

Our Mission

The mission of the Office of Ombuds Services at California State University, San Bernardino, first established in March of 2006, is to provide a safe place where any member of the campus community (whom we refer to as "visitors") may talk in confidence about a conflict, complaint, or issue with an impartial third party (the Ombuds). Because the Ombuds is impartial, visitors to the office can speak candidly about their concerns without fear of reprisal. Following the standards of practice as defined by the International Ombudsman Association, the Office of Ombuds Services is a confidential, independent, impartial, and informal resource for members of the university community (faculty, staff, and students) at California State University, San Bernardino.



“People will forget what you said,
people will forget what you did, but
people will never forget how you
made them feel.”

Maya Angelou

CSUSB Office of Ombuds Services

5500 University Parkway
Pfau Library 268
San Bernardino, California 92407

Phone: 909-537-5635
Fax: 909-537-7528
E-mail: ombuds@csusb.edu



Office of Ombuds Services



- ◆ *Confidential*
- ◆ *Independent*
- ◆ *Impartial*
- ◆ *Informal*



CSUSB Office of Ombuds Services

Ombuds Services is an informal resource for anyone with a university-related concern seeking assistance with resolving problems, disputes, or complaints. We assist individuals in exploring the full range of problem-solving options and help to identify constructive resolutions. To assure that all visitors have the greatest freedom possible to utilize our services, University Ombuds Services are confidential, independent, impartial, and informal. The service is FREE.

Principles of the Ombuds Office

Confidential Resource

The University Ombuds Office provides a safe and confidential environment to its clients. All communications with the Ombuds Office are privileged, and only the Ombuds Office can waive this privilege. Communication with the Ombuds Office does not constitute formal notice to the university.

Exceptions to the principle of confidentiality include where there is a reasonable concern about possible violence or physical harm, or other violations of the law. In these cases, or where legally required, the Ombuds Officer may step outside the bounds of confidentiality to address the situation.

Independent Resource

The Ombuds Office is independent of other university structures, yet works collaboratively with campus constituencies to help resolve issues.

Impartial Resource

The Ombuds Officer is impartial and does not advocate for any party or the university. The objective is to provide a process for achieving a fair and reasonable resolution.

Informal Resource

Being an informal resource and separate from formal complaint processes, the Ombuds Officer is able to assist individuals in exploring the full range of problem-solving options and advocates for fair, respectful interactions.

https://www.ombudsassociation.org/IOA_Main/media/SiteFiles/Code_Ethics_1-07.pdf

University Ombuds Officer

Twillea Evans-Carthen is a CSUSB alumna, having earned a master's degree in public administration. She also holds a bachelor's of science degree in business administration from Cal State Long Beach. She is a member of the International Ombuds Association and has certificates in conflict resolution management and professional training in other human resources programs.

Evans-Carthen has also been an adjunct lecturer, teaching a variety of courses in human resources, organizational leadership, management and public administration at the CSUSB Jack H. Brown College of Business and Public Administration, the CSUSB College of Extended Learning, and at Chapman University. She has served as the CSUSB conflict of interest compliance officer as well as the chair of the Conversations on Diversity Committee.



Twillea Evans-Carthen
University Ombuds Officer,
Director of Ombuds Services
tcarthen@csusb.edu