



Texas Southern University Faculty Ombuds



Mission Statement: *The mission of the Ombuds is to enhance the collegial environment at Texas Southern University.* This includes informally assisting members of the university faculty community in resolving academic and non-academic problems and in preventing problems by recommending policy and procedural modifications necessary to achieve fair treatment. To ensure the highest quality and most effective services, the Faculty Ombudsperson is independent, neutral, and informal and maintains confidentiality to the extent allowed by law.

Please email or call to schedule an appointment

Dr. Andrea Shelton, Faculty Ombudsperson

facultyombudsperson@tsu.edu

(713) 313-1121

Faculty of the Ombudsperson

The Ombudsperson strives to promote fairness and foster a positive work environment by offering a number of mechanisms for early conflict resolution and problem-solving including:

The Ombuds can:

- Answer questions
- Help analyze your situation
- Help develop options for addressing your concerns
- Identify and explain relevant University policies and procedures
- Listen carefully to your concerns and complaints
- Refer you to appropriate persons
- Recommend changes in procedures or policies to University officials

Because of the informal, independent, neutral and confidential nature of ombuds service, the ombudsperson does not:

The Ombuds cannot:

- Advocate for specific outcomes
- Direct any University office to change a decision
- Make binding or administrative decisions
- Make decisions for you
- Make, change or set aside policy, procedures, rules or regulations
- Provide legal advice or represent you in a legal manner
- Replace or circumvent existing channels

The Ombudsperson will not reveal confidential communications with anyone outside the Ombuds Office or take any action unless, in the course of discussions, you grant permission to do so. The only exception is when the Ombuds Office determines there is imminent risk of serious harm or injury.