



## **Student Ombuds Office: Ombuds Advisory Committee Guidelines**

### **1. DEFINITIONS**

- a) "Committee" refers to the Student Ombuds Advisory Committee.
- b) "Ombuds" or the "Office" means the University of Calgary Student Ombuds Office and is intended to cover not only the Ombuds or the University of Calgary Student Ombuds Office, respectively, but also other staff who may be authorized from time to time to carry out certain functions of the Office.
- c) "Student" is an individual who is registered in a course or course of study at the University or who was registered in a course or course of study
- d) "University" means the University of Calgary

### **2. OMBUDS ADVISORY COMMITTEE**

- a) Purpose  
The purpose of the advisory committee is to provide a forum for stakeholders to discuss the Student Ombuds service. The committee will provide advice to the Ombuds office to ensure that it continues to meet the needs of students and provide excellent service to the campus community.
- b) Membership
  - i. The Committee will be composed of:
    - one representative from the Students' Union
    - one representative from the Graduate Students' Association
    - one Faculty member (typically an Associate Dean)
    - one representative from the Faculty of Graduate Studies
    - one representative from the Wellness Centre
    - senior member from Student and Enrolment Services
    - one representative from the Office of Diversity, Equity, and Protected Disclosure
  - ii. Appointments will be for 1 year in duration
- c) Responsibilities
  - i. The committee will:
    - ensure that the Office is operating in accordance with the Terms of Reference;
    - review the Ombuds Office Terms of Reference and update as necessary in collaboration with the Ombuds;

- provide advice and support to the Office in regard to matters such as conflicts of interest, reporting obligations, and promotional activities of the Office;
  - ii. The committee will not:
    - provide advice or support to the Ombuds in regard to specific cases being dealt with by the Office.
- d) Accountability
  - i. The committee will report to the Vice-Provost (Student Experience)
- e) Confidentiality
  - i. The committee will not violate university privacy or confidentiality standards in the pursuit or provision of information, and will adhere to relevant FOIP legislation.
- f) Meetings
  - i. The Ombuds Advisory Committee will meet at least twice per year, once during the fall semester and once during the winter semester.
  - ii. Meetings will be chaired by the Student Ombuds.
  - iii. Notes of all Committee meetings will be recorded and distributed to Committee members in a timely fashion.
- g) Conflict of Interest
  - i. The committee or committee member will avoid involvement with the office in cases where there may exist a real or perceived conflict of interest.
  - ii. A conflict of interest will arise when the committee or committee members' interests supersede or compete with the impartial and independent role of the Ombuds Office. Where a real or perceived conflict exists, the committee member will:
    - Make this fact known to the student and all other major parties in a case;
    - Ensure that the student is aware of other possible methods of resolving the matter.

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