



Office of the Ombuds Introduction

Kohya Lu

Academic Senate Meeting

February 13th, 2024



Hello There!



- Koh-ya → He/Him/His
- 15+ Years of Experience in Higher Education → Housing, Orientation/First Year Programs, Student Conduct, Multicultural Affairs, Career Center, etc.
- Inaugural Year
- Why have an Ombuds on campus?
 - a) Safe Space for Students
 - b) Additional Support for Campus Community



Office of the Ombuds 101

- What is an Ombudsperson?
 - a) Neutral, Informal, and Confidential Resource
 - b) Not a Mandated Reporter
 - c) Not an Office of Record → College Not on Notice



Office of the Ombuds 101

- An Ombudsperson Can:
 - a) Be a Listener
 - b) Gather Information and Seek Clarity
 - c) Provide Clarity on Processes and Procedures
 - d) Serve as a Referral for Campus Resources and Make Recommendations
 - e) Conduct Informal Mediation (If All Parties Agree)
- An Ombudsperson Does Not:
 - a) Serve as a Direct Advocate
 - b) “Take Sides”
 - c) Replace Any Formal Grievance or Student Conduct Processes



Additional Services

- Professional Development/Training
 - a) Campus Community Offerings
 - b) Department/Office-Specific
- Sounding Board for Faculty Staff
 - a) Provide Insight on Potential Student Situations
- Support Office of Equity Initiatives
- Make Recommendations for Systematic Change



Contact Information

Office Location → Building 18, 206-B (Meetings By Appointment)

Office Email → csmombuds@smccd.edu

Office Website → <https://collegeofsanmateo.edu/ombuds/>

THANK YOU!