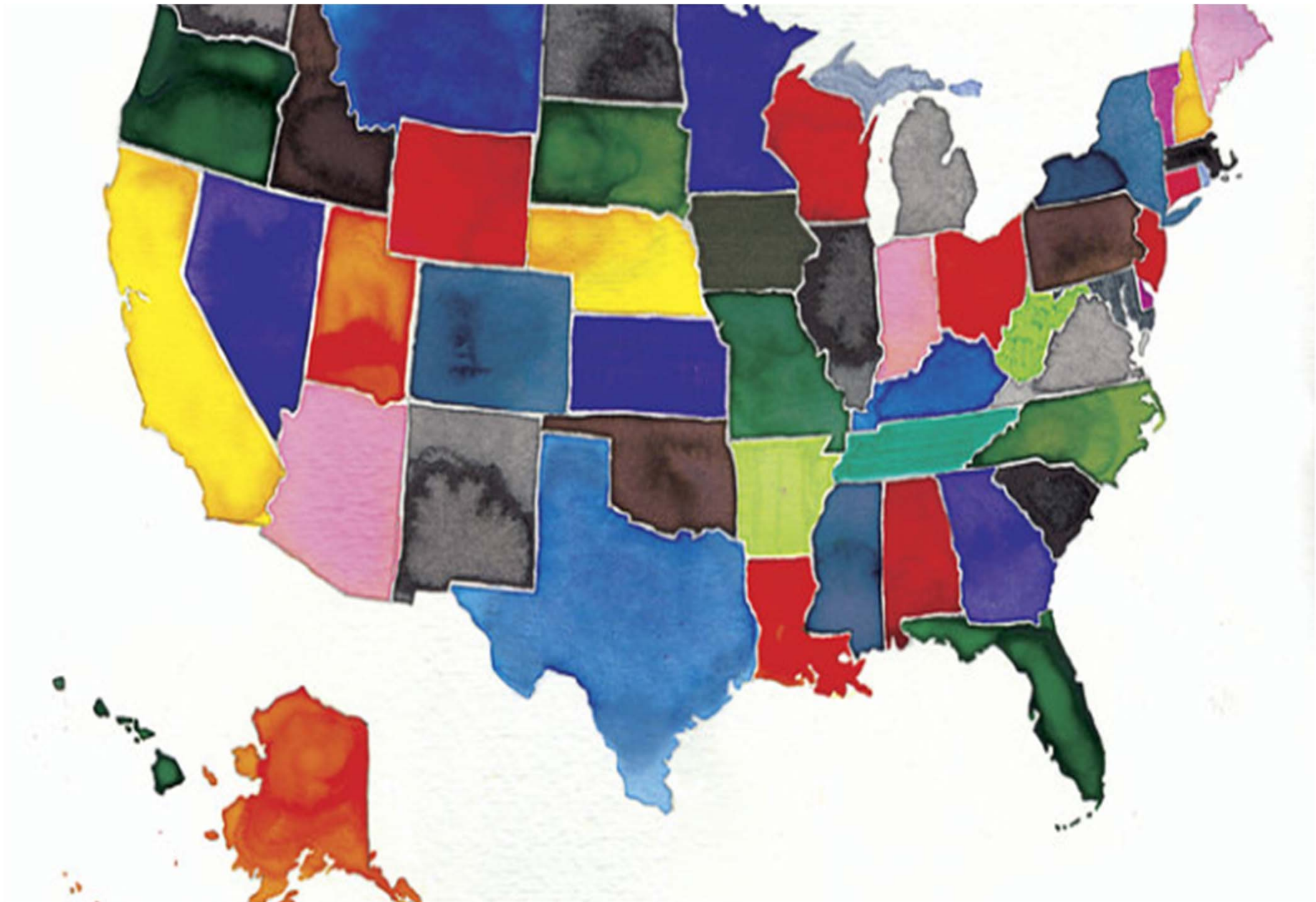




# THE ORGANISATIONAL OMBUDS IN HIGHER EDUCATION IN THE USA

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Jenna Brown, Ombuds  
University of Denver USA



# Classical antecedent transformed by social forces.

- Mid-1960s: Social upheaval and campus unrest
- Alternative to formal channels
- Ombudsman concept adapted to the university setting:
  - 1966 Eastern Montana College
  - 1967 Michigan State University



## **Internal, impartial problem-solving offices**

- Communications and outreach
- Issue resolution
- Issue prevention and systemic change



## Core principles

- Impartiality
- Independence
- Confidentiality
- Informality

# Professionalisation

1973

California Caucus of College and University Ombuds

1985

University and College Ombuds Association (UCOA)

Corporate Ombudsman Association (COA)

1992 The Ombudsman Association (TOA)

2005

International Ombudsman Association