



Office of the Ombuds: Resources & Links

Academic Senate Charges Officer (Available to Entire Campus)

<https://senate.ucsb.edu/about/faculty.code.of.conduct/>

The Charges Officer receives and investigates complaints about violations of the Faculty Code of Conduct.

Academic and Staff Assistance Program (ASAP) (Available to Faculty and Staff)

<http://hr.ucsb.edu/asap/>

ASAP offers assessment, short-term counseling, and referral services to all UCSB faculty and staff. Free and confidential meetings with a licensed therapist are designed to assist individuals experiencing stress due to personal or work related problems before these problems become unmanageable. All services are confidential.

Affirmative Action Office (Office of Academic Preparation and Equal Opportunity) (Available to Entire Campus)

<http://www.campusoutreach.ucsb.edu/>

APEO receives and responds to formal and informal complaints of discrimination. Works with Equal Employment Opportunity Commission and State Auditor to ensure compliance with all affirmative action principles.

Americans with Disabilities Act (ADA) Compliance Office (Available to Entire Campus)

<http://ucsbuxa.ucsb.edu/Admin-Serv/ADAH/Adah.html>

The ADA Compliance Office provides assistance in resolving concerns and complaints about access and/or accommodations for people with disabilities.

Associated Students (Available to Students)

<http://www.as.ucsb.edu/>

Associated Students is the elected representative government for undergraduate students at UCSB. Works to ensure concerns related to undergraduate students are being addressed in campus policy decision-making. Encompasses the Office of the Student Advocate, AS Bike Shop, and the AS Legal Resource Center.



Associated Students Legal Resource Center (Available to Students)

<http://www.as.ucsb.edu/aslrc/>

The ASLRC assists students in responding to legal problems. An attorney is available to consult with all registered UCSB students on any issue or concern in which legal education would be helpful, including landlord tenant disputes, contracts, personal injury matters, consumer complaints, credit and debt problems, family law, motor vehicle tickets, employment problems, criminal citations, wills and probate, and traffic accidents. All consultations are strictly confidential.

Campus Social Worker (Available to Students)

<http://www.sa.ucsb.edu/distressedstudentsguide/SocialWorkers/index.aspx>

The Social Worker assists students identify personal or health issues that are obstacles to their academic success. Together the social worker and student develop a plan to access resources needed to overcome these obstacles.

Civil and Responsible Environment (CARE) Team (Available to Entire Campus)

<http://hr.ucsb.edu/admin/care.php>

The CARE Team is a campus resource if a situation involves uncivil or potentially dangerous behaviors by faculty, staff, students, or members of the general public. CARE is also available to the campus for non-crisis situations involving inappropriate behavior. CARE maintains a dedicated telephone line at (805) 893-5465 and is coordinated by Human Resources. If the situation is an emergency, alert the campus police by calling 911.

Community Housing Office (Available to Entire Campus)

<http://www.housing.ucsb.edu/hchoices/cho-general-info.htm>

The CHO is a resource for off-campus housing questions and/or disputes. Provides advice and information about tenant/landlord rights and responsibilities and provides mediations for roommate and/or tenant/landlord conflicts.

Counseling Services (Available to Students)

<http://www.counseling.ucsb.edu/>

Counseling Services provides psychological support to assist students in their personal and social development. Personal counseling is available for a range of difficulties or concerns such as anxiety, depression, stress, and crisis intervention. Counseling is confidential.



Dean of Undergraduate Studies (College of Letters & Science) (Available to Students)

<http://www.advising.ltsc.ucsb.edu/>

The Dean manages Student Academic Affairs in the College of L&S. Responsible for academic advising staff and college academic policies.

Disabled Students Program (DSP) (Available to Students)

<http://dsp.sa.ucsb.edu/>

DSP assists permanently and temporarily disabled students with academic accommodations. Is the campus liaison regarding issues and regulations related to UCSB's disabled community.

Educational Opportunity Program (EOP) (Available to Students)

<http://www.sa.ucsb.edu/eop/>

EOP initiates programs and activities to assist with the transition to the university environment. Includes a support network of counselors and staff to assist students and advocate for their continued academic and social success.

Employee and Labor Relations (Available to Staff)

<http://hr.ucsb.edu/labor/>

One of the primary goals of Employee and Labor Relations is to resolve problems involving supervisors and employees. Offers assistance to employees regarding personnel policy interpretation, campus procedures, employee rights, and complaint/grievance issues. Also offers advice to supervisors and managers in the area of complaint resolution.

Graduate Division (Available to Students)

<http://www.graddiv.ucsb.edu/>

The Graduate Division is a resource to assist enrolled and/or prospective graduate students. Responds to questions and complaints concerning admissions, university requirements, workload, diversity, and financial support.



Graduate Students Association (GSA)

(Available to Students)

<http://www.gsa.ucsb.edu/>

The GSA is the elected representative government for graduate students at UCSB. Works to ensure concerns related to graduate students are being addressed in campus policy decision-making. Provides graduate students with information concerning decisions that are relevant to graduate student life. Also organizes graduate social events.

MultiCultural Center (MCC)

(Available to Students / Events Open to the Public)

<http://mcc.sa.ucsb.edu/>

The MCC is a safe space for students of color, international students, and gay, lesbian, and bisexual students. Offers a broad spectrum of events including lectures, panel discussions, films and videos, musical, dance, and dramatic performances, and poetry readings, which are all open to the general public.

Office of Judicial Affairs

(Available to Students)

<http://judicialaffairs.sa.ucsb.edu/>

Judicial Affairs publishes and enforces UCSB campus regulations. Administers the campus judicial process and educates the campus community about academic integrity and responsible conduct.

Office of the Student Advocate (OSA)

(Available to Students)

<http://advocate.as.ucsb.edu/index.php>

The OSA assists students accused of violating the University Code of Student Conduct. Offers peer-based support, advice, and aid to all students and student groups involved in disciplinary processes or dispute with the University. Assistance is free and confidential.

Office of Student Life (OSL)

(Available to Students)

<http://www.sa.ucsb.edu/osl/Index.asp?page=home>

OSL offers assistance for student initiatives, encourages involvement in campus life, and serves as a primary liaison to students and parents. Concerned with the intellectual and personal development of students.



Resource Center for Sexual and Gender Diversity (RCSGD)

(Available to Entire Campus)

<http://www.sa.ucsb.edu/sgd/>

The RCSGD offers a safe, supportive, and welcoming environment for lesbian, gay, bisexual, transgender, queer, gender-queer, intersex, and ally members of the UCSB community. Offers a lending library of educational books and videos on various topics and sponsors a variety of cultural and educational events throughout the year.

Sexual Harassment and Title IX Office

(Available to Entire Campus)

<http://www.shot9.ucsb.edu/>

The Sexual Harassment and Title IX Office provides assistance in investigating and resolving complaints of sexual harassment and/or gender discrimination.

Student Health

(Available to Students)

<http://studenthealth.sa.ucsb.edu/>

Student Health provides primary and urgent health care, health education, and has a Social Worker on-staff.

Vice Chancellor for Student Affairs

(Available to Students)

<http://www.sa.ucsb.edu/Welcome/index.asp>

The Vice Chancellor oversees all student affairs departments including Financial Aid, Registrar, Office of Student Life, and Admissions.

Whistleblower Complaints

(Available to Entire Campus)

<http://www.vcadmin.ucsb.edu/whistleblower.html>

Violations of university policy or state or federal law (i.e. bribery, theft, fraud, coercion, malfeasance, etc.) can be anonymously reported to the UCSB Whistleblower Coordinator.

Women's Center

(Available to Entire Campus)

<http://www.sa.ucsb.edu/women%27scenter/>

The Women's Center is a resource for an inclusive and equitable campus community; programs devoted to sexual harassment education, rape prevention, and re-entry and non-traditional students.



**Work / Life Office
(Available to Faculty and Staff)**

<http://hr.ucsb.edu/worklife/>

The Work/Life Office in Human Resources assists faculty and staff by providing information and guidance to achieve a balance between work, personal, and family lives. Offers counseling and referral assistance concerning childcare, elder care, flexible work schedules, and housing.

Resources for Policies:

Campus Regulations

<http://www.sa.ucsb.edu/Regulations/>

Faculty Code of Conduct

<https://senate.ucsb.edu/about/faculty.code.of.conduct/>

Student Code of Conduct

<http://www.sa.ucsb.edu/Regulations/index.aspx?page=conduct>

UC Santa Barbara and University of California Policies

<http://ucsbuxa.ucsb.edu/policies/index.php>

Resources for Ombuds Ethics and Standards of Practice:

Ombuds Code of Ethics (from the International Ombudsman Association):

http://www.ombudsassociation.org/standards/Code_Ethics_1-07.pdf

Ombuds Standards of Practice (from the International Ombudsman Association):

http://www.ombudsassociation.org/standards/Std Practice_1-07.pdf

UC Ombuds Declaration of Best Practices

http://www.ombuds.ucsb.edu/files/uc_best_practices.pdf