

D. A. Graham, University Ombuds Officer, Princeton University
Personal Statement

IOA has been and continues to play an important role in my professional development. I want to serve on the IOA Board of Directors because I am committed to the IOA vision. I have been an active participant, listening and learning and now want to join forces with those at the helm looking to strengthen and enrich the IOA experience. I have a solid understanding and respect for where the Organizational Ombuds profession has been, where it currently is and looking toward future trends. I have 14 years combined experience as an organizational ombuds or military chaplain and I have the ability to effectively communicate, gather information, analyze data and develop appropriate solutions for consideration. My focus will be the highest professional standards of visitor care and well being

Questions for Nominee

1. Why are you interested in serving on the IOA board?

IOA has been and continues to play an important role in my professional development. The time is right for me to give back and lend my talents and leadership to help ensure IOA continues to effectively serve our members in the future. To that end, I fully embrace the new IOA vision, approach, and focus and would like to support its continued implementation while also finding ways to extend our reach and influence in the industry. I sincerely feel the best years for IOA are to come and am honored to serve on the Board and contribute to our future success.

2. Do you have any previous leadership or volunteer experience in TOA/UCOA/IOA or in other organizations?

- I have attended all of the IOA Annual Meeting Conferences since becoming a member of IOA.
- IOA Journal - Editorial Board member and book review panelist
- CO-OP Professional Practices Committee Member
- Strategic Planning Sub-Committee Member
- Association of Conflict Resolution - Greater New York Chapter (ACR-GNY) - Membership Retention Committee Member

3. Do you have an area of expertise that IOA could possibly utilize - such as finance and accounting, grant writing, etc.?

I have extensive knowledge of both qualitative and quantitative analyses techniques in order to conduct in-depth studies, reviews and evaluations.

4. What IOA activities or areas are you most interested in committing time toward?

I would love to work with the Certification Program and I would like to continue working my work with the Journal.

5. Describe how you would advance IOA's Strategic Plan.

The Strategic Plan aims to strengthen the IOA to enable it to help provide capacity development in member institutions, enabling them to become more efficient and responsive in their processes. I will support the establishment of an IOA resource center to facilitate a systematic exchange of ideas, experiences, and best practices, and provide well structured capacity-building programs for members. The impact of the Strategic Plan will be improved control and accountability mechanisms in IOA. In the long run, improved administration accountability and ability to undertake corrective action will reduce distortion, inefficiency, and the cost of doing business that adversely impacts growth in this profession. The outcome of the strategic plan will be a more effective and efficient IOA.

6. Describe an issue impacting the profession that you are most passionate about and the actions you would take have taken related to this issue.

Staff exchange program, under which ombudsman staff from IOA may participate in an exchange with an ombudsman in another ombudsman institution. I would like to see 3–4 funded exchanges per year. The exchanges aim to (a) contribute to capacity building in participating member institutions, (b) develop closer and long-lasting relationships among ombudsman, (c) develop professional and technical skills and expertise of the exchange program participants, and (d) foster cultural exchange and diversity. Objective criteria for choosing candidates to participate in these exchanges shall be clearly set forth in the work plan, along with a strategy for knowledge sharing by participants to help institutionalize new skills and expertise.