

Attachment 4

August 16, 2012

To: Jim Bloodgood, Faculty Senate President

From: University Ombudspersons

Kelli Cox

Rebecca Gould

Warren White

Re: 2011-2012 Annual Report

This report represents the activities of the K-State Ombudspersons from July 1, 2011 to June 30, 2012. The activities of the ombudspersons have been combined to provide an aggregate view of our work, to protect confidentiality and to maintain the anonymity of those with whom we work. All conversations, actions, and outcomes are privileged information. No specific information about any individual(s) or their status is provided.

There were 37 consultees who visited an ombuds within this timeframe. A summary of consultees who sought assistance is provided below. Colleagues referred about 32% of the consultees.

Ombudsperson	#Consultees	%	Hours	%
KC	8	22	13	15
RG	22	59	59.5	67
WW	7	19	16	18
Total	37		88.5	

Demographics of Consultees

Demographics	Women	Men	Faculty	Unclassified	Other	Minorities
Consultees	20	17	20	16	1	9

The Nature of Complaints*

Complaints	Number	Complaints	Number
Curriculum and instruction	1	Personality conflicts	2
Disciplinary action	1	Promotion/tenure	8
Discrimination	1	Salary/benefits	3
Grievance	1	Supervisor/employee relations	1
Harassment	2	Termination	4
Job description	1	Working conditions/climate	17
Job duties	7	Workload	1
Performance evaluation	8	Other	5

**The nature of complaints does not equal 100% because of multiple issues per some consultees.*

Professional Development for Ombuds

The University Ombuds continue to pursue training to improve our skills and services. This summer we met with the University attorneys and the Office of Academic Personnel to discuss common issues and processes guided by the University Handbook.

Christy Craft and Rebecca Gould attended the 11th annual Summer Meeting of Academic Ombudspersons in Madison Wisconsin. Topics included improving the services offered through the ombuds program, civility in the workplace, recovery from conflict, reporting, and more. At the conference, we were able to network with our University of Kansas colleagues.

As a result of training, we will:

- develop a one page handout explaining the services of the ombuds and our role in the conflict resolution process
- develop a simple, anonymous process for evaluating our services
- continue to pursue training for the ombuds
- revamp the ombuds website