

Attachment 4 2013-2014 Ombudsperson Report

August 4, 2014

To: David Rintoul, Faculty Senate President

From: University Ombudspersons
Kelli Cox
Christy Craft
Rebecca Gould

Re: 2013-2014 Annual Report

This report represents the activities of the K-State Ombudspersons from July 1, 2013 to June 30, 2014. 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 67 consultees who visited an ombuds within the 2013-2014 timeframe. A summary of consultees who sought assistance is provided below. Consultees tended to be self-referrals or found us via the dispute resolution website.

Ombudsperson	#Consultees	%	Hours	%
KC	21	31.3	30.5*	23.9
CC	18	26.9	40.5	31.8
RG	28	41.8	56.5	44.3
Total	67		127.5	

*Hours do not reflect time spent researching, consulting with others across campus and finding options.

Demographics of Consultees

Demographics	Women	Men	Faculty	Unclassified	Other	Minorities
Consultees	49	18	23	42	2	9

The Nature of Complaints*

Complaints	Number	Complaints	Number
Compensation	3.0%	Promotion/tenure	3.8%
Disciplinary action	5.3%	Supervisor/employee relations	8.3%
Discrimination/harassment	4.5%	Termination	8.6%
Employment (job description/duties duties/staffing/hiring)	5.3%	Working conditions/climate	22.0%
Health concerns	6.8%	Work load/work schedule	10.6%
Performance evaluation	6.0%	Policy	1.5%
Personality conflicts	5.3%	Other	6.8%

*Multiple issues are reported per some consultees

An increasing number of consultees are seeking our services with 67 consultees in 2013-14, up by almost 180%. There were 37 consultees served in 2011-2012 and 24 in 2012-2013. The reason for the increase could be attributed to either 1) there are more problematic situations on campus, or 2) more individuals are willing to come forward to report their concerns. While more have been coming forward, the ombuds have concerns about retaliation towards consultees once they have met, spoken with, or posted on their calendars a visit with an ombuds.

Performance evaluation remains an area where ombuds believe more training is needed. Issues surrounding performance evaluation are included in that specific category (6%), promotion and tenure (3.8%), and working conditions and climate (22%) to name a few. The ombuds are recommending performance evaluation training for K-State supervisors.