

WELCOME TO THE OMBUDSPERSON INFORMATION PAGE

What is an ombudsperson?

An ombudsperson is an impartial, neutral and confidential dispute resolver who strives to see that faculty, staff and students at the college are treated fairly and equitably. The ombudsperson does not take sides, but considers the rights and interests of all parties, with the goal of achieving fair outcomes.

What services does an ombudsperson provide?

An ombudsperson may:

- Hear and discuss your concerns regarding academic or workplace problems.

- Open avenues of communication and gather information.

- Provide information about college policies and refer you to other college services and programs.

- Mediate and seek an informal resolution before the issue progresses to formal proceedings. (Ombudspersons may not mediate in matters involving allegations of harassment, discrimination, or the appeal of academic decisions. In such cases, the ombudsperson may provide information and access to the appropriate procedures.)

Who can use the services of the ombudsperson and how confidential are they?

Any faculty, student or staff members may seek the advice of the ombudsperson. The ombudspersons will not identify you or your confidences without your permission except where required by law. The ombudspersons are authorized to talk to all persons at the college in order to resolve problems. Ombudspersons and any information they have gathered cannot be called as a witness or used as evidence in any formal college proceedings.

How can I get in touch with an Ombudsperson?

HACC's Ombudspersons are:

Beverley Bigham, Coordinator, Instruc Programs, Gettysburg Campus,
G127C, x3029

Dr. Carole Dorsch, Associate Professor of Biology, York Campus, Y108C,
x3524

Brenda Eppley, Professor of Theatre, Harrisburg Campus, A121, x2521

Jerry Fernandes, Associate Professor of Speech, Lancaster Campus, RE316,
x2839

Ben Greiner, Security Officer, Lebanon Campus, D103, x6305

Livvy Major, Technical Coordinator, Harrisburg Campus, W132, x3243

Marcia Waters, Specialist, Admissions Recruitment, Lancaster Campus,
RM216, x2997

You may contact any of the ombudspersons regardless of your campus location
or your status of student, staff, or faculty.

January 5, 2009