

The Office of Ombuds / 2010-2011 Annual Statistics

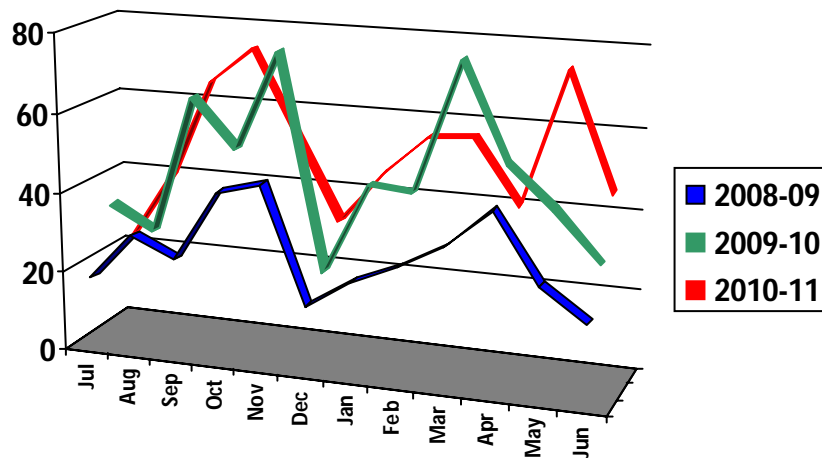
Overview

The Office of the Ombuds at Gallaudet University is an accessible, confidential, neutral, independent, and informal conflict management resource in order to facilitate the expeditious resolution of campus-related concerns, issues, inquiries, and conflicts. The University community members may utilize this office to seek guidance regarding issues which hinder their ability to excel in school or the workplace. The office's services are available to students, faculty, staff, alumni, applicants, parents, and others as appropriate.

Utilization of the Ombuds Office

NUMBER OF VISITORS

	2008-09	2009-10	2010-11
Jul	18	34	23
Aug	30	28	40
Sep	25	63	65
Oct	43	51	74
Nov	46	76	53
Dec	17	22	32
Jan	24	45	45
Feb	29	44	55
Mar	35	77	56
Apr	45	53	40
May	28	43	74
Jun	20	31	45

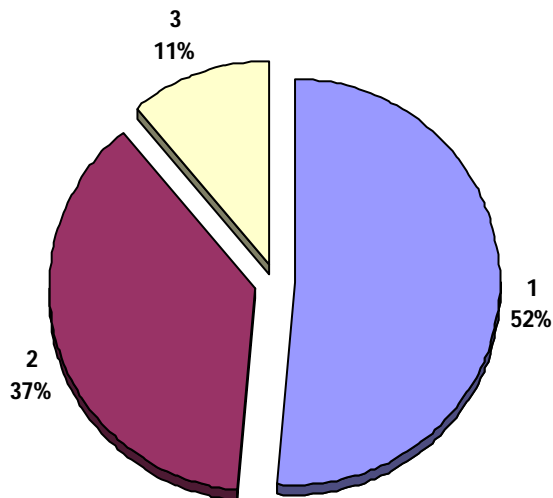


The below demographics regarding the visitors' status quo, ethnicity, hearing status, and gender were self-identified by the visitors themselves.

Profile of Visitors

July 1, 2010 - June 30, 2011

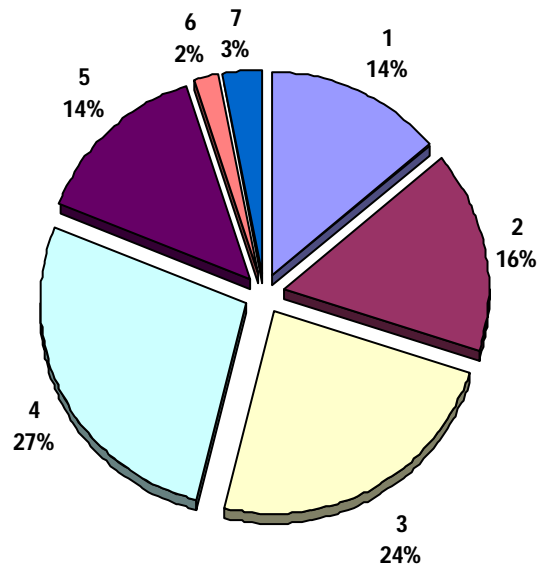
		count	percentage
1	Student	310	51%
2	Employee	225	37%
3	Other	67	11%
	Total	602	100%



The Office of Ombuds / 2010-2011 Annual Statistics

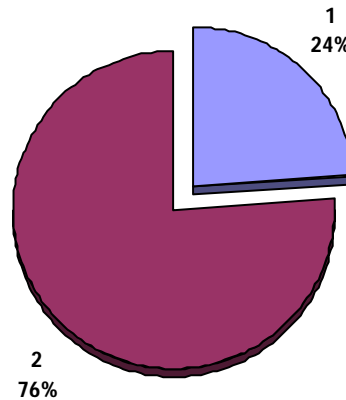
Student Visitors

		count	percentage
1	Freshman	42	14%
2	Sophomore	50	16%
3	Junior	73	24%
4	Senior	85	27%
5	Graduate stud	43	14%
6	ELI	7	2%
7	Cont. Ed	10	3%
	Total	310	100%



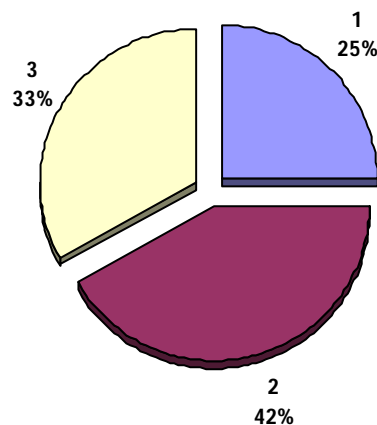
Employee Visitors

		count	percentage
1	Faculty	53	24%
2	Staff	172	76%
	Total	225	100%



Other Visitors

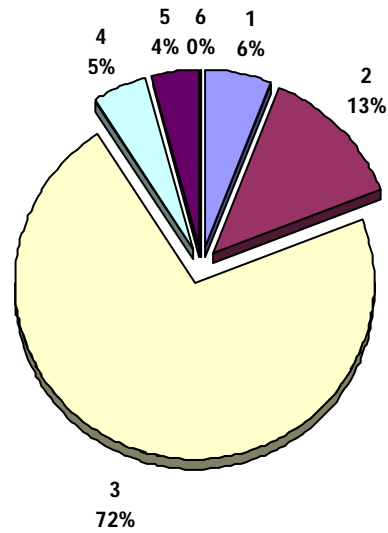
		count	percentage
1	Applicant	17	25%
2	Alumn	28	42%
3	Parent(s)	22	33%
	Total	67	100%



The Office of Ombuds / 2010-2011 Annual Statistics

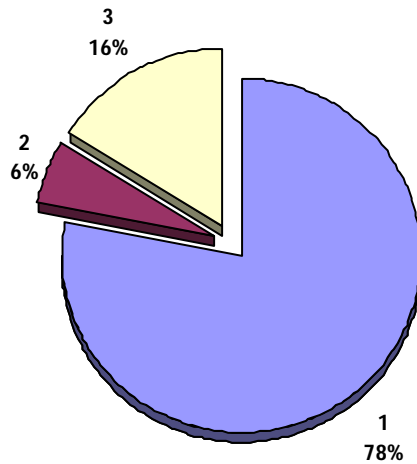
Ethnicity

		count	percentage
1	Asian	38	6%
2	Black/African-American	77	13%
3	Caucasian	430	71%
4	Hispanic/Latino	31	5%
5	Multiracial	24	4%
6	Native American	2	0%
	Total	602	100%



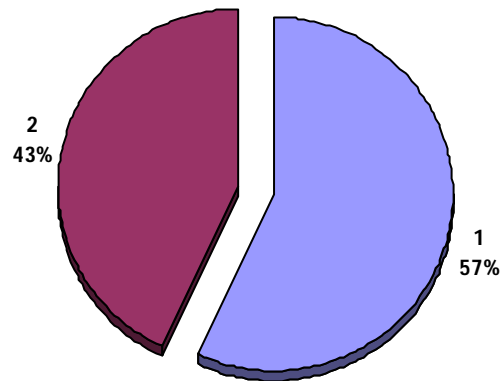
Hearing Status

		count	percentage
1	Deaf	470	78%
2	Hard of Hearing	37	6%
3	Hearing	95	16%
	Total	602	100%



Gender

		count	percentage
1	Female	342	57%
2	Male	260	43%
	Total	602	100%

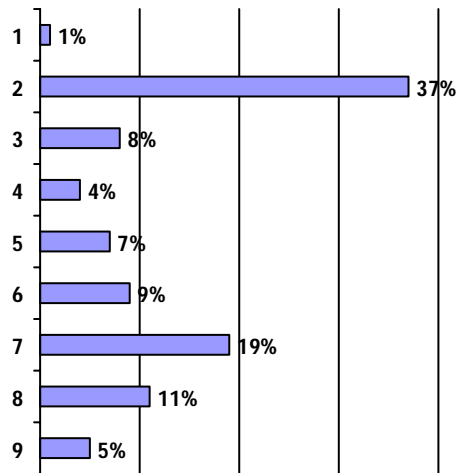


The Office of Ombuds / 2010-2011 Annual Statistics

Concerns and Trends

The visitors brought to the attention of the campus ombuds a total of 2,232 issues. In reviewing the profile analysis of concerns below, please bear in mind that the data in this report results from self-selected individuals who chose to visit the ombuds office, rather than a random and unbiased survey, so such data may not be statistically representative of the campus as a whole. Additionally, the issues identified may be unsubstantiated and unverified because the ombuds, in adherence with the International Ombudsman Association (IOA) Standards of Practice, does not conduct formal investigations to validate such issues. Hence, such alleged issues may be individuals' subjective perceptions rather than objective judgments. The IOA uniform reporting categories (URC) are used in order to organize and categorize the 2,232 issues brought to the attention of the ombuds:

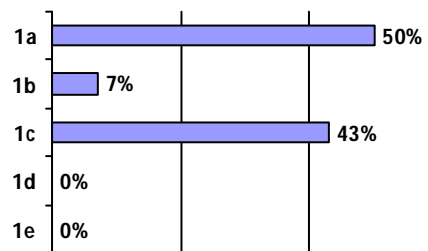
		count	percentage
1	Compensation and Benefits	14	1%
2	Evaluative Relationships	818	37%
3	Peer and Colleague Relationships	169	8%
4	Career Progression and Development	94	4%
5	Legal, Regulatory, and Financial Compliance	159	7%
6	Safety, Health, and Physical Environment	204	9%
7	Service and Administrative Issues	426	19%
8	Organizational and Strategic Issues	244	11%
9	Values, Ethics, and Standards	104	5%
	Total	2232	100%



Compensation and Benefits

The first Uniform Reporting Category (URC) of the International Ombuds Association (IOA) is compensation and benefits, which addresses questions, concerns, issues, or inquires about the equity, appropriateness and competitiveness of employee compensation, benefits, and other benefit programs. The Office of the Ombuds tallied the number of concerns about compensation and benefits as follows:

		count	percentage
1a	Compensation	7	50%
1b	Payroll	1	7%
1c	Benefits	6	43%
1d	Retirement & Pension	0	0%
1e	Other	0	0%
	Total	14	100%

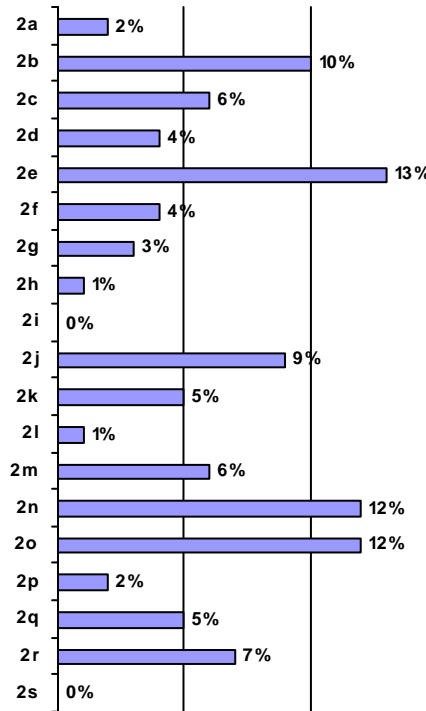


The Office of Ombuds / 2010-2011 Annual Statistics

Evaluative Relationships

The second IOA URC category focuses on concerns about evaluative relationships and pertinent questions, concerns, issues, or inquiries arising between people in evaluative relationships (e.g., supervisor-employee, or faculty-student). The tally by the Office of the Ombuds is as follows:

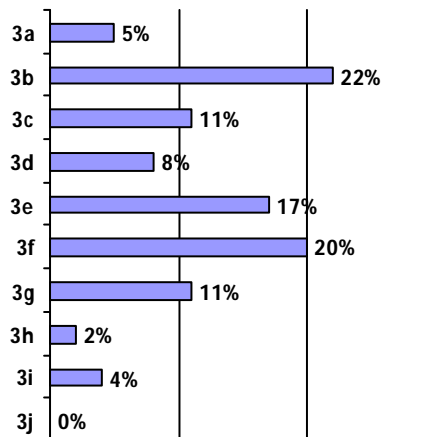
		count	percentage
2a	Priorities, Values, Beliefs	18	2%
2b	Respect/Treatment	84	10%
2c	Trust/Integrity	45	6%
2d	Reputation	29	4%
2e	Communication	103	13%
2f	Bullying, Mobbing	29	4%
2g	Diversity-Related	26	3%
2h	Retaliation	9	1%
2i	Physical Violence	0	0%
2j	Assignments/Schedules	74	9%
2k	Feedback	40	5%
2l	Consultation	10	1%
2m	Performance Appraisal/Grading	48	6%
2n	Departmental Climate	95	12%
2o	Supervisory Effectiveness	96	12%
2p	Insubordination	13	2%
2q	Discipline	40	5%
2r	Equity of Treatment	59	7%
2s	Other	0	0%
	Total	818	100%



Peer and Colleague Relationships

The third URC IOA category addresses peer and collegial relationships, and pertinent questions, concerns, issues, or inquiries involving peers or colleagues who do not have a supervisory-employee or student-professor relationship (e.g., two staff members within the same department or conflict involving members of a student organization.) The tally is as follows:

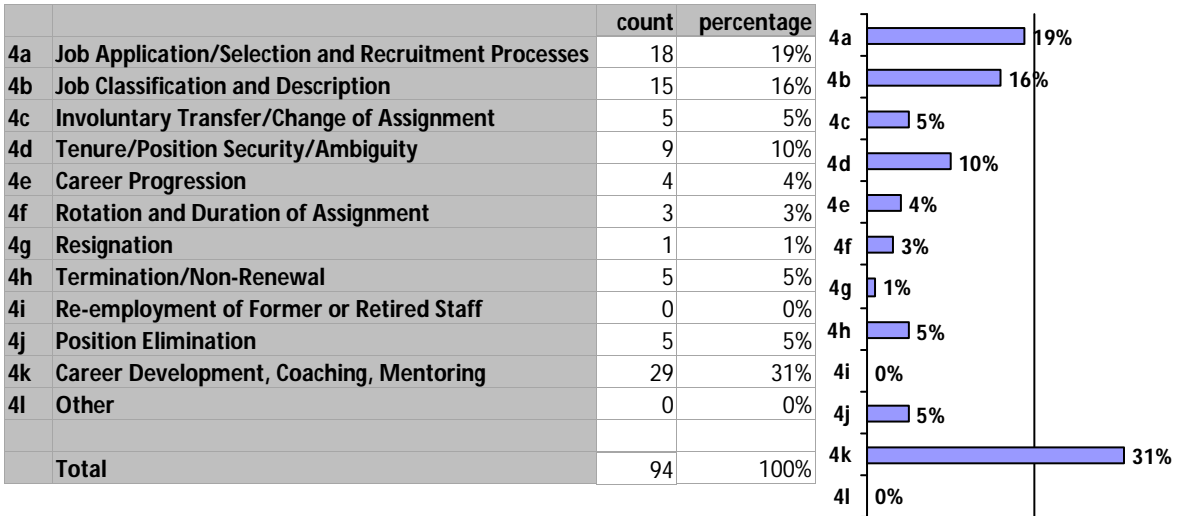
		count	percentage
3a	Priorities, Values, Beliefs	8	5%
3b	Respect/Treatment	37	22%
3c	Trust/Integrity	19	11%
3d	Reputation	13	8%
3e	Communication	29	17%
3f	Bullying, Mobbing	34	20%
3g	Diversity-Related	19	11%
3h	Retaliation	3	2%
3i	Physical Violence	7	4%
3j	Other	0	0%
	Total	169	100%



The Office of Ombuds / 2010-2011 Annual Statistics

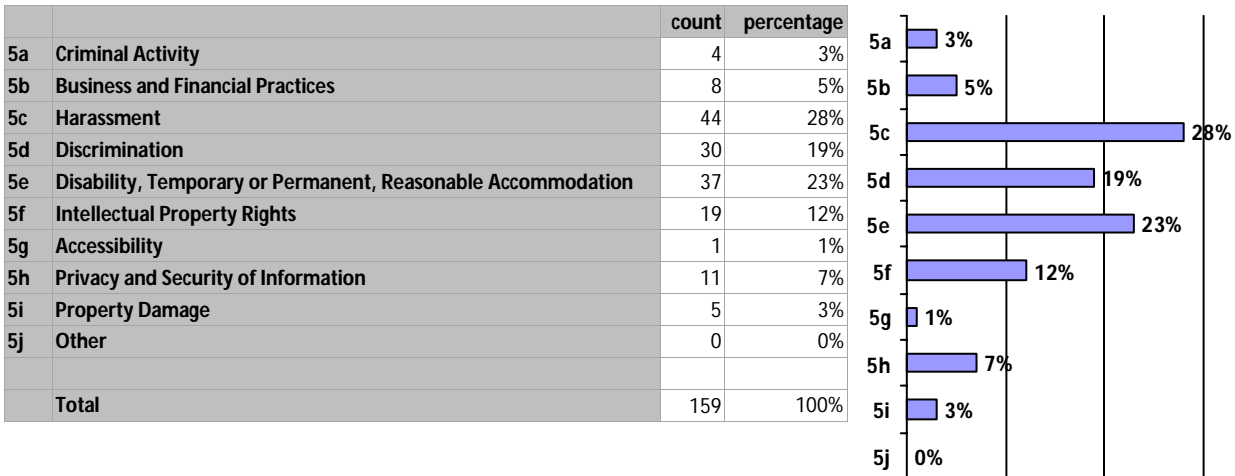
Career Progression and Development

The fourth IOA URC category identifies career progression and development, and correlating questions, concerns, issues, or inquiries about administrative processes and decisions regarding entering and leaving a job, and what it entails (e.g., recruitment, nature and place of assignment, job security, and termination.) The tally is as follows:



Legal, Regulatory, and Financial Compliance

The fifth IOA URC category addresses legal, regulatory, and financial compliance, and related questions, concerns, issues, or inquiries that may create a legal risk for the organization or its members if not addressed. The tally by the ombuds office is as follows:

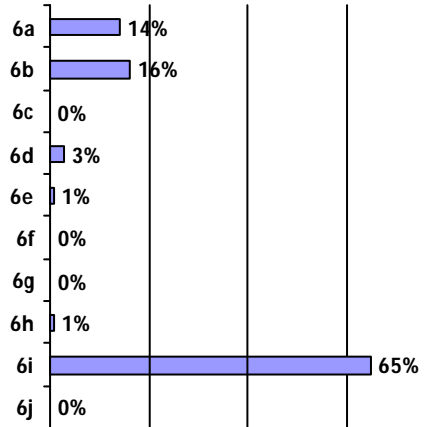


The Office of Ombuds / 2010-2011 Annual Statistics

Safety, Health, and Physical Environment

The sixth IOA URC category relates to safety, health, and the physical environment and pertinent questions, concerns, issues, or inquiries, and includes requests for legal and non-legal referrals for personal reasons. The tally by the ombuds office is as follows:

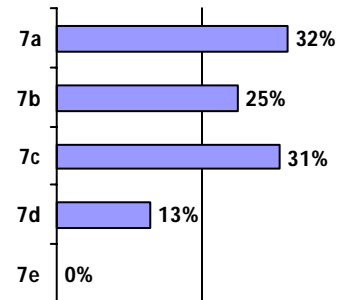
		count	percentage
6a	Safety	28	14%
6b	Physical Working/Living Conditions	32	16%
6c	Ergonomics	0	0%
6d	Cleanliness	6	3%
6e	Security	3	1%
6f	Telework/Flexplace	0	0%
6g	Safety Equipment	1	0%
6h	Environmental Policies	2	1%
6i	Work Related Stress and Work-Life Balance	132	65%
6j	Other	0	0%
	Total	204	100%



Service and Administrative Issues

The seventh IOA URC category addresses service and administrative issues, and related questions, concerns, issues or inquiries about services or administrative offices. The tally by the ombuds office is as follows:

		count	percentage
7a	Quality of Services	136	32%
7b	Responsiveness/Timeliness	106	25%
7c	Administrative Decisions and Interpretation/Application of Rules	130	31%
7d	Behavior of Service Provider	54	13%
7e	Other	0	0%
	Total	426	100%

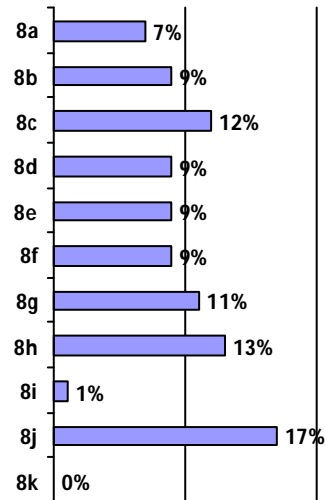


The Office of Ombuds / 2010-2011 Annual Statistics

Organizational and Strategic Issues

The eighth IOA URC category identifies organizational, strategic, and mission related issues, and pertinent questions, concerns, issues or inquiries that relate to the whole or some part of the institution. The tally is as follows:

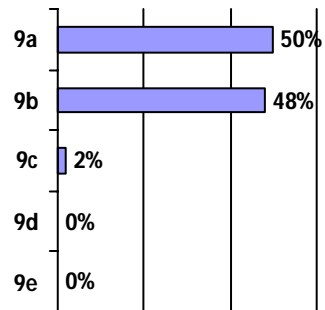
		count	percentage
8a	Strategic and Mission-Related/ Strategic and Technical Management	18	7%
8b	Leadership and Management	23	9%
8c	Use of Positional Power/Authority	30	12%
8d	Communication	23	9%
8e	Restructuring and Relocation	23	9%
8f	Organizational Climate	23	9%
8g	Change Management	27	11%
8h	Priority Setting and/or Funding	32	13%
8i	Data, Methodology, Interpretation of Results	3	1%
8j	Interdepartmental/Interorganizational Work/Territory	42	17%
8k	Other	0	0%
	Total	244	100%



Values, Ethics, and Standards

The ninth and final IOA URC category focuses on values, ethics and standards, and questions, concerns, issues, or inquiries about the fairness of the organizational values, ethics, and/or standards, the application of related policies and/or procedures, or the need for creation or revision of policies and/or standards. The tally is as follows:

		count	percentage
9a	Standards of Conduct	52	50%
9b	Values and Culture	50	48%
9c	Scientific Conduct/Integrity	2	2%
9d	Policies and Procedures NOT Covered in Broad Categories 1 thru 8	0	0%
9e	Other	0	0%
	Total	104	100%



Following Up on Concerns

The ombuds confidentially receives all visitors' questions, concerns, issues, or inquiries. The ombuds explains policies, answers questions, and offers options to the visitor. The response of the ombuds is tailored to the dynamics of the situation and the visitor's concerns. The ombuds listens, makes informal inquiries or otherwise reviews matters received, offers resolution options, makes referrals, and mediates disputes independently and impartially. The ombuds assists parties in reaching resolutions that are consistent with the ideals and objectives of the University. Services of the ombuds supplement, but do not supplant, any formal processes available to the University community. The ombuds also provides feedback to the University administrators and others as appropriate, with any trends or issues without identifying any parties to those issues. In addition, the ombuds makes recommendations to the

The Office of Ombuds / 2010-2011 Annual Statistics

University administrators and others as appropriate, for policy changes, needed training, or other procedures that may enhance the campus climate.

Ancillary Ombuds Services

- Training, Coaching, and Outreach (55 events)
 - Orientation
 - Guest Professor and/or Speaker
 - Professional Development for Managers
- Third party intervention services
 - Facilitation for groups
 - Mediation between individuals
 - Shuttle Diplomacy
- Informal Consultant for Revisions of Policies and Procedures
- Network and Collaborate with All Campus Units

Conclusion

In conclusion, all annual reports and information about the Office of the Ombuds may be located on the office's website: <http://ombuds.gallaudet.edu>. Should you have any questions or further information you would like to obtain about this office or its reports, please contact the office via the contact information provided on its website.