

*FY19*  
**ANNUAL REPORT**

*Ombuds Program  
University of Oregon*

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# ABOUT THE UO OMBUDS PROGRAM

## Mission

The University of Oregon Ombuds Program's (OP) mission is to provide effective conflict resolution and prevention services with the overarching goals of protecting fairness and promoting respect for all campus constituents.

## Principles of Practice

The OP adheres to the International Ombudsman Association's (IOA) standards of practice, code of ethics, and best practices. The OP also upholds and promotes the vision, mission, and core values of the University of Oregon.

## Services

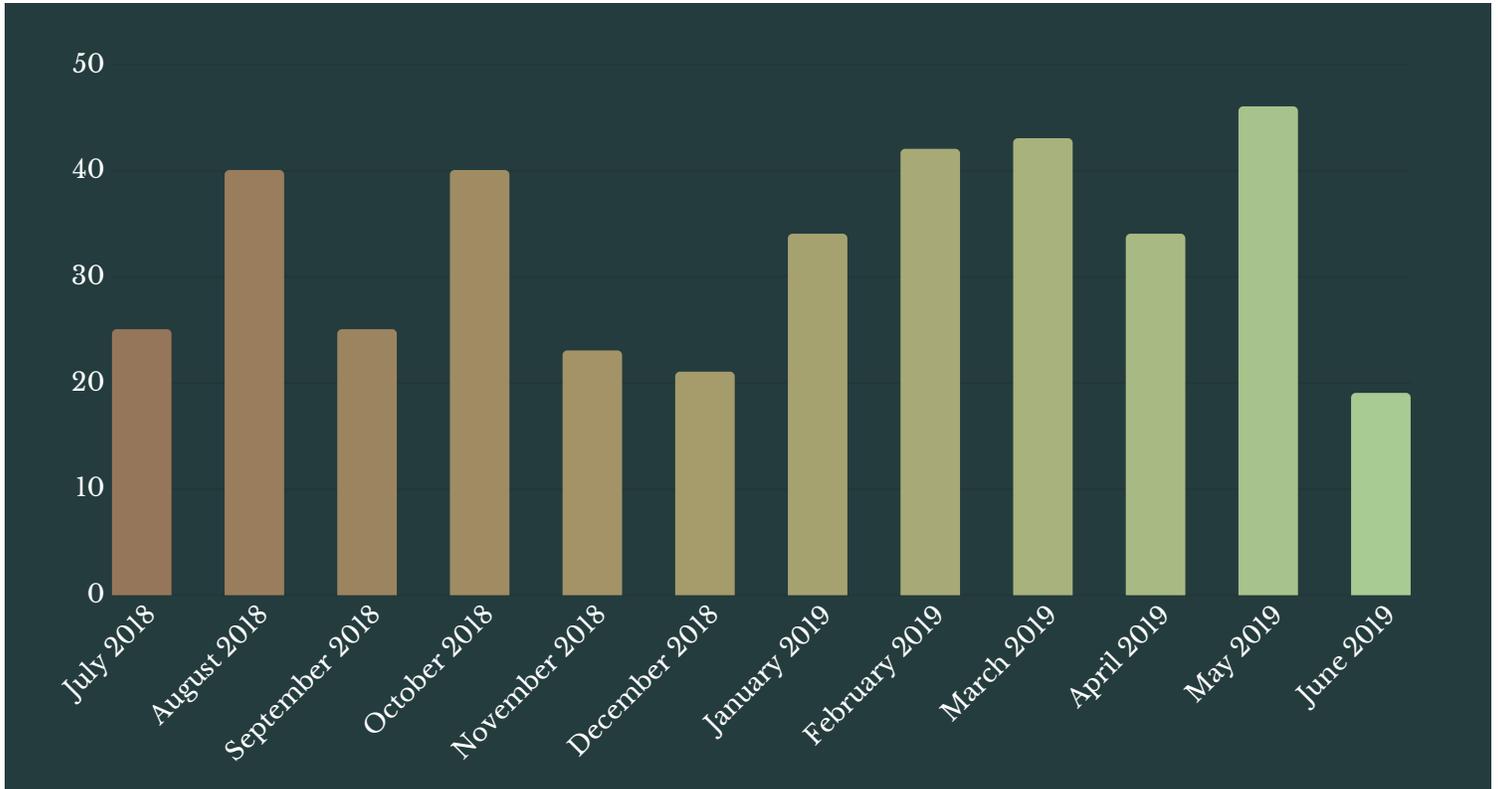
The OP provides comprehensive conflict resolution services including a range of services for individual concerns, training and workshops on communication and conflict topics, and early identification and upward feedback of systemic concerns.

The OP offers a distinct service in that it is the only campus resource providing confidential, independent, impartial, and informal services for students and employees.



# FY19 CASE DATA

As an informal and confidential resource, the OP does not keep records of specific cases. However, in order to report on work and provide data that may be useful to the campus community, the OP provides non-identifiable aggregate case data.



## Cases and Visitors

In FY19, the OP provided dispute resolution services on 392 cases covering 941 total concerns and worked directly with over 700 members of the university community. 539 individuals sought out services (visitors) and the remainder participated in dispute resolution processes at the request of visitors or the OP.

**392 CASES**

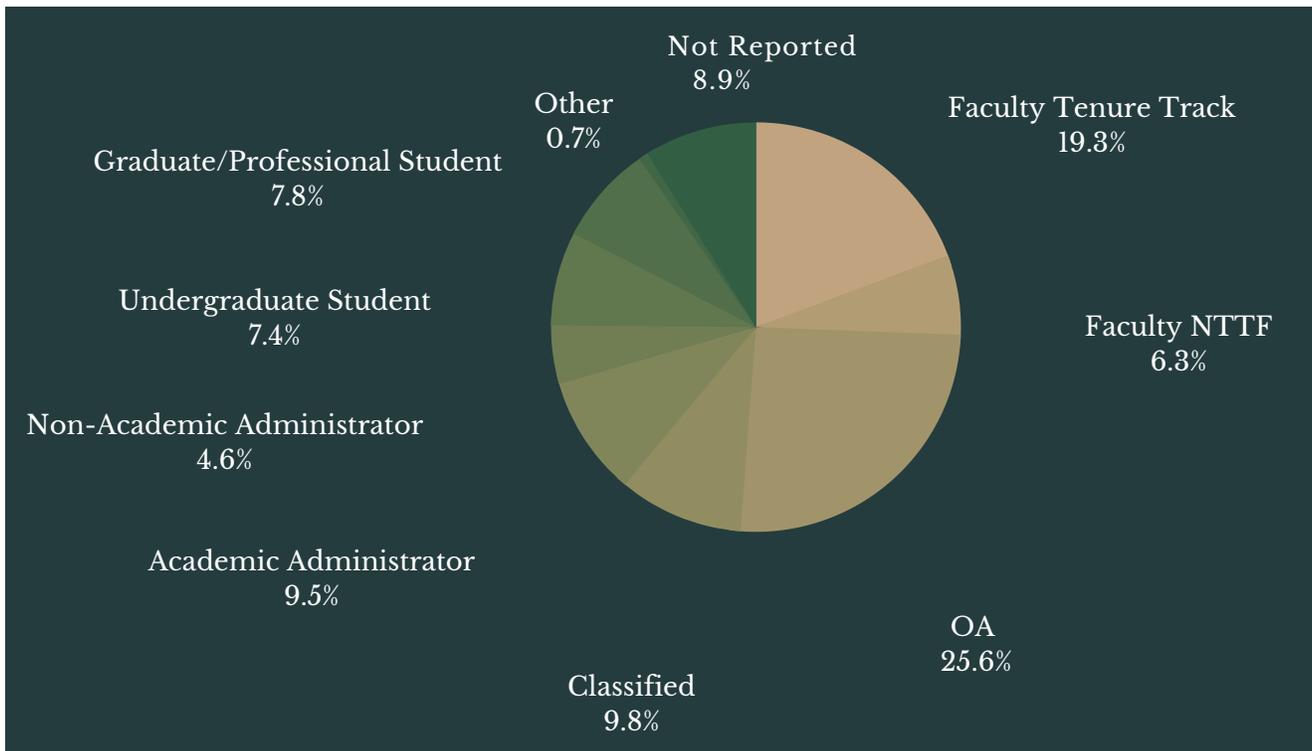
**941 TOTAL CONCERNS**

**539 VISITORS**

# Visitors by Constituency

The OP records basic demographic information including the university affiliation of visitors. This information assists the OP in identifying systemic concerns affecting a particular constituency and also helps to ensure that the OP is reaching all campus constituencies.

<i>STAFF [OAs and classified employees]</i>	35.4%	<i>STUDENTS</i>	15.2%
<i>FACULTY</i>	25.6%	<i>ADMINISTRATORS</i>	14.1%



## NOTES AND TERMINOLOGY

A case is described by this office as a distinct matter brought for the purpose of dispute resolution assistance, coaching, consultation, and/or systemic complaint tracking.

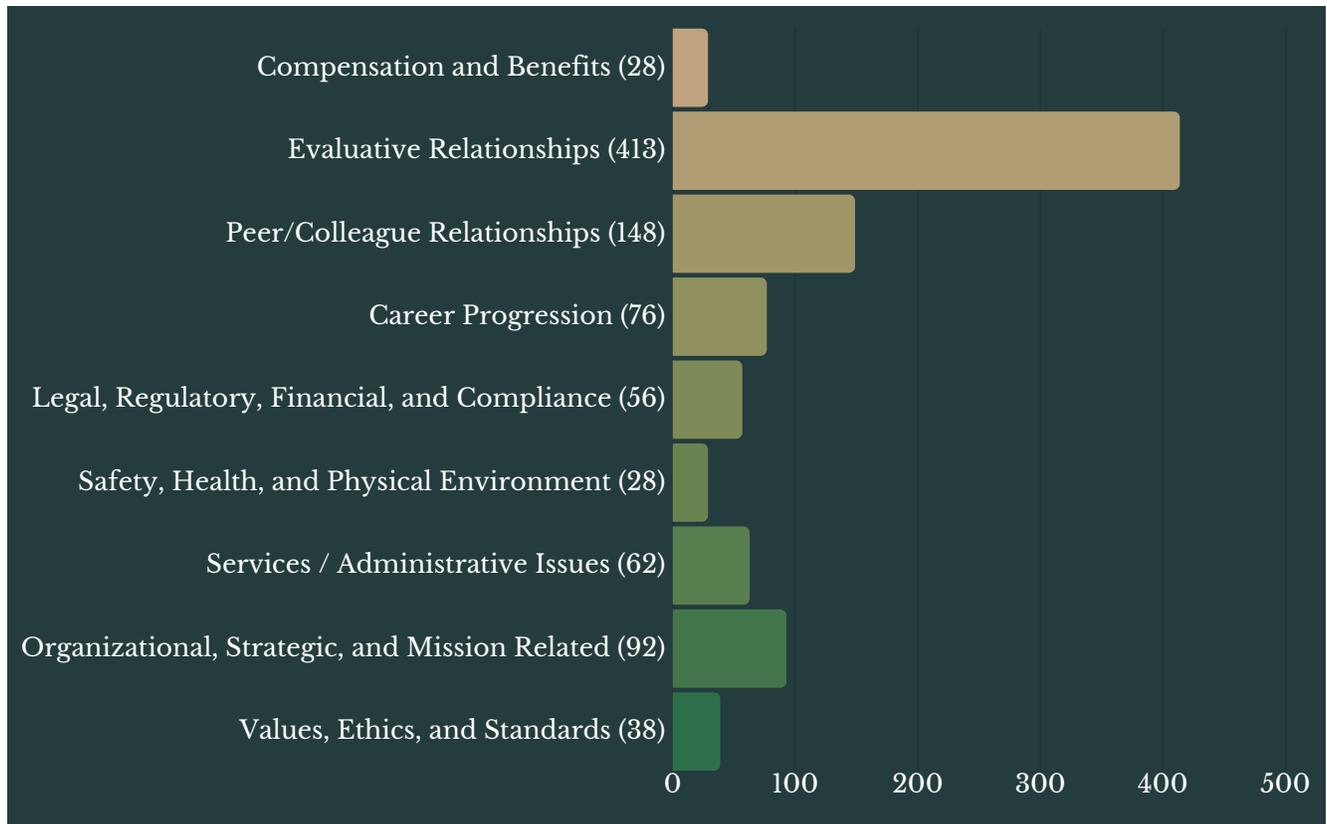
A visitor is anyone who initiates contact with the OP for purposes of seeking services. Many ombuds use the term visitor rather than complainant or client so as to distinguish the nature of ombuds services from counseling and legal services.

A case may contain one or many issues and may include one visitor or numerous visitors who share the same concern(s).

# CONCERNS

## Total Concerns by Broad IOA Category

Figure 3.0 indicates the total concerns as categorized according to the nine broad IOA categories. 43.9% of all concerns brought to the OP in the 2019 fiscal year were in the 'Evaluative Relationships' category.



## Leading Concerns

### Academic Units, Schools, and Colleges

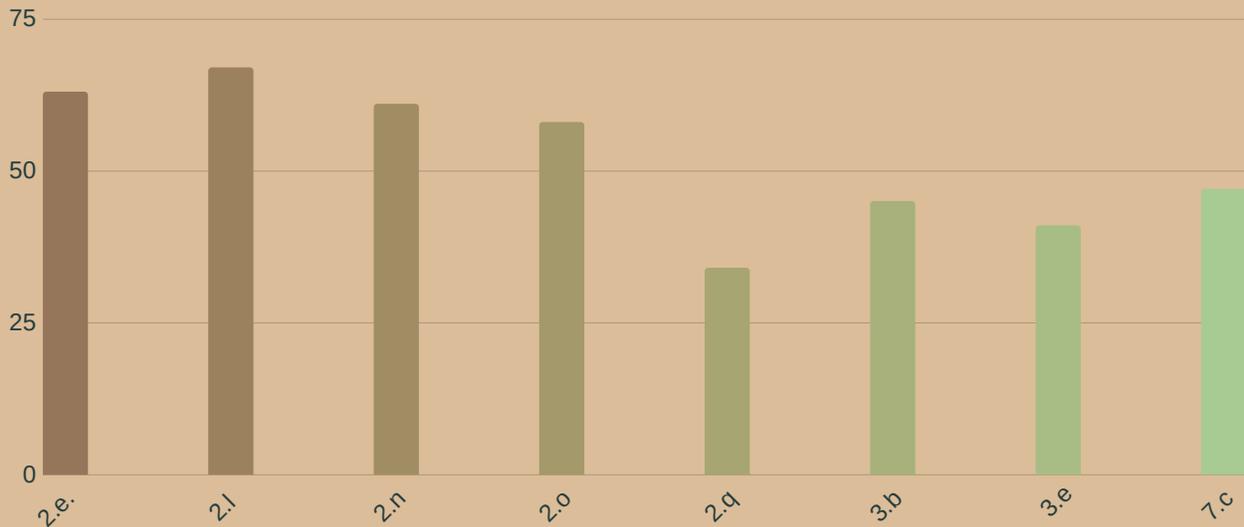
- Communication in evaluative and peer/colleague relationships
- Departmental climate issues
- Hiring processes and procedures
- Communication, priorities in funding, and decision-making by academic administrators

### Administrative Units

- Supervisory effectiveness
- Complaint investigation processes and procedures
- Hiring processes and procedures
- Support/response for concerns not rising to the level of a formal complaint or grievance

# CONCERNS BY IOA SUBCATEGORY

## Most Prevalent Concerns by IOA Subcategory



Leading concerns by subcategory as shown above in figure 4.0 fell mostly within the 'Evaluative Relationships' category:

- communication (2.e; 63 concerns)
- leadership/management coaching (2.l; 67 concerns)
- departmental climate (2.n; 61 concerns)
- supervisory effectiveness (2.o; 58 concerns)
- discipline (2.q; 34 concerns).

Other prevalent concerns include:

- respect/treatment in peer/colleague relationships (3.b; 45 concerns)
- communication in peer/colleague relationships (3.e; 41 concerns)
- administrative decisions/application of rules in the 'Services' category (7.c; 47 concerns)



### Total Concerns Year by Year

Overall case data, including numbers of cases, concerns by IOA category, and concerns by division are mostly consistent with data from the previous fiscal year.

Concerns in the evaluative relationships category are down slightly to 43.9% from 47% of total concerns, while peer/colleague concerns rose slightly from 11% to 15.7% of total concerns. Other categories remain comparable with previous years.

# PREDOMINANT CONCERNS BY CONSTITUENCY

## Faculty Concerns

- Departmental climate
- Communication and decision-making by academic administrators
- Support and career progression for NTTF
- Investigation processes and procedures
- Support and retention of diverse faculty
- Hiring practices and procedures



## Staff Concerns

- Supervisory effectiveness
- Communication issues with supervisors and colleagues
- Departmental climate
- Increased workload
- Investigation processes and procedures
- Change management and communication by managers/administrators



## Student Concerns

- Policies and procedures related to student employment and GE positions
- Communication issues with advisors and faculty
- Respect/treatment in evaluative relationships
- Investigation processes and procedures
- Housing issues



# SERVICES AND OUTCOMES

## **28** *Training sessions / workshops*

The OP led 19 training sessions and/or workshops on conflict and communication topics in the past year and assisted/participated in leading nine additional trainings or orientations on campus.

## **17** *Neutral observer*

The OP served as a neutral observer for 17 campus meetings.

## **9** *Informal climate assessments*

The OP provided informal climate assessments for nine units with a goal of surfacing concerns within a particular work environment and facilitating group processes leading to improvement of these concerns.

## **97** *Cases with multi-party dispute resolution*

The OP provided multi-party dispute resolution services (mediation, shuttle diplomacy, and conflict facilitation services) in 97 cases.

## **63** *Cases resulting in upward feedback*

The OP provided upward feedback on 63 cases. These led to known resolution or improvement of the concern in 43% of the cases.

## **71%** *Resolution rate for dispute resolution cases*

71% of all cases involving facilitated dispute resolution processes (mediation, shuttle diplomacy, and/or facilitation) resulted in the concern being resolved or significantly improved in the 2019 fiscal year.

