

SAP 32.01.01.T0.02 Faculty Ombuds Office

Approved: July 13, 2026
Next Scheduled Review: July 13, 2031



Procedure Summary

The Faculty Ombuds Office at Tarleton State University (Tarleton State) serves as an independent, impartial, informal, and confidential resource to assist faculty members in the resolution of issues related to their role at the University. This Standard Administrative Procedure (SAP) complements the *Charter of the Faculty Ombuds Office at Tarleton State University* and establishes the operating procedures for the Faculty Ombuds Office at Tarleton State.

Procedure

1. GENERAL

- 1.1. The Faculty Ombuds works with faculty to resolve concerns prior to their escalating to a formal complaint. If this informal resolution of concerns fails, or where informal resolution is not advisable, the Faculty Ombuds will counsel faculty regarding their options for formal action and direct them to the applicable policies and regulations of The Texas A&M University System (System) and University rules, procedures, resources, and offices. Faculty will be able to seek guidance regarding concerns at any time without fear of reprisal.
- 1.2. Concerns regarding civil rights discrimination, sexual harassment, and/or related retaliation must be filed in accordance with System Regulation 08.01.01, *Civil Rights Compliance*, and Tarleton State Rule 08.01.01.T1, *Civil Rights Compliance*. If a claim of illegal discrimination/retaliation is raised to the Faculty Ombuds, they will immediately report the issue to the Civil Rights/Title IX Coordinator.
- 1.3. Concerns regarding research, ethics, waste/fraud, and abuse will be addressed in accordance with applicable System policies and regulations and University rules and procedures.

2. THE ROLE OF FACULTY OMBUDS

- 2.1. The Faculty Ombuds provides members of the faculty with voluntary, informal, neutral, and confidential third-party assistance in resolving University-related issues, concerns, or conflicts, assisting faculty members with interpersonal conflicts or disputes, including those with concerns about academic or administrative issues.

- 2.2. The Faculty Ombuds will maintain confidentiality and use sound judgment in sharing information, consistent with the [*Code of Ethics*](#) and [*Standards of Practice*](#) of the International Ombuds Association (IOA).
- 2.3. The Faculty Ombuds Office is not considered an emergency call center. If a faculty member's concern requires immediate assistance, then they need to contact their supervisor or the [*Division of Human Resources*](#).
- 2.4. The Faculty Ombud's Office is housed on the Stephenville campus, however the Faculty Ombuds serves faculty at all off-campus instructional sites.

3. ISSUES

- 3.1. The Faculty Ombuds may assist with concerns or disputes related to a wide range of issues, including but not limited to the following:
 - 3.1.1. Compensation
 - 3.1.2. Discipline
 - 3.1.3. Discrimination
 - 3.1.4. Ethics
 - 3.1.5. Fear of Retaliation
 - 3.1.6. Harassment
 - 3.1.7. Law Violation
 - 3.1.8. Oppressed Free Speech
 - 3.1.9. Performance Appraisal
 - 3.1.10. Personality Conflicts
 - 3.1.11. Personnel Policies, Procedures, and Practices
 - 3.1.12. Professional Misconduct
 - 3.1.13. Stress
 - 3.1.14. Termination
 - 3.1.15. Unfair Treatment
 - 3.1.16. Working Conditions

4. CONTACTING THE FACULTY OMBUDS

- 4.1. The Faculty Ombuds Office will maintain a [webpage](#) on the Tarleton State website. The webpage will include details about the Faculty Ombuds, contact information, and information about how to schedule an appointment.
- 4.2. Because each faculty member will have a preference for how they wish to make initial contact, the Faculty Ombuds will make themselves available by both phone, at 254-595-7290, and email, at ombuds@tarleton.edu.
 - 4.2.1. University email is not confidential and should not be relied upon as a resource for confidential communications. All Ombuds records, including communications to ombuds@tarleton.edu, are subject to [Open Records Requests](#) under the Texas Public Information Act.

5. MEETING WITH THE FACULTY OMBUDS

- 5.1. The Faculty Ombuds will be available to meet with faculty in a confidential environment using any of the following methods:
 - 5.1.1. Face-to-face at the Stephenville campus or any off-campus instructional site. The faculty member and Faculty Ombuds will meet either at the Faculty Ombuds Office or at a mutually agreed-upon location that provides a confidential environment.
 - 5.1.2. Videoconference via Google Meet, Teams, Zoom, etc.
 - 5.1.3. Audioconference via phone.
- 5.2. In keeping with the informal nature of the Faculty Ombuds Office, neither the Faculty Ombuds nor the faculty member will make recordings of any of these meetings. If the faculty member makes recordings of any of these meetings, then the Faculty Ombuds will have the option to withdraw from the case.
- 5.3. Prior to or during the initial meeting with the faculty member, the Faculty Ombuds will provide the faculty member with a copy of the (a) *Charter of the Faculty Ombuds Office at Tarleton State University*, (b) *this SAP*, as well as the (c) [Code of Ethics](#) and (d) [Standards of Practice](#) of the [International Ombudsman Association](#) (IOA). The Faculty Ombuds will explain each of these documents to the faculty member.
- 5.4. If either the faculty member or the Faculty Ombuds identify an actual or potential conflict of interest, they will discuss whether the Faculty Ombuds needs to recuse from the case.

6. SELECTION OF FACULTY OMBUDS

- 6.1. In the case of an opening in the Faculty Ombuds position, the Provost and Executive Vice President for Academic Affairs (Provost) will announce an internal call for applications. For a planned transition to a new Faculty Ombuds, the Provost will issue a call for applications sufficiently in advance of a new term so that the successful candidate may attend training by the IOA.

- 6.2. In consultation with the Vice President for Health Sciences, Faculty Advisory Council, and the Dean of Faculty, the Provost will establish a search committee, comprised of at least one faculty representative per academic college selected from the Faculty Advisory Council. The Presiding Officer of the Faculty Advisory Council will serve as a non-voting chair of the search committee.
- 6.3. The search committee will:
 - 6.3.1. review applications and recommend finalists to the Provost;
 - 6.3.2. facilitate town hall meetings for faculty to meet with finalists; and
 - 6.3.3. solicit and collect feedback from faculty related to the finalists, which will be provided to the Provost and Dean of Faculty.
- 6.4. Finalists will be interviewed by the search committee and the Provost.
- 6.5. The faculty member accepting the position will:
 - 6.5.1. complete training provided by the IOA prior to starting the role; and
 - 6.5.2. hold a 40% administrative appointment on a 9-month basis, for a maximum of 3 years, to fulfill the Faculty Ombuds responsibilities.
- 6.6. The Faculty Ombuds appointment may be renewed for one additional 3-year term.

7. DUTIES OF THE FACULTY OMBUDS

- 7.1. The faculty member holding the position of Faculty Ombuds also has job responsibilities related to their role as a faculty member, such as teaching/service and research. This collateral duty may limit the availability of the Faculty Ombuds to meet with a faculty member during certain times of the week and times of the semester.
 - 7.1.1. The collateral duty nature of the Faculty Ombuds role could present an actual or potential conflict of interest because of other University roles of the Faculty Ombuds related to teaching, research, and service. If either the faculty member or the Faculty Ombuds identify an actual or potential conflict of interest, they will discuss whether the Faculty Ombuds needs to recuse from the case.
- 7.2. The Ombuds will attend New Faculty Orientation each fall to introduce themselves and provide information about Faculty Ombuds resources.
- 7.3. The Faculty Ombuds will maintain membership in the IOA while active in the position. The Provost's Office will cover the costs of membership and training.
- 7.4. The Faculty Ombuds will provide outreach to the faculty through workshops offered at least once per year on the Stephenville campus and at off-campus instructional sites.

- 7.5. The Faculty Ombuds will collaborate with the Faculty Advisory Council to identify topics for these workshops and optimal methods for workshop delivery.

8. RECORDKEEPING AND STATISTICAL REPORTING

- 8.1. Records will be retained in accordance with applicable law, System Regulation 61.99.01, *Retention of State Records*, Tarleton State SAP 61.99.01.T0.01, *Records Management*, and the *System Records Retention Schedule*.

- 8.2. The Faculty Ombuds Office will maintain a count for statistical reporting purposes on all incoming cases.

- 8.2.1. These cases will be reported based on the following nine *Uniform Reporting Categories* (Version 2, October 2007) of the IOA.

- 8.2.1.1. **Compensation & Benefits:** Questions, concerns, issues or inquiries about the equity, appropriateness and competitiveness of employee compensation, benefits and other benefit programs.
- 8.2.1.2. **Evaluative Relationships:** Questions, concerns, issues or inquiries arising between people in evaluative relationships (i.e., supervisor-employee, faculty-student.)
- 8.2.1.3. **Peer and Colleague Relationships:** Questions, concerns, issues or inquiries involving peers or colleagues who do not have a supervisory– employee or student–professor relationship (e.g., two staff members within the same department or conflict involving members of a student organization.)
- 8.2.1.4. **Career Progression and Development:** Questions, concerns, issues or inquiries about administrative processes and decisions regarding entering and leaving a job, what it entails, (i.e., recruitment, nature and place of assignment, job security, and separation.)
- 8.2.1.5. **Legal, Regulatory, Financial and Compliance:** Questions, concerns, issues or inquiries that may create a legal risk (financial, sanction etc.) for the organization or its members if not addressed, including issues related to waste, fraud or abuse.
- 8.2.1.6. **Safety, Health, and Physical Environment:** Questions, concerns, issues or inquiries about Safety, Health and Infrastructure-related issues.
- 8.2.1.7. **Services/Administrative Issues:** Questions, concerns, issues or inquiries about services or administrative offices including from external parties.
- 8.2.1.8. **Organizational, Strategic, and Mission Related:** Questions, concerns, issues or inquiries that relate to the whole or some part of an organization.
- 8.2.1.9. **Values, Ethics, and Standards:** Questions, concerns, issues or inquiries about the fairness of organizational values, ethics, and/or standards, the

application of related policies and/or procedures, or the need for creation or revision of policies, and/or standards.

- 8.2.2. On an annual basis, a summary of the data from the cases will be provided to the (a) Provost, (b) Faculty Advisory Council, and (c) Dean of Faculty.

9. COMPLAINTS IN REFERENCE TO THE FACULTY OMBUDS

- 9.1. Any complaints or concerns related to the Faculty Ombuds should first be addressed with the Faculty Ombuds.
- 9.2. If the faculty member is unwilling or unable to resolve the complaint with the Faculty Ombuds, the individual should contact the Dean of Faculty.

10. EVALUATION OF FACULTY OMBUDS

- 10.1. The Faculty Ombuds will be evaluated by the Dean of Faculty on an annual basis, with input from the Faculty Advisory Council. A summary of this evaluation will be shared with the Department Head of the Faculty Ombuds for inclusion in their annual performance review.
- 10.2. If the Faculty Ombuds is not meeting expectations, the Dean of Faculty will develop a Professional Development Plan for the Faculty Ombuds to improve their performance.
- 10.3. If the Faculty Ombuds does not meet the expectations outlined in the Professional Development Plan, the faculty member will be removed from the position of Faculty Ombuds and will return to their full-time faculty responsibilities.

Related Statutes, Policies, or Requirements

[System Regulation 08.01.01, Civil Rights Compliance](#)

[Tarleton State Rule 08.01.01.T1, Civil Rights Compliance](#)

[Tarleton State SAP 12.01.99.T0.01, Faculty Administrative Leave, Non-Reappointments and Dismissals](#)

[System Regulation 32.01.01, Complaint and Appeal Procedures for Faculty Members](#)

[Tarleton State SAP 32.01.01.T0.01, Complaint and Appeal Procedures for Faculty Members](#)

[System Policy 61.01, Public Information Act Compliance](#)

[System Regulation 61.01.02, Public Information](#)

[System Regulation 61.99.01, Retention of State Records](#)

[Tarleton State SAP 61.99.01.T0.01, Records Management](#)

[System Records Retention Schedule](#)

[International Ombuds Association Code of Ethics](#)

[International Ombuds Association Standards of Practice](#)

[Charter of the Faculty Ombuds Office at Tarleton State University](#)

Contact Office

Faculty Ombuds Office

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