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

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

You deserve to be heard
Issue to Resolution
Please reach out to schedule a visit from the Ombuds