

Office of the University Ombuds for Students

The Office of the University Ombuds for Students provides a neutral, impartial, and confidential environment for students to voice concerns related to life at The University of Texas at Austin, and provides information and assistance to students who have University-related questions, concerns, or complaints. The office functions in an independent and informal manner to help students explore options for effective problem solving and conflict resolution. The office also identifies and provides recommendations to the University regarding systemic issues. The Ombuds advocates for fair and equitably administered processes and does not side with individuals or the University. The office helps the University uphold the institutional core values, Student Honor Code, and University Code of Conduct.

The Office of the University Ombuds for Students:

- Provides students with information, referrals, and assistance with appropriate policies and processes for addressing University-related concerns.
- Helps students receive expeditious, fair, and impartial treatment.
- Provides students with voluntary conflict management for disputes and concerns related to student life at the University, both academic and nonacademic. This includes identification of options, policy clarification, conflict coaching, mediation, training, and other conflict resolution or consultative services as appropriate.

In order to create a safe place for students to voice concerns, evaluate issues, and identify options, the office maintains privacy and confidentiality to the extent permitted by law and University policy. Additionally, the office is considered an informal and off the record resource, and does not maintain identifying records.