

**From:** [DeRionne Pollard, Montgomery College President](#)  
**Subject:** 2016 Ombuds Recommendations  
**Date:** Wednesday, December 14, 2016 1:29:56 PM  
**Attachments:** [2016 Ombuds Recommendations - Attachment.pdf](#)

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**MONTGOMERY COLLEGE**  
Office of the President

December 14, 2016

**MEMORANDUM**

**To:** Montgomery College Colleagues  
**From:** Dr. DeRionne P. Pollard, President  
**Subject:** 2016 Ombuds Recommendations

Earlier this semester, the College's Office of the Ombuds issued its Fiscal Year 2016 report, which contained important information about issues brought to the ombuds' attention as well as a series of recommendations. In this memorandum, I respond and comment on the recommendations.

Let me reiterate the importance of the ombuds' role. As you likely know, the Office of the Ombuds provides confidential assistance to staff, faculty, and administrators in mitigating and resolving workplace issues and concerns. The ombuds operates in accordance with the Code of Ethics and Standards of Practice as established by the International Ombudsman Association; specifically, the ombuds is informal, impartial, and independent, and maintains the confidentiality of visitors.

In addition to providing a safe forum for individual employees to discuss concerns, the Office of the Ombuds contributes to organizational wellness by identifying and sharing trends with senior leadership, sharing data in an annual report, and making recommendations for change. By seeking to improve employee experiences at Montgomery College, these recommendations help to contribute to the overall organizational health of Montgomery College.

One hundred and fifteen employee visitors accessed the services of the ombuds in FY16. The annual report on this activity also contained five recommendations—some of which I adopted in previous years, but have not yet been fully implemented. I want to take this opportunity to update you on the progress of the first four recommendations and introduce a fifth, which I am adopting this year (see the attachment).

I want to thank Ombuds Julie Weber for her efforts since her start at the College in July. She hit the ground running and has made presentations at numerous governance council meetings and other College groups.

Attachment

