Issue classifications are based upon the inquirer's perceived issues and not upon an investigation or finding of fact by the Ombuds Office

1. Profile of Issues Raised by Inquirers

a. Major Issues. Figure 1 illustrates the major issue types presented to the Ombuds attention by all inquirers. Interpersonal concerns explained about 65% of issues brought, policy and/or procedure concerns accounted for 34%, and external issues for about 1%. Policy/procedure and interpersonal issues are further broken down in Figures 2 and 3. Figure 4 mixes and compares categories within interpersonal and policy/procedure areas.
b. **Interpersonal Issues.** Figure 2 is a breakdown of interpersonal issues presented by all inquirers. At 17%, issues surrounding poor supervisory practices and/or relationships tops the list, with incivility (11%) second and workplace environment (7%) third.

*The major category of 'Workplace Environment' also contains some policy/procedure categories, which are not reflected above.*
c. **Policy/Procedure Issues.** Figure 3 is a breakdown of policy and/or procedure issues presented by all inquirers. At 11%, issues surrounding academic course procedures account for most of the complaints, with workplace environment issues ranking a close second (9%).

* The major category of 'Workplace Environment' also contains some interpersonal categories, which are not reflected above.
d. Overview of All Issues in Detail. Figure 4 mixes and compares issues from the interpersonal and policy/procedure areas of concern (in descending order). Interpersonal issues dominated the top three areas, which comprised 65% of the total. For instance, the first category of poor supervisory practices (17%) and the category of incivility (11%) are both exclusively interpersonal in nature while the second most frequent category, workplace environment (16%), includes interpersonal and policy/procedure elements. Only academic course procedures/quality (11%), tied for third with incivility, exclusively deals with policy and/or procedure.

Figure 4. Percentage of All Issue Types Presented By all Inquirers
2. Profile of Inquirers

a. Institutional Affiliation of Inquirers. Figure 5 illustrates proportionally which inquirer groups the Ombuds helped. Staff and administration utilized the Ombuds Office most often (62%), followed by students (28%), faculty (6%) and external users such as parents and alumni (4%). Figures 6-9 illustrate a breakdown of the issue types/areas of concern presented by each group.

![Figure 5. Percentages From Each Major Group Bringing Issues](image-url)
b. **Staff/Administration Concerns.** This group presented interpersonal issues almost 71% of the time, followed by procedure issues, policy issues, and external issues at 22% and 6%, and 1% respectively.

![Figure 6. Staff/Administration Issues](image)

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c. **Student Concerns.** This group presented procedure issues more than half of the time (54%), followed by interpersonal issues and policy issues at 30% and 16%, respectively.

![Figure 7. Student Issues](image)
d. **Faculty Concerns.** This group presented interpersonal issues almost 53% of the time, followed by procedure issues and policy issues at 35% and 12%, respectively.

![Faculty Issues](image)

**Figure 8. Faculty Issues**

- Interpersonal 53%
- Procedure 35%
- Policy 12%
- External 0%


e. **External User Concerns.** This very small group presented procedure issues and 50% of the time, interpersonal issues 40% of the time, and policy issues 10% of the time.

![External User Issues](image)

**Figure 9. External User Issues**

- Interpersonal 43%
- Policy 10%
- Procedure 50%

*External = Alumni, parents, etc.*