The Ombuds Office Activity Report  
August 1999 to July 2000

*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. Policy and/or procedure concerns account for 40% while interpersonal concerns accounts for 60%. There were no external issues from August 1999 through July 2000. 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 16%, issues surrounding poor supervisory practices/relationships was double in occurrence compared to the each of the next two categories of incivility (8%) and poor employee practices (7%).

![Figure 2. Breakdown of Interpersonal Issues Presented](image)

*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. Appointment/re-appointment procedures (16%) and workplace environment (11%) equal the remaining thirteen categories, combined.

* 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 five areas, which comprised 60% of the total. For instance, appointment/re-appointment (16%) and the fifth category of financial matters (8%) are both exclusively policy/procedure in nature while workplace environment (16%), includes interpersonal and policy/procedure elements. Only the area of poor supervisory practices (16%) exclusively deals with interpersonal issues.

![Figure 4. Percentage of All Issue Types Presented By all Inquirers](image-url)
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 (60%), followed by students (33%) and faculty (7%). Figures 6-8 illustrate a breakdown of the issue types/areas of concern presented by each group.

![Figure 5. Percentages From Each Major Group Bringing Issues](image)

b. Staff/Administration Concerns. This group presented interpersonal issues 54% of the time, followed by procedure issues and policy issues at 36% and 10%, respectively.

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

c. Student Concerns. This group presented procedure issues almost half of the time, followed by policy and interpersonal issues at 49% and 35%, respectively.
d. Faculty Concerns. This group presented interpersonal issues almost 80% of the time, followed by procedure issues and policy issues at 13% and 7%, respectively.