



The University of Maryland provides Ombuds services for faculty, staff, graduate students and undergraduate students. Each Ombuds office operates in a different setting and with different reporting responsibilities. However, all of them share a common purpose and operate on the same basic Ombuds principles.

## University of Maryland Ombuds Services

### What is a University of Maryland Ombuds officer?

An Ombuds officer, Ombudsman, or simply "Ombuds" is a person who can be consulted by members of the university community who want to get information about University policies relating to their activities or who encounter problems that they cannot resolve through ordinary channels (i.e., student to teacher, staff to supervisor, faculty member to department chair.) An Ombuds listens to complaints and helps, if possible, to resolve them. Sometimes the Ombuds simply provides information and counseling, or helps complainants develop strategies for dealing with their problems on their own. At other times, when authorized by the complainant, the Ombuds contacts other involved parties and attempts to work out mutually satisfactory solutions.

### An Ombuds officer is confidential.

Communications with an Ombuds are confidential and no information or opinion presented to an Ombuds will be passed on to other parties without the express permission of the complainant. Even the fact that the Ombuds has been contacted will not be revealed without authorization.

### An Ombuds officer is independent.

The Ombuds position is outside of all regular chains of authority and reporting responsibility. An Ombuds emphasizes fairness in seeking solutions to problems.

### An Ombuds officer is impartial.

An Ombuds does not take sides or advocate any particular position. Instead, an Ombuds tries to help all parties involved to understand the viewpoints of others, and develop mutually satisfactory ways of resolving conflicts.

### What does an Ombuds DO?

An Ombuds:

- **Listens** to the concerns of the client and helps identify possible solutions.
- **Provides information** that may be helpful in resolving problems, including (a) an explanation of University policies and procedures, and (b) the availability of other University resources and personnel that might be helpful in dealing with the matter.
- **Opens communication** among involved parties, with the permission of the client.
- **Speaks** to any appropriate group requesting information about University policies and conflict resolution services.
- **Identifies trends** in areas of concern across the campus and, usually in collaboration with others, draws administrative and policy-making attention to them.

## University of Maryland Ombuds Officers

### Faculty

**Ellin K. Scholnick**  
[escholni@umd.edu](mailto:escholni@umd.edu)  
 1112 Cole Field House  
 301.405.1901  
<http://www.umd.edu/ombuds/faculty/>

### Staff

**Cynthia Tucker**  
[ctucker5@umd.edu](mailto:ctucker5@umd.edu)  
 1112 Cole Field House  
 301.405.0805  
<http://www.umd.edu/ombuds/staff/>

### Graduate Student Ombudsperson

**Katherine C. McAdams**  
[mcadams@umd.edu](mailto:mcadams@umd.edu)  
 2100A Lee Building  
 301.405.3132  
<http://www.gradschool.umd.edu/Ombuds/>

## Undergraduate Students

**Ann C. Smith**  
[asmith@umd.edu](mailto:asmith@umd.edu)  
2100 Marie Mount Hall  
301.405.9165  
<http://www.ugst.umd.edu/ombuds/>

\*Additional resources for conflict resolution can be found at the [CRN website](#).



Flagship Institution of the **University System of Maryland**  
University of Maryland, College Park, MD 20742, USA / Phone 301.405.1000

Copyright 2014 University of Maryland / **Privacy**  
**Contact us** with comments, questions and feedback

