

Minutes of the TPP meeting of 2 October 2017

Approved: 13 November 2017

Present: K.M. Babiak, G.G. Desai, A. Gailus, D. Freeman, J.T. Lehman (chair), X. Liu, K. Najarian, C. A. Ross, K.M. Staller, K. Sender

Absent: S. Malek

The meeting was convened at 11:15 A.M. The proposed agenda was adopted.

CONSIDERATION OF MINUTES

The minutes of 18 September 2017 were approved as submitted.

CONTINUING BUSINESS FROM 18 SEPTEMBER

Members discussed their impressions of two documents recommended by the chair for background information:

Responsibilities of TPP under RB 5.09 (see <http://regents.umich.edu/bylaws/bylaws05a.html#9>)

Review of Grievance Process (see <http://facultysenate.umich.edu/resources/>)

QUESTIONS FOR TRANSMITTAL TO CENTRAL AND UNIT OMBUDS

The chair reported that both Central and Unit Ombuds were unable to attend the meeting owing to schedule conflicts. He asked the members to articulate a core set of questions that could be transmitted to the ombuds for written responses or for conversations by telephone.

Central Ombuds

1. How long have you served in your ombuds position?
2. Approximately how many cases have you handled during your tenure?
3. What is your current inventory of active cases?
4. What is the typical time frame, or range of time periods, that a case takes to reach a decision point or final resolution?
5. At what administrative level are most resolutions reached?
6. Do you ever meet with unit ombuds, or do you know if unit ombuds share their experiences with each other?
7. Is there a training program for unit ombuds?
8. Have you noticed any patterns of complaint? If yes, how would you describe these patterns?
9. What types of complaints prove to be the most difficult to resolve?
10. Do you have a formulaic or logic model that guides your activities?
11. How are you evaluated by the Office of Provost?
12. Do you file annual reports?

Unit Ombuds

1. How long have you, or did you, serve in the unit ombuds role?
2. How did you become a unit ombuds?
3. Approximately how many cases have you handled during your tenure as ombuds?

4. What is your current inventory of active cases?
5. What is the typical time frame, or range of time periods, that a case takes to reach a decision point or final resolution?
6. Are most faculty in your experience satisfied with the resolution of their cases or do they simply give up?
7. Did you receive any training for your role as ombuds?
8. Do you ever meet with ombuds from other units to share best practices?
9. Have you noticed any patterns of complaint? If yes, how would you describe these patterns?
10. What types of complaints prove to be the most difficult to resolve?
11. At what administrative level are resolutions reached?
12. What sorts of conversations do faculty have with you?
13. Do you have a work plan for active cases that you find successful? If so, what is it?
14. Can you make recommendations for changes in policy or process that would make your work as an ombuds more effective?

The chair said he would ask the Faculty Senate Office staff for a list of unit ombuds.

Future meeting schedule

Next meeting: TBA when responses are received from ombuds.

There was no additional business. The meeting adjourned at 1205 h.