

# California Caucus of College and University Ombuds

47<sup>th</sup> Annual Conference  
Thursday, November 12, 2020

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Welcome to Cal Caucus! The California Caucus of College and University Ombuds (Cal Caucus) is the longest standing professional gathering of and for academic ombuds, and esteemed colleagues from related fields. We are colleagues from across the US, Canada, and beyond and we welcome you into our community of ombuds practitioners.

Our annual conference brings together seasoned and new ombuds to learn, reflect, and address professional matters and topical subjects. We derive benefit from sharing our experience and knowledge, discussing concerns, and networking in a supportive environment with colleagues committed to professional skill development. We value our history of inclusiveness, and seek to solicit multiple perspectives and practice generous listening to all points of view.

2020 has been a year of incredible challenges that have impacted us each in different ways. We so deeply miss the opportunity to connect with each of you in person at the beautiful Asilomar conference grounds, and while we know that this virtual event cannot replicate that exceptional environment, we hope that it will still be a meaningful time of learning and connection true to the spirit of Cal Caucus.

We are so grateful that you have chosen to join us for this unique virtual Cal Caucus experience.

With appreciation,

Marcia Riley and Joan Waters  
Co-Conveners, California Caucus of College and University Ombuds



# Agenda

Times are noted in Pacific Standard Time (PST)

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9:00 AM - 9:30 AM	Welcome & Meet Fellow Attendees
9:30 AM - 11:00 AM	Keynote and Q&A
11:00 AM - 11:15 AM	Vote for Board Members, Group Photo, Small Caucus Sign-Up
11:15 AM - 11:45 AM	Annual Business Meeting (optional)
11:45 AM - 12:30 PM	Break (Optional Networking)
12:30 PM - 12:35 PM	Small Caucus Instructions (Main Zoom Meeting Room)
12:35 PM - 1:30 PM	Zoom Small Caucus Session A (Self-Directed Breakout Rooms)
1:35 PM - 2:30 PM	Zoom Small Caucus Session B (Self-Directed Breakout Rooms)

## Keynote Speaker, Dr. Dacher Keltner

Dacher Keltner, Ph.D, is a co-founder of the Greater Good Science Center and its faculty director. After receiving his Ph.D. from Stanford University, Dacher has devoted his career to studying the nature of human goodness, conducting ground-breaking research on compassion, awe, laughter, and love. He is also a leading expert on social intelligence, the psychology of power, and the emotional bases of morality. He has written more than 100 scientific papers and two best-selling textbooks, *Social Psychology* and *Understanding Emotions*. More recently, he is the author of [\*The Power Paradox: How We Gain and Lose Influence\*](#) and [\*Born to Be Good: The Science of a Meaningful Life\*](#), and a co-editor of the Greater Good anthology, [\*The Compassionate Instinct\*](#).



# Zoom Tutorials and Best Practices

We know that when working in the virtual space, there are often technical difficulties. In order to help the event go smoothly, we have provided links to tutorials and some best practice advice.

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## Links to Zoom Tutorials

### [Update Zoom](#)

In order to use self-directed breakout rooms, you must be using the latest version of Zoom.

### [Pair Devices](#)

If you will be joining the event from multiple devices (i.e. using phone for audio and computer for video) you must pair the devices so you only take up one registration spot on Zoom.

### [Breakout Rooms](#)

For Small Caucus time we will be opening up breakout rooms that you will be able to self-navigate. Please become familiar with breakout rooms

## Zoom Best Practices

### **Mute your microphone**

To help keep background noise to a minimum, make sure you mute your microphone when you are not speaking.

### **Be mindful of background noise**

When your microphone is not muted, avoid activities that could create additional noise, such as shuffling papers.

### **Position your camera properly**

Using your camera is encouraged, especially during conversations. If possible your camera should be in a stable position and focused at eye level.

### **Limit distractions**

You can make it easier to focus on the meeting by turning off notifications, closing or minimizing running apps, and muting your smartphone.

### **Avoid multi-tasking**

You'll retain the discussion better if you refrain from replying to emails or text messages during the meeting and wait to work on that PowerPoint presentation until after the meeting.

### **Keep chat on topic**

The chat feature is a great way to stay engaged and add substance to presentations, however, it can also act as a distraction. Keep chat relevant and on topic

If you face technical difficulties and need support, please contact:  
Jon Lee – (415) 580-2476  
Amanda Dean – (512) 589-3890



# Engagement Principles and Confidentiality

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## Four Principles and One Law of Open Space

*Adapted from Harrison Owen's Open Space Technology (OST)*

### 1. Whoever Comes Are the Right People

A reminder that it is not how many people come, or even who comes (in terms of status or position) it is the quality of the interaction, interest in the topic and conversation that make the difference.

### 2. Whatever Happens is the Only Thing That Could Have

A reminder that real learning and progress only take place when we all move beyond our original agenda and convention-bound expectations.

### 3. Whenever It Starts is the Right Time

An important notice about the nature of creativity and spirit.

### 4. When Its Over, Its Over

Pay attention to the energetic conclusion of the session.

### The Law of Two Feet/Motion and Responsibility

If you find yourself in any situation where you are neither learning nor contributing, respectfully get up and go somewhere you will.

## Confidentiality Statement

Many of us come to Cal Caucus because of the unique space that we have created together—a space that is inclusive, safe, and a refuge from the pressures of our roles and lives. This year, while in a virtual setting, is no different. Our venue is not the same but our hope is - that you find time here to reflect, to question, and to learn from your colleagues and from yourself. We ask that you be open, be present, and add value to our conversations.

Please do not share identifying, personal, confidential, or non-permitted information outside of this space so we can create the kind of inclusive space where deep learning, reflection, and community can happen. The general learning, insights, and reflections that you gain are things that we hope you will share with your communities.



## 2020-2021 Board of Directors Nominees

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During the Caucus, you will have an opportunity to vote for up to five individuals to serve on the Board of Directors for the next year.

**Amanda Dean** is the Ombudsman for Staff and Faculty at Austin Community College. She has served on the Cal Caucus Planning Committee for three years.

**Hector Escalante** is the University Ombudsman at University of the Pacific. He has volunteered with Cal Caucus for four years on both the Programming and Planning Committees.

**Dana Hinojosa** is an Associate Ombuds at UC Davis. Dana has served as Caucus Registrar and on the Planning Committee for three years.

**Lisa Neale** is the Associate Director in the Ombuds Office at University of Colorado, Denver, Anschutz Medical Center. She has served Cal Caucus for nine years in many capacities, including as Treasurer, Registrar, Editor of the Cal Caucus Journal and on multiple committees.

**Marcia Riley** is currently the Director and Ombudsperson for Students and Postdoctoral Appointees at UC Berkeley. She has volunteered with Cal Caucus for five years on the Planning Committee, and four of those years, she has served as Co-Convener.

**Joan Waters** is the Ombuds Officer at Columbia University. She has volunteered with Cal Caucus for two years on the Planning Committee, and for one of those years, she has served as Co-Convener.

