



TO: Governing Council
Academic Board
Business Board
University Affairs Board
UTM Campus Council
UTSC Campus Council
Principals, Deans, Academic Directors and Chairs
Professionals, Managers and Confidential Staff
President of UTFA
Presidents of Employee Unions
Presidents of APUS, GSU, SCSU, UTSU and UTMSU
President of UTAA

FROM: Ms Indi Gopinathan
Chair, Committee to Recommend the Appointment of the University
Ombudsperson

DATE: February 27, 2025

RE: Appointment of Professor Faye Mishna as University Ombudsperson

I am pleased to advise you that at its meeting on February 27, 2025, the Governing Council approved the appointment of Professor Faye Mishna as University Ombudsperson, for a three-year term effective July 1, 2025, until June 30, 2028.

Professor Mishna's appointment follows the comprehensive work of two sequential committees. The *Committee to Review the Office of the University Ombudsperson*, chaired by Sandra Hanington, conducted its review in 2023-24. The Committee's assessment confirmed that the Office continues to serve as a responsive, effective, and highly regarded resource for the University community in providing impartial resolution of complaints. It also made a number of recommendations arising from the input received during the consultation process. The full Report can be found [here](#).

The *Committee to Recommend the Appointment of the University Ombudsperson* drew upon the comprehensive findings of the review process to confirm an appropriate candidate profile. The profile was broadly outlined as follows: a senior and widely respected faculty member who will be retired on or before July 1, 2025 with academic administrative experience and/or governance experience.

After a targeted search process, the Committee determined that Professor Mishna was exceptionally well-suited for the position. A highly respected member of the University community, Professor Mishna has deep and extensive knowledge of the institution. She has a

well-earned reputation for being principled and fair, and a demonstrated commitment to the values of the University. These attributes are essential in the Ombudsperson role.

Professor Mishna began her distinguished career at the University of Toronto in 1999 as an Assistant Professor at the Factor-Inwentash Faculty of Social Work. Over the years, she has made significant contributions to the field of social work through her roles as a Full Professor, Dean, and Provostial Advisor on Aggression in Social Media. Her teaching spans undergraduate and graduate programs, where she has led courses on social work practice with children, adolescents, families, mental health and has taught numerous MSW and PhD students.

Professor Mishna's research focuses on bullying, cyberbullying, sexting, non-consensual sending of images and the use of information and communication technology in social work practice. She has been awarded numerous research grants, including those from the Social Sciences and Humanities Research Council of Canada (SSHRC), and has published extensively in peer-reviewed journals. Her work has been recognized with several honours, such as the Margaret and Wallace McCain Family Chair in Child and Family, and she has been an invited member of prestigious institutions like the Wilson Centre and Massey College.

In addition to her academic and research achievements, Professor Mishna has held significant administrative roles, including serving as both Associate Dean of Research and Dean at the Factor-Inwentash Faculty of Social Work. She has also been actively involved in professional organizations, contributing to the advancement of social work education and practice.

Professor Mishna holds a Ph.D. from Smith College School for Social Work, an M.S.W. from the University of Toronto, and an Honours B.A. from McMaster University. Her dedication to the field of social work and her impactful research continue to inspire students and professionals alike.

I am delighted that Professor Mishna will be taking on the role of University Ombudsperson. Please join me in congratulating Professor Mishna on her appointment.

I would also like to take the opportunity to express our gratitude to Professor Emeritus Bruce Kidd for his outstanding service as University Ombudsperson. Professor Emeritus Kidd has been serving as University Ombudsperson since July 1, 2021, and will be completing his extended term on June 30, 2025. His deep and profound commitment to fairness, and his empathetic approach have been a hallmark of his time as Ombudsperson (and his career at U of T as a whole). He has made an indelible impact on both the Office of the University Ombudsperson and our University community.

Finally, I would like to thank the members of the *Committee to Recommend the Appointment of the University Ombudsperson* for their dedication and thoughtful engagement in this critical process.