

# Annotated Campus Resource List 2024-2025

This list compiles all the resource lists from the five modules.

[Module 1: Practicing Professional Standards and Ethics as a GSI](#)

[Module 2: Creating Inclusive Classrooms](#)

[Module 3: Teaching Students with Disabilities](#)

[Module 4: Fostering Academic Integrity](#)

[Module 5: Creating an Educational Environment Free of Sexual Violence and Sexual Harassment \(SVSH\)](#)

All links below open outside bCourses in a new tab or window.

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## Module 1: Practicing Professional Standards and Ethics as a GSI

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### [GSI Teaching & Resource Center](#)

The GSI Teaching & Resource Center is an academic unit in the Graduate Division that provides pedagogical support and guidance for GSIs. Programs include teaching conferences for first-time GSIs, workshops, course improvement grants, teaching awards, confidential consultations, the GSI Professional Standards and Ethics in Teaching course, the Certificate in Teaching and Learning in Higher Education, and the Language Proficiency Program for multilingual GSIs. The Center maintains the online Teaching Guide for GSIs and houses a physical library of books, articles, videos, and other reference materials on teaching.

**GSI Teaching & Resource Center**  
301 Sproul Hall

510-642-4456  
[gsi@berkeley.edu](mailto:gsi@berkeley.edu)

**Resources of particular interest:**

**[Online Teaching Guide for GSIs](#)**

[Teaching Discussion Sections](#)

[Facilitating Laboratory Sections](#)

[Conducting a Midterm Evaluation](#)

[Grading Student Work: Grading Rubrics](#)

**[Award-Winning Teaching Ideas: GSI Teaching Effectiveness Award Essays](#)**

These are short essays by outstanding GSIs identifying and responding to a problem they encountered in a class, laboratory, or section they taught. The GSIs' experiences span nearly 60 different departments and programs on campus. GSIs report that adapting these ideas for use in their own classroom helps them save time so they don't need to reinvent the wheel.

**[Certificate Program in Teaching and Learning in Higher Education](#)**

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## Policies and Documents of Particular Interest to GSIs

[Graduate Council Policy on Appointments and Mentoring of GSIs \(pdf\)](#)

[Graduate Student Academic Appointments](#)

[Academic Student Employee Contract](#)

[UC Systemwide Policy on Speech and Advocacy](#)

[UC Berkeley Campus Code of Student Conduct](#)

[UC Berkeley Religious Creed Policy](#)

[Guidelines Concerning Scheduling Conflicts with Academic Requirements](#)

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## [Office of the Registrar](#)

120 Sproul Hall  
510-664-9181

The Office of the Registrar is responsible for registering students, processing course enrollment, maintaining and protecting the privacy of student records, reserving classrooms, determining residency, and assisting special populations such as U.S. veterans.

Contact the Registrar if you have questions regarding the disclosure of information from student records.

[Disclosure of Information from Student Records \(FERPA guidelines\)](#)

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## [Center for Support and Intervention](#)

102 Sproul Hall  
510-664-4218 or [csi@berkeley.edu](mailto:csi@berkeley.edu)

### [Submit a Care Report](#)

Students may be referred to the Center for Support and Intervention when they are exhibiting concerning behaviors related to their personal, physical, and emotional well-being. You should feel free to call for consultation prior to submitting a Care Report if you are hesitant, have questions, or need immediate advice. After reviewing a Care Report, the Center for Support and Intervention brings select cases to the Students of Concern Committee, when appropriate.

The purpose of the Students of Concern Committee is to provide a means for early intervention of at-risk students. The Committee includes representatives from the Counseling and Psychological Services, the Center for Student Conduct, the Office of the Dean of Students, the Disabled Students Program, the UC Police Department, and several other offices. When a case is brought to the committee by the Center for Support and Intervention, the committee collects additional information and identifies and enacts appropriate strategies for addressing the situation.

The Students of Concern Committee is not meant to be the sole mechanism of communication and does not take the place of services provided by Counseling and Psychological Services, the Center for Student Conduct, the University Police, or other established student services.

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## [Basic Needs Center](#)

Lower level of MLK Student Union (BNorth), Suite 72 (2495 Bancroft Way)

[basicneedscenter@berkeley.edu](mailto:basicneedscenter@berkeley.edu)

The Basic Needs Center serves as a resource hub for basic needs resources and services, and a space for students to create community and access coordinated support for their basic needs. Services at the Basic Needs Center include Case Management for students who need support navigating unstable housing (including homelessness and emergency housing needs), access to food (including CalFresh application support, Food Pantry access, and other food assistance), and more. Students can be referred directly to the Basic Needs Center, or GSIs can submit a [Care Report](#) to request support from a Case Manager in the Basic Needs Center.

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## [Campus Police Department \(UCPD\)](#)

1 Sproul Hall

Emergency calls, including from cell phones: 510-642-3333

Business and non-emergency number: 510-642-6760

### [Crime Prevention Strategies and Services](#)

The UC Police Department's safety guidelines for the campus community

**Campus Police Department — Threat Management Unit**

510-642-6760

Non-emergency phone line to report threats of harm to individuals, groups, or structures

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## [Office of Emergency Management](#)

The Office of Emergency Management is responsible for developing and implementing programs and projects in emergency planning, training, response, and recovery.

[Emergency Preparedness for Disabled People](#)

[WarnMe Emergency Alert Service](#)

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## [Center for Student Conduct](#)

510-643-9069

The Center for Student Conduct administers the campus Code of Student Conduct, encouraging student accountability, promoting academic integrity, and connecting students to resources that foster their success.

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## [Counseling and Psychological Services \(CAPS\)](#)

Located in University Health Services (UHS), Tang Center  
2222 Bancroft Way  
510-642-9494

Counseling and Psychological Services (CAPS) provides brief counseling to students with personal, academic, and career concerns. Professional counselors can meet with students to talk about a number of concerns such as adjusting to school, deciding on a career or major, dealing with family or relationship issues, and coping with personal crises. All undergraduate and graduate students are eligible for CAPS services, regardless of their insurance coverage.

[Campus Mobile Crisis Response](#)

The Campus Mobile Crisis Response (CMCR) team provides culturally responsive trauma-informed care to students, faculty, and staff experiencing mental health crises. CMCR is an interdisciplinary team whose mission is to provide comprehensive crisis intervention, assessment, and evaluation, with the goal of reducing the need for police and emergency medical services when possible. In collaboration with campus partners, CMCR will provide non-emergent crisis care, and urgent postvention services and connect students, faculty, and staff to resources that will enhance their success and well-being at UC Berkeley.

Campus Mobile Crisis Response is one of many urgent support services for students. While the majority of students can access a counselor at the Tang Center or utilize our After Hours line (855) 817-5667 for urgent mental health needs, there may be times when our team is needed to respond to mental health crisis on campus in person.

**Selected Resources from Counseling and Psychological Services:**

[Promoting Student Mental Health: A Guide for UC Faculty, Staff, and GSIs](#)

[The Gold Folder: A Reference for Faculty, Staff, and GSIs to Assist Students in Distress](#)

[Suicide Prevention at Cal — UHS Tang Center](#)

[Be Well Game Plan](#)

[Webinar for GSIs: Supporting Students in Distress: GSIs and the Gold Folder](#)

[What You Need To Know about College Students and Suicide](#)

[Resources for Graduate Students at Counseling and Psychological Services](#)

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## [Ombuds Office for Students and Postdoctoral Appointees](#)

510-642-5754

The Ombuds Office for Students and Postdoctoral Appointees provides a confidential service for students involved in a University-related problem (either academic or administrative), acting as a neutral complaint resolver and not as an advocate for any of the parties involved in a dispute. The Ombudsperson can provide information on policies and procedures affecting students, facilitate students' contact with services able to assist in resolving the problem, and assist students in complaints concerning improper application of University policies or procedures. All matters referred to this office are held in strict confidence. The only exceptions, at the sole discretion of the Ombudsperson, are cases where there appears to be imminent threat of serious harm.

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## [Academic Accommodations Hub](#)

This hub will point you and your students to academic support services from a variety of units. The purpose of support resources and academic accommodations is to ensure all students have a fair chance at academic success. These resources are for everyone; students have a right to use them, and instructors should be familiar with them.

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## [Quick Guide on Academic Support Measures for Instructors](#)

An abbreviated version of the Academic Accommodations Hub. GSIs should be aware of this information and should share it with students.

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## [Covid-19 Resources](#)

GSI Medical or Family Leaves

[Article 18, Leaves](#), of the [Academic Student Employee union contract](#)

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## Module 2: Creating Inclusive Classrooms

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### [GSI Teaching & Resource Center](#)

301 Sproul Hall

510-642-4456 or [gsi@berkeley.edu](mailto:gsi@berkeley.edu)

The GSI Teaching & Resource Center, an academic unit in the Graduate Division, provides pedagogical support for GSIs. Programs include teaching conferences, workshops, course improvement grants, teaching awards, confidential consultations, the GSI Professional Standards and Ethics in Teaching Online Course, the Certificate Program in Teaching and Learning in Higher Education, and the Language Proficiency Program for GSIs who do not speak English as a native language.

**Programs and services for GSIs:**

[Consultations with GSI Center Staff](#)

## [Certificate Program in Teaching and Learning in Higher Education](#)

Resources of particular interest:

### [Online Teaching Guide for GSIs](#)

The following sections of the Teaching Guide are referenced in this module:

### [Grading Rubrics](#)

### [Improving Your Teaching: Conducting a Midterm Evaluation](#)

### [Creating Community Agreements](#)

### [Working with Student Writing](#)

### [Encouraging and Affirming Diverse Forms of Class Participation](#)

Teaching Effectiveness Award essay by Paul Dosh, former GSI

This is one of more than 200 one-page essays by outstanding GSIs identifying and responding to a problem they encountered in a class, laboratory, or section they taught. [These essays](#) are available on the GSI Teaching & Resource Center website.

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## [UC Berkeley Office of Planning & Analysis](#)

The Office of Planning & Analysis collects data about the Berkeley campus from many sources and makes it available for institutional research and decision-making.

### [Key Campus Statistics](#)

Links to Berkeley Fall Enrollment Data, Berkeley Undergraduate Profile, Berkeley Graduate Profile, and other data sets.

[UC Berkeley Campus Climate Project Final Report, 2014 \(pdf\)](#)

[UC Berkeley My Experience Survey Report, 2019 \(pdf\)](#)

[UC Undergraduate Experience Survey \(UCUES\), 2022](#)

[UC Undergraduate Experience Survey \(UCUES\), 2020](#)

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## [Multicultural Education Program](#)



The Multicultural Education Program is an initiative of the Division of Equity & Inclusion that provides teaching and learning resources to help create a positive campus climate for diversity.

### [Classroom Tools](#)

This page links to selected tools to assist with creating inclusive classroom environments and engaging with diversity topics.

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## [Gender Equity Resource Center \(GenEq\)](#)

202 Cesar Chavez Student Center  
510-642-4786 or geneq@berkeley.edu

GenEq is a campus community center providing programs, services, and resource information about gender, sexual orientation, sex and gender identity, sexual and relationship violence, and bias-related incidents. It is a program of UC Berkeley's Division of Equity and Inclusion.

### [Resources for Classrooms and Groups: Creating Inclusive Classrooms for Trans\\* and Gender Expansive Students](#)

Links to a tip sheet giving guidelines for setting an inclusive tone, adapting to students' name and pronoun usage, and respecting their confidentiality.

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## [Center for Student Conduct](#)

203 Sproul Hall  
510-643-9069 or studentconduct@berkeley.edu

The Center for Student Conduct supports the mission of the University by administering the Campus Code of Student Conduct, which lists sexual, racial, and other forms of harassment as grounds for discipline.

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## [Office for the Prevention of Harassment and Discrimination \(OPHD\)](#)

Office address: 2111 Bancroft Way, Suite 300 Berkeley, CA 94720-1120

Phone: 510-643-7985

Email: [ask\\_ophd@berkeley.edu](mailto:ask_ophd@berkeley.edu)

Website: [ophd.berkeley.edu](http://ophd.berkeley.edu)

The Office for the Prevention of Harassment and Discrimination (OPHD) is responsible for ensuring the University provides an environment for faculty, staff, and students that is free from discrimination and harassment on the basis of protected categories including race, color, national origin, gender, age, and sexual orientation/identity. OPHD monitors and evaluates campus efforts to meet requirements under University policies prohibiting discrimination and harassment, and applicable federal and state regulations.

OPHD has the responsibility to implement procedures for providing prompt and effective responses to complaints of hostile work/academic environment, sexual or racial harassment, or other discrimination concerns. Further, the office has oversight responsibility to initiate, coordinate, or conduct investigations into claims of violations of campus policy in all areas of discrimination against protected categories. The scope of this responsibility is campuswide, covering faculty, staff, and students. The Office for the Prevention of Harassment and Discrimination provides education about issues of discrimination, equity, and the effects of discrimination and unequal treatment on the campus climate. Their services are available to faculty, staff, and students.

### **[Title IX and Title VI Officer](#)**

Consultation, advising, and/or reporting: [ask\\_ophd@berkeley.edu](mailto:ask_ophd@berkeley.edu) or 510-643-7985

This Officer provides policy information and guidance when responding to incidents of possible sexual or racial harassment, and other forms of discrimination. In addition, they direct and coordinate campus education and training efforts for faculty, staff, and students, specifically in sexual/racial harassment prevention, and generally, on issues of equity and campus climate concerns. Further, this Officer provides in-person education and training for academic departments and administrative units.

### **[UC Anti-Discrimination Policy](#)**

### **[University Nondiscrimination Policy Statement](#)**

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## Berkeley People and Culture: Reports of Discrimination, Harassment, or Retaliation

510-643-8996 or [idcr@berkeley.edu](mailto:idcr@berkeley.edu)

The People and Culture office has a process to assist UC Berkeley employees who believe they have been subjected to discrimination on a protected basis.

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## Berkeley International Office

International House, 2299 Piedmont Ave., 2nd floor  
510-642-2818

The Berkeley International Office provides programming, consultation, immigration, and advocacy services for international students and scholars.

[International Community at Cal](#)

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## Student Technology Services

Student Technology Services (STS) offers a number of resources/services that are extremely helpful to GSIs and their students such as:

- Student Technology Equity Program: free long-term loans of laptops, headphones, and other hardware devices (GSIs receive priority in these devices due to their instructional role)
  - Cost of Attendance Adjustment: loan (sometimes grant) of \$3000 to purchase a computer every 3 years through the financial aid office
  - Student Helpdesk: free drop-in tech support (wi-fi issues, broken laptop, etc.) located in Doe Library, Eshleman Hall, and Fannie Lou Hamer Resource Center, and via email ([sts-help@berkeley.edu](mailto:sts-help@berkeley.edu)) and phone (510-642-HELP)
  - Free Software: Visit [software.berkeley.edu](http://software.berkeley.edu) and click “What am I eligible for?” to find over a dozen free software programs including Adobe Creative Cloud, Matlab, Microsoft 365, etc.)
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# Module 3: Teaching Students with Disabilities

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## [Disabled Students' Program \(DSP\)](#)

260 César Chávez Student Center  
University of California, Berkeley  
510-642-0518 [CA Relay Service](#)  
[dsp@berkeley.edu](mailto:dsp@berkeley.edu)

Consult DSP if you have questions about how to implement academic accommodations. Send students to the DSP website if they request accommodations but do not have a Letter of Accommodation.

Helpful sections of the DSP website include:

[Application Process for Students](#)

[Berkeley Campus Plan for Accommodating the Academic Needs of Students with Disabilities](#)

[Faculty and Staff Realtime Captioning FAQs](#)

[Communication Services Instructor Information](#)

[Faculty Overview](#)

[Frequently Asked Questions — Faculty](#)

[Resources for Faculty](#)

[Alternative Media Office \(Produces instructional materials in the formats students require for equal access\)](#)

[Proctoring Office](#)

[Center for Teaching and Learning: DSP, LOAs, and Accommodations for Your Students](#)

[Disability Access & Compliance](#)

[510-643-6456 CA Relay Service](#)

Contact this office if you have physical access concerns about your classroom or want information about how your academic department arranges accommodations for department lectures and events.

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# Campus Services and Information

## UC Berkeley Library

### [Disability Resources](#)

Library services for patrons with disabilities.

## Office of Emergency Management

### [Functional & Access Needs](#)

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# Disability Complaint Resolution

## [DSP Complaint Resolution Process](#)

This website provides an overview of procedures to resolve complaints with the Disabled Students' Program about eligibility decisions, academic accommodations, and other decisions of DSP.

## [Office for the Prevention of Harassment and Discrimination](#)

If faculty or GSIs feel that they have been discriminated against on the basis of a disability or feel like UC policies have been violated on the basis of a disability, they can file a formal grievance with OPHD.

## [Berkeley Disability Access & Compliance](#)

Students, staff, and faculty can share concerns about disability access on campus with DAC. DAC also provides guidance about ensuring that public buildings and events are accessible. Eligible students and staff can also apply for access to the campus Loop service through the DAC website.

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# Universal Design

## [Universal Design of Instruction \(UDI\): Definition, Principles, Guidelines, and Examples](#)

University of Washington, Seattle, DO-IT (Disabilities, Opportunities, Internetworking, and Technology) Center

## [Implementing Universal Design for Instruction \(pdf\)](#)

Source: Shaw, S., Scott, S., and McGuire, J. "Universal Design for Instruction: A New Paradigm for Adult Instruction in Postsecondary Education." Remedial and Special Education 24:6 (Nov./Dec. 2003): 369–79.

[Universal Design for Learning \(UDL\)](#)  
Center for Applied Special Technology (CAST)

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## Accessible Course Content

[Berkeley Accessible Course Content](#)

Best practices and help guides for making course content accessible

[A11y Basics: Accessible Basics for bCourses \(Canvas\)](#)

[A11y Intro Course: Intro to Course Accessibility](#)

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## Resources for GSIs with Disabilities

[University Health Services Be Well At Work: Faculty/Staff Disability Management](#)

[University Health Services Be Well At Work: Faculty/Staff Disability Management: Reasonable Accommodation](#)

[Berkeley Human Resources: Reasonable Accommodation and the Interactive Process](#)

[Job Accommodation Network \(JAN\)](#)

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## Module 4: Fostering Academic Integrity

### [Center for Student Conduct](#)

203 Sproul Hall  
510-643-9069 or [studentconduct@berkeley.edu](mailto:studentconduct@berkeley.edu)

The Center for Student Conduct supports the mission of the University by administering the UC Berkeley Campus Code of Student Conduct, promoting academic integrity, encouraging student accountability, and connecting students to resources that foster their success.

[Code of Student Conduct](#)

[Academic Conduct Resource Sheet for Instructors](#)

[Reporting Academic Misconduct](#)

[Academic Conduct Email Templates for Instructors](#)

[Graduate Student Academic Misconduct Policy](#)

[Graduate Division: Graduate Student Academic Integrity \(policy and procedures\)](#)

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## [GSI Teaching & Resource Center](#)

301 Sproul Hall

510-642-4456 or [gsi@berkeley.edu](mailto:gsi@berkeley.edu)

The GSI Teaching & Resource Center, an academic unit in the Graduate Division, provides pedagogical support for GSIs. Programs include teaching conferences, workshops, course improvement grants, teaching awards, confidential consultations, the GSI Professional Standards and Ethics in Teaching Online Course, the Certificate Program in Teaching and Learning in Higher Education, and the Language Proficiency Program for GSIs who do not speak English as a native language.

[Teaching Guide for GSIs: Academic Misconduct](#)

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## [UC Berkeley Honor Code](#)

Center for Teaching and Learning

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## [Student Learning Center](#)

César E. Chávez Student Center

510-642-7332

The Student Learning Center provides peer tutoring for students. SLC staff are available to consult with individual GSIs about teaching/learning issues and resources for students.

[Strategic Learning Resources](#)

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## [Educational Opportunity Program](#)

119 Cesar Chavez Center  
510-642-4257

EOP supports first-generation and low-income students through academic counseling, mentoring programs, and referrals.

### [Academic Counseling](#)

510-642-7224 or drop in

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## [Counseling and Psychological Services](#)

University Health Services, Tang Center  
2222 Bancroft Way  
510-642-9494

Professional counselors can meet with students to talk about personal, academic, and career issues. Groups and workshops are also available on a variety of topics. All registered UC Berkeley undergraduate and graduate students are eligible for CAPS services, regardless of their insurance coverage.

### [Individual Counseling](#)

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## [Best Practices for Remote Examinations](#)

Academic Senate, UC Berkeley

## [Remote Proctoring FAQ](#)

Center for Teaching and Learning, UC Berkeley

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# Module 5: Creating an Educational Environment Free from Sexual Violence and Sexual Harassment

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## [Office for the Prevention of Harassment and Discrimination \(OPHD\)](#)

Title IX Officer

[ask\\_ophd@berkeley.edu](mailto:ask_ophd@berkeley.edu)

510-643-7985

[Online reporting portal](#)

The Office for the Prevention of Harassment and Discrimination (OPHD) is responsible for ensuring that the University provides an environment for faculty, staff, and students that is free from discrimination and harassment on the basis of protected categories, including race, color, national origin, gender, age, and sexual orientation/identity. OPHD monitors and evaluates campus efforts to meet requirements under University policies prohibiting discrimination and harassment and applicable federal and state regulations. OPHD provides policy information and guidance when responding to incidents of possible sexual or racial harassment and other forms of discrimination.

OPHD has the responsibility to implement procedures for providing prompt and effective responses to complaints of SVSH. Further, the office has oversight responsibility to initiate, coordinate, or conduct investigations into claims of violations of campus policy in all areas of harassment and discrimination against protected categories. The scope of this responsibility is campus-wide, covering faculty, staff, and students. OPHD provides education about issues of discrimination, equity, and the effects of discrimination and unequal treatment on the campus climate. Their services are available to faculty, staff, and students.

### [Addressing Sexual Violence and Sexual Harassment](#)

This website provides comprehensive information about resources for victims/survivors of sexual assault, sexual harassment, and intimate partner violence, including medical and counseling information.

[Downloadable resource and support guides](#)

[Responsible Employee Quick Guide](#)

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## [PATH to Care Center](#)

### Confidential Advocates

[pathtocare@berkeley.edu](mailto:pathtocare@berkeley.edu)

Confidential Advocates provide free affirming, empowering, and confidential support for survivors and those who have experienced gendered violence, including sexual harassment, dating and intimate partner violence, sexual assault, stalking, and sexual exploitation. Advocates bring a non-judgmental, caring approach to exploring all options, rights, and resources.

It is always the victim's/survivor's decision to pursue any of the available resources or to report an incident to the police or the University. Confidential Advocates are here to support your decisions.

## Contacting Confidential Advocates at the PATH to Care Center

**Office Line:** 510-642-1988

For questions, consultations, or non-immediate referrals, this number connects you with the UC Berkeley PATH to Care Center. Faculty, staff, postdocs, and undergraduate, graduate, and professional students should use this number for general inquiries and to arrange services or **appointments** that will be scheduled a day or more in advance. The PATH to Care office is located on central campus.

**Care Line:** 510-643-2005

For 24/7 **urgent** situations the Confidential Care Line can be used to:

- Give survivors a way to connect with an advocate on their own time
- Provide survivors information about reporting, medical rights, and other options
- Arrange for an advocate to provide accompaniment anytime the police are present
- Provide accompaniment to medical appointments

[Toolkit for Participants in Virtual Classrooms and Meeting Spaces](#)

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## [Berkeley Support Portal](#)

"Supportal" is a single entry point for all UC Berkeley community members to find support for themselves or others about a variety of concerns.

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## [Campus Healthy Learning Environment Toolkit](#)

The Healthy Learning Environment toolkit and resources are research- and evidence-based strategies designed to equip faculty and Graduate Student Instructors with the tools to integrate sustainable practices and healthy cultural norms in the classroom, which will lead to student retention, effective learning outcomes, and academic success.

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## [Campus Police Department](#) (UCPD)

1 Sproul Hall

Emergency calls, including from cell phones: 510-642-3333

Business and non-emergency number: 510-642-6760

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## [University Health Services — Social Services](#) [Counseling](#)

510-642-6074

Support services and confidential counseling for a range of issues, including sexual violence, relationship violence, and stalking. Social Services strives to provide a safe environment for supportive, non-judgmental counseling, advocacy, resources, and referral information. We are a confidential campus resource.

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## [Gender Equity Resource Center \(GenEq\)](#)

202 César Chávez Center

510-642-4786

GenEq is committed to providing programs, services, and resource information about gender, sexual orientation, sex and gender identity, sexual and relationship violence, and bias-related incidents. It is a program of UC Berkeley's [Division of Equity and Inclusion](#).

### Workshops

Provides a variety of workshops on topics related to sexual harassment and assault, self-defense, and gender and LGBT issues.

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## Ombuds Office for Students and Postdoctoral Appointees

510-642-5754

The Ombuds Office assists students and postdoctoral appointees in sorting through campus-related conflicts and concerns. They can serve as an impartial sounding board and assist with problem solving. All consultations are strictly confidential.