From: The President
To: MC Communications!
Subject: Office of the Ombuds
Date: Monday, August 12, 2013 9:13:37 AM

MONTGOMERY COLLEGE
Office of the President

August 12, 2013

MEMORANDUM

To: Montgomery College Colleagues

From: Dr. DeRionne P. Pollard, President

Subject: Office of the Ombuds

Starting today, the Office of the Ombuds opens to employees. Ms. Sarah Espinosa, who most recently served as the vice president of human resources, development, and engagement, will serve as the ombuds to help manage conflict constructively and cooperatively, in support of positive change for employees.

As you may recall, this new office developed as a result of recommendations from both the Employee Engagement Advisory Group (EEAG) and a work group of union and governance leaders concerning the creation of this function. It is a resource every employee at Montgomery College may voluntarily and confidentially access. The charter for this office incorporates the tenets of confidentiality, neutrality, informality, and independence, and operates in accordance with the International Ombudsman Association Standards of Practice and Code of Ethics.

The Office of the Ombuds will:

- provide a safe and confidential forum to surface individual, group, and systemic problems;
- listen to and helping clarify employee concerns;
- help identify underlying issues and interests;
- provide information and explore possible options available to the employee;
- facilitate—where voluntarily agreed to by all involved parties—discussions to resolve issues, if appropriate;
- collect general data on emerging trends and patterns in the College; and
- evaluate and analyze trending information and making systemic recommendations for change.

In her new role at the College, Ms. Espinosa is part-time, with office hours Mondays and Wednesdays. An experienced professional who has been involved in resolving conflict in a variety of roles, Ms. Espinosa holds a bachelor of science from the School of Industrial and Labor Relations at Cornell University and a juris doctor from the University of Connecticut School of Law. She is also anticipating completion of a two-year labor arbitrator development program through the Scheinman Institute on Conflict Resolution at the School

of Industrial and Labor Relations at Cornell University.

The Office of the Ombuds will be located in the Science Center on the Rockville Campus, Room 331P. Ms. Espinosa can be reached at 240-687-6188 or ombuds@montgomerycollege.edu. More information is available at www.montgomerycollege.edu/ombuds.

Please join me in welcoming Ms. Espinosa to this new role.