



**Office of Employee Ombuds  
(EO)**

**Office of Human Resources  
(OHR)**

**Employee Assistance  
Program (EAP)**

**Office of Diversity, Equity &  
Inclusion (ODEI)**

<b>Comparison of Department Services</b>	Promotes a civil, inclusive, and healthy campus climate for employees through 1) informal, impartial, independent, and confidential* conflict management services, 2) conflict management education and program outreach, and 3) identifying conflict trends and providing periodic systemic feedback to administration.	Provides a comprehensive HR management program (benefits, classification and compensation, recruiting, employee and labor relations, training and development, HRIS) and leadership. Assists managers and employees in following and applying all HR-related policies and procedures. Interprets and negotiates matters relative to Collective Bargaining Agreements.	Provides the employees and employees' immediate family members within the household with confidential resources to address personal and/or work-related concerns. The EAP may also assist with: (includes, but is not limited to) <ul style="list-style-type: none"> <li>• Counseling services: relationships, parenting, grieving, coping with tragedy</li> <li>• Work/Life Challenges: child/elder care, adoption, pandemic challenges, Legal and Financial Circumstances: budgeting, managing debt, etc.</li> </ul>	The Office of Diversity, Equity, & Inclusion is responsible for leading and coordinating efforts across the college to advance diversity, equity and inclusion. This includes providing comprehensive DEI education to college community members, consulting on organizational equity and inclusion plans and strategic planning, and coordinating the college's Bias Response Team.
Contact	<a href="mailto:employeeombuds@matc.edu">employeeombuds@matc.edu</a>	<a href="mailto:matchumanresources@matc.edu">matchumanresources@matc.edu</a>	<a href="http://www.Aurora.org/eap">www.Aurora.org/eap</a> or 1-800-236-3231	<a href="mailto:equity@matc.edu">equity@matc.edu</a>
Serves a compliance function	No	Yes	No	Yes
Creates and enforces policy	No	Yes	No	Yes
Office of Notice	No	Yes	No	Yes
Conducts formal investigations	No	Yes	No	Yes
Participates in MATC formal procedures	No	Yes	No	Yes
Confidentiality	Confidential*	Private, Not Confidential	Private, Confidential*	Private, Not Confidential
Identifies systemic trends	Yes	Yes	No	Yes
Provides employee training	Yes <ul style="list-style-type: none"> <li>• Interpersonal and organizational conflict management</li> <li>• Addressing bullying</li> </ul>	Yes <ul style="list-style-type: none"> <li>• Classification/compensation</li> <li>• Benefits</li> <li>• Strategic conversations</li> <li>• Labor agreements</li> <li>• Employee performance</li> </ul>	Yes <ul style="list-style-type: none"> <li>• EAP Orientation</li> <li>• Employee and supervisor trainings</li> <li>• (Contact your Account Executive for details @ 800-236-3231)</li> </ul>	Yes <ul style="list-style-type: none"> <li>• Anti-bias training</li> <li>• Cultural competency</li> <li>• Anti-racist education</li> <li>• DEI capacity building</li> </ul>
Provides guidance and consultation	Yes <ul style="list-style-type: none"> <li>• Individual conflict resolution and management</li> <li>• Organizational conflict management and conflict climate</li> </ul>	Yes <ul style="list-style-type: none"> <li>• Policy and compliance</li> <li>• Individual and Organizational Development</li> </ul>	Yes <ul style="list-style-type: none"> <li>• Provides support to employees and immediate household members</li> <li>• Counseling and work-life services in a quick, confidential format and provide support in steps toward resolution</li> </ul>	Yes <ul style="list-style-type: none"> <li>• Individual DEI consultation for leaders</li> <li>• Building capacity for DEI leadership/equity</li> <li>• Individual employee/faculty meetings</li> <li>• Individual student meetings</li> <li>• Support for employee affinity groups</li> </ul>

\*Confidentiality cannot be promised if there is imminent risk of serious harm or if compelled by a court of law.