**Q & A with the Ombudsperson**

**Tell us about the Ombuds Office.**

The Office is a confidential service for current, prospective and former students who have a concern. They may come to speak with the Ombuds about any issue that may affect their College experience.

**What is the mission of the Office?**

It’s helping students resolve concerns by effectively addressing these through their knowledgeable navigation of the College system. The service aims to empower students in self-advocacy, to move forward with clear intent and greater confidence especially for a potentially difficult conversation.

**What types of concerns have you dealt with and are there some trends?**

The majority of issues are academic in nature – from grades (either failing or not receiving an A), late assignments, missing a test, group work or accommodations. Non-academic issues are wide-ranging from parking, cafeteria or safety for instance along with other external issues such as landlord concerns.

Each year the Ombuds Office publishes an annual report for the College where trends are identified and recommendations are submitted on systemic issues. Here is the link to the most recent annual report along with the College response: <http://www.confederationcollege.ca/ombuds-office>

**What does an average day look like?**

Most of the students drop by so the office door is usually kept open for drop-ins; however student do often phone or email to set up an appointment ahead of time. Appointments can also be made for other times and places if they request this. Most days are spent meeting with students, listening to their concerns, clarifying the situation and related policies, brainstorming options, following-up with them, or seeking information and conducting shuttle diplomacy of their behalf and with their permission.

**What makes the Ombuds service unique?**

Along with being totally confidential (unless there is a risk of harm), the Ombuds Office is independent of College departments and programs. This allows the Ombudsperson to be impartial and focus on fairness as the Ombuds can neither advocate for the College nor for the student. Students access the service on a voluntary basis as it is not required in College policies and is therefore an informal service.

**What advice can you give to all students?**

The importance of good and open communication and relations with their instructors cannot be understated. Faculty supports student success both academically and towards their future vocation.

**For more information, contact: Office hours:**

Kim Morgan, Ombudsperson Monday to Wednesday, 10:30 am to 4 pm

Shuniah Building, Room A212 Thursday, 10:30 am to 12 pm noon

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