quarter 2010
 (January: 11 cases; February: 27 cases; March: 15 cases)

Academic	16	30.2 %
Discipline	19	35.9 %
Employment	05	9.4 %
Financial	05	9.4 %
Housing	03	5.7 %
Other (misc./personal)	05	9.4 %
	53	100%

- Second Quarter 2010
(April: 29 cases; May: 19 cases; June: 10 cases)

Academic	22	37.9 %
Discipline	19	32.8 %
Employment	11	19 %
Financial	01	1.7 %
Housing	01	1.7 %
Other (misc./personal)	04	6.9 %
	58	100%

- The office had approximately thirty active cases on April 11; There were no cases involving A/P staff members

Ombudsman Staff Changes

- Donald Bixler will serve as Interim Director for the foreseeable future. The position of assistant director will remain unfilled. There are 2 full-time positions in the office; Interim Director and Office Administrator
- A new Law Clerk is needed. Michael Blum, one of the current clerks, is graduating

Ombudsman Panel Changes

- C. Keith Waugh, of the Graduate Council, elected Chairperson of the Ombudsman Panel

Issues & Trends

- People going on-line requesting help versus meeting face-to-face
- Typical concerns at present are being caught with illegal drugs; stuck in a "Catch-22" with the Bursar's and Financial Aid offices; and grade disputes
- The office has learned that it is not an "Office of Reporting" regarding sexual harassment; it's impartiality and adherence to Ombudsman professional guidelines and standards, an earlier concern, remains intact
- At present there are zero matters/concerns that require A/P Staff Council or membership input or action beyond having a representative on the Panel

This report is respectfully submitted by Carl Ervin, Ombudsman Advisory Panel A/P Staff Representative