The Ombuds Office Activity Report
August 2000 to July 2001

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 and interpersonal concerns, each explained about 50% of issues brought, with external issues accounting 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 24%, issues surrounding poor supervisory practices and/or relationships were more than triple in occurrence compared to the next two categories of incivility (7%) and workplace environment (6%).

![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. At 18%, issues surrounding appointment or re-appointment practices were more than double in occurrence compared to the next two categories of workplace environment (8%) and auxiliary services (3%).

* 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 four areas, which comprised 63% of the total. For instance, the first category of *poor supervisory practices* (24%) and the fourth category of *incivility* (7%) are both exclusively interpersonal in nature while the third most frequent category, *workplace environment* (14%), includes interpersonal and policy/procedure elements. Only the second most frequently occurring area of *appointment/re-appointment* issues (18%) exclusively deals with policy and/or procedure.

![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 (71%), followed by students (16%), faculty (12%) and external users such as parents and alumni (1%). 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

- Staff/Administration: 71%
- Student: 16%
- Faculty: 12%
- External: 1%
b. **Staff/Administration Concerns.** This group presented interpersonal issues almost 60% of the time, followed by procedure issues, and policy issues at 27% and 15%, respectively.

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

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interpersonal</td>
<td>58%</td>
</tr>
<tr>
<td>Procedure</td>
<td>27%</td>
</tr>
<tr>
<td>Policy</td>
<td>15%</td>
</tr>
<tr>
<td>External</td>
<td>0%</td>
</tr>
</tbody>
</table>

c. **Student Concerns.** This group presented procedure issues almost two-thirds of the time, followed by procedure and interpersonal issues at 26% and 9%, respectively.

![Figure 7. Student Issues](image)

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interpersonal</td>
<td>9%</td>
</tr>
<tr>
<td>Procedure</td>
<td>65%</td>
</tr>
<tr>
<td>Policy</td>
<td>26%</td>
</tr>
<tr>
<td>External</td>
<td>0%</td>
</tr>
</tbody>
</table>
d. **Faculty Concerns.** This group presented interpersonal issues almost 60% of the time, followed by procedure and policy issues at 22% and 19%, respectively.

![Figure 8. Faculty Issues](image)

- Interpersonal: 59%
- Procedure: 22%
- Policy: 19%
- External: 0%

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e. **External User Concerns.** This very small group presented external, procedure issues and policy issues at about the same rate (~33%), while not presenting any interpersonal concerns at all.

![Figure 9. External User Issues*](image)

- Interpersonal: 0%
- Procedure: 34%
- Policy: 33%
- External: 33%

*External = Alumni, parents, etc.*