

AOUCC

ASSOCIATION DES OMBUDSMANS
DES UNIVERSITÉS ET COLLÈGES
DU CANADA



ACCUO

ASSOCIATION OF CANADIAN
COLLEGE AND UNIVERSITY
OMBUDSPERSONS

ACCUO Bulletin – March 2023



accuo.ca
aoucc.ca



info@accuo.ca



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Coming to your inbox – The ACCUO Member Survey

By Jennifer Meister, Western University

In March 2010 ACCUO member offices were invited to participate in an online anonymous survey focusing on five areas: Constituency served by the office, Funding structure for the office, Functioning of the office, Accountability of the office and Conditions of Employment.

Questions recently posed to the ACCUO listserv indicate office structure and conditions of employment are once again topics of interest to ACCUO members. With that in mind, an updated survey has been sent to members. We ask that only one individual from each office respond to the survey. As in 2010, this is a confidential survey with results communicated to members in the late Spring.

Seventy three percent of member offices responded to the survey in 2010. Let's surpass that in 2023! Questions regarding the survey can be posed to Jennifer Meister – jmeiste@uwo.ca

ACCUO AGM, Awards and Executive Positions

The **ACCUO AGM is scheduled for 2 p.m. EST May 24 (11 a.m. PST, 12 noon MTN, 3 p.m. Atlantic Time)**. At the AGM, the Association will present awards to members who have volunteered for the organization throughout the year. We will also elect a new executive.

Stay tuned to your email for information regarding nominations for ACCUO's recognition program and the Association Executive. You can read about the various ACCUO positions on the ACCUO/AOUCC web site under About/Constitution

New ACCUO YouTube Video: Ombudswork and Intervisioning

By Andrew Schultz, University of Alberta



Wolf Hertlein (Technische Universität Darmstadt) shared his thoughts about Ombudswork and Intervisioning in a recent interview. In the interview, he discusses the benefits of intervioning to the work of an Ombudsperson. You can watch the video [here](#), or find it on the ACCUO YouTube channel.



Professional Development - Water Cooler Chat

By ACCUO Professional Development Committee

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THE PROFESSIONAL DEVELOPMENT COMMITTEE
PRESENTS

VIRTUAL WATER COOLER CHAT

TUESDAY, APRIL 4 AT 12:00PM (EST)

CASE REVIEW
2022 ONSC 6828 Shaune Ford
v. University of Ottawa

A recently released case which provides enlightening and important insights into the principles of procedural fairness in university decision-making, including the right to participate/be heard, the right to be informed and the need of decision-makers to provide reasons.

CLICK ME

REGISTER NOW

Ombuds Day on Campuses

By Caroline Audette, Université de Sherbrooke

In an ombuds office, we must both respond to requests and make our role known. With the turnover of employees, directors and deans, the arrival of new students, and changes within student associations, the promotion of our services remains a task to be repeated year after year.



For some offices, the demand for our services is so strong, or the resources so scarce, that it seems impossible to put energy into promoting our services. Indeed, it can seem difficult to find the right balance in the management of our resources and time to do so. Surely we have all already made the connection between the few requests for assistance (or complaints) that come to our offices and the fact that the ombuds is perhaps unknown. Conversely, if there is an overload of requests for



assistance (or complaints), could it be because the other remedies before ours are being underused?

Never mind! In any case, to support you in promoting your services, the communication committee had the idea of sharing some good ideas of our members to inspire you in your activities!

Some of our members have produced short videos explaining the role of the ombudsperson within their institution. Whether on the office website, through social networks or on monitors and screens installed around the campus, the videos attract and join the current generation of our students, fond of social networks. Here are some links to check out:

Camosun College: https://www.instagram.com/p/Cjq_zEvxBB/

University of Victoria: https://www.instagram.com/reel/CjqXct1A8Ym/?utm_source=ig_web_copy_link

Western University: <https://www.youtube.com/watch?v=W-MCX07fFXI>

Tables to celebrate Ombuds Day and/or Fairness Day are also popular activities with our members. Through public presentations, pizza dinners, games, and prize offers, all the ways to arouse interest and communicate the ombuds establishment are helpful. Here are some interesting and inspiring examples to use at a table, a lunchtime talk, or other campus event:

- Crossword puzzle with questions about ombuds services (Vancouver Community College)
- Virtual Kahoot game (fun learning platform in the form of questions) where people, before an ombuds presentation, can answer questions about the role of the ombuds and see their results (with fictitious name of their choice) appear on the screen (University of Sherbrooke)
- Spinning Fairness Roulette to answer an academic question and establish an interesting dialogue (University of Alberta)
- Following the completion of a questionnaire, spinning a spinner that gives additional entries in the draw for a prize (Université de Sherbrooke)
- Team-based virtual Jeopardy game with self-discovery questions (Vancouver Community College)
- Vox pop video demonstrating understanding of the role of the ombuds on a campus (Université de Sherbrooke)
- Chocolate, lollipops, granola bars, and other promotional items such as pens, reusable cutlery sets, and bandage dispensers (last two items, UVic).

Of course, this list is not exhaustive of all the great promotional activity achievements by our members. There are surely a host of other good ideas to discover. If one of these activities appeals to you, do not hesitate to contact the member of the college/university concerned to explore the subject further and encourage promotional collaborations!

EDI Spotlight - Are you feeling comfortable talking about EDI as an Ombudsperson?

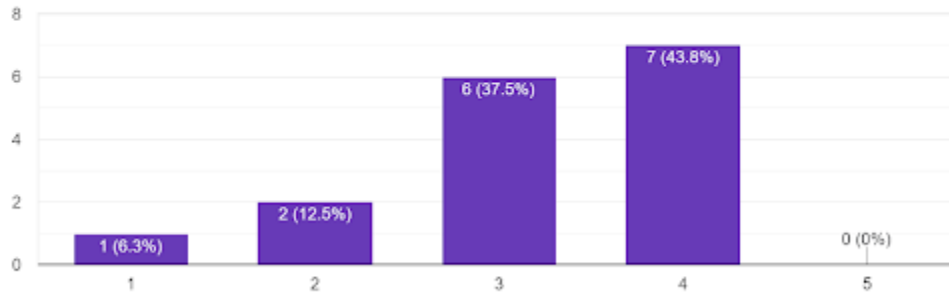
By Annete O'Hara (Equity, Diversity, and Inclusion (EDI) Committee), University of Victoria

On February 21st, the EDI Committee held its first online conversation about Ombuds practice and EDI where 29 members attended from academic institutions across Canada. Thanks to all who attended! Our post-survey report indicated the following:



Following the webinar, do you feel more comfortable discussing EDI and incorporating it into your ombuds practice? À la suite de ce webinaire, sentez-vous...l'ÉDI et de l'intégrer à votre pratique d'ombuds?

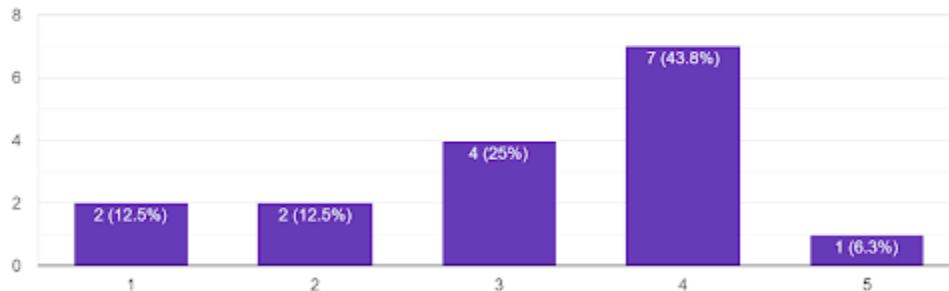
16 responses



(1 = I did not learn anything new - 5 = I learned a lot)

Did the webinar expand your perspective or challenge your thinking on the topic of EDI and your ombuds practice? Le webinaire a-t-il élargi votre ...tive ou remis en question votre pratique d'ombuds?

16 responses



(1 = No – 5 = Yes)

As a committee, we acknowledge the significant time spent on introducing EDI terminology, which curtailed the opportunity to review the case study. Discussions in the break out rooms elicited organic conversations where members began to discuss challenges in their work that sometimes come from the intersectionality as an individual and as an Ombuds. Members have offered great topics for further discussion and we look forward to planning other events to support your work as an Ombudsperson.

The following links are some resources provided by the facilitator along with the mentimeter responses to the questions during the webinar.

- To learn more about land acknowledgments: <https://nativegov.org/a-guide-to-indigenous-land-acknowledgment/>
- To learn more about Indigenous lands we are joining from: <https://native-land.ca/>
- Nikki Sanchez' TedTalk: [Nikki Sanchez: What you can do about your country's ugly history.](#)



- There was a question submitted through the Mentimeter regarding a study referenced in the webinar regarding Anchoring Bias. Here is the study: <https://www.thelawproject.com.au/insights/anchoring-bias-in-the-courtroom>
- This is the online exhibit the facilitator referenced regarding bias: [Bias Inside Us – Online Exhibit](#).

We are always looking for new people to join our committee to learn and bring diverse perspectives to our work as Ombuds and as a professional association. Please contact **Annette O’Hara** if you would like to join: ombuddy@uvic.ca

AFRICAN OMBUDSMAN RESEARCH CENTRE (AORC) Webinar

Issued by: The African Ombudsman Research Centre

To all Stakeholders

You are cordially invited to our following webinar, “Showcasing Sectoral Ombudsman.”

In partnership with the Association of Canadian College and University Ombudspersons (ACCUO), the European Network of Ombuds in Higher Education (ENOHE), and the International Ombuds Association (IOA), AORC is organising a webinar “**SHOWCASING HIGHER EDUCATION OMBUDSMAN**”.

The "Showcasing Sectoral Ombudsman (Higher Education Ombudsman)" webinar will discuss the legal basis and mandate of the Higher Education Ombudsman, the relationship with the national Ombudsman, the process for the appointment and removal of staff, and the independence and reporting structures of the Higher Education Ombudsman. The webinar will also guide establishing a Higher Education Ombudsman's office, lessons learned, and advice based on the speakers' respective experiences.

Date: Tuesday, May 9, 2023

Time: (15 :00 – 16: 50 SA) GMT+2 (8 – 9 :50 AM ET)

With:

- Adv. Zetu Makamandela-Mguqulwa, former Ombudsman, Stellenbosch University, South Africa
- Hon. Amanda Dean, Ombudsman for Staff and Faculty at Austin Community College, Austin, Texas, United States of America.
- Hon. Natalie Sharpe, Director of the Office of the Student Ombuds, University of Alberta, Canada
- Hon. Jean Grier, Vice-President of the European Network of Ombuds in Higher Education (ENOHE), United Kingdom ENOHE

The Facilitator is Hon. Julie Boncompain, Protector of Rights, Rights Protection Office, Polytechnique Montreal.

Please [CLICK HERE](#) to confirm your attendance

Simultaneous interpretation will be available in English, French, Portuguese, and Arabic

Enquiries only: Franky Lwelela Email: Lwelela@ukzn.ac.za, or Marion Adonis Email: adonism@ukzn.ac.za



ACCUO Membership

Member Updates!

Oluwakemi (Kemi) Oke - York University, Ombudsperson



We welcome and congratulate Oluwakemi (Kemi) Oke on her appointment as the Ombudsperson of York University commencing December 1, 2022.

Kemi has a research-based Master of Laws degree from the University of British Columbia where she conducted research on accountability and transparency in the public sector. She has five years of legal experience in providing advice and expertise to clients on various legal issues including administrative law and natural justice. Most recently, she has been serving as Associate Ombudsperson at Simon Fraser University (SFU), acting as a confidential, impartial, and independent resource for students and members of the university community to provide advice and guidance in navigating university policies, regulations, procedures, and appeals processes. Kemi also served as the Ombudsperson of the Alma Mater Society (AMS) of the University of British Columbia (UBC). In that role, she acted as the independent investigator of complaints and concerns relating to AMS policies and procedures. In her experience as Ombudsperson, she has assisted students and university community members in resolving a range of matters including academic and non-academic issues, bullying, harassment and discrimination. As an experienced Ombudsperson, she has advised on procedural fairness concerns in university policy review processes, identified and resolved systemic challenges and collaborated with different stakeholders to promote fairness and equity in the university. She has also served in student leadership roles including Vice President of the Graduate Law Student Society at the UBC Allard School of Law, a member of the Graduate Law Student Society on the Council of the Graduate Student Society, and a member of the policy committee of the Graduate Student Society of UBC.

We also want to express our appreciation and gratitude to Maureen Armstrong who has been serving as York Interim Ombudsperson since 2020. She was also instrumental in undertaking the research informing the newly constituted Office of Ombudsperson at York.

Jocelyne Hallé – Université de Montréal, Assistant Ombudsman



Jocelyne is acting as a temporary replacement for the Assistant Ombudsman, effective February 27, 2023. She receives and processes requests from members of the university community.

Jocelyne holds a Bachelor's degree in Education from the Université du Québec à Montréal as well as a certificate in Industrial Relations from the Université de Montréal.



Her professional career began at the Commission de la santé et de la sécurité du travail, where she worked for 11 years as a social and vocational rehabilitation counselor and trainer. In 2003, she continued her career at the Ministère du Travail as an advisor to the Assistant Deputy Minister of Labour Relations, then as Secretary General and Complaints Officer. She joined the Curateur public du Québec in 2010 as Secretary General and Director of the Complaints Office, then as Director General of Mission Support, Secretary General and Director of the Complaints Office from 2017 to 2022.

Laurel Wilkie, Undergraduate Ombudsperson, University of Alberta



Hello folks! My name is Laurel Wilkie, she/her, and I am the Undergraduate Ombudsperson with the Office of the Student Ombuds at the University of Alberta. I have recently completed my Master's of Educational Policy, specializing in Adult, Community, and Higher Education in 2022. I have had several opportunities to work within different areas at the U of A such as student recruitment for interior BC students and northern Alberta students, as well as managing conduct within residence. I was lucky enough to start in this current role as of January 1, 2023 and I couldn't be happier working with students, looking at equity and fairness, as well as supporting the wonderful ombuds profession!

Artificial Intelligence and the Ombuds Role: What's Next

By Jennifer Meister, Western University

We've probably heard discussions on our campuses about how AI platforms like ChatGPT are helping students cheat, but have we considered how AI may impact our roles as Ombuds? On February 22, OmbudsLinked organized a Zoom discussion on AI and the Ombuds role.

Ombuds from the US, Canada and the UK discussed the benefits and drawbacks to AI. Could ChatGPT ever replace the nuances contained in discussions ombuds have with visitors? How would AI replicate the silence we sometimes leave room for? On the other hand, what if a simple question regarding appeals could be answered by a platform taking into account answers to similar inquiries? What is the difference between this type of response and the guides many of us have on our web sites?

Following the discussion, organizers distributed a list of topical resources. We're sharing that list with you:

Advice | Don't Write Like a Robot. (2023, January 30). The Chronicle of Higher Education.

<https://www.chronicle.com/article/dont-write-like-a-robot>

Artificial intelligence and equality. (n.d.). Non-Discrimination Ombudsman. Retrieved February 22, 2023, from <https://syrjinta.fi/en/artificial-intelligence-and-equality>

ChatGPT. (n.d.). Retrieved February 22, 2023, from <https://chat.openai.com>



ChatGPT: Optimizing Language Models for Dialogue. (2022, November 30). OpenAI.

<https://openai.com/blog/chatgpt/>

Cloke, K. (2023, January 8). Mediation, Artificial Intelligence and ChatGPT. Mediate.Com.

<https://mediate.com/mediation-artificial-intelligence-and-chatgpt/>

Hunter, W. (2023, February 13). What Poets Know That ChatGPT Doesn't. The Atlantic.

<https://www.theatlantic.com/books/archive/2023/02/chatgpt-ai-technology-writing-poetry/673035/>

Ombudsman Association (Director). (2022, June 20). OA Conference 2022—Dr Elizabeth Black—AI in complaint handling. <https://www.youtube.com/watch?v=ciS210cM0aA>

Ombudsman, E. (2021, July 12). The impact of artificial intelligence on the EU administration and public administrations in the EU. European Ombudsman; European Ombudsman.

<https://www.ombudsman.europa.eu/en/case/en/undefined/en/case/en/59538>

Ombudsmen alert about artificial intelligence and human rights. (n.d.). Retrieved February 21, 2023, from

<https://www.theioi.org/ioi-news/current-news/ombudsmen-alert-about-artificial-intelligence-and-human-rights>

Roose, K., Newton, C., Land, D., Szuchman, P., Powell, D., Ittoop, E., Niemisto, R., & Moxley, A. (2022, December 9). Can ChatGPT Make This Podcast? The New York Times.

<https://www.nytimes.com/2022/12/09/podcasts/can-chatgpt-make-this-podcast.html>

Service (KOCIS), K. C. and I. (n.d.). Sharing with the world, part 6: E-People : Korea.net : The official website of the Republic of Korea. Retrieved February 22, 2023, from

<https://www.korea.net/NewsFocus/policies/view?articleId=142921>

Snyder, K. (2023, February 3). We asked ChatGPT to write performance reviews and they are wildly sexist (and racist). Fast Company.

<https://www.fastcompany.com/90844066/chatgpt-write-performance-reviews-sexist-and-racist>

View, T. H. (2021, November 30). The hidden risks of government by artificial intelligence. The Sydney Morning Herald.

<https://www.smh.com.au/business/consumer-affairs/the-hidden-risks-of-government-by-artificial-intelligence-20211130-p59djin.html>

Weddle, P. (2021, November 1). We Need an AI Ombudsman, Right Now! TAtech.

<https://tatech.org/we-need-an-ai-ombudsman-right-now/>

국민신문고 (gugmingsinmungo). (n.d.). Retrieved February 22, 2023, from

<https://www.epeople.go.kr/petition/http/http.npaid>

**OmbudsLinked is a LinkedIn forum for all types of practicing ombuds regardless of model, sector and standards of practice. The goal of OmbudsLinked is to congregate, network, share information and ideas, build camaraderie, and unite the profession. To join, just search "OmbudsLinked" on LinkedIn. You'll see some familiar faces!*



Next Bulletin – June 30th 40th Anniversary Edition

Please send items to us! We welcome spotlights on new initiatives, Ombuds community staffing changes (e.g., milestones, arrivals and departures), new resources (e.g., podcasts, tip sheets, publications), and members' reflections and articles. Please submit any questions to Remonia Stoddart-Morrison (gradomb2@ualberta.ca) or items to Rob Thompson (thompsonr@camosun.ca).