Ombuds Services for Graduate Education

The Ombuds Officer serves as an informal, neutral and confidential resource for graduate and professional students to discuss questions and concerns related to their graduate experience. The university is a large and complex institution and graduate and professional students often play multiple roles (e.g., student, research collaborator, teacher, technician, peer). Misunderstandings and conflicts can arise in any one of these roles. Having a safe, off-the-record conversation with an Ombuds Officer can be a first step if you do not know where to turn. The Ombuds Officer is here to help graduate and professional students identify options for addressing concerns and will promote a fair and impartial process for all parties involved.

The Graduate and Professional Student Ombuds Officer is guided and informed by the Code of Ethics and Standards of Practice of the International Ombudsman Association.

The Ombuds Officer can:

• Listen and help you achieve a greater understanding of the problem.
• Help you find information applicable to your situation and identify possible solutions to your problem.
• Explain University policies and procedures and how they apply to your specific case.
• Help you identify options for resolving conflicts with colleagues, staff, faculty, and advisors.
• Help you achieve fair and equitable solutions to problems.
• Facilitate communication among people in conflict.
• Provide other types of assistance to help you resolve a problem informally.
• Refer you to formal grievance or appeal procedures if you wish to engage in a formal process.

Contact information for Ombuds Services:

Office of Graduate and Professional Studies
ombuds@tamu.edu
http://ogaps.tamu.edu/