Candidate Name

Luc Guglielmi

Candidate Title

University Ombuds

Organization

Kennesaw State University

Candidate Statement

I am deeply interested in serving on the IOA Board of Directors to help shape the future of the organizational ombuds profession, give back to a community that has profoundly shaped my new career, and contribute my leadership experience toward the association's long-term strategic goals.

Throughout the last seven years, IOA has served as an indispensable anchor for my professional development and community. Serving on the Board is a meaningful opportunity to transition from a recipient of these benefits to an active steward of our global network. I am eager to volunteer my time to sustain the vibrant, collaborative support systems that empower ombuds professionals at every stage of their career journeys, ensuring that the next generation of practitioners is well-equipped to navigate the complexities of our field.

Furthermore, I am passionate about advancing the profession on a global scale. We are at a critical juncture regarding international growth, cross-sector integration, and the ongoing advocacy for the legal recognition and protection of ombuds confidentiality. As a Board member, I look forward to championing the IOA Standards of Practice and Code of Ethics, while driving strategic initiatives that expand our global footprint and strengthen the systemic impact of ombuds programs worldwide.

Beyond my day-to-day practice as an ombudsman, I bring a strong understanding of organizational dynamics and functional expertise in areas such as strategic planning, cross-sector collaboration, and committee leadership. I am fully prepared to commit the time, operational dedication, and emotional intelligence required to participate actively in board meetings, strategic retreats, and working groups. I would be honored to collaborate with fellow board members to ensure the financial health, operational excellence, and inclusive growth of the association, effectively serving the diverse needs of our global membership.

Pathway to the Profession

The Ombuds profession is getting more and more in the spot light. Public and private organizations see more and more the value of hiring ombuds. The constant challenge is to explain of what an Ombuds does and doesn't. As we see sometimes on the Ombuds blog or through job description, companies have a vague idea and think they can create their "own version" of what an Ombuds does by ignore one of the four principles of our profession. I have been in my position for over 6 years and I still have to explain to leadership the concept of independence, neutrality, informality ... even sometimes confidentiality. I also find myself, when stating the title I have now at my university that many people haven't heard yet the

word "ombuds". And we have had Ombuds for decades now at my institution. So, I see the IOA to continue their hard work at educating society about the concept of "ombuds." We can never too much public outreach.

IOA Values

When running this prompt through an AI, we get some interesting points, let it be the base and build my response on it:

1. Decentralizing via the creation of micro-communities (I feel we already do this often but we could create more)

2. Democratize knowledge sharing (also something we do and, of course, we could this more often)

3. Build a Multi-Tiered Mentorship & Sponsorship Network (also something we already do).

In other words, AI is not much help here but do tell us we, as an association, are on the right path. Now, let's see what I can add on top of AI.

First of all, the board should represent the diversity of their members. Looking at our members who we serve, do we reflect that composition? How many are in the private sectors? How many at the federal/state/city/county/province/parish level? How many in higher education?

Secondly, I don't think it is in the role of the board to come up with ideas on what to do. Board members are there to serve the association, that is to say their members, therefore, it is through surveys that we should get where are the needs of our members. AI gave us the term micro-communities. What are those micro-communities? What they should focus on? How do we organize them? What are these knowledge sharing suggested by AI? I truly believe that we could do better when addressing needs of our members. An Ombuds from the private sector has different needs than an Ombuds working at the federal government. I would even argue that a member working in the US at the Federal level would have different needs than his/her/their counterparts in Canada.

Thirdly, we call ourselves an international ombuds association, but does that "international" part is reflected at the board level. What does constitute international? The citizenship of board members? Where they actually work? Or does it really matter? How well do we work as an association with other association (Canadian Ombuds Association where I am heading as I write those lines, the European Ombuds Association for Higher Education who never mentioned our existence at their last conference in Krakow, Poland).

In sum, as you read, I don't have any groundbreaking ideas (and AI is no big help here either) but I feel that personal disposition are more important than knowledge at this point. In other words, the knowledge is there, it is our job to seek it, and organize a platform to share it.

Volunteer or Leadership Experience

I directed for 10 years several study abroad programs for the university system of Georgia (US) dealing with over 100 students per year coming from 29 different colleges within the state, managing a budget of

500,000 USD, negotiating prices, responding and solving issues that arose before, during and after the program.

I also coordinated the French Program at Kennesaw State University for 15 years dealing with the hiring process of faculty, curriculum issues, assessment process, and complaints from students.

I also served as a consultant during those 15 years for Cobb County Schools as a reviewer of their foreign language program.

I don't really have any position in mind, I serve where needed and am willing to learn and grow in that assigned/voted function.

Professional Expertise

I could see myself serving more on the business side of things but open to anything positions.

Candidate Bio

August 1, 2025 - present: Full time organizational ombuds at Kennesaw State University serving students, faculty, parents, alumni and staff. Professor of French and Gender/Women studies.

January 1, 2024-Januray 1, 2025: Civil Mediator registered with the Georgia Supreme Court serving the community (pro-bono) in Cobb, Cherokee, Paulding, and Fulton county (Georgia)

January 1, 2021 - August 1, 2025: Part time Ombuds at Kennesaw State University serving students, faculty, and staff. Professor of French and Gender/Women studies. French Program Coordinator.

June 1, 2024-present: Assistant/Associate professor of French, coordinator of the French program, study abroad director with the European Council, professor of Gender/women studies (Kennesaw State university)