Student Ombudsperson Advisory Committee

Terms of Reference

Mandate: The role of the Student Ombudsperson is to be an independent, impartial, confidential and accessible resource to students. The Student Ombudsperson will respond to students who request assistance in understanding the processes and decisions that affect their student experience at MacEwan University. The Student Ombudsperson will work to ensure that individuals are treated fairly, will consult, as appropriate, within the university. The Student Ombudsperson may propose recommendations for solutions when systemic complaints are well founded, explain why, and provide rationales when complaints are unfounded. The Student Ombudsperson will act as a student-friendly source of information and advice on University policies and processes that pertain to students.

The Student Ombudsperson is available to assist students, faculty and staff in analyzing student-related problems and developing options, assist in conflict resolution, report on findings and make recommendations where appropriate, and serve as an influencer for positive organizational change.

The Student Ombudsperson adheres to the MacEwan University Code of Conduct, as well as membership principles and expectations articulated in various Ombudsperson certification bodies, including the Association of Canadian College and University Ombudspersons (ACCUO) and the International Ombudsman Association (IOA).

The mandate of the Student Ombudsperson Advisory Committee is to be advisory to the Student Ombudsperson and to receive and review the Annual Report.

Membership and Composition: The Student Ombudsperson Advisory Committee is gathered from a cross section of the University community, as follows:

Chair; to be decided from the committee membership,

Four (4) student members, including at least one SAMU executive, appointed by SAMU;

Three (3) faculty members, including one Professional Resource Faculty, appointed by the President;

Two (2) officers, or administrative or support staff with representation from offices such as Student Affairs, Academic Affairs, Office of the Registrar, appointed by the President

The terms of office for the inaugural committee members will be staggered by one and two year terms to retain continuity into the next academic year.

The Student Ombudsperson, while not a member of the committee, will attend all committee meetings, unless otherwise requested.

Quorum: Quorum will be defined as two-thirds of the membership.
**Meetings:** The meetings will be held at the call of the chair and will be convened at least once per semester.

**Reporting:** The Student Ombudsperson Advisory Committee will receive, review and provide feedback on the Annual Report prepared by the Student Ombudsperson.

**Operational Guidelines:**

Nominations and expressions of interest will be solicited from the University community and SAMU. Members are appointed by the President for a one-year term, which is renewable up to two terms. If a committee member finds themselves in a conflict of interest in their role, they may be excused from the committee until the case is closed or their annual term has ended.

The committee shall ensure a record of all decisions and discussions of the Committee is maintained in good order.

The Office of the President will provide administrative support to the committee, with approved meeting notes filed in the Office of the President.

The committee will not be permitted to review, overturn or otherwise interfere in any finding or recommendations of the Student Ombudsperson made in individual cases.

The advisory committee shall respect the confidential nature of the Student Ombudsperson’s work and case files.