

**FLORIDA BOARD OF GOVERNORS
NOTICE OF PROPOSED NEW REGULATION**

DATE: September 29, 2009

REGULATION 6.011 Student Ombudsman

SUMMARY: The proposed Board of Governors Regulation 6.011 provides a regulatory framework for university boards of trustees to establish and maintain a student ombudsman function in order to provide voluntary and neutral assistance to students in problem-solving or conflict resolution.

The proposed regulation states that the ombudsman shall advocate for fair and equitable administrative processes and shall be guided by recognized professional standards of practice for the role of the ombudsman. Information on the ombudsman and its role should be made readily available to all students, faculty, and staff.

FULL TEXT OF THE REGULATION IS INCLUDED WITH THIS NOTICE.

AUTHORITY TO PROPOSE REGULATION(S): Section 7(d), Art. IX, Fla. Const.; BOG Regulation Development Procedure dated March 23, 2006.

THE BOARD OF GOVERNORS' OFFICIAL INITIATING THE PROPOSED REGULATION: Dr. Jon Rogers, Director, Office of Academic and Student Affairs

COMMENTS REGARDING THE PROPOSED REGULATION SHOULD BE SUBMITTED WITHIN 14 DAYS OF THE DATE OF THIS NOTICE TO THE CONTACT PERSON IDENTIFIED BELOW. The comments must identify the regulation on which you are commenting:

General Counsel, Board of Governors, State University System, 325 W. Gaines Street, Suite 1614, Tallahassee, Florida 32399, (850) 245-0466 (phone), (850) 245-9685 (fax), or generalcounsel@flbog.edu.

6.011 Student Ombudsman

(1) Each university shall establish and maintain a student ombudsman function.

(2) The ombudsman shall not advocate for any individual, but shall advocate for fair and equitably administered processes and shall facilitate discussion to identify best options to resolve problems. A student's use of the ombudsman is voluntary and shall not be a required step in any grievance process.

(3) Each university's ombudsman and operation shall be guided by recognized professional standards of practice for the role of the ombudsman, including the principles of independence, neutrality, confidentiality, and informality, unless otherwise required by law.

(4) Additional roles or responsibilities within the university assigned to the ombudsman shall not compromise the ombudsman's neutrality in responding to an inquiry, concern, or conflict.

(5) Information on the ombudsman and its role shall be made readily available to all students, faculty, and staff and appear, at a minimum, in the student handbook as provided in BOG Regulation 6.010.

Authority: Section 7(d), Art. IX, Fla. Const.; History – New