

18 University and College Ombuds Association Directory of Members

2004  
2005



# University and College Ombuds Association

Certifies that:

*Mary P. Rowe*

---

is a member in good standing for the  
2004 - 2005 membership year

*Mary Chavez Rudolph*

---

Mary Chavez Rudolph, President



## ***University and College Ombuds Association Statement of Ethical Principles***

*This statement delineates the ethical principles that should guide the professional behavior of members of the University and College Ombuds Association (UCOA). Further suggestions for best practices are described in the Standards of Practice which are based upon and derived from these fundamental principles.*

### ***Ethical Principle 1***

*The Ombuds treats others with respect, dignity and goodwill.*

### ***Ethical Principle 2***

*The Ombuds is truthful in all communications.*

### ***Ethical Principle 3***

*The Ombuds holds all communications with those seeking assistance in strict confidence, except in the presence of an imminent threat of serious harm.*

### ***Ethical Principle 4***

*The Ombuds is independent to the highest degree possible within the structure of the organization, acting freely and in a manner that does not obligate others.*

### ***Ethical Principle 5***

*The Ombuds is neutral and impartial.*

### ***Ethical Principle 6***

*The Ombuds promotes fairness and justice in the policies, procedures, and practices of the organization within the aforementioned ethical principles.*

***Approved by the UCOA Board: March 5, 2004***



## **University and College Ombuds Association Standards of Practice**

### **INTRODUCTION**

*The University and College Ombuds Association has developed the following standards of practice to provide a model for individual practice and for the establishment of office policies and procedures. These standards were developed in accordance with commonly understood principles within the Ombuds profession and reflect the core values of the University and College Ombuds Association. Standards of Practice help guide members in making responsible choices and further, they are intended to promote constituents' understanding of and confidence in Ombuds Offices and their services.*

### **DEFINITION**

*A college or university ombudsman\* is authorized by an institution of higher education to confidentially receive complaints, concerns or inquiries about alleged acts, omissions, improprieties, and/or broader systemic problems within the ombudsman's defined jurisdiction and to listen, offer options, facilitate resolutions, informally investigate or otherwise examine these issues independently and impartially.*

*Members of the University and College Ombuds Association strive to practice according to the following standards:*

#### **1. Independence**

*The Ombuds Office must be independent in its structure, function and appearance.*

#### **2. Impartiality/Neutrality**

*The Ombuds is neutral, impartial, unaligned and objective.*

#### **3. Confidentiality**

*The Ombuds must not disclose and must not be required to disclose any information provided in confidence, except to address an imminent risk of serious harm where there is no other responsible option.*

#### **4. Informality**

*The Ombuds functions on an informal basis by such means as "listening, providing and receiving information, reframing issues, developing options, referral, third party intervention, shuttle diplomacy, mediation, and systems change.*

#### **5. Access to Services**

*All members of the specified community may voluntarily seek services and will be treated with respect and dignity.*

#### **6. Professional Competence**

*The Ombuds acts in accordance with professional standards of practice and pursues and provides opportunities for staff to pursue continuing education and training.*

**Copyright 2000, University and College Ombuds Association**

\* The term Ombudsman is used in this definition in order to communicate with the widest possible community and is not intended to discourage others from using more gender neutral terms. In accordance with UCOA practice adopted in 1991, the document uses the term Ombuds throughout. UCOA acknowledges, with respect, that many practitioners use alternative forms of this word, such as ombudsperson, ombuds officer and the like.



**U C O A**

university and college  
ombuds association

Directory of Members  
2004 – 2005

**University and College Ombuds Association (UCOA)  
Board of Directors  
2004-2005**

President

Mary Chavez Rudolph  
University of Colorado at Boulder

Past President

Andrea Briggs  
University of California, Riverside

President Elect

Margo Wesley  
University of California, Berkeley

Secretary

Vicky Brown  
University of Central Florida

Treasurer

Sandy McDermott  
Portland State University

Directors at Large

Claudia D'Albini  
University of Arizona

Tim Griffin

Northern Illinois University

R. Gordon Halfacre  
Clemson University

Toni Robinson

Massachusetts Institute of Technology

Associate Member Representatives

Jean DeCosta  
California Polytechnic State University

Dorothy Graham  
Kennesaw State University

<http://www.ucoa.org>

## UCOA Membership Directory 2004-2005

### NOTES:

(V) indicates Voting Member

(A) indicates Associate Member

(E) indicates Emeritus Member

\* indicates new member in 2004-05

#### **Victoria A. Anderson (V)**

University Ombudsperson  
Wayne State University  
798 Student Center Building  
Detroit, MI 48202  
Phone: [1] 313-577-7839  
Fax: [1] 313-577-9296  
Email: [aa9984@wayne.edu](mailto:aa9984@wayne.edu)

#### **Adrienne R. Andrews, Ph.D. (V)**

Ombudsperson  
Smith College and  
Mount Holyoke College  
c/o 8 College Lane  
Northampton, MA 01063  
Phone: [1] 413-585-3358  
Fax: [1] 413-585-3731  
Email: [aandrews@smith.edu](mailto:aandrews@smith.edu)

#### **Susan Andrews (A)**

Student Ombuds  
The University of Toledo  
Mail Stop #105  
Toledo, OH 43606-3390  
Phone: [1] 419-530-2571  
Fax: [1] 419-530-2509  
Email: [sandrews@utoledo.edu](mailto:sandrews@utoledo.edu)

#### **Sean A. Banks (V)**

Campus Ombudsperson and Director  
University of California at Los Angeles  
Office of Ombuds Services  
501 Westwood Plaza, Suite 105  
Los Angeles, CA 90095-1508  
Phone: [1] 310-825-7627  
Fax: [1] 310-206-2545  
Email: [sbanks@conet.ucla.edu](mailto:sbanks@conet.ucla.edu)

#### **Nancy M. Barbee (V)**

Ombudsperson & Associate Director  
University of California at Los Angeles  
Office of Ombuds Services  
501 Westwood Plaza, Suite 105  
Los Angeles, CA 90095-1508  
Phone: [1] 310-825-7627  
Fax: [1] 310-206-2545  
Email: [nbarbee@conet.ucla.edu](mailto:nbarbee@conet.ucla.edu)

#### **Dr. John S. Barkat (V)**

Ombudsman  
Pace University  
236 Elm Road  
Briarcliff Manor, NY 10510-2256  
Phone: [1] 212-346-1111  
Fax: [1] 914-923-2755  
Email: [jbarkat@pace.edu](mailto:jbarkat@pace.edu)

**Frances Bauer (V)**

Ombudsperson  
 University of Western Ontario  
 Ombuds Office, UCC 251  
 London, Ontario, Canada N5X 1J3  
 Phone: [1] 519-661-3573  
 Fax: [1] 519-661-3924  
 Email: [fbauer@uwo.ca](mailto:fbauer@uwo.ca)

**Donald L. Bixler (V)**

Associate Director,  
 University Ombudsman Office  
 Southern Illinois University Carbondale  
 Mailcode 4708, Woody Hall C302  
 Carbondale, IL 62901-4708  
 Phone: [1] 618-453-2411  
 Fax: [1] 618-453-2260  
 Email: [dbixler@ombuds.siu.edu](mailto:dbixler@ombuds.siu.edu)

**Gregory A. Benesh (V)**

University Ombudsman for Faculty  
 Baylor University  
 One Bear Place #97316  
 Waco, TX 76798-7316  
 Phone: [1] 254-710-2281  
 Fax: [1] 254-710-3878  
 Email: [Greg\\_Benesh@baylor.edu](mailto:Greg_Benesh@baylor.edu)

**Andrea Briggs (V)**

Ombudsperson  
 University of California, Riverside  
 Riverside, CA 92521  
 Phone: [1] 951-827-3213  
 Fax: [1] 951-827-5308  
 Email: [andrea.briggs@ucr.edu](mailto:andrea.briggs@ucr.edu)

**Barbara K. Berner, M.S. (A)**

Director of Operations  
 Nova Southeastern University  
 Farquhar College of Arts and Sciences  
 3301 College Avenue  
 Ft. Lauderdale, FL 33314  
 Phone: [1] 954-262-8143  
 Fax: [1] 954-262-4068  
 Email: [berner@nsu.nova.edu](mailto:berner@nsu.nova.edu)

**Shay Bright (A)**

Asst. Dir., Office of Conflict  
 Resolution & Student Conduct Svcs.  
 Colorado State University  
 200 Lory Student Center  
 Fort Collins, CO 80523  
 Phone: [1] 970-491-7165  
 Fax: [1] 970-491-1800  
 Email: [shay.bright@colostate.edu](mailto:shay.bright@colostate.edu)

**Evelyn Bernstein (V)**

Ombudsman  
 University of Manitoba  
 406 University Centre  
 Winnipeg, Manitoba, Canada R3T 2N2  
 Phone: [1] 204-474-8439  
 Fax: [1] 204-474-7526  
 Email: [Evelyn\\_Bernstein@UManitoba.ca](mailto:Evelyn_Bernstein@UManitoba.ca)

**William A. Brock (V)**

Director, MDACC Ombuds  
 Program - #014  
 UT M.D. Anderson Cancer Center  
 1515 Holcombe Blvd.  
 Houston, TX 77030-4009  
 Phone: [1] 713-792-4896  
 Fax: [1] 713-792-4895  
 Email: [wbrock@mdanderson.org](mailto:wbrock@mdanderson.org)

**Caryn A. Bills (A)**

Interim Deputy Associate Chancellor  
 University of Illinois at Chicago  
 Office for Access and Equity  
 809 S. Marshfield (M/C 602)  
 Chicago, IL 60612  
 Phone: [1] 312-413-8145  
 Fax: [1] 312-413-0055  
 Email: [cabw@uic.edu](mailto:cabw@uic.edu)

**E.W. Brody (V)\***

Faculty Ombudsperson/Professor  
 University of Memphis  
 Department of Journalism  
 Memphis, TN 38152  
 Phone: [1] 901-748-7487  
 Fax: [1] 901-748-0706  
 Email: [ewbrody@memphis.edu](mailto:ewbrody@memphis.edu)



**Maureen Brower (V)**  
Assistant Ombudsperson  
Stony Brook University  
Ombuds Office  
W0505 Melville Library  
Stony Brook, NY 11794-3373  
Phone: [1] 631-632-9200  
Fax: [1] 631-632-9276  
Email: [Maureen.Brower@stonybrook.edu](mailto:Maureen.Brower@stonybrook.edu)

**Ruth Nicole Campbell, Esq. (A)\***  
University Ombuds/Exec. Asst. to VP  
of Student Affairs  
Florida A & M University  
103 Foote-Hilyer Administration Center  
Tallahassee, FL 32307  
Phone: [1] 850-412-7379  
Fax: [1] 850-412-7381  
Email: [ruth.campbell@famuedu](mailto:ruth.campbell@famuedu)

**Jenna Brown (V)**  
Ombuds Officer  
University of Denver  
2199 S. University Blvd.  
Denver, CO 80208  
Phone: [1] 303-871-4712  
Fax: [1] 303-871-2748  
Email: [ombuds@du.edu](mailto:ombuds@du.edu)

**Kathleen H. Canul (V)**  
University Ombudsman  
University of California, Irvine  
437 Administration  
Irvine, CA 92697-4325  
Phone: [1] 949-824-7256  
Fax: [1] 949-824-2664  
Email: [khcanul@uci.edu](mailto:khcanul@uci.edu)

**Vicky Brown (V)**  
University Ombuds Officer  
University of Central Florida  
P.O. Box 160005  
Orlando, FL 32816-0005  
Phone: [1] 407-823-6440  
Fax: [1] 407-823-3085  
Email: [vbrown@mail.ucf.edu](mailto:vbrown@mail.ucf.edu)

**John S. Carter (V)**  
Ombudsperson  
The Citadel  
Department of H.E.S.S.  
171 Moultrie St.  
Charleston, SC 29409  
Phone: [1] 843-953-7953  
Fax: [1] 843-953-6798  
Email: [john.carter@citadel.edu](mailto:john.carter@citadel.edu)

**Judy Bruner (V)**  
Campus Ombudsperson  
University of California, San Diego  
Office of the Ombuds  
9500 Gilman Drive, M/C 0016  
La Jolla, CA 92093-0016  
Phone: [1] 858-534-0777  
Fax: [1] 858-822-0840  
Email: [jbruner@ucsd.edu](mailto:jbruner@ucsd.edu)

**David S. Carver, Ph.D. (V)**  
Student Ombudsperson  
University of Nebraska Medical Center  
984255 Nebraska Medical Center  
Omaha, NE 68198-4255  
Phone: [1] 402-559-7276  
Fax: [1] 402-559-9671  
Email: [dcarver@unmc.edu](mailto:dcarver@unmc.edu)

**Gary J. Buckley (A)**  
Professor of Political Science  
Northern Arizona University  
P.O. Box 15036  
Flagstaff, AZ 86011  
Phone: [1] 928-523-6188  
Fax: [1] 928-523-6777  
Email: [gary.buckley@nau.edu](mailto:gary.buckley@nau.edu)

**Barbara Ann Cass (A)\***  
Assistant to the Ombudsperson  
University of Illinois at Springfield  
Brookens 465, MSBRKS 461  
Springfield, IL 62703  
Phone: [1] 217-206-7000  
Email: [cass.barbara@uis.edu](mailto:cass.barbara@uis.edu)

**Michael T. Dues (V)**

Lecturer/Co-Chair, The University of  
Arizona Ombuds Committee  
The University of Arizona  
Department of Communication  
Communication Building, Rm. 209  
Tucson, AZ 85721  
Phone: [1] 520-621-1553  
Fax: [1] 520-621-5504  
Email: [mdues@email.arizona.edu](mailto:mdues@email.arizona.edu)

**Robin L. Eubanks (V)**

Student/House Staff  
Ombudsperson/Asst. Professor  
UMDNJ-Dept. of Interdisciplinary  
Studies  
School of Health Related Professions  
Stanley Bergen Bldg., 1st Floor  
65 Bergen St.  
Newark, NJ 07107-3001  
Phone: [1] 973-972-4136  
Fax: [1] 973-972-7455  
Email: [eubankrl@umdnj.edu](mailto:eubankrl@umdnj.edu)

**Nora J. Farrell (V)**

Ombudsperson  
Ryerson University  
Office of the Ombudsperson  
Oakham House  
63 Gould Street, 2nd Floor  
Toronto, Ontario, Canada M5B 1E9  
Phone: [1] 416-979-5000 Ext. 7451  
Fax: [1] 416-979-5170  
Email: [nfarrell@ryerson.ca](mailto:nfarrell@ryerson.ca)

**Mary Lou Fenili (A)**

University Ombuds  
University of Colorado at Denver &  
Health Sciences Center  
CB191, POB 173364  
Denver, CO 80217-3364  
Phone: [1] 303-556-4493  
Fax: [1] 303-556-5855  
Email: [marylou.fenili@cudenver.edu](mailto:marylou.fenili@cudenver.edu)

**Valerie Fennell (V)**

Faculty Ombudsperson  
Georgia State University  
P.O. Box 3981  
Atlanta, GA 30303  
Phone: [1] 404-651-2077  
Fax: [1] 404-463-9792  
Email: [acavif@langate.gsu.edu](mailto:acavif@langate.gsu.edu)

**Stevie Fenton (A)\***

Disability Specialist/Ombudsman  
North Florida Community College  
1000 Turner Davis Drive  
Madison, FL 32340  
Phone: [1] 850-973-9484  
Fax: [1] 850-973-9644  
Email: [fentons@nfcc.edu](mailto:fentons@nfcc.edu)

**Robert R. Fink (V)**

Faculty Ombuds  
University of Colorado at Boulder  
576 UCB  
Boulder, CO 80309-0576  
Phone: [1] 303-492-1574  
Fax: [1] 303-735-3630  
Email: [Robert.Fink@colorado.edu](mailto:Robert.Fink@colorado.edu)

**Ted Finman (V)**

Ombuds  
University of Wisconsin-Madison  
1 South Rock Road  
Madison, WI 53705  
Phone: [1] 608-238-5007  
Email: [tfinman@wisc.edu](mailto:tfinman@wisc.edu)

**Eleanor N. Funk, Ph.D. (V)**

University Ombuds  
California State University at  
Monterey Bay  
100 Campus Drive  
Seaside, CA 93955  
Phone: [1] 831-582-3361  
Email: [eleanor\\_funk@csumb.edu](mailto:eleanor_funk@csumb.edu)

**Howard Gadlin (A)**

Ombudsman  
National Institutes of Health  
Building 31, Room 2B63  
9000 Rockville Pike  
Bethesda, MD 20892  
Phone: [1] 301-594-6916  
Fax: [1] 301-594-7948  
Email: [gadlinh@od.nih.gov](mailto:gadlinh@od.nih.gov)

**Dolores Gomez-Moran (V)**

Ombudsman for Student  
Academic Affairs  
George Mason University  
JC, Room 245, MSN 2C4  
4400 University Drive  
Fairfax, VA 22030  
Phone: [1] 703-993-3306  
Fax: [1] 703-993-9008  
Email: [ombuds@gmu.edu](mailto:ombuds@gmu.edu)

**Dorothy Graham (A)**

University Ombuds  
Kennesaw State University  
1000 Chastain Road, #2701  
Kennesaw, GA 30144-5591  
Phone: [1] 770-423-6112  
Fax: [1] 770-423-6524  
Email: [dgraham@kennesaw.edu](mailto:dgraham@kennesaw.edu)

**Elizabeth Graham (V)**

University Ombuds  
Ohio University  
200 Crewson House  
Athens, OH 45701  
Phone: [1] 740-593-2627  
Fax: [1] 740-593-4810  
Email: [GrahamE@ohio.edu](mailto:GrahamE@ohio.edu)

**Tim D. Griffin (V)**

University Ombudsman  
Northern Illinois University  
Office of the Ombudsman  
DeKalb, IL 60115  
Phone: [1] 815-753-1414  
Email: [tgriffin@niu.edu](mailto:tgriffin@niu.edu)

**Nancy L. Haigwood (V)**

Scientific Ombudsperson  
Fred Hutchinson Cancer  
Research Center  
P.O. Box 19024  
Mail Stop M1-B514  
Seattle, WA 98109-1024  
Phone: [1] 206-667-6687  
Fax: [1] 206-667-5268  
Email: [nhaigwoo@fhcrc.org](mailto:nhaigwoo@fhcrc.org)

**R. Gordon Halfacre, Ph.D., M.L.A. (V)**

University Ombudsman  
Clemson University  
101 Clemson House  
248 N. Palmetto Blvd.  
Clemson, SC 29631-5107  
Phone: [1] 864-656-4353  
Fax: [1] 864-656-4373  
Email: [ombudsman@clemson.edu](mailto:ombudsman@clemson.edu)

**Kellie Harmon (V)**

Assistant Ombudsperson  
University of Kansas  
1246 W. Campus Road  
Room 28, Carruth O'Leary Hall  
Lawrence, KS 66045-7505  
Phone: [1] 785-864-7261  
Fax: [1] 785-864-1355  
Email: [kharmon@ku.edu](mailto:kharmon@ku.edu)

**Helen Hasenfeld (V)**

Ombudsperson  
2892 Nicada Drive  
Los Angeles, CA 90077  
Phone: [1] 310-474-0619  
Email: [helenh@caltech.edu](mailto:helenh@caltech.edu)

**B.M.J. (Dick) Hermans (V)**

Studenten Ombudsman  
Vrije Universiteit  
De Boelelaan 1105  
1081 HV, Amsterdam, The Netherlands  
Phone: [31] 20-44-45313  
Email: [studentenombudsman@vu.nl](mailto:studentenombudsman@vu.nl)

**Carolyn Hernandez, Ph.D. (A)**  
Director of Affirmative  
Action/Ombudsman  
Oklahoma State University  
408 Whitehurst  
Stillwater, OK 74078-1035  
Phone: [1] 405-744-5371  
Fax: [1] 405-744-5576  
Email: [chernan@okstate.edu](mailto:chernan@okstate.edu)

**Bradford Holland (A)**  
Ombudsman and ADA Coordinator  
University of Virginia  
Equal Opportunity Programs Office  
P.O. Box 400219  
Washington Hall - East Range  
Charlottesville, VA 22904-4219  
Phone: [1] 434-924-3200  
Fax: [1] 434-924-1313  
Email: [bkh9d@virginia.edu](mailto:bkh9d@virginia.edu)

**Charles L. Howard (A)**  
Attorney  
Shipman & Goodwin, LLP  
One Constitution Plaza  
Hartford, CT 06103  
Phone: [1] 860-251-5616  
Fax: [1] 860-251-5699  
Email: [choward@goodwin.com](mailto:choward@goodwin.com)

**Roger Howard (V)**  
Ombuds  
University of Wisconsin - Madison  
P.O. Box 44218  
Madison, WI 53744  
Phone: [1] 608-271-8018  
Fax: [1] 608-263-9228  
Email: [rwhoward@wisc.edu](mailto:rwhoward@wisc.edu)

**Tommie C. Howard, Jr. (V)**  
Ombudsman  
University of Florida  
P.O. Box 113155, 31 Tigert Hall  
Gainesville, FL 32611-3155  
Phone: [1] 352-392-1308  
Fax: [1] 352-392-1350  
Email: [thoward@ufl.edu](mailto:thoward@ufl.edu)

**Dona G. Icabone, Ph.D. (V)\***  
University Ombuds  
Western Michigan University  
Office of the Ombuds  
218 Bernhard Center  
Kalamazoo, MI 49008-5408  
Phone: [1] 269-387-5300  
Fax: [1] 269-387-5301  
Email: [ombuds@wmich.edu](mailto:ombuds@wmich.edu)

**Kirtly Parker Jones, M.D. (A)**  
Vice Chair for Educational Affairs  
University of Utah  
Department of OB/GYN  
Room 2B200, 30 N. Medical Drive  
Salt Lake City, UT 84108  
Phone: [1] 801-581-3834  
Fax: [1] 801-585-2388  
Email: [kirtly.jones@hsc.utah.edu](mailto:kirtly.jones@hsc.utah.edu)

**A. Jack Kelso (V)**  
Faculty Ombuds  
University of Colorado at Boulder  
Faculty Ombuds Office, Box 576 UCB  
Boulder, CO 80309-0576  
Phone: [1] 303-492-1574  
Fax: [1] 303-735-3630  
Email: [kelso@colorado.edu](mailto:kelso@colorado.edu)

**Donna F. Kramer (V)**  
Ombudsperson  
Central Washington University  
400 E. University Way  
Ellensburg, WA 98926-7501  
Phone: [1] 509-963-1466  
Fax: [1] 509-963-3206  
Email: [ombuds@cwu.edu](mailto:ombuds@cwu.edu)

**Shelley Lancaster (A)**  
Ombuds  
McMaster University  
MUSC 210  
Hamilton, Ontario, Canada L8S 4S4  
Phone: [1] 905-525-9140 Ext. 24110  
Email: [ombuds@mcmaster.ca](mailto:ombuds@mcmaster.ca)

**Helene Letellier (A)**

Ombudsperson  
Ecole Polytechnique de Montreal  
C.P. 6079, succursale Centre-ville  
Montreal, Quebec, Canada H3C 3A7  
Phone: [1] 514-340-4711 Ext. 2976  
Fax: [1] 514-340-5160  
Email: [ombudsman@polymtl.ca](mailto:ombudsman@polymtl.ca)

**Alan Jay Lincoln (V)**

University Ombuds  
University of Massachusetts Lowell  
One University Ave.  
Lowell, MA 01854  
Phone: [1] 978-934-3400  
Fax: [1] 978-934-4083  
Email: [ombuds@uml.edu](mailto:ombuds@uml.edu)

**Donna-Jean Louden (V)**

Associate Ombudsman  
University of California, Irvine  
437 Administration  
Irvine, CA 92697-4325  
Phone: [1] 949-824-7256  
Fax: [1] 949-824-2664  
Email: [dmlouden@uci.edu](mailto:dmlouden@uci.edu)

**Andrew Lynch (A)**

Assistant Student Ombud  
University of Technology, Sydney  
Faculty of Law  
P.O. Box 123, Broadway  
NSW, Australia 2007  
Phone: [61] 02-9514-3765  
Fax: [61] 02-9514-3400  
Email: [andrew.lynch@uts.edu.au](mailto:andrew.lynch@uts.edu.au)

**J. Debbie Mann (A)**

Faculty Ombuds  
Southern Illinois University  
Edwardsville  
Department of Foreign Languages  
Box 1432  
Edwardsville, IL 62026-1432  
Phone: [1] 618-650-2314  
Fax: [1] 618-650-3509  
Email: [jmann@siue.edu](mailto:jmann@siue.edu)

**Deborah F. McArdle (A)\***

Associate Ombuds Officer and  
Program Coordinator  
Georgetown University  
1300 36th St., NW, Box 571196  
Washington, DC 20057-1196  
Phone: [1] 202-784-1797  
Fax: [1] 202-784-2190  
Email: [dfm4@georgetown.edu](mailto:dfm4@georgetown.edu)

**Molly K. McAvoy (V)**

University Ombudsperson  
Hamline University  
MS - A1720, 1536 Hewitt Ave.  
St. Paul, MN 55104  
Phone: [1] 651-523-2484  
Fax: [1] 651-523-2489  
Email: [mmcavoy@hamline.edu](mailto:mmcavoy@hamline.edu)

**Laurie McCann (V)**

Campus Ombuds  
University of California, Santa Cruz  
1156 High Street  
Santa Cruz, CA 95064  
Phone: [1] 831-459-4606  
Fax: [1] 831-459-5470  
Email: [ombuds-lmc@ucsc.edu](mailto:ombuds-lmc@ucsc.edu)

**Sandy McDermott (V)**

Associate Ombuds  
Portland State University  
Ombuds Office, OMB, P.O. Box 751  
Portland, OR 97207  
Phone: [1] 503-725-5901  
Fax: [1] 503-725-5200  
Email: [mcdermotta@pdx.edu](mailto:mcdermotta@pdx.edu)

**Martha A. McKee (V)**

Ombudsperson  
Stanford University  
School of Medicine  
MSOB X301  
Stanford, CA 94022  
Phone: [1] 650-498-5744  
Fax: [1] 650-498-5865  
Email: [mmckee@stanford.edu](mailto:mmckee@stanford.edu)

**Carmen C. McKines (V)**

Staff Ombudsman  
University of California, Berkeley  
2350 Bowditch Street  
Berkeley, CA 94720-5140  
Phone: [1] 510-642-7823  
Fax: [1] 510-642-9658  
Email: [CCMcK@berkeley.edu](mailto:CCMcK@berkeley.edu)

**Dr. Norman M. Miller (V)**

Ombudsperson for Students  
McGill University  
3600 McTavish St., Room 5202  
Montreal, Quebec, Canada H3A 1Y2  
Phone: [1] 514-398-7059  
Fax: [1] 514-398-1946  
Email: [ombudsperson@mcgill.ca](mailto:ombudsperson@mcgill.ca)

**Dr. Charles McKinney (A)**

Ombudsman  
Florida Gulf Coast University  
10501 FGCU Boulevard, South  
Fort Myers, FL 33965-6565  
Phone: [1] 239-590-1022  
Fax: [1] 239-590-2059  
Email: [cmck@fgcu.edu](mailto:cmck@fgcu.edu)

**Francine Montemurro (V)**

University Ombudsman  
Binghamton University  
P.O. Box 6000  
Binghamton, NY 13902-6000  
Phone: [1] 607-777-2388  
Fax: [1] 607-777-2556  
Email: [monte@binghamton.edu](mailto:monte@binghamton.edu)

**Harriet Mesulam (A)**

Student Ombuds  
LaGuardia Community College  
31-10 Thomson Avenue  
Long Island City, NY 11101  
Phone: [1] 718-482-5414  
Fax: [1] 718-609-2031  
Email: [Harriet@lagcc.cuny.edu](mailto:Harriet@lagcc.cuny.edu)

**Jan C. Morse (V)**

Ombudsman/Admin. Director  
Student Dispute Resolution Center  
University of Minnesota  
107 Eddy Hall  
192 Pillsbury Drive, SE  
Minneapolis, MN 55455  
Phone: [1] 612-625-5900  
Fax: [1] 612-626-0691  
Email: [Morse005@umn.edu](mailto:Morse005@umn.edu)

**Dr. Rolf Meyersohn (V)**

Ombuds Officer  
City University of New York  
Graduate Center  
365 Fifth Avenue, Room 7313  
New York, NY 10016  
Phone: [1] 212-817-7101  
Fax: [1] 212-817-1611  
Email: [rmeyersohn@gc.cuny.edu](mailto:rmeyersohn@gc.cuny.edu)

**Craig B. Mousin (V)**

University Ombudsperson  
DePaul University  
1 E. Jackson Blvd., MARC 8th Floor  
Chicago, IL 60604-2287  
Phone: [1] 312-362-8707  
Fax: [1] 312-362-5706  
Email: [cmousin@depaul.edu](mailto:cmousin@depaul.edu)  
Email: [ombuds@depaul.edu](mailto:ombuds@depaul.edu)

**Marianne Miller (V)**

Ombudsperson  
University of Waterloo  
200 University Avenue, W.  
Student Life Centre  
Waterloo, Ontario, Canada N2L 3G1  
Phone: [1] 519-888-4567 Ext. 2402  
Fax: [1] 519-888-1019  
Email: [ombuds@uwaterloo.ca](mailto:ombuds@uwaterloo.ca)

**Vilma D. Lopez Munoz (A)\***  
Student Ombudsperson  
University of Puerto Rico-  
Mayaguez Campus  
508 Calle Guilarte Alturas de Mayaguez  
Mayaguez, PR, 00682-6244  
Phone: [1] 787-265-5462  
Fax: [1] 787-265-5462  
Email: [vilmalo@uprm.edu](mailto:vilmalo@uprm.edu)

**Jenny Murphy (A)**  
Administration Mgr., Student  
Ombuds Office  
University of Technology, Sydney  
P.O. Box 123 Broadway  
NSW, Australia 2007  
Phone: [61] 2-9514-2575  
Fax: [61] 2-9514-2771  
Email: [jenny.murphy@uts.edu.au](mailto:jenny.murphy@uts.edu.au)

**Marilyn Myers (A)**  
Library Dean  
Arizona State University  
at the West Campus  
4701 W. Thunderbird Rd.  
P.O. Box 37100  
Phoenix, AZ 85069-7100  
Phone: [1] 602-543-8533  
Fax: [1] 602-543-8540  
Email: [marilyn.myers@asu.edu](mailto:marilyn.myers@asu.edu)

**Lisa M. Neale (V)\***  
Associate Ombuds Officer  
University of Colorado Denver  
Health Sciences Center  
4200 E. 9th Avenue  
Denver, CO 80262  
Phone: [1] 303-315-0563  
Fax: [1] 303-315-1014  
Email: [Lisa.Neale@uchsc.edu](mailto:Lisa.Neale@uchsc.edu)

**Frank Noonan (V)**  
Ombudsperson  
Worcester Polytechnic Institute  
100 Institute Road  
Worcester, MA 01609  
Phone: [1] 508-831-5290  
Fax: [1] 508-831-5720  
Email: [fnoonan@wpi.edu](mailto:fnoonan@wpi.edu)

**Dr. Elizabeth I. Novack (A)**  
University Ombuds  
California State University, Long Beach  
6300 State University Dr., Suite 140  
Long Beach, CA 90815  
Phone: [1] 562-985-2577  
Fax: [1] 562-985-9100  
Email: [enovack@csulb.edu](mailto:enovack@csulb.edu)

**Bonnie B. C. Oh, Ph.D. (V)**  
Faculty Ombuds Officer  
Georgetown University  
Ombuds Office  
1300 - 36th St., N.W., Box 571196  
Washington, DC 20057-1196  
Phone: [1] 202-784-1791  
Fax: [1] 202-784-2190  
Email: [ohb@georgetown.edu](mailto:ohb@georgetown.edu)

**Karen S. Ohlsson (A)**  
Associate Director,  
Center for Conflict Management  
Kennesaw State University  
1000 Chastain Road, #2302  
Kennesaw, GA 30144-5591  
Phone: [1] 770-423-6299  
Fax: [1] 770-423-6880  
Email: [kohlsson@kennesaw.edu](mailto:kohlsson@kennesaw.edu)

**Bronwyn Olliffe (A)**  
Student Ombud  
Student Ombuds Office  
University of Technology, Sydney  
P.O. Box 123 Broadway  
NSW, Australia 2007  
Phone: [61] 2-9514-2575  
Fax: [61] 2-9514-2771  
Email: [bronwyne.olliffe@uts.edu.au](mailto:bronwyne.olliffe@uts.edu.au)

**Lisa Payton (A)\***

Director, Student Leadership and  
Academic Services  
University of Michigan  
U-M College of Engineering  
1221 Beal Avenue  
Ann Arbor, MI 48109-2102  
Phone: [1] 734-647-7151  
Fax: [1] 734-647-7126  
Email: [lpayton@umich.edu](mailto:lpayton@umich.edu)

**Don Perigo (E)**

P.O. Box 63  
Gulliver, MI 49840  
Phone: [1] 906-283-3431  
Email: [dperigo@umich.edu](mailto:dperigo@umich.edu)

**Kay Peter (A)**

Ombudsman  
University of Michigan-Dearborn  
Student Affairs  
1060 AB, 4901 Evergreen Rd.  
Dearborn, MI 48128-1491  
Phone: [1] 313-593-5440  
Fax: [1] 313-593-4587  
Email: [kblp@umd.umich.edu](mailto:kblp@umd.umich.edu)

**Michael L. Phillips (V)**

Student/Parent Ombudsperson  
Indiana State University  
816 Hulman Memorial Student Union  
Terre Haute, IN 47809  
Phone: [1] 812-237-3803  
Fax: [1] 812-237-9679  
Email: [stumlp@isugw.indstate.edu](mailto:stumlp@isugw.indstate.edu)

**Brian Polkinghorn (V)**

University Neutral  
Salisbury University  
1100 Camden Avenue  
Salisbury, MD 21801  
Phone: [1] 410-219-2873  
Fax: [1] 410-219-2879  
Email: [bdpolkinghorn@salisbury.edu](mailto:bdpolkinghorn@salisbury.edu)

**B. Gayle Prager (V)**

Associate Ombuds  
University of Cincinnati  
P.O. Box 210180  
Cincinnati, OH 45221-0180  
Phone: [1] 513-556-5956  
Fax: [1] 513-556-5959  
Email: [Gayle.Prager@uc.edu](mailto:Gayle.Prager@uc.edu)

**Karen Putterman, M.D., M.P.H. (A)**

Vice President for Academic Affairs  
UMDNJ  
65 Bergen St., Suite 1441  
Newark, NJ 07107  
Phone: [1] 973-972-4380  
Fax: [1] 973-972-7596  
Email: [putterka@umdnj.edu](mailto:putterka@umdnj.edu)

**Kathryn Quilliam (V)**

Ombudsman  
Texas Tech University  
Box 42031  
Lubbock, TX 79409  
Phone: [1] 806-742-4791  
Fax: [1] 806-742-4792  
Email: [kathryn.quilliam@ttu.edu](mailto:kathryn.quilliam@ttu.edu)

**Susan Rademacher (V)**

Student Ombuds Officer  
Central Michigan University  
Warriner 214  
Mt. Pleasant, MI 48859  
Phone: [1] 989-774-3010  
Fax: [1] 989-774-3665  
Email: [rademlsm@cmich.edu](mailto:rademlsm@cmich.edu)

**Ruth D. Raisfeld, Esq. (A)**

Attorney-Mediator-Arbitrator  
Ruth D. Raisfeld, P.C.  
47 Secor Road  
Scarsdale, NY 10583  
Phone: [1] 914-722-6006  
Fax: [1] 914-722-0678  
Email: [rdradr@optonline.net](mailto:rdradr@optonline.net)



**Mauricio A. Ramos (V)**

Ombudsperson  
University of California at Los Angeles  
Office of Ombuds Services  
501 Westwood Plaza - Suite 105  
Los Angeles, CA 90095-1508  
Phone: [1] 310-825-7627  
Fax: [1] 310-206-2545  
Email: [mramos@conet.ucla.edu](mailto:mramos@conet.ucla.edu)

**David Rasch (V)\***

University Ombuds  
Stanford University  
Building 310, Main Quad  
Stanford, CA 94305-2100  
Phone: [1] 650-723-3682  
Fax: [1] 650-723-3682  
Email: [rasch@stanford.edu](mailto:rasch@stanford.edu)

**Karen P. Rauss (V)**

Ombudsperson  
Woods Hole Oceanographic Institution  
Clark 263, MS #22  
Woods Hole, MA 02543  
Phone: [1] 508-289-2645  
Fax: [1] 508-457-2103  
Email: [krauss@whoi.edu](mailto:krauss@whoi.edu)

**Trey Reckling (V)**

Ombudsman  
Savannah College of Art & Design  
Office of the Ombudsman  
P.O. Box 3146  
Savannah, GA 31402-3146  
Phone: [1] 912-525-6969  
Fax: [1] 912-525-8414  
Email: [trecklin@scad.edu](mailto:trecklin@scad.edu)

**Barbara J. Rice (A)**

University Ombudsman  
Florida Atlantic University  
SU-10ZL, 777 Glades Road  
Boca Raton, FL 33431  
Phone: [1] 561-297-3693  
Fax: [1] 561-297-0693  
Email: [rice@fau.edu](mailto:rice@fau.edu)

**Marie-Jose Rivest (A)**

Ombudsman  
Universite de Montreal  
C.P. 6128 succursale Centre-ville  
Montreal, Quebec, Canada H3C 3J7  
Phone: [1] 514-343-2100  
Fax: [1] 514-343-6453  
Email: [marie.jose.rivest@umontreal.ca](mailto:marie.jose.rivest@umontreal.ca)

**Patrick Robardet, LL.D. (V)**

Ombudsman  
Universite Laval  
Bureau 3320,  
Pavillon Alphonse-Desjardins  
Quebec, Canada G1K 7P4  
Phone: [1] 418-656-3081  
Fax: [1] 418-656-3846  
Email: [Patrick.Robardet@ombuds.ulaval.ca](mailto:Patrick.Robardet@ombuds.ulaval.ca)

**Toni P. Robinson (V)**

Ombudsperson  
Massachusetts Institute of Technology  
Office of the President  
Room 10-213, 77 Massachusetts Ave.  
Cambridge, MA 02139-4307  
Phone: [1] 617-253-5921  
Fax: [1] 617-253-1931  
Email: [trobins@mit.edu](mailto:trobins@mit.edu)

**Frank Robles (A)**

Ombuds Program Coordinator  
Lawrence Livermore National  
Laboratory  
P.O. Box 808, L-428  
Livermore, CA 94551  
Phone: [1] 925-422-4702  
Fax: [1] 925-422-4881  
Email: [robles2@llnl.gov](mailto:robles2@llnl.gov)

**Esther Rodriguez-Ramos, Prof. (A)**

Students Ombudsman  
University of Puerto Rico in Cayey  
Antonio R. Barcelo Avenue - 205  
Cayey, Puerto Rico 00737  
Phone: [1] 787-263-3165  
Fax: [1] 787-263-3165  
Email: [procuradoraest@cayey.upr.edu](mailto:procuradoraest@cayey.upr.edu)

**Kathryn Rolland, Ed.D. (V)**

Ombuds Officer  
Hunter College, CUNY  
695 Park Ave., Room 1016 East  
New York, NY 10021  
Phone: [1] 212-772-4203  
Fax: [1] 212-772-4208  
Email: [Ombuds.Officer@hunter.cuny.edu](mailto:Ombuds.Officer@hunter.cuny.edu)

**Mary P. Rowe (V)**

Ombudsperson  
Massachusetts Institute of Technology  
Office of the President  
Room 10-213, 77 Massachusetts Ave.  
Cambridge, MA 02139-4307  
Phone: [1] 617-253-5921  
Fax: [1] 617-253-1931  
Email: [mrowe@mit.edu](mailto:mrowe@mit.edu)

**Mary Chavez Rudolph (V)**

Associate Director, Ombuds Office  
University of Colorado at Boulder  
112 UCB  
Boulder, CO 80309-0112  
Phone: [1] 303-492-5077  
Fax: [1] 303-492-2110  
Email: [Mary.ChavezRudolph@Colorado.edu](mailto:Mary.ChavezRudolph@Colorado.edu)

**Susan Rulla (A)\***

Program Manager  
The Dispute Resolution Center  
1118 LaSalle Avenue  
Lubbock, TX 79416  
Phone: [1] 806-780-0494  
Email: [s\\_rulla@hotmail.com](mailto:s_rulla@hotmail.com)

**Maile Sagen (V)**

University Ombudsperson  
University of Iowa  
C108 Seashore Hall  
Iowa City, IA 52242-1402  
Phone: [1] 319-335-3608  
Fax: [1] 319-335-3071  
Email: [maile-sagen@uiowa.edu](mailto:maile-sagen@uiowa.edu)

**Janis Schonauer (A)**

Ombudsman  
Alliance Capital  
Management Corporation  
1345 Avenue of the Americas  
New York, NY 10105  
Phone: [1] 212-969-1686  
Fax: [1] 212-969-6822  
Email: [janis\\_schonauer@acml.com](mailto:janis_schonauer@acml.com)

**Tom Sebok (V)**

Director, Ombuds Office  
University of Colorado at Boulder  
112 UCB  
Boulder, CO 80309-0112  
Phone: [1] 303-492-5077  
Fax: [1] 303-492-2110  
Email: [Sebok@colorado.edu](mailto:Sebok@colorado.edu)

**Judi Segall (V)**

University Ombudsperson  
Stony Brook University  
Ombuds Office  
W0505 Melville Library  
Stony Brook, NY 11794-3373  
Phone: [1] 631-632-9200  
Fax: [1] 631-632-9276  
Email: [Judi.Segall@stonybrook.edu](mailto:Judi.Segall@stonybrook.edu)

**Robert L. Shelton (E)**

Professor  
University of Kansas  
104 Smith Hall  
1300 Oread Avenue  
Lawrence, KS 66045-7615  
Phone: [1] 785-864-4665  
Fax: [1] 785-864-5205  
Email: [rshelton@ku.edu](mailto:rshelton@ku.edu)

**Kurt Siedschlaw (V)**

Ombudsman  
University of Nebraska at Kearney  
2218 Founders Hall  
Kearney, NE 68849  
Phone: [1] 308-865-8377  
Fax: [1] 308-865-8510  
Email: [siedschlawk@unk.edu](mailto:siedschlawk@unk.edu)

**Alma Sisco-Smith**

Director  
University of California, San Francisco  
Work-Life Resource Center  
3333 California St., #309  
San Francisco, CA 94143-1264  
Phone: [1] 415-502-9600  
Fax: [1] 415-502-9675  
Email: [almas@worklife.ucsf.edu](mailto:almas@worklife.ucsf.edu)

**Jeffrey Skoblow (A)**

Faculty Ombuds  
Southern Illinois University  
Edwardsville  
Box 1431, Dept. of English  
Edwardsville, IL 62026-1431  
Phone: [1] 618-650-3188  
Fax: [1] 618-650-3509  
Email: [jskoblo@siue.edu](mailto:jskoblo@siue.edu)

**Mary K. (Katie) Slabaugh (A)**

Assistant Dean of  
Students/Ombudsperson  
Ball State University  
Office of the Dean of Students  
2000 W. University Avenue  
Muncie, IN 47306  
Phone: [1] 765-285-1545  
Fax: [1] 765-285-2464  
Email: [kslabaugh@bsu.edu](mailto:kslabaugh@bsu.edu)

**Doris P. Slesinger (V)**

Ombuds  
University of Wisconsin - Madison  
2459 Commonwealth Avenue  
Madison, WI 53711  
Phone: [1] 608-233-0129  
Fax: [1] 608-263-9228  
Email: [dpslesin@wisc.edu](mailto:dpslesin@wisc.edu)

**Dr. George S. Smith (A)\***

Asst. Chancellor for Equal Opportunity,  
Diversity & Outreach  
University of Massachusetts Dartmouth  
285 Old Westport Rd., Rm. 324  
Foster Administration Bldg.  
North Dartmouth, MA 02747-2300  
Phone: [1] 508-999-8008  
Fax: [1] 508-999-9201  
Email: [gsmith@umassd.edu](mailto:gsmith@umassd.edu)

**Stan Soffin (V)**

University Ombudsman  
Michigan State University  
129 N. Kedzie Hall  
East Lansing, MI 48824  
Phone: [1] 517-353-8830  
Fax: [1] 517-432-2198  
Email: [soffin@msu.edu](mailto:soffin@msu.edu)

**Carolyn Stieber (E)**

Ombudsman Emeritus  
Michigan State University  
231 Lexington Avenue  
East Lansing, MI 48823  
Phone: [1] 517-337-2378  
Fax: [1] 517-336-7035  
Email: [stieberj@msu.edu](mailto:stieberj@msu.edu)

**Laura Sweet (V)**

Ombudsman  
East Carolina University  
204 Whichard Bldg.  
Greenville, NC 27858  
Phone: [1] 252-328-1744  
Fax: [1] 252-328-0652  
Email: [sweetl@mail.ecu.edu](mailto:sweetl@mail.ecu.edu)

**Susan Theiss (V)**

Director & Ombud, Student Mediation  
& Conflict Resolution  
University of Arkansas  
Arkansas Union A677A  
Fayetteville, AR 72701  
Phone: [1] 479-575-4831  
Fax: [1] 479-575-7370  
Email: [stheiss@uark.edu](mailto:stheiss@uark.edu)

**Edward W. Thomas (V)**

Faculty Ombuds  
Georgia Institute of Technology  
School of Physics  
Atlanta, GA 30332-0430  
Phone: [1] 404-894-5249  
Email: [edward.thomas@physics.gatech.edu](mailto:edward.thomas@physics.gatech.edu)

**Teresa M. Toney (A)**

Manager, Governance/Ombuds Services  
Maricopa Community Colleges  
2411 W. 14th Street  
Tempe, AZ 85281-6942  
Phone: [1] 480-731-8880  
Fax: [1] 480-731-8890  
Email: [teresa.toney@domail.maricopa.edu](mailto:teresa.toney@domail.maricopa.edu)

**Donna M. Trout (A)**

Workplace Advisor  
Bowdoin College  
6900 College Station  
Brunswick, ME 04011-8469  
Phone: [1] 207-725-3339  
Fax: [1] 207-725-3892  
Email: [dtrout@bowdoin.edu](mailto:dtrout@bowdoin.edu)

**Lee Twyman (V)**

Student Ombudsperson  
Rochester Institute of Technology  
Student Problem Resolution Office-  
SAU-1114  
23 Lomb Memorial Drive  
Rochester, NY 14623-5603  
Phone: [1] 585-475-2876  
Fax: [1] 585-475-7544  
Email: [LHTNBU@rit.edu](mailto:LHTNBU@rit.edu)

**Marsha L. Wagner (V)**

University Ombuds Officer  
Columbia University  
1200 Amsterdam Avenue  
660 Schermerhorn Ext., MC 5558  
New York, NY 10027  
Phone: [1] 212-854-1234  
Fax: [1] 212-854-6046  
Email: [wagner@columbia.edu](mailto:wagner@columbia.edu)

**John M. Wanjala (V)**

Ombudsperson  
Portland State University  
Ombuds Office-OMB, P.O. Box 751  
Portland, OR 97207  
Phone: [1] 503-725-5902  
Fax: [1] 503-725-5200  
Email: [wanjalaj@pdx.edu](mailto:wanjalaj@pdx.edu)

**Mary Ward (V)**

Ombudsperson  
University of Toronto  
Fields Institute Bldg.  
222 College Street, Suite 161  
Toronto, Ontario, Canada M5T 3J1  
Phone: [1] 416-946-3485  
Fax: [1] 416-978-3439  
Email: [ombuds.person@utoronto.ca](mailto:ombuds.person@utoronto.ca)

**Richard Charles Warner (V)**

Professor/Ombudsman  
Lehigh Carbon Community College  
4525 Education Park Drive  
Schnecksville, PA 18078-2598  
Phone: [1] 610-799-1032  
Fax: [1] 610-799-1527  
Email: [rwarnar@lccc.edu](mailto:rwarnar@lccc.edu)

**Merle Waxman (V)**

Ombudsperson  
Yale University School of Medicine  
P.O. Box 208012  
New Haven, CT 06520-8012  
Phone: [1] 203-785-4680  
Fax: [1] 203-737-1624  
Email: [merle.waxman@yale.edu](mailto:merle.waxman@yale.edu)

**Margo Wesley (V)**

Director and Ombuds  
University of California, Berkeley  
Staff Ombuds Office  
2350 Bowditch Street  
Berkeley, CA 94720-5140  
Phone: [1] 510-642-7823  
Fax: [1] 510-642-9658  
Email: [mwesley@berkeley.edu](mailto:mwesley@berkeley.edu)

**Ella Wheaton (E)**

Director, Ombudsperson  
United States Dept. of Justice  
1331 Pennsylvania Ave, NW, Ste. 1055  
Washington, DC 20530  
Phone: [1] 202-616-7327  
Fax: [1] 202-616-6534  
Email: [Ella.M.Wheaton@USDOJ.gov](mailto:Ella.M.Wheaton@USDOJ.gov)

**Douglas Whitman (V)**

Ombudsman  
University of Kansas  
1246 W. Campus Road  
Rm. 28, Carruth O'Leary Hall  
Lawrence, KS 66045  
Phone: [1] 785-864-7261  
Fax: [1] 785-864-1355  
Email: [dwhitman@ku.edu](mailto:dwhitman@ku.edu)

**Linda Wilcox (V)**

Ombudsperson  
Harvard Medical Area  
164 Longwood Avenue, Rm. 101  
Boston, MA 02115  
Phone: [1] 617-432-4040  
Fax: [1] 617-432-0586  
Email: [Linda\\_Wilcox@hms.harvard.edu](mailto:Linda_Wilcox@hms.harvard.edu)

**Donna Douglass Williams (V)**

Student and Staff Ombudsperson  
Georgia State University  
Office of the Ombudsperson  
P.O. Box 3981  
Atlanta, GA 30302-3981  
Phone: [1] 404-651-1706  
Fax: [1] 404-463-9792  
Email: [ddwilliams@gsu.edu](mailto:ddwilliams@gsu.edu)

**Randy Williams (A)\***

Managing Director  
Redmond, Williams & Associates, LLC  
10 Spencer Place  
Morristown, NJ 07960  
Phone: [1] 973-377-4937  
Fax: [1] 973-377-5959  
Email: [rwa2002@msn.com](mailto:rwa2002@msn.com)

**Brenda J. Woods-Patin (A)**

Ombuds Intake Coordinator  
University of California at Los Angeles  
Office of Ombuds Services  
501 Westwood Plaza - Suite 105  
Los Angeles, CA 90095-1508  
Phone: [1] 310-825-7627  
Fax: [1] 310-206-2545  
Email: [bwoods@conet.ucla.edu](mailto:bwoods@conet.ucla.edu)

**Richard Todd Zdorkowski (A)**

Tech Transfer Ombuds  
Iowa State University  
US DOE Ames Laboratory  
311 TASF  
Ames, IA 50011-3020  
Phone: [1] 515-294-5640  
Fax: [1] 515-294-4456  
Email: [zdorkowski@ameslab.gov](mailto:zdorkowski@ameslab.gov)

**Katherine K. Ziff (V)**

Assistant Ombuds  
Ohio University  
200 Crewson House  
Athens, OH 45701  
Phone: [1] 740-593-2627  
Fax: [1] 740-593-4810  
Email: [ziffk@ohio.edu](mailto:ziffk@ohio.edu)

**UNIVERSITY AND COLLEGE OMBUDS  
ASSOCIATION BYLAWS  
ARTICLE III - MEMBERSHIP**

**Section A. Eligibility for Membership**

Membership in UCOA is open to full or part-time ombuds professionals in universities and colleges, to full or part-time ombuds professionals affiliated with institutions other than institutions of higher education, and to anyone interested in the ombuds profession.

**Section B. Definition of an Ombuds**

A college or university ombudsman is authorized by an institution of higher education to confidentially receive complaints, concerns, or inquiries about alleged acts, omissions, improprieties, and/or broader systemic problems within the ombudsman's defined jurisdiction and to listen, offer options, facilitate resolutions, informally investigate or otherwise examine these issues independently and impartially.

**Section C. Classifications of Membership**

1. Voting Membership is open to individuals who are full or part-time practicing ombuds professionals affiliated with an institution of higher education who:

a. have no notice, compliance, regulatory, enforcement, adjudicatory, or disciplinary functions, and/or is not part of an administrative unit which has any of such functions and responsibilities, including, but not limited to, sexual harassment; and

b. have no other responsibilities that compromise or limit real or perceived confidentiality, independence, and impartiality, or create real or perceived conflicts of interest, while serving as the ombuds; and who, if faculty member, refrains from participating in departmental, college/school, and institutional activities and committees that compromise or limit real or perceived confidentiality, independence, and impartiality, or create real or perceived conflicts of interest, while serving as the ombuds, and

c. if faculty members, refrain from participating in departmental, college/school, and institutional activities and committees that compromise or limit confidentiality, independence, and impartiality, or create conflicts of interest, while serving as the ombuds; and

d. practice according to the UCOA Standards of Practice.

2. Associate Membership is open to individuals who endorse and support the UCOA Standards of Practice and who are:

a. full or part-time practicing ombuds professionals affiliated with institutions of higher education who do not qualify for or wish to be considered for Voting Membership; or

b. affiliated with entities other than institutions of higher education; or

c. interested in the ombuds profession.

3. Special Memberships

a. Honorary Membership may be granted to individuals on the basis of their outstanding contributions to UCOA and/or to the ombuds profession.

b. Emeritus Membership may be conferred upon former ombuds, who are officially designated as retired by their institutions, as recognition of both long-standing UCOA membership and service and contributions to UCOA.

c. Any member of the Association may submit nominations for honorary or emeritus membership to a member of the Board of Directors.

d. Special memberships do not require payment of dues.

## Geographical Index

### Australia:

Dickson, Judith (A)  
Lynch, Andrew (A)  
Murphy, Jenny (A)  
Olliffe, Bronwyn (A)

### Canada:

#### **British Columbia**

Conway, Martine (V)

#### **Manitoba**

Bernstein, Evelyn (V)

#### **Ontario**

Bauer, Frances (V)  
Farrell, Nora (V)  
Lancaster, Shelley (A)  
Miller, Marianne (V)  
Miller, Norman (V)  
Ward, Mary (V)

#### **Quebec**

Letellier, Helene (A)  
Rivest, Marie-Jose (A)  
Robardet, Patrick (V)

### The Netherlands:

Hermans, Dick (V)

### United States:

#### **Arizona**

Buckley, Gary (A)  
D'Albini, Claudia (V)  
Dues, Michael (V)  
Myers, Marilyn (A)  
Toney, Teresa (A)

#### **Arkansas**

Theiss, Susan (V)

### **California**

Banks, Sean (V)  
Barbee, Nancy (V)  
Briggs, Andrea (V)  
Bruner, Judy (V)  
Canul, Kathleen (V)  
Chappellet, Suzanne (A)  
Chennault, Michael (V)  
Circosta, Amy (A)\*  
Clark, Donna (V)  
DeCosta, Jean (A)  
Funk, Eleanor (V)  
Hasenfeld, Helen (V)  
Louden, Donna-Jean (V)  
McCann, Laurie (V)  
McKee, Martha (V)  
McKines, Carmen (V)  
Novack, Elizabeth (A)  
Ramos, Mauricio (V)  
Rasch, David (V)\*  
Robles, Frank (A)  
Sisco-Smith, Alma (A)\*  
Wesley, Margo (V)  
Woods-Patin, Brenda (A)

### **Colorado**

Bright, Shay (A)  
Brown, Jenna (V)  
Clymer, Steven (A)\*  
Connell, Melissa (V)  
Fenili, Mary Lou (A)  
Fink, Robert (V)  
Kelso, Jack (V)  
Neale, Lisa (V)\*  
Rudolph, Mary (V)  
Sebok, Tom (V)

### **Connecticut**

Howard, Charles (A)  
Waxman, Merle (V)

**District of Columbia**

McArdle, Deborah (A)\*  
Oh, Bonnie (V)  
Wheaton, Ella (E)

**Florida**

Berner, Barbara (A)  
Brown, Vicky (V)  
Campbell, Ruth (A)\*  
DeVos, Christine (A)  
Fenton, Stevie (A)\*  
Howard, Tommie (V)  
McKinney, Charles (A)  
Rice, Barbara (A)

**Georgia**

Fennell, Valerie (V)  
Graham, Dorothy (A)  
Ohlsson, Karen (A)  
Reckling, Trey (V)  
Thomas, Edward (V)  
Williams, Donna (V)

**Illinois**

Bills, Caryn (A)  
Bixler, Donald (V)  
Cass, Barbara (A)\*  
Clarke, Ingrid (E)  
Connley, Lynn (V)  
Griffin, Tim (V)  
Mann, Debbie (A)  
Mousin, Craig (V)  
Skoblow, Jeffrey (A)

**Indiana**

Phillips, Michael (V)  
Slabaugh, Katie (A)

**Iowa**

Sagen, Maile (V)  
Zdorkowski, Richard (A)

**Kansas**

Harmon, Kellie (V)  
Shelton, Robert (E)  
Whitman, Douglas (V)

**Maine**

Trout, Donna (A)

**Maryland**

Gadlin, Howard (A)  
Polkinghorn, Brian (V)

**Massachusetts**

Andrews, Adrienne (V)  
Cummings, Lydia (V)  
Lincoln, Alan (V)  
Noonan, Frank (V)  
Rauss, Karen (V)  
Robinson, Toni (V)  
Rowe, Mary (V)  
Smith, George (A)\*  
Wilcox, Linda (V)

**Michigan**

Anderson, Victoria (V)  
Dudley, Roger (V)  
Icabone, Dona (V)\*  
Payton, Lisa (A)\*  
Perigo, Don (E)  
Peter, Kay (A)  
Rademacher, Susan (V)  
Soffin, Stan (V)  
Stieber, Carolyn (E)

**Minnesota**

McAvoy, Molly (V)  
Morse, Jan (V)

**Montana**

Dodd, Nancy (V)

**Nebraska**

Carver, David (V)  
Siedschlaw, Kurt (V)

**New Jersey**

Eubanks, Robin (V)  
Putterman, Karen (A)  
Williams, Randy (A)\*



**New York**

Barkat, John (V)  
Brower, Maureen (V)  
Cross, Michael (A)  
Mesulam, Harriet (A)  
Meyersohn, Rolf (V)  
Montemurro, Francine (V)  
Raisfeld, Ruth (A)  
Rolland, Kathryn (V)  
Schonauer, Janis (A)  
Segall, Judi (V)  
Twyman, Lee (V)  
Wagner, Marsha (V)

**North Carolina**

Sweet, Laura (V)

**Ohio**

Andrews, Susan (A)  
Graham, Elizabeth (V)  
Prager, Gayle (V)  
Ziff, Katherine (V)

**Oklahoma**

Hernandez, Carolyn (A)

**Oregon**

Cohn, Elaine (A)\*  
McDermott, Sandy (V)  
Wanjala, John (V)

**Pennsylvania**

Warner, Richard (V)

**Puerto Rico**

Munoz, Vilma (A)\*  
Rodriguez-Ramos, Esther (A)

**South Carolina**

Carter, John (V)  
Dickson, Glenda (A)  
Halfacre, R. Gordon (V)

**Tennessee**

Brody, E.W. (V)\*

**Texas**

Benesh, Gregory (V)  
Brock, William (V)  
Quilliam, Kathryn (V)  
Rulla, Susan (A)\*

**Utah**

Jones, Kirtly (A)

**Virginia**

Gomez-Moran, Dolores (V)  
Holland, Bradford (A)

**Washington**

Haigwood, Nancy (V)  
Kramer, Donna (V)

**Wisconsin**

Davey, Peg (V)\*  
Finman, Ted (V)  
Howard, Roger (V)  
Slesinger, Doris (V)

District of Columbia  
 McArde, Deborah (A)  
 Oh, Bonnie (V)  
 Wheaton, Elia (E)  
 Rula, Susan (A)\*

Florida  
 Berner, Barbara (A)  
 Brown, Vicki (V)  
 Campbell, Ruth (A)\*  
 DeVos, Christine (A)  
 Fenton, Stephen (A)  
 Howard, Tommie (A)  
 McKinney, Charles (A)  
 Rice, Barbara (A)  
 Hingwood, Nancy (V)  
 Kramer, Donna (V)  
 Fennell, Valerie (V)  
 Graham, Dorothy (A)  
 Olson, Karen (A)  
 Reckling, Trey (V)  
 Thomas, Roger (V)  
 Williams, Doris (V)

Illinois  
 Bills, Caryn (A)  
 Bicker, Donald (V)  
 Cass, Barbara (A)\*  
 Clarke, Ingrid (E)  
 Conley, Lynn (V)  
 Griffin, Tim (V)  
 Mann, Debbie (A)  
 Mousin, Craig (V)  
 Skobiew, Jeffrey (A)

Indiana  
 Phillips, Michael (V)  
 Slobaugh, Katie (A)

Iowa  
 Segen, Maile (V)  
 Zdzarkowski, Richard (A)

Kansas  
 Harmon, Kellie (V)  
 Shafon, Robert (E)  
 Whitman, Douglas (V)

Texas  
 Bonsh, Gregory (A)  
 Brock, William (V)  
 Quilliam, Kathryn (V)  
 Rula, Susan (A)\*

Utah  
 Jones, Kirby (A)

Virginia  
 Fenton, Stephen (A)  
 Holland, Bradford (A)  
 McKinney, Charles (A)  
 Rice, Barbara (A)  
 Hingwood, Nancy (V)  
 Kramer, Donna (V)  
 Fennell, Valerie (V)  
 Graham, Dorothy (A)  
 Olson, Karen (A)  
 Reckling, Trey (V)  
 Thomas, Roger (V)  
 Williams, Doris (V)

Washington  
 Rice, Barbara (A)  
 Hingwood, Nancy (V)  
 Kramer, Donna (V)  
 Fennell, Valerie (V)  
 Graham, Dorothy (A)  
 Olson, Karen (A)  
 Reckling, Trey (V)  
 Thomas, Roger (V)  
 Williams, Doris (V)

Wisconsin  
 Olson, Karen (A)  
 Reckling, Trey (V)  
 Thomas, Roger (V)  
 Williams, Doris (V)

New York  
 Baker, John (V)  
 Brewer, Marzen (V)  
 Cross, Michael (A)  
 Meslin, Ernest (A)  
 Meyerowitz, Neil (A)  
 Montano, Franco (V)  
 Rainold, Ruth (A)  
 Rolland, Kathryn (A)  
 Schomler, Jane (A)  
 Scott, Judi (V)  
 Twyman, Lee (V)  
 Wagner, Marsha (V)  
 Robinson, David (V)  
 Rowe, Mary (V)  
 Smith, George (V)  
 Wilcox, Lisa (V)

Ohio  
 Anderson, Susan (A)  
 Gorman, Elizabeth (A)  
 Taylor, Gayle (V)  
 Zitt, Katherine (V)  
 Payne, Lisa (A)\*

Oklahoma  
 Hernandez, Craig (A)  
 Rademacher, Susan (V)

Oregon  
 Cohn, Elaine (A)\*  
 McDonnell, Sandy (V)  
 Wagnon, John (V)

Pennsylvania  
 Warner, Richard (V)

Puerto Rico  
 Munoz, Yvonne (A)\*

Nebraska  
 Rodriguez-Ramos, Robert (A)  
 Carver, David (V)

South Carolina  
 Carr, John (V)  
 Dickson, Gloria (A)  
 Hallatt, R. Gordon (V)  
 Patterson, Anne (A)  
 Wilcox, Lisa (V)\*

Tennessee  
 Brody, E.W. (V)\*



