

The background of the cover is a photograph of a single-story house with a brown roof and a small porch with a green metal railing. The house has white siding and a chimney. There are green trees in the foreground and a clear blue sky. The image is partially obscured by a green diagonal shape in the top right and a dark blue diagonal shape in the bottom left.

*University of Oregon*

**OMBUDS  
PROGRAM**

**FY18  
ANNUAL  
REPORT**

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# PROGRAM DESCRIPTION



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.

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.

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.



*a year's overview*

# PROGRAM ACTIVITIES

## TRAININGS / WORKSHOPS

The OP led 16 training sessions and/or workshops on conflict and communication topics in the past year, reaching approximately 650 university constituents.

In addition, the OP participated in facilitating over a dozen trainings in conjunction with other campus resources.

## OUTREACH

The OP continued outreach efforts to raise awareness of services including presenting at new employee orientations, the OA council, and to various student groups.

## NEUTRAL OBSERVER

The OP provided neutral observer services for 21 campus meetings.

## VISITOR SERVICES

In FY18, the OP managed a total of 399 cases covering 1092 total concerns and worked directly with more than 1000 members of the university community in dispute resolution processes. UO ombuds spent a recorded 2,768 hours directly on casework.

The following sections of this report contain additional information regarding case data including visitor demographics, issues/concerns, services provided, and known outcomes.



*FY18*

# CASE DATA

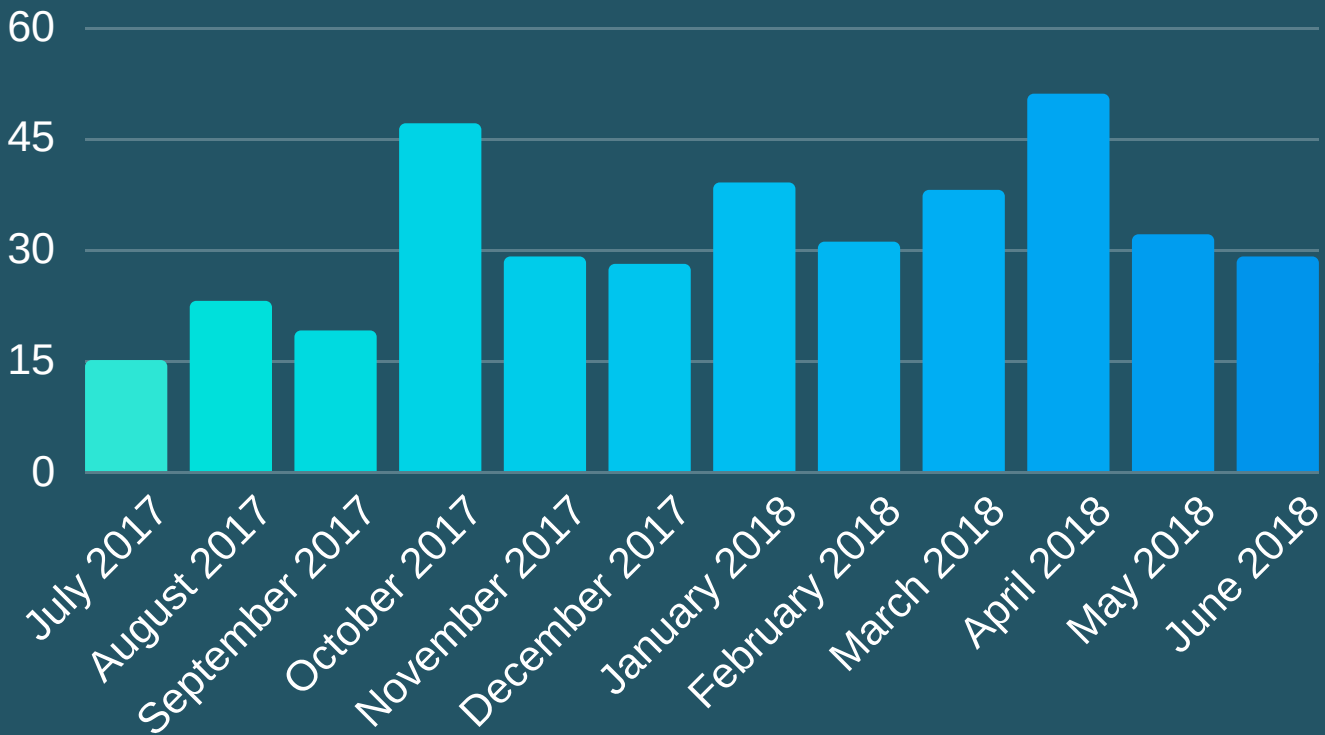
In FY18, the OP provided dispute resolution services on 399 cases covering 1092 total concerns and worked directly with over 1000 members of the university community. 810 individuals sought out services (visitors) and the remainder participated in dispute resolution processes at the request of visitors or the OP.

**399**

*total cases*

**810**

*total visitors*



## NOTES & TERMINOLOGY

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 case data.

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).

*demographics / affiliation*

# VISITORS

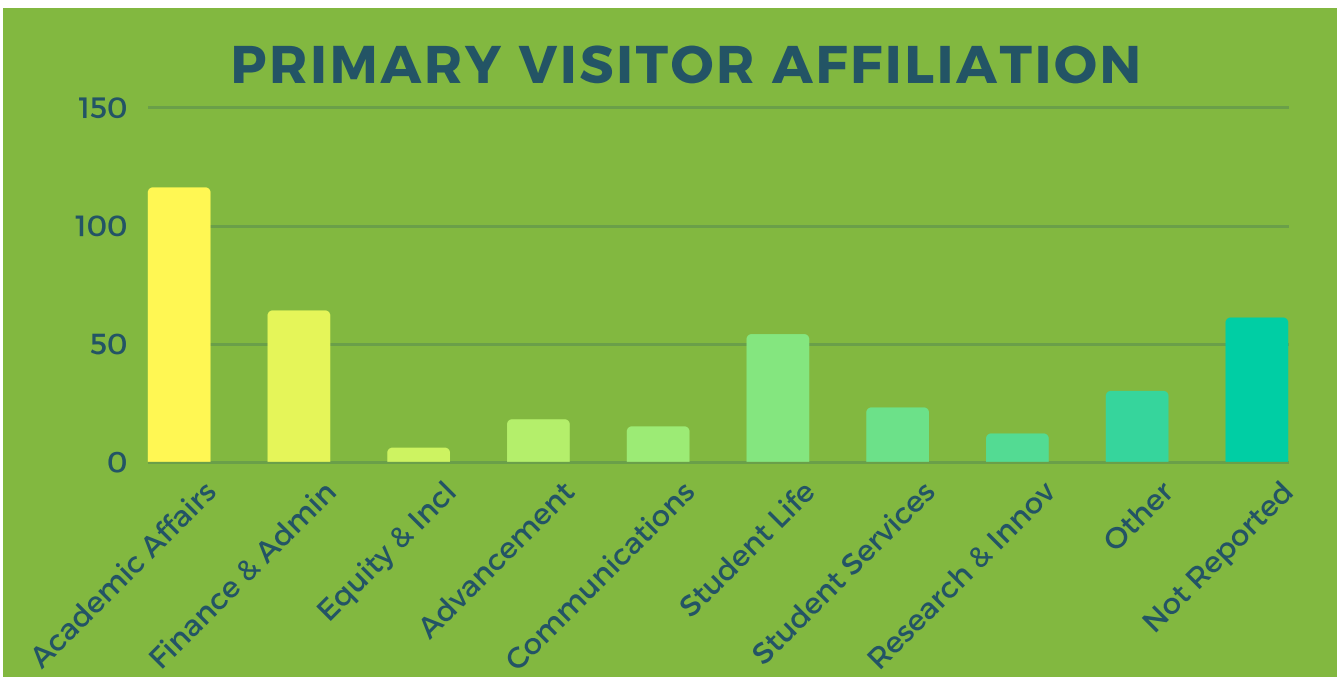
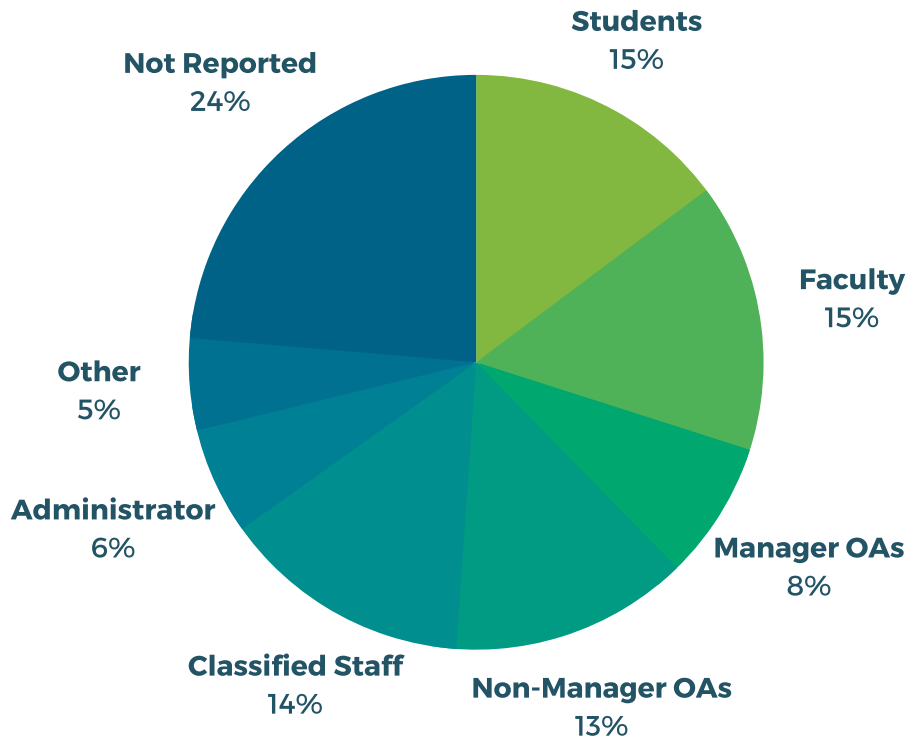
The OP records the affiliation of all visitors disclosing their demographic information. This information assists the OP in identifying systemic concerns affecting a particular constituency and also ensures that the OP is reaching all campus constituencies. In FY18, the majority of visitors with recorded demographic information were manager and nonmanager OAs (172 visitors), followed by faculty/academic employees and students (123 visitors each).

**96%**  
INCREASE IN VISITORS FROM FY17

This year's increase in utilization is likely the result of growing familiarity with the OP and an increase in referrals. Additionally, the number of average visitors per case increased. The OP added staff in the past year, allowing for increased caseload.

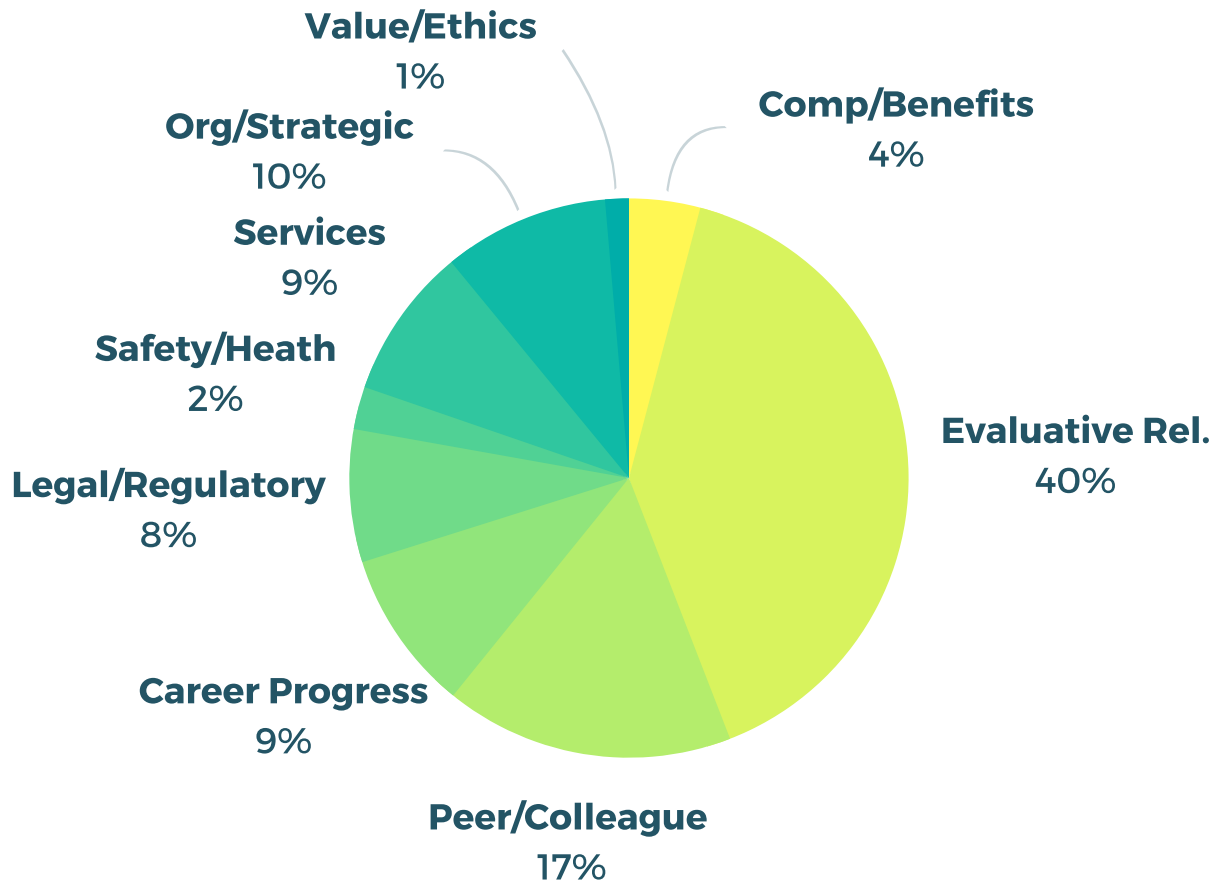
**7%**  
OF UNIVERSITY EMPLOYEES VISITED THE OP IN FY18

(based on the total reported visitors identifying themselves as employees)



FY18

# PRIMARY CONCERNS



## PRIMARY CONCERNS IN BRIEF

### 146 CASES

#### evaluative relationships

Similar to FY17, just under half of all primary concerns this year fell into the evaluative relationship category. In this category, predominant primary concerns were climate (25 cases), supervisory effectiveness (21 cases), and communication (20 cases).

### 61 CASES

#### peer/colleague relationships

The peer/colleague relationships category was again the second leading category for primary concerns. In this category, the most common concerns were respect/treatment (18 cases) and communication (16 cases).

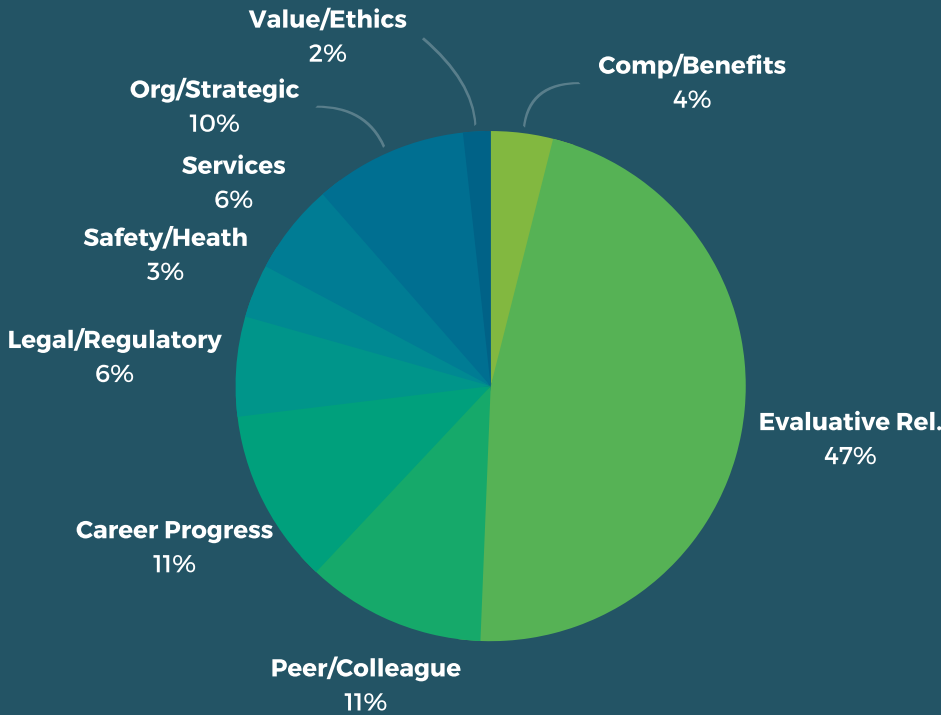
## IOA CATEGORIES

The UO ombuds program uses the International Ombudsman Association's Uniform Reporting Categories (2007) to classify concerns/issues from visitors. This system includes nine broad categories and over 80 subcategories. In each case managed by the OP, the ombuds determines what seems to be the visitor's main concern and records it as the primary concern. Additionally, the ombuds classifies and records any other concern(s) for which the visitor seeks assistance.

FY18

# TOTAL CONCERNS

## TOTAL CONCERNS BY BROAD IOA CATEGORY



### TOTAL CONCERNS YEAR BY YEAR

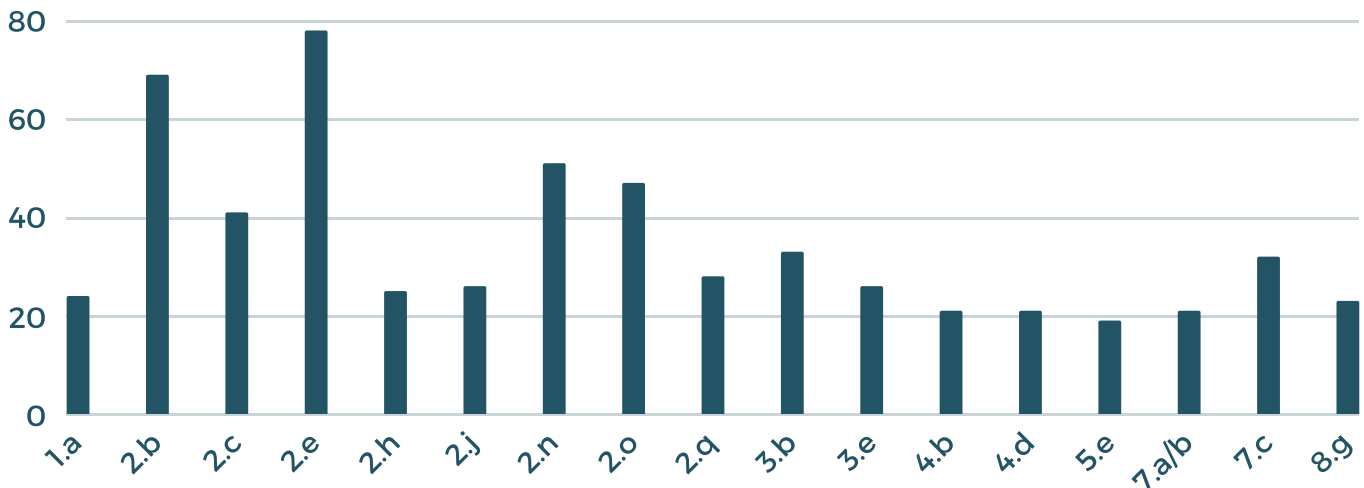
Data related to concerns by broad IOA category is mostly consistent with data from the previous fiscal year.

Concerns in the evaluative relationships category account for 47% of total concerns, compared to 46% in FY17.

Total concerns in the peer/colleague category are down from 19% in FY17 to 11%.

There were slight increases in cases related to career progress (from 8% to 11%), legal/regulatory issues (from 4% to 6%), and services/administrative issues (from 4% to 6% of total cases).

## MOST PREVALENT CONCERNS BY SUBCATEGORY



A key for the subcategories in the chart above is provided herein. The full description of IOA Uniform Reporting Categories (2007) is available at [https://www.ombudsassociation.org/IOA\\_Main/media/SiteFiles/UTFRC-Desk-Reference-v2.pdf](https://www.ombudsassociation.org/IOA_Main/media/SiteFiles/UTFRC-Desk-Reference-v2.pdf).

**Compensation and Benefits:** 1.a, Compensation; **Evaluative Relationships:** 2.b, Respect/Treatment; 2.c, Trust/Integrity; 2.e, Communication; 2.h, Retaliation; 2.j, Assignments/Schedules; 2.n, Departmental Climate; 2.o, Supervisory Effectiveness; 2.q, Discipline; **Peer and Colleague Relationships:** 3.b, Respect/Treatment; 3.e, Communication; **Career Progression and Development:** 4.b., Job Classification and Description; 4.d, Tenure/Position Security/Ambiguity; **Legal, Regulatory, Financial, and Compliance:** 5.e, Disability, Reasonable Accommodation; **Services/Administrative Issues:** 7.a/b, Quality of Services/Responsiveness/Timeliness; 7.c, Administrative Decisions and Interpretation/Application of Rules; **Organizational, Strategic, and Mission Related:** 8.g, Change Management

*FY18*

# SERVICES AND OUTCOMES

**59**

The OP surfaced issues by providing upward feedback in 59 cases. Of these, the upward feedback process led to known resolution or significant improvement of the concern in approximately half of the cases.

**53**

The OP mediated in 53 cases; approximately 83% of mediations resulted in the concern being fully resolved or significantly improved.

**331**

The OP provided conflict coaching in 331 cases and management / supervisory coaching in 38 cases. These services are often provided in conjunction with other dispute resolution processes.

**15**

The OP provided informal climate assessments for 15 workplace units with a goal of surfacing concerns within a particular work environment and facilitating group processes leading to improvement of these concerns.

**76%**

*of all cases involving facilitated dispute resolution processes (mediation, shuttle diplomacy, and/or group facilitation) resulted in the concern being resolved or significantly improved in the 2018 fiscal year.*