

Graduate & Professional Student Ombuds Services

Dr. Linda Castillo
Ombuds Officer



The Ombuds Standards of Practice

- International Ombuds Association
 - Confidential
 - Informal
 - Neutral and Impartial
 - Independent



What we don't do...

- Advocate
- Participate in formal grievances or appeals
- Provide legal advice
- Conduct formal investigations



What we do...

- Identify issues that impede academic progress and/or the learning environment
- Develop options for addressing issues
 - Identify sources that have or haven't been utilized
 - Connect to other student services
- Develop an action plan based on selected option(s)



Examples...

- Explore options for resolving conflicts with faculty advisors, instructors, staff, and peers.
- Explain university policies and procedures
- Explain and/or provide referral to formal grievance or appeal procedures
- Identify trends or patterns of student concerns



Common Concerns

- Major professor
 - Dissertation requirements
 - Lack of feedback on dissertation/research
 - Changing dissertation/research requirements
- Distance Courses
 - Availability of instructors
 - Grades not submitted in timely manner
- Interpersonal and Cross-cultural conflicts
 - Disrespectful treatment
 - Miscommunication



Method of Service

- In Person
- Phone
- Video Conference [Skype]



Meeting with an Ombuds Officer

- By appointment
 - Phone: 979-845-3631
 - Email: ombuds@tamu.edu
- Location
 - 112 Jack K. Williams
 - Phone or Skype: instructions provided when appointment is scheduled

