

The Conference Ombuds provided impartial, independent, off-the-record ombuds services for CERF 2023 participants to confidentially share conference-related concerns.

The Ombuds



Nnena Odim

Number of people served



Talked to 30 CERF attendees, staff and exhibitors about their concerns and experiences at CERF 2023

What we learned from people who visited the Ombuds

Visitors talked to the ombuds about specific concerns around the following topics

- Accessibility**
- Amenities**
- Respect/Treatment**

The vast majority of visitors shared positive feedback around the following topics

- Diversity**
- Safety**
- Quality of Services**

What the Ombuds did to help



Provided a safe and confidential space for conference participants to share their thoughts and give feedback about the conference.



By her visibility and presence, provided the opportunity for people to reconsider their conduct and behavior.

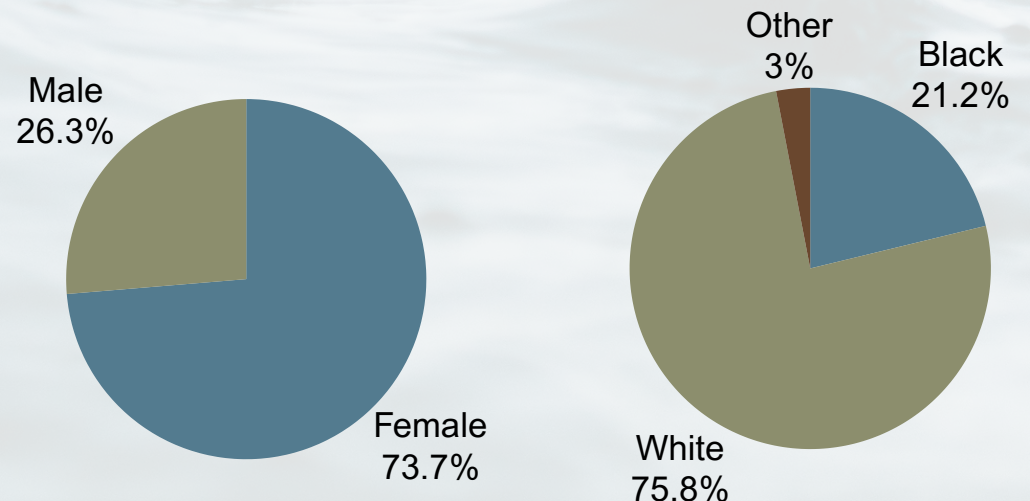


Gave participants the opportunity to express and process their concerns so that they could continue to participate in the conference from a better place and to bring their best selves to the rest of the conference.



Provided referrals and conference resources to visitors seeking conference-related assistance.

Demographics of people who visited the Ombuds



Conference Ombuds Services were provided by MWI,
www.mwi.org/conference-ombuds