

ATTACHMENT 1
2017-2018 Ombudsperson Report

August 2018

To: Faculty Senate

From: University Ombudspersons
 Sarah Barrett
 Christy Craft
 Andrew Smith

Re: 2017-2018 Annual Reports

This report represents the activities of the K-State Ombudspersons from mid-August 2017 to mid-August 2018. Our activities 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 42 consultees who visited an ombudsperson within the 2017-2018 timeframe. Together, the three of us spent 87 hours providing consultative services. A summary of consultees who sought assistance is provided below. Consultees tended to be self-referrals or found us via a referral from colleagues.

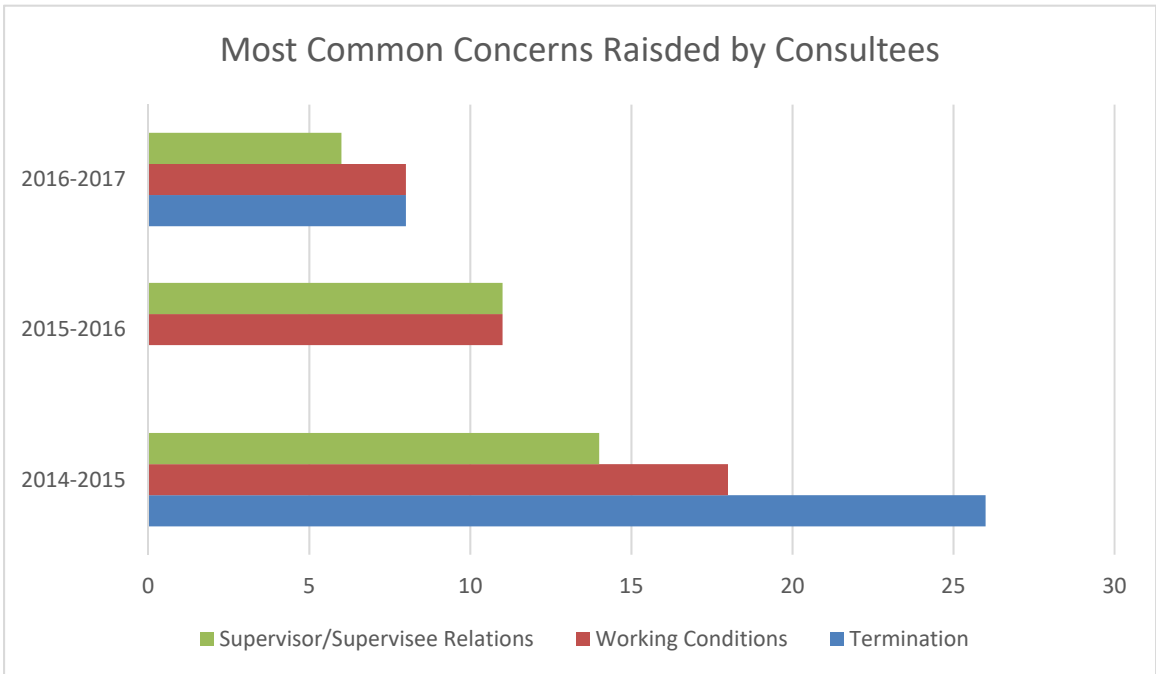
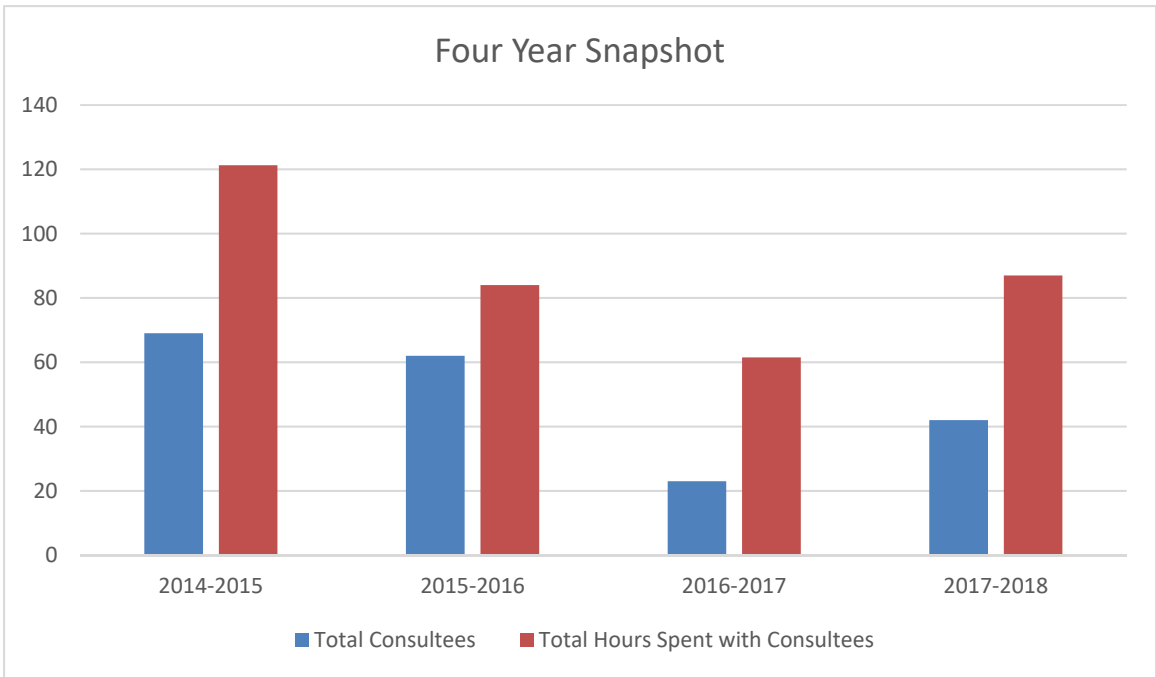
Ombudspersons	#Consultees	Hours
All	42	87

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

Nature of Consultee Concerns

Consultee Concern	Number	Consultee Concern	Number
ADA	2	HCS- Organizational Development	-
Appeal	-	HCS- Payroll	-
Attendance	-	HCS- Talent Acquisition	2
Change	-	Interpersonal Conflict	20
Discipline	1	Performance	3
Discrimination/Harassment	2	Policy	-
Evaluation	3	PRC	-
Hearing and/or Grievance	-	Promotion and Tenure	4
HCS- Benefits	2	Unfair Treatment	3
HCS- Compensation	3	Work Environment	5

**For some consultees, multiple complaints were discussed.
 **Full definitions may be found at the end of this report.*



For the 2016-2017 reporting year, the following recommendations were made.

1. We encourage a standardized onboarding process after appointment to include information on training, record keeping expectations, and common university processes.
2. We recommend more training on the performance evaluation process.
3. We recommend renewed focus on the University's Principles of Community.
4. We recommend training about microaggressions and bullying – and how to respond to such behavior.

From our assessment, only one of the aforementioned recommendations was fully addressed, the standardization of Ombuds onboarding and training. Since this recommendation was offered, we have completed one training and are scheduled to complete another this fall. This training and onboarding process has been helpful and will allow us to better serve our campus community in a consistent and comprehensive way.

We suggest that Faculty Senate fully consider the three remaining recommendations, as there is a clear relationship between the three recommendations and concerns brought forth by Ombuds consultees. Continued delay in fully and holistically addressing the remaining recommendations may prolong concerns that can often be addressed at the personal, interpersonal, or unit level.

Concern Definitions

ADA – individuals seeking information about an accommodation

Appeal – USS employees requesting a hearing through one of the hearing bodies

Attendance – concerns about employees not attending work as expected (tardiness, excessive absences)

Change – concerns about changes to work hours, job duties, structure

Discipline – concerns about disciplinary actions and either imposing or receiving an action

Discrimination/Harassment – concerns about being treated differently based on PPM 3010 (referred to OIE)

Evaluation – concerns about how to conduct an evaluation or from an individual who has questions about an evaluation they have received.

Hearing and/or Grievance: Unclassified employees requesting information about an administrative appeal and/or grievance hearing.

HCS – Benefits – concerns about different kinds of leave, tuition assistance or other benefits

HCS – Compensation – concerns about pay

HCS – Organizational Development – concerns about changes in organizational structure, working out of one's classification

HCS – Payroll – concerns about paychecks and/or deductions from paychecks

HCS – Talent Acquisition – concerns about recruitments or applications

Interpersonal Conflict – concerns about getting along with another person or group

Performance – concerns about performance coaching and feedback and consequences of poor performance

Policy – questions about policies i.e. is there a policy, where is it located, what is the appropriate interpretation and application

PRC – USS employees appeal disciplinary actions to this body

Promotion & Tenure – concerns about the tenure clock, denial of promotion and/or tenure

Unfair Treatment – concerns about being treated differently or unfairly based on something not covered in PPM 3010

Work Environment – concerns about the work environment being uncomfortable either physically or emotionally