

# An Office of First Resort

The **faculty ombudsperson** is a designated neutral or impartial resource whose primary function is to provide trustworthy and informal assistance to the university's faculty

The office practices in accordance with the International Ombudsman Association Code of Ethics and Standards of Practice <https://www.ombudsassociation.org/standards-of-practice-code-of-ethics>

## Contact us:

Faculty Ombuds Office  
**FacultyOmbuds@wcupa.edu**  
610-436-0731

*Leave only nonconfidential messages*

Joan Woolfrey  
**jwoolfrey@wcupa.edu**  
*Include only nonconfidential information*

By utilizing the Faculty Ombuds Office, a visitor is agreeing not to call the ombudsperson as a witness in any future legal proceedings regarding the issues being brought to that office.

Faculty Ombuds **Joan Woolfrey** is Professor of Philosophy and is currently also chairing the Women's & Gender Studies Department. At WCU for 20 years, she has chaired the Philosophy Department (2008-2011), directed the Peace & Conflict Studies program (2008-2014), and has significant conflict resolution/nonviolence training including American Friends Service Committee, Green Dot, LGBTQIA Ally and Veterans Ally Training, and training through the International Ombuds Association. Her scholarship centers on virtue ethics, and her most recent publications have been on the concept of hope. Currently, she is working on the concept of contempt, and whether it has any moral value.

**Vicki McGinley**, Professor of Special Education, acts as alternate for any perceived conflicts of interest.

# WCU

# Faculty Ombuds

A free service for faculty that is impartial, independent, confidential and informal. A place to go for help resolving conflicts or issues arising in the workplace, based in principles of fairness and equity.

**WCU**  
**WEST CHESTER**  
**UNIVERSITY**

The Faculty Ombuds is required to report possible sexual misconduct violations (Title IX and Title VII) as well as instances of child abuse and neglect. The office must report crimes to WCU Public Safety in accordance with the Clery and Campus SaVE requirements. In addition, the Faculty Ombuds would also break confidentiality if deemed necessary to ensure safety when there is a threat of harm to self or others.

# The Role of the Faculty Ombuds

## The role of the faculty ombuds is three-fold:

- to listen (sometimes we just need to be heard);
- to strategize, help you explore options, gather information, and empower you to make choices;
- to collect anonymized information that over time can expose patterns and trends, and to recommend policy changes that will better serve the university community

## What the Faculty Ombuds CAN do

- Provide a safe, nonjudgmental space to discuss a problem
- Help you think through a concern and informally navigate an issue
- Be a referral to the right office
- Explain university policies and availability of resources
- Explore ways to manage and resolve problems
- Identify patterns and trends and share anonymized suggestions for system change

# How to contact the office

By email:  
[FacultyOmbuds@wcupa.edu](mailto:FacultyOmbuds@wcupa.edu)

***Never disclose confidential information in an email.***

## What the Faculty Ombuds CAN'T do

- Be involved in formal internal university or union investigations or processes
- Provide legal advice
- Take sides
- Provide mental health counseling
- Keep written records of cases
- Serve as a witness
- Make your decisions for you



# Typical Ombuds issues

## Work Relationships

Conflicts with co-workers, managers or staff; inappropriate or disrespectful behavior; bullying; perceived inequitable access to resources

## Policies & Requirements

Understanding university policies and procedures; awareness of resources; referrals

## Sounding Board

Need for a safe space to discuss a problem or help deciding whether an issue is a problem; unsure who to talk to or whether there are resources; need a fresh, impartial listener

## Appointments

- On campus or off
- By phone or by Zoom
- Flexible hours to meet your needs