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 accounted for 54% of issues brought, Interpersonal concerns, 45%, and External issues only 1%. Policy/Procedure and Interpersonal issues are further broken down in Figures 2 and 3 (pgs. 2 & 3). Figure 4 mixes and compares categories within Interpersonal and Policy/Procedure areas (pg. 4).
b. **Interpersonal Issues.** Figure 2 is representative of interpersonal issues presented by all inquirers. While Poor Supervisory Practices/Relationships (14%) continues to account for most of the interpersonal issues, there has been a 10% decrease since last year. Workplace Environment has moved into second place, accounting for 9% of the issues, and Incivility, in third, remains at 7%.

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

The major category of 'Workplace Environment' also contains some Policy/Procedure categories, which are not reflected above, rather, they are reflected on the Policy/Procedures chart on page 3.
c. Policy/Procedure Issues. Figure 3 is a chart of Policy and/or Procedure issues presented by all inquirers. At 18%, issues surrounding Workplace Environment represents a 125% increase over last year’s 8%. The next category, Appointment or Re-appointment Practices (6%) has decreased dramatically since last year (18%).

* The major category of ‘Workplace Environment’ also contains some interpersonal categories, which are not reflected above, rather, they are reflected on the Interpersonal chart.
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 59% of the total. While Workplace Environment (26%), includes Interpersonal and Policy/Procedure elements, Poor Supervisory Practices (14%), Incivility (7%), and Poor Peer Relations (6%) exclusively Interpersonal in nature. Only the fourth most frequently occurring area of Appointment/Re-appointment issues (6%) exclusively deals with Policy/Procedure.
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 (51%), followed by Students (29%), Faculty (9%) and External Users such as parents and alumni (3%). 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 53% of the time, followed by Procedure issues and Policy issues at 39% and 7%, respectively. External issues were presented only 1% of the time.

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

c. **Student Concerns.** This group presented Procedure issues almost 50% of the time, followed by Policy and Interpersonal issues at 28% and 22%, respectively.

![Figure 7. Student Issues](image)
d. **Faculty Concerns.** This group presented Interpersonal issues almost 70% of the time, followed by Procedure and Policy issues at 24% and 6%, respectively.

![Figure 8. Faculty Issues](image)

- Interpersonal: 70%
- Procedure: 24%
- Policy: 6%
- External: 0%

e. **External User Concerns.** This very small group presented Procedure issues 75% of the time and Policy issues 25% of the time, while not presenting any Interpersonal concerns at all.

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

- Interpersonal: 0%
- Procedure: 75%
- Policy: 25%
- External: 0%

*External = Alumni, parents, etc.