

# Annual Report: Academic Year 2009-2010

Gallaudet University

The Office of the Ombuds

Suzy Rosen Singleton, campus ombuds





# Introduction

- The campus ombuds is a **neutral, independent, informal, and confidential** conflict management resource for all members of the Gallaudet University community.
- Since its inception, the Office of the Ombuds has adhered to the tenets of the Code of Ethics and Standards of Practice of the International Ombuds Association.
- More information about the campus ombuds office and its services may be found at <http://ombuds.gallaudet.edu>.

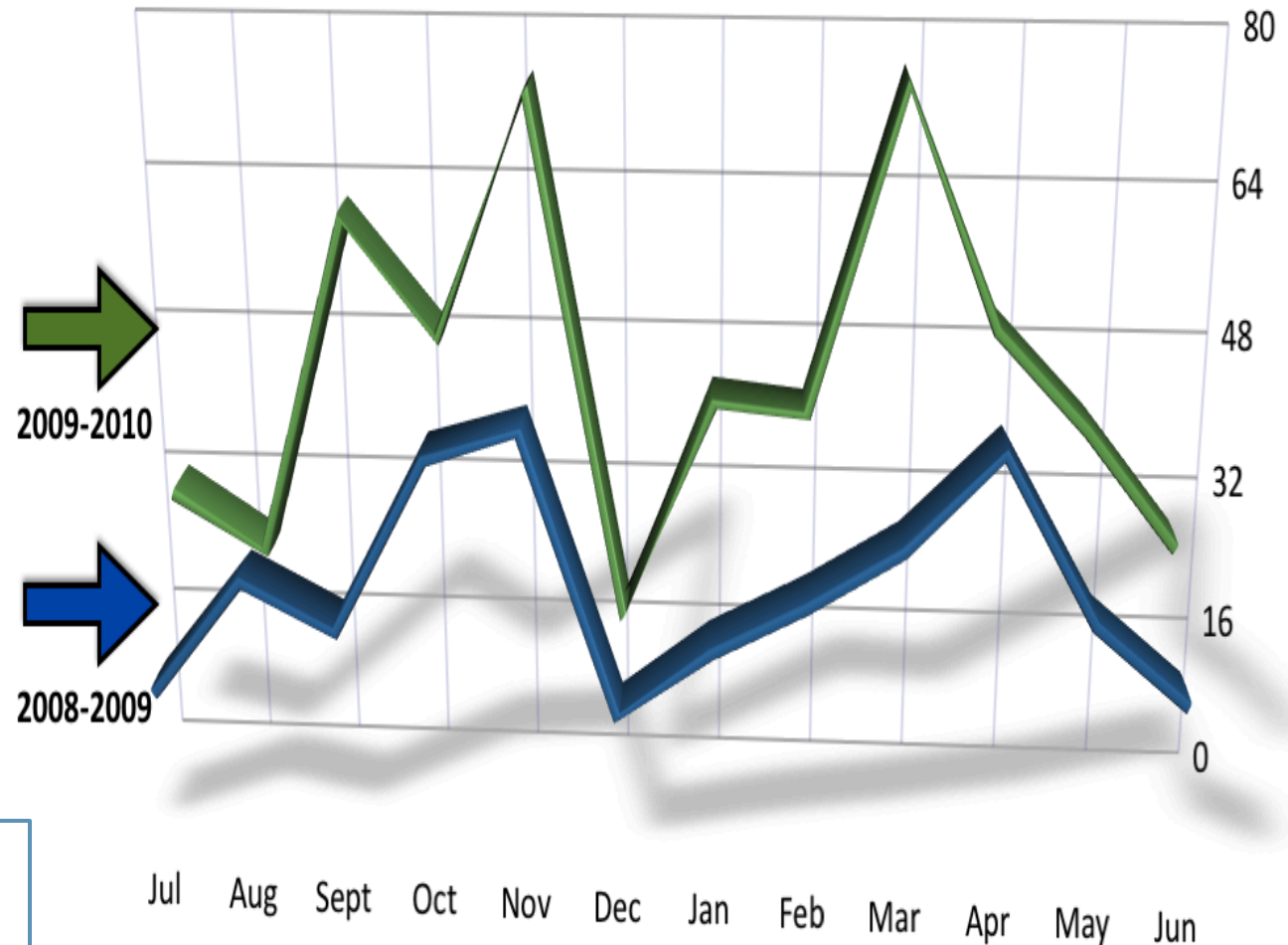
# Value of An Ombuds Office

- Expedited off-the-record, neutral, and confidential mechanism for resolution of matters of discord, resulting in increased harmony and preservation of evaluative and peer relationships.
- Carries out the spirit of Gallaudet Strategic Plan (GSP), mission, vision, credo, and strategic goal of creating and sustaining a climate that fosters respect among campus community members for the full range of human diversity, educational backgrounds, ideas and perspectives. This promotes academic excellence and better recruitment, retention, and graduation rates for students.
- Promotes accountability and effectiveness by providing upward feedback and early intervention to avoid potential litigation.

# Utilization of the Office of the Ombuds

MONTH	COUNT	MONTH	COUNT
Jul 2009	34	Jul 2008	18
Aug 2009	28	Aug 2008	30
Sept 2009	63	Sept 2008	25
Oct 2009	51	Oct 2008	43
Nov 2009	76	Nov 2008	46
Dec 2009	22	Dec 2008	17
Jan 2010	45	Jan 2009	24
Feb 2010	44	Feb 2009	29
Mar 2010	77	Mar 2009	35
Apr 2010	53	Apr 2009	45
May 2010	43	May 2009	28
Jun 2010	31	Jun 2009	20

2008-09: 362 visitors  
2009-10: 567 visitors



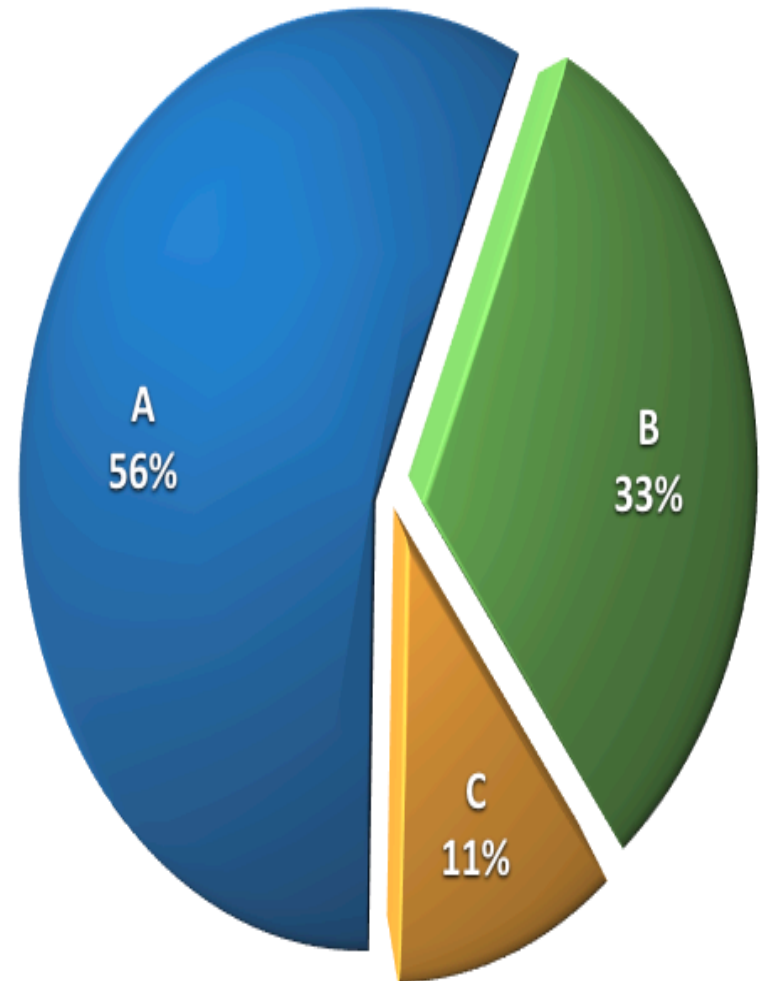
# Profile of Visitors

## July 1, 2009 – June 30, 2010

### VISITORS

		count	percentage
A	Student	319	56%
B	Employee	186	33%
C	Other	62	11%
	Total	567	100%

Note: last year these percentages were 53%, 38%, and 9%.

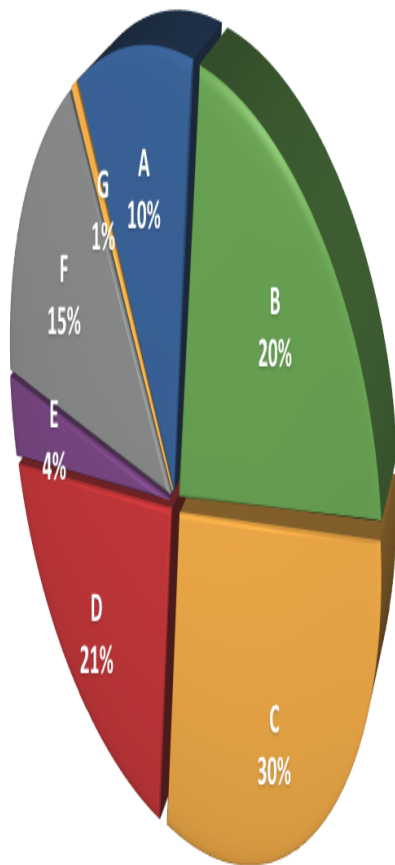


# Student Visitors

**2008-09**

CATEGORIES OF STUDENTS

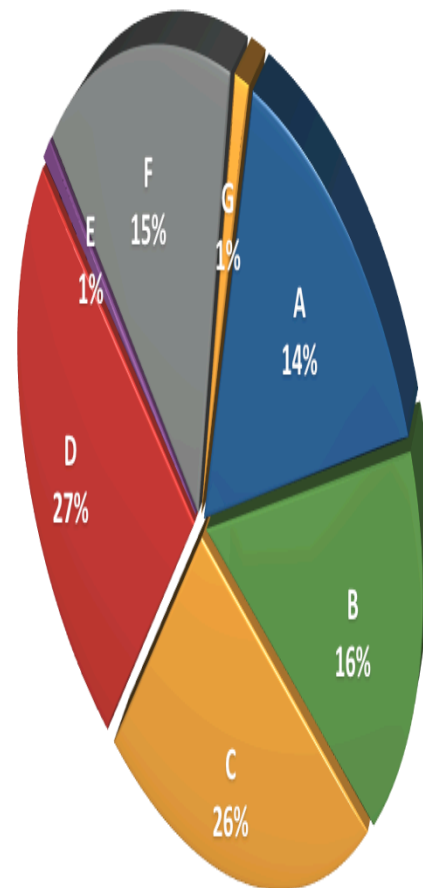
		count	percentage
A	Freshman	20	10%
B	Sophomore	39	20%
C	Junior	57	30%
D	Senior	40	21%
E	ELI	7	4%
F	Graduate	28	15%
G	Cont. Ed.	1	1%
	Total	192	100%



**2009-10**

STUDENTS

		count	percentage
A	Freshman	45	14%
B	Sophomore	50	16%
C	Junior	82	26%
D	Senior	87	27%
E	Cont. Ed.	4	1%
F	Graduate	47	15%
G	ELI	4	1%
	Total	319	100%

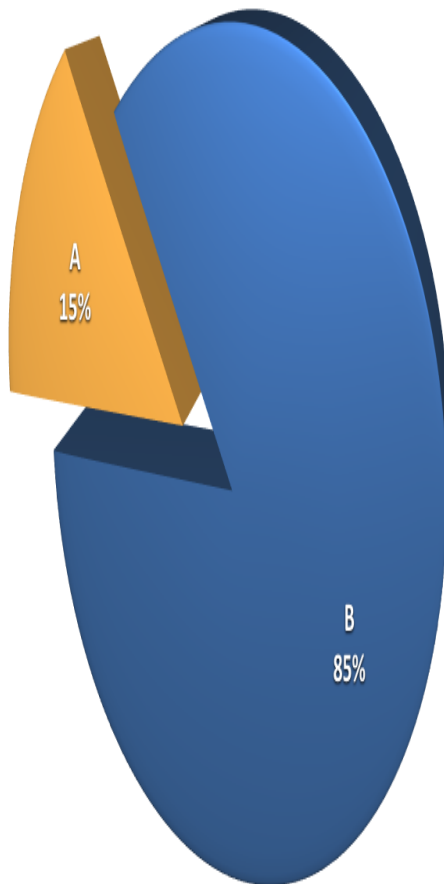


# Employee Visitors

**2008-09**

CATEGORIES OF EMPLOYEES

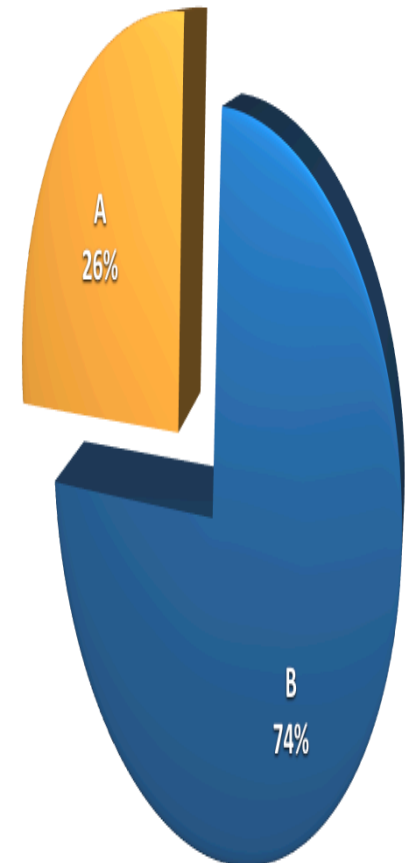
		count	percentage
A	Faculty	20	15%
B	Staff	118	85%
	Total	138	100%



**2009-10**

EMPLOYEES

		count	percentage
A	Faculty	48	26%
B	Staff	138	74%
	Total	186	100%

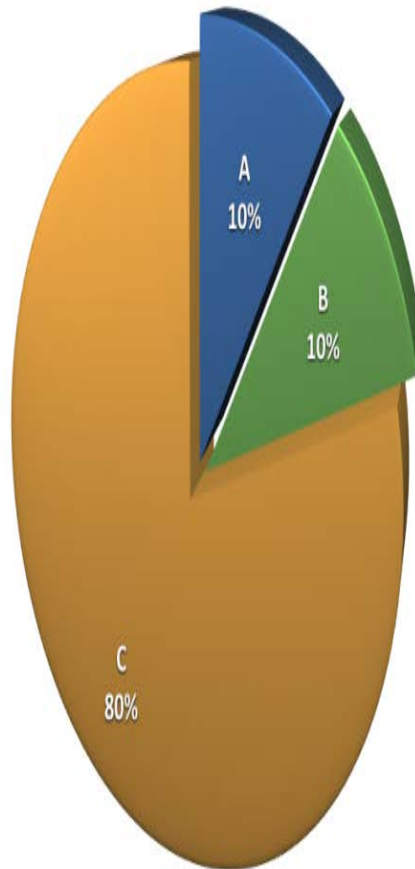


# Other Visitors

**2008-09**

CATEGORIES OF OTHER VISITORS

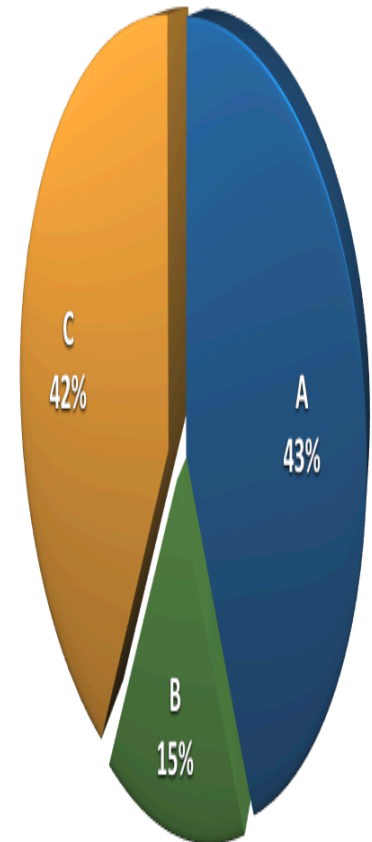
		count	percentage
A	Applicant	3	10%
B	Parent(s)	3	10%
C	Alumnae	26	80%
Total		32	100%



**2009-10**

OTHER VISITORS

		count	percentage
A	Applicant	27	43%
B	Parent	9	15%
C	Alum	26	42%
Total		62	100%

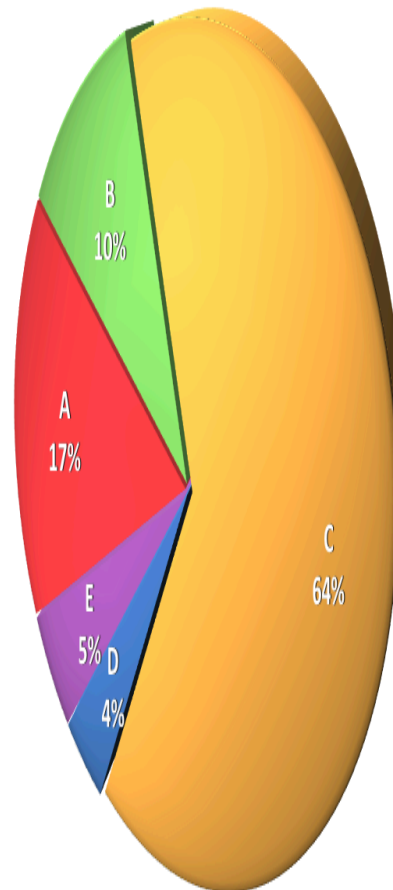


# Ethnicity

**2008-09**

ETHNICITY

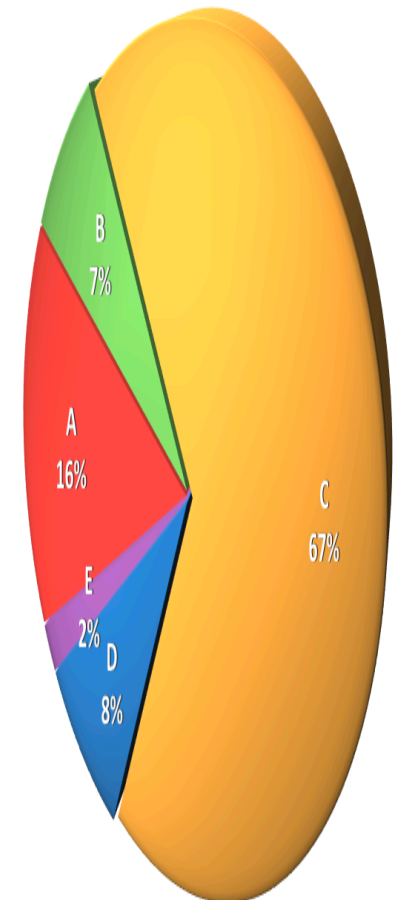
	count	percentage
A African-American	62	17%
B Asian	36	10%
C Caucasian	232	64%
D Hispanic/Latino	15	4%
E International	17	5%
Total	362	100%



**2009-10**

ETHNICITY

	count	percentage
A African-American	88	16%
B Asian	43	7%
C Caucasian	377	67%
D Hispanic/Latino	44	8%
E International	13	2%
F Native American	2	0%
Total	567	100%

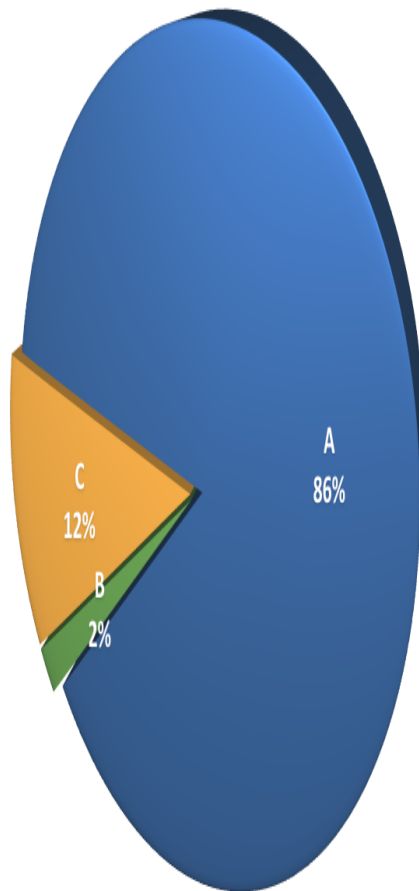


# Hearing Status

**2008-09**

HEARING STATUS

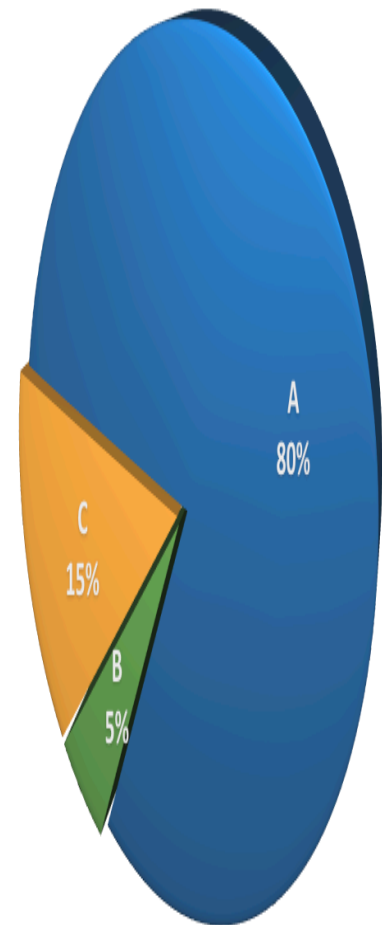
	count	percentage
A Deaf	312	86%
B Hard of Hearing	7	2%
C Hearing	43	12%
Total	362	100%



**2009-10**

HEARING STATUS

	count	percentage
A Deaf	452	80%
B Hard of Hearing	28	5%
C Hearing	87	15%
Total	567	100%

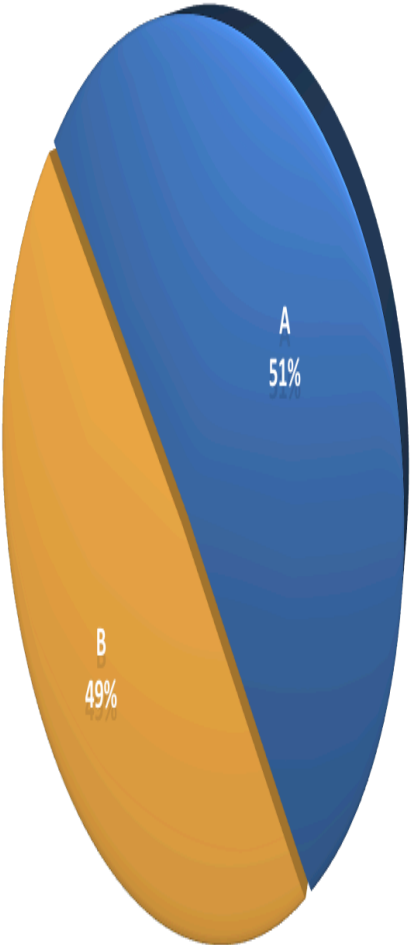


# Gender

2008-09

GENDER

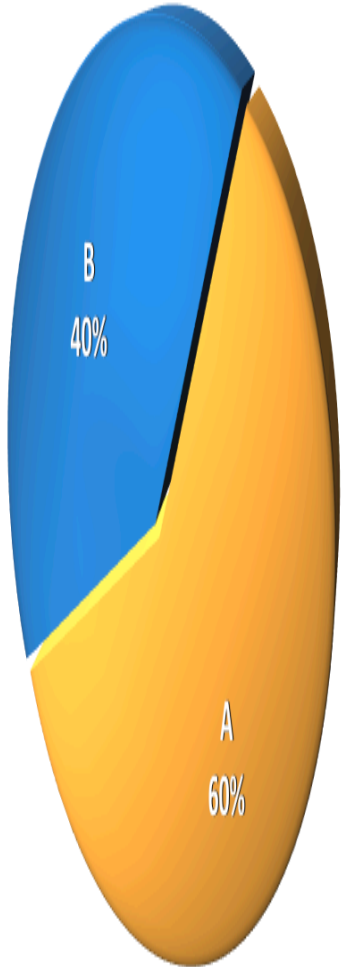
	count	percentage
A Female	183	51%
B Male	179	49%
Total	362	100%



2009-10

GENDER

	count	percentage
A Female	226	60%
B Male	341	40%
Total	567	100%



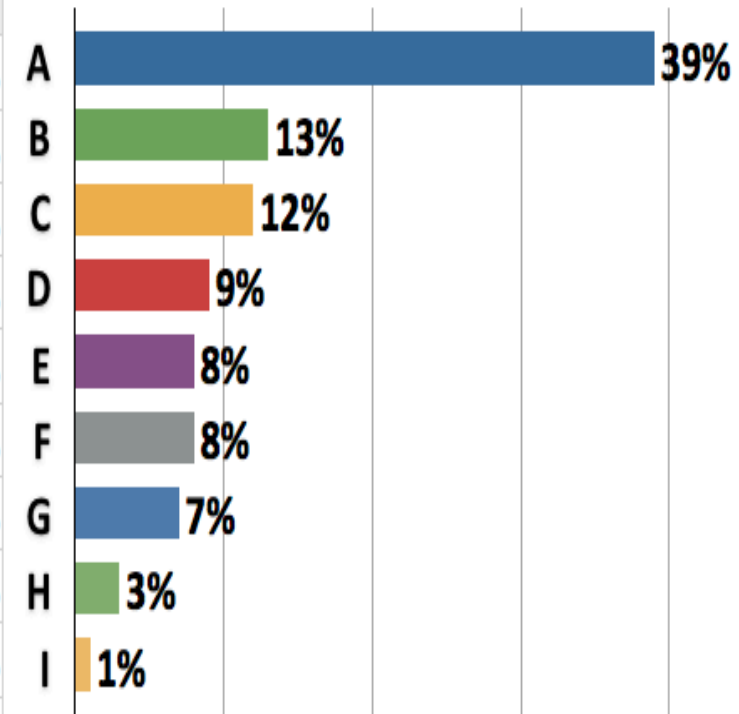
# Concerns and Trends

## CATEGORIES OF ISSUES

	count	percentage
A Evaluative Relationships	737	39%
B Service & Administrative Issues	254	13%
C Organizational & Strategic Issues	234	12%
D Safety, Health & Physical Environment	165	9%
E Career Progression & Development	159	8%
F Peer & Colleague Relationships	149	8%
G Legal, Regulatory & Financial Compliance	125	7%
H Values, Ethics & Standards	55	3%
I Compensation & Benefits	13	1%
Total	1891	100%

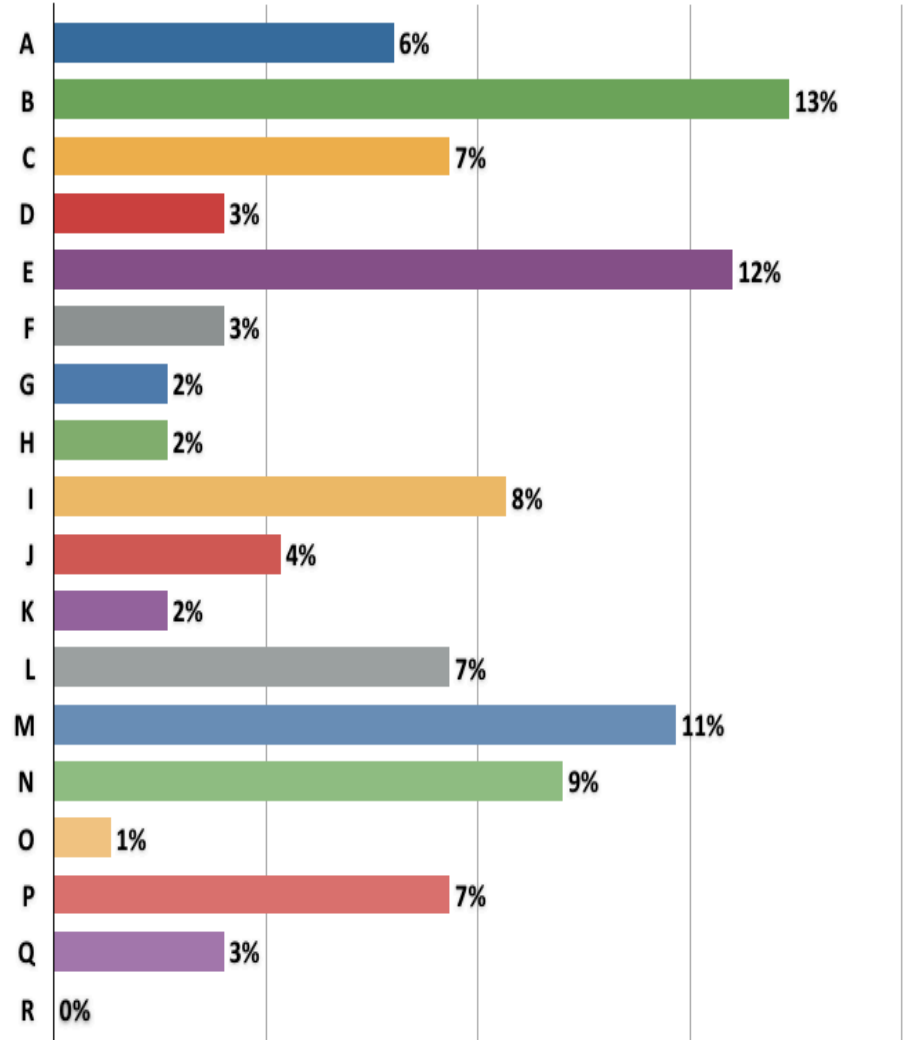
Note: Last year, 365 visitors had 1069 issues, and the rank was

A, B, F, C, G, E, D, H, I.



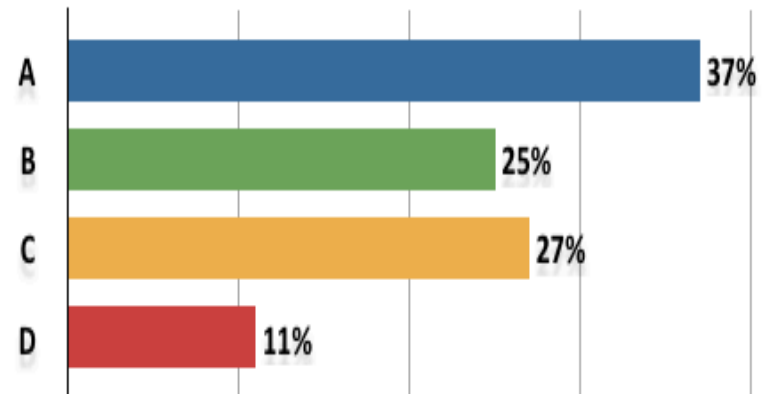
## EVALUATIVE RELATIONSHIPS

		count	percentage
A	Priorities, Values & Beliefs	43	6%
B	Respect & Treatment	99	13%
C	Trust & Integrity	52	7%
D	Reputation	20	3%
E	Communication	88	12%
F	Bullying & Mobbing	22	3%
G	Diversity-related	16	2%
H	Retaliation	13	2%
I	Assignments & Schedules	58	8%
J	Feedback	31	4%
K	Consultation	11	2%
L	Performance Appraisal & Grading	53	7%
M	Departmental Climate	77	11%
N	Supervisory Effectiveness	67	9%
O	Insubordination	6	1%
P	Discipline	54	7%
Q	Equity of Treatment	25	3%
R	Physical Violence	2	0%
	Total	737	100%



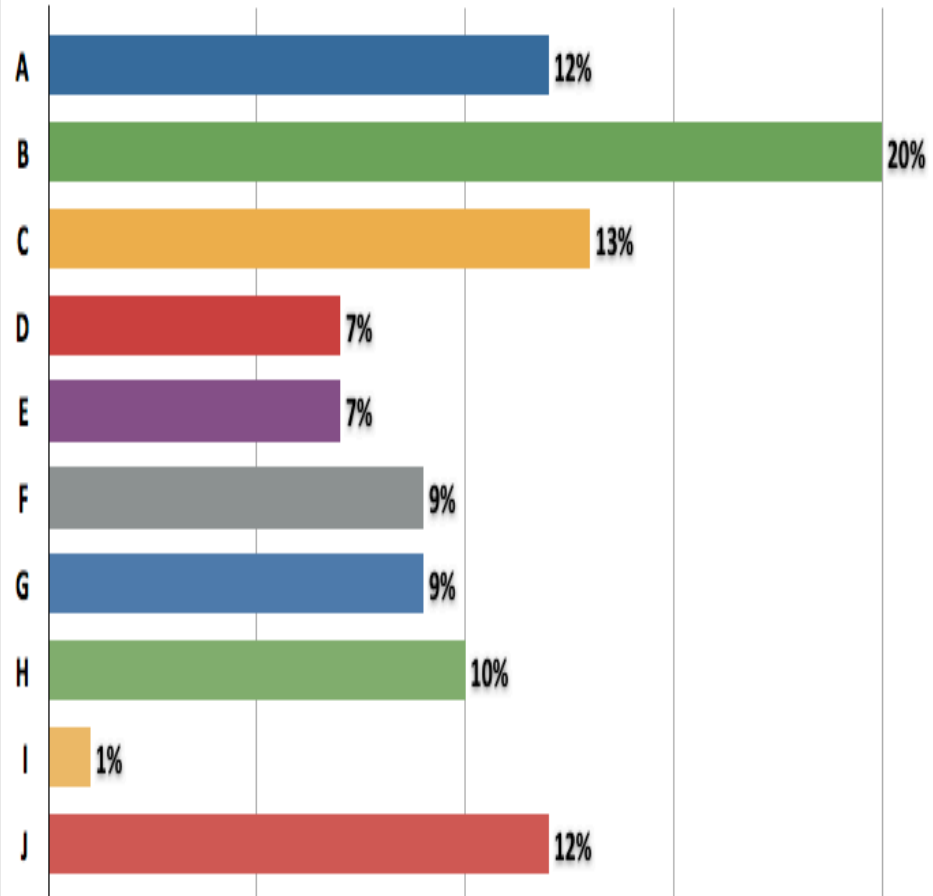
## SERVICE & ADMINISTRATIVE ISSUES

		count	percentage
A	Quality of Services	93	37%
B	Responsiveness & Timeliness	64	25%
C	Administrative Decisions	68	27%
D	Behavior of Service Provider	29	11%
	Total	254	100%



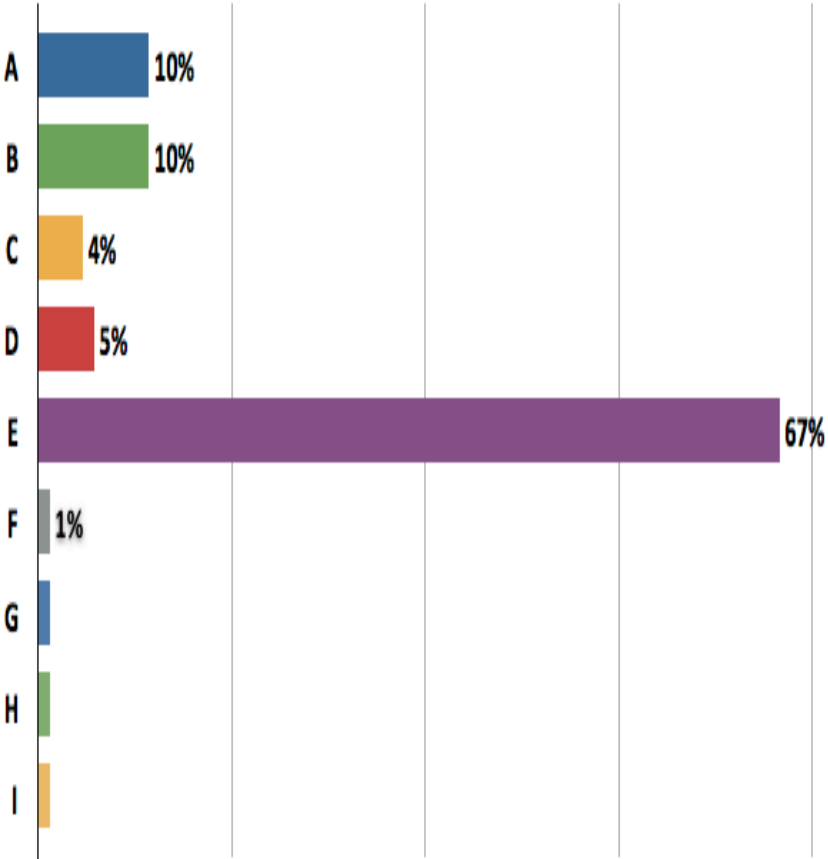
## ORGANIZATIONAL & STRATEGIC ISSUES

		count	percentage
A	Strategic & Mission Related	29	12%
B	Leadership & Management	47	20%
C	Use of Positional Power/Authority	30	13%
D	Communication	17	7%
E	Restructuring and Relocation	16	7%
F	Organizational Climate	20	9%
G	Change Management	22	9%
H	Priority Setting & Funding	23	10%
I	Data Methodology & Interpretation	2	1%
J	Interdepartmental Work & Territory	28	12%
		234	100%



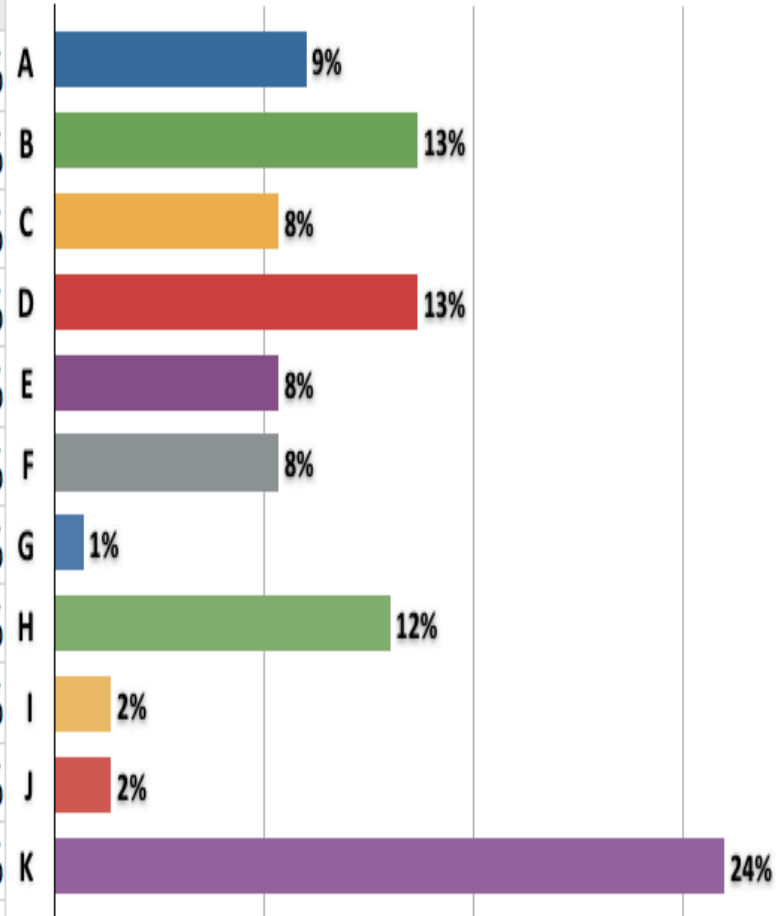
SAFETY, HEALTH & PHYSICAL ENVIRONMENT

		count	percentage
A	Safety	17	10%
B	Physical Working/Living Conditions	18	10%
C	Cleanliness	7	4%
D	Security	8	5%
E	Work-Related Stress & Work-Life Balance	111	67%
F	Ergonomics	1	1%
G	Safety Equipment	1	1%
H	Environmental Policies	1	1%
I	Other	1	1%
	Total	165	100%



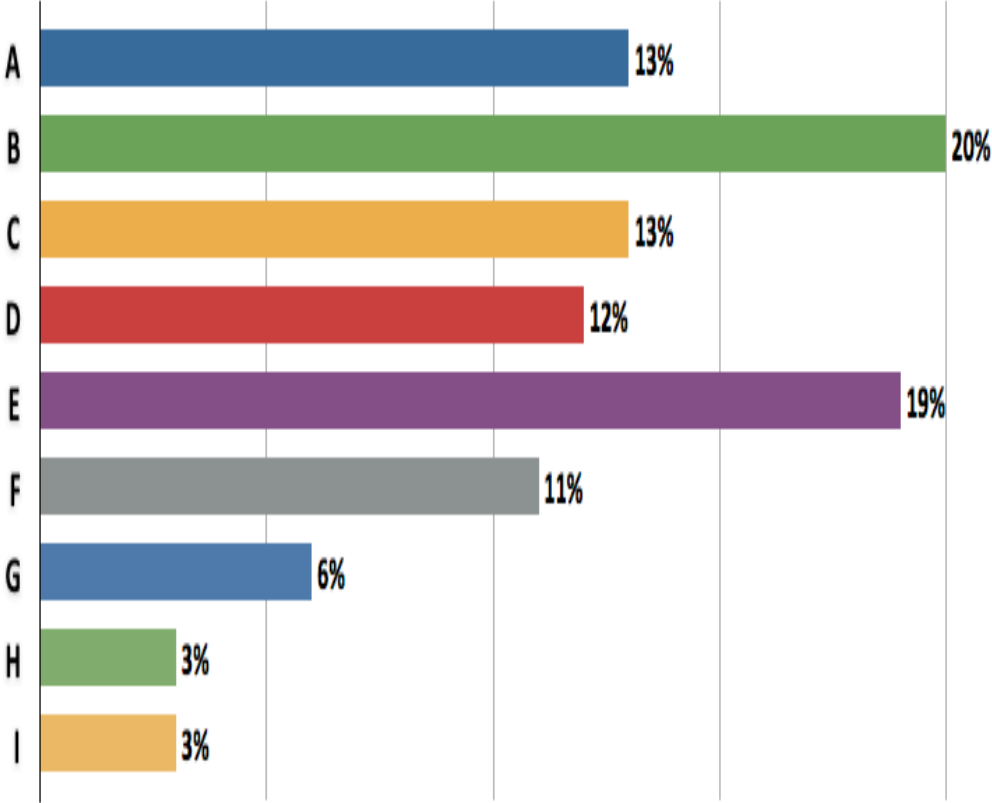
## CAREER PROGRESSION & DEVELOPMENT

		count	percentage
A	Job Application & Selection	15	9%
B	Job Classification & Description	21	13%
C	Involuntary Transfer/Change	12	8%
D	Tenure/Position Security/Ambiguity	21	13%
E	Career Progression	13	8%
F	Rotation & Duration of Assignment	13	8%
G	Resignation	1	1%
H	Termination/Non-renewal	19	12%
I	Reemployment of Former/Retired Staff	3	2%
J	Position Elimination	3	2%
K	Career Development, Coaching & Mentoring	38	24%
	Total	159	100%



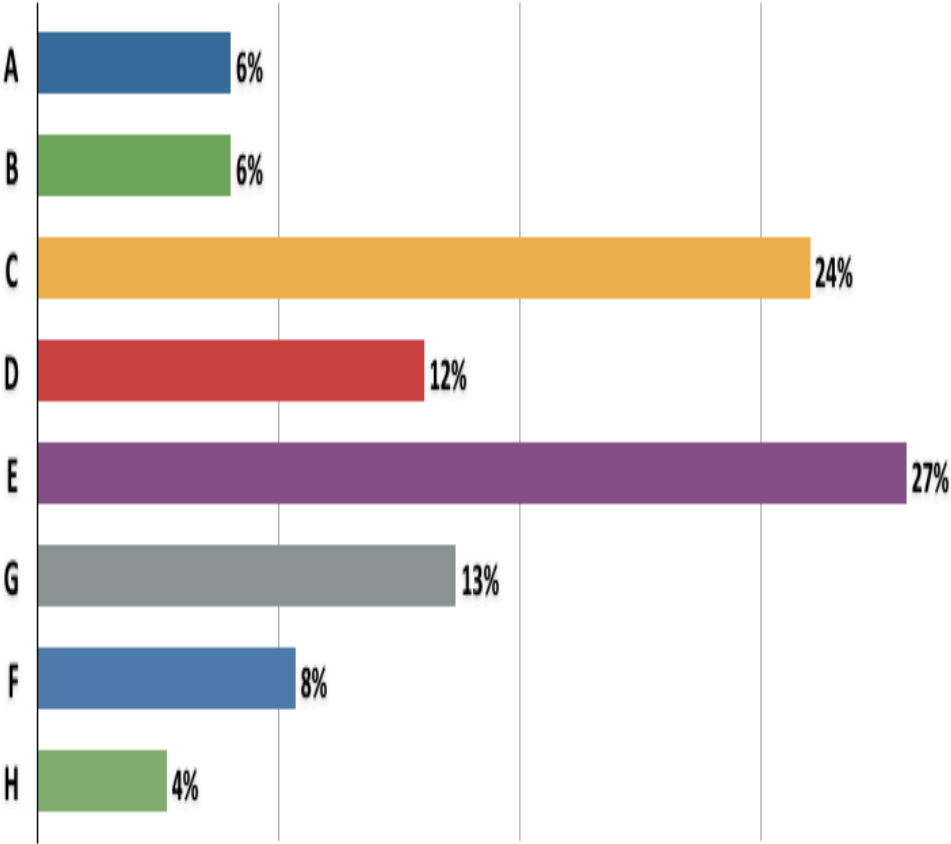
PEER RELATIONSHIPS

		count	percentage
A	Priorities, Values & Beliefs	20	13%
B	Respect & Treatment	30	20%
C	Trust & Integrity	19	13%
D	Reputation	18	12%
E	Communication	28	19%
F	Bullying & Mobbing	16	11%
G	Diversity-related	8	6%
H	Retaliation	5	3%
I	Physical Violence	5	3%
	Total	149	100%



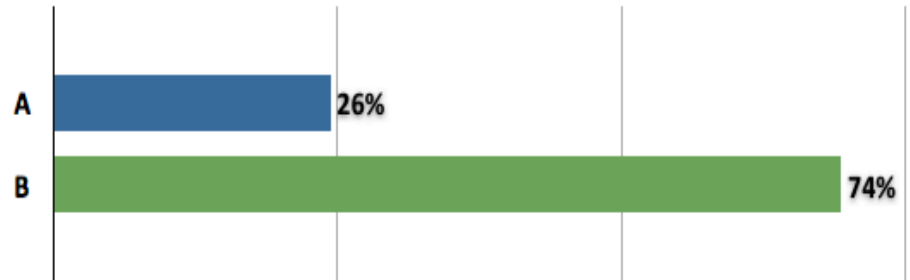
LEGAL, REGULATORY & FINANCIAL COMPLIANCE

		count	percentage
A	Criminal Activity	8	6%
B	Business & Financial Practices	8	6%
C	Harassment	30	24%
D	Discrimination	15	12%
E	Disability Accommodations	34	27%
F	Accessibility	15	13%
G	Privacy and Security of Information	10	8%
H	Property Damage	5	4%
	Total	125	100%



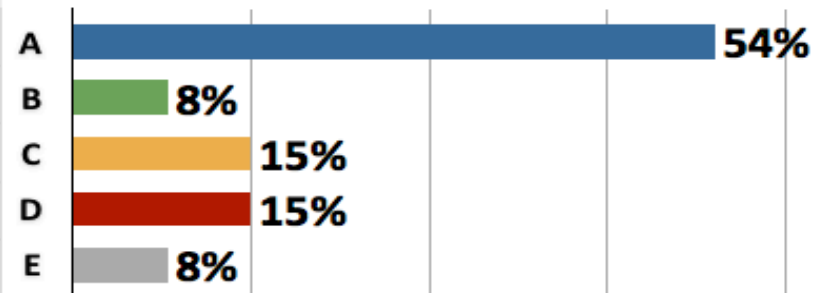
## VALUES, ETHICS & STANDARDS ISSUES

		count	percentage
A	Standards of Conduct	14	26%
B	Values & Culture	41	74%
	Total	55	100%



## EMPLOYEE COMPENSATION & BENEFITS

		count	percentage
A	Compensation	7	54%
B	Payroll	1	8%
C	Benefits	2	15%
D	Retirement	2	15%
E	Other	1	8%
	Total	13	100%



# Ancillary Ombuds Services

## Academic Year 2009-2010

- **Training, Coaching, and Outreach (42 events)**
  - Orientation
  - Guest Professor and/or Speaker
  - Professional Development for Managers
- **Third party intervention services**
  - Facilitation for groups
  - Mediation between individuals
  - Shuttle Diplomacy
- **Consultant for Revisions of Policies and Procedures**
- **Network and Collaborate with All Campus Units**

# Future Goals and Challenges

- Continue to conduct activities to ensure effective collaboration with administrators, campus units, departments, and constituents.
- Obtain technical and administrative support for database programming and analysis of data.
- Continue to promote and provide comprehensive educational and orientation workshops, training, and events.

# The Office of the Ombuds: The Place to Go, Anytime.

**“The time is always right to do what is right.”  
Martin Luther King, Jr.**

## For Further Information:

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<http://ombuds.gallaudet.edu>

