Office of the University Ombudsman

Ron Anderson
University Ombuds
Ombuds.ufl.edu
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Om-buds-man

O A government official, especially in Scandinavian countries who investigates citizens complaints against the government or its functionaries.

O [Norwegian, from Old Norse umbodhsmadhr, “administration man, king’s representative”]
Types of Ombudsman

- Classical
- Organizational
- Advocacy
The purpose of the Ombuds is to assist students within the university community in solving problems and conflicts. The Ombuds will listen, discuss issues, answer questions, interpret policies, provide information and referrals and help develop options for problem resolution. The Ombuds serves as an advocate for fairness for University of Florida students.
CLAORGVOCACY

0 A word that I made up that combines the most important features of each of the Ombuds roles.
Case Types

- Allegations of unfair grading practices
- Dismissal from academic programs
- Unethical behavior
- Procedural or policy violations
Case Types

- Appeals
- Cultural Conflicts
- Roommate Issues
- Financial Concerns
- Judicial Concerns
Case Types

- Dismissal
- Admission
- Residency
- Accommodations
University Petition Process

- Retroactive Course Adds
- Retroactive Course Drops (Nonmedical)
- Retroactive Withdrawal (Nonmedical) from All Courses in a Term
- Refund of Fees
- Other requests
Student Grievance Process

A grievance is defined as dissatisfaction occurring when a student believes that any decision, act or condition affecting him or her is illegal, unjust, or creates unnecessary hardship. Such grievances may concern, but are not limited to, the following: academic problems (excluding grades, except when there is an allegation of illegal discrimination or where a grade penalty has been imposed without proper authority), mistreatment by any University employee, wrongful assessment of fees, records and registration errors, student employment, and violation of University of Florida Regulation 1.006.
Ombudsman Principles

- **Independence**
  The Ombuds is independent in structure, function, and appearance to the highest degree possible within the organization.

- **Neutrality and Impartiality**
  The Ombuds, as a designated neutral, remains unaligned and impartial. The Ombuds does not engage in any situation which could create a conflict of interest.

- **Confidentiality**
  The Ombuds holds all communications with those seeking assistance in strict confidence, and does not disclose confidential communications unless given permission to do so. The only exception to this privilege of confidentiality is where there appears to be imminent risk of serious harm or in cases involving sexual harassment.

- **Informality**
  The Ombuds, as an informal resource, does not participate in any formal adjudicative or administrative procedure related to concerns brought to his/her attention.
Office of the Ombuds Contacts

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