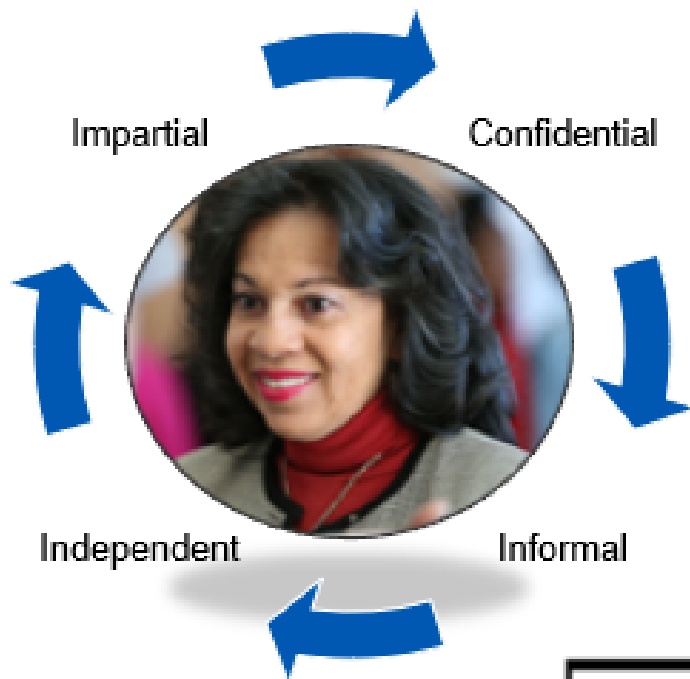


# California State University, San Bernardino

## Ombuds Services

### Organizational Ombuds



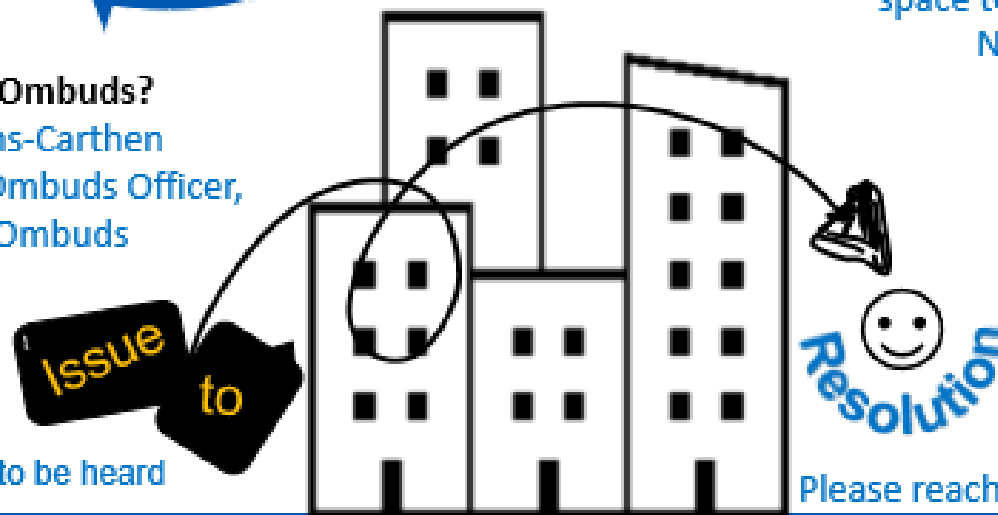
**What is an Ombuds?**  
The Ombuds serves as a designated neutral person for both Palm Desert and San Bernardino campuses to provide confidential, informal, independent, and neutral assistance to students, staff, faculty, and community through dispute resolution, problem-solving methods which may include conflict coaching, informal mediation, facilitation, and shuttle diplomacy.

**Why would I consider speaking to an Ombuds?**  
To utilize an informal program for conflict resolution, or obtain information in a confidential setting.

**When should I speak to an Ombuds?**  
Anytime there is a concern, need information, or advice in a safe space to explore options for peaceful resolution.  
Need someone to listen, let Ombuds help!

**Who is the Ombuds?**  
Twillea Evans-Carthen  
University Ombuds Officer,  
Director of Ombuds  
Services

You deserve to be heard



**Where can I find the Ombuds?**  
Cal State San Bernardino  
5500 University Parkway, PL-268  
San Bernardino, California 92407  
[tcarthen@csusb.edu](mailto:tcarthen@csusb.edu),  
Office: (909) 537-5635  
Mobile: (909) 359-5029  
<https://www.csusb.edu/ombuds>

Please reach out to schedule a visit from the Ombuds