

MAR 04 2016

SENATE CONCURRENT RESOLUTION

URGING THE UNIVERSITY OF HAWAII TO ESTABLISH AN OMBUDS OFFICE OR
SYSTEM OF OMBUDS OFFICES.

1 WHEREAS, there are approximately 55,000 part and full-time
2 undergraduate and graduate students enrolled in the University
3 of Hawaii System; and

4
5 WHEREAS, the University of Hawaii's ten campuses do not
6 have ombuds offices; and

7
8 WHEREAS, the University of Hawaii has offices on each
9 campus and at the system level that reflect a commitment to
10 promoting a safe, nonviolent, non-discriminatory community,
11 however those offices focus solely on concerns related to
12 discrimination; and

13
14 WHEREAS, each University of Hawaii campus has established
15 academic grievance policies and procedures that also focus
16 primarily on discrimination and academic concerns; and

17
18 WHEREAS, an institutional exclusion of workplace concerns
19 not relating to discrimination exists, in policy and
20 organizationally, which fosters an environment in which problems
21 may go unheard, untracked, and unresolved; and

22
23 WHEREAS, ombuds offices provide an easy first point of
24 contact for a person with concerns or a misunderstanding of
25 policies, as well as directing someone to an appropriate office
26 or assisting them with following established procedures and
27 timelines for complaints; and

28
29 WHEREAS, ombuds offices provide university chancellors and
30 presidents unbiased, routine feedback regarding the university
31 community's adherence to established policies; and
32



1 WHEREAS, eighty percent of "research one" universities have
2 an ombuds office, and all but one of the University of Hawaii at
3 Manoa's peer institutions have ombuds offices; and
4

5 WHEREAS, legislation was introduced during the Regular
6 Session of 2015 that sought to establish an office of the ombuds
7 at the University of Hawaii, and support for the legislation
8 indicates a growing desire for the establishment of ombuds
9 offices on every campus; and
10

11 WHEREAS, a system of ombuds offices can be established
12 without duplicating or undermining preexisting resolution
13 procedures; and
14

15 WHEREAS, ombuds offices must be independent, impartial, and
16 confidential in order to best serve students, staff, and
17 faculty; now, therefore,
18

19 BE IT RESOLVED by the Senate of the Twenty-eighth
20 Legislature of the State of Hawaii, Regular Session of 2016, the
21 House of Representatives concurring, that the University of
22 Hawaii Board of Regents is urged to establish a system-
23 coordinated ombuds office with an accessible specialist on the
24 Manoa campus; and
25

26 BE IT FURTHER RESOLVED that the other University of Hawaii
27 campuses should have access to the specialist at the Manoa
28 campus; and
29

30 BE IT FURTHER RESOLVED that the ombuds office report
31 directly to the chancellors of each campus and the president of
32 the University of Hawaii; and
33

34 BE IT FURTHER RESOLVED that the Board of Regents use the
35 United States Ombudsman Association's published standards as a
36 guide to establishing the ombuds office or offices; and
37

38 BE IT FURTHER RESOLVED that all applicable policies and
39 procedures be updated to include workplace related concerns not
40 pertaining to discrimination as a valid reason for seeking
41 redress; and
42



BE IT FURTHER RESOLVED that the Board of Regents seek feedback from each college campus to determine the composition and establishment of ombuds personnel and offices; and

BE IT FURTHER RESOLVED that, because changes affecting the University's budget take time, the Board of Regents may appoint interim officials to act in the capacity of ombudspersons but interim appointments should be no longer than one calendar year; and

BE IT FURTHER RESOLVED that certified copies of this Concurrent Resolution be transmitted to the Chairperson of the University of Hawaii Board of Regents, President of the University of Hawaii, University of Hawaii Vice President for Community Colleges, University of Hawaii at Manoa Interim Chancellor, University of Hawaii at Hilo Chancellor, University of Hawaii West Oahu Chancellor, University of Hawaii Community College Chancellor, University of Hawaii Honolulu Community College Chancellor, University of Hawaii Kapiolani Community College Chancellor, University of Hawaii Kauai Community College Chancellor, University of Hawaii Leeward Community College Chancellor, University of Hawaii Maui College Chancellor, and University of Hawaii Windward Community College Chancellor.

OFFERED BY:

2016-1336 SCR SMA-1.doc

