

The Office of Ombuds / 2011-2012 Annual Statistics



OFFICE OF THE OMBUDS

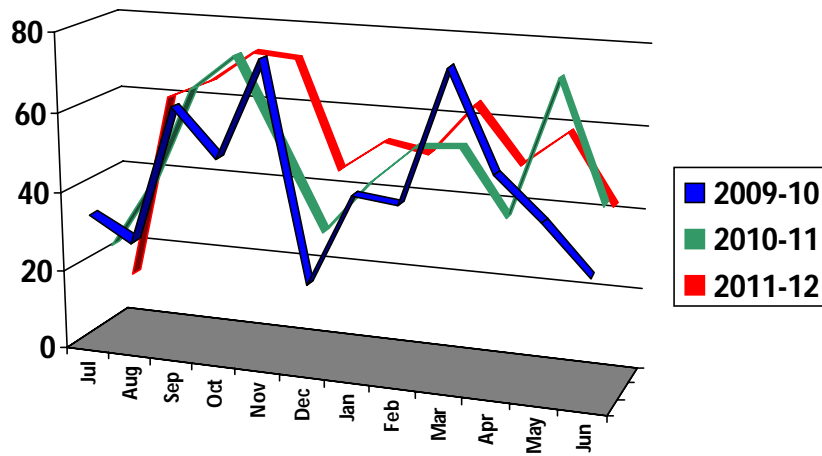
Overview

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

	2009-10	2010-11	2011-12
Jul	34	23	12
Aug	28	40	60
Sep	63	65	65
Oct	51	74	73
Nov	76	53	72
Dec	22	32	45
Jan	45	45	53
Feb	44	55	51
Mar	77	56	64
Apr	53	40	50
May	43	74	59
Jun	31	45	42



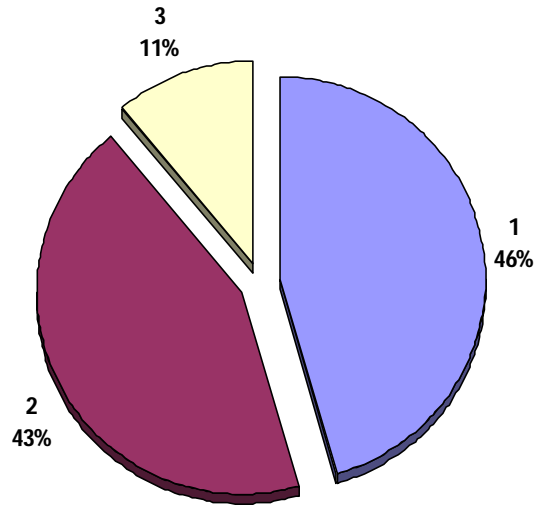
The Office of Ombuds / 2011-2012 Annual Statistics

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

Profile of Visitors

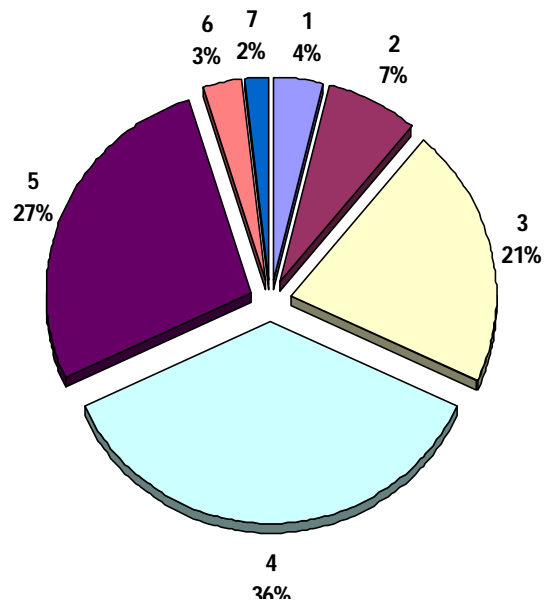
July 1, 2011 - June 30, 2012

		count	percentage
1	Student	291	45%
2	Employee	281	43%
3	Other	74	11%
	Total	646	100%



Student Visitors

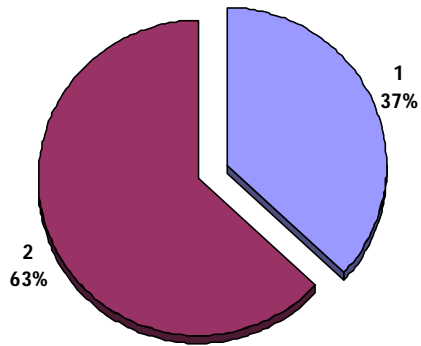
		count	percentage
1	Freshman	12	4%
2	Sophomore	19	7%
3	Junior	61	21%
4	Senior	104	36%
5	Graduate stud	79	27%
6	ELI	10	3%
7	Cont. Ed	6	2%
	Total	291	100%



The Office of Ombuds / 2011-2012 Annual Statistics

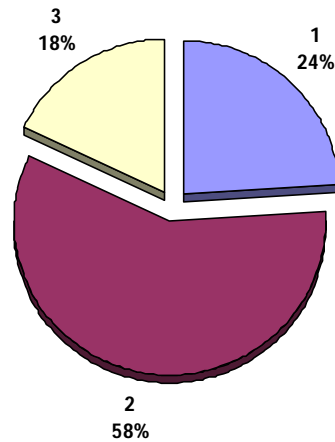
Employee Visitors

		count	percentage
1	Faculty	105	37%
2	Staff	176	63%
	Total	281	100%



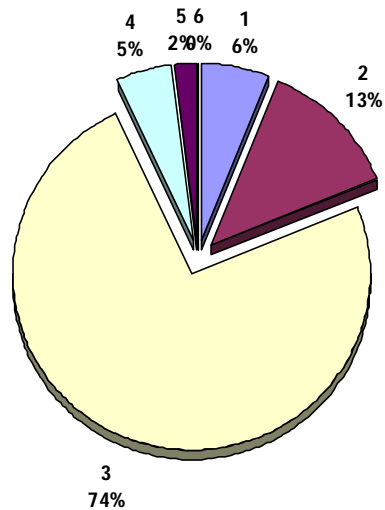
Other Visitors

		count	percentage
1	Applicant	18	24%
2	Alum	43	58%
3	Parent(s)	13	18%
	Total	74	100%



Ethnicity

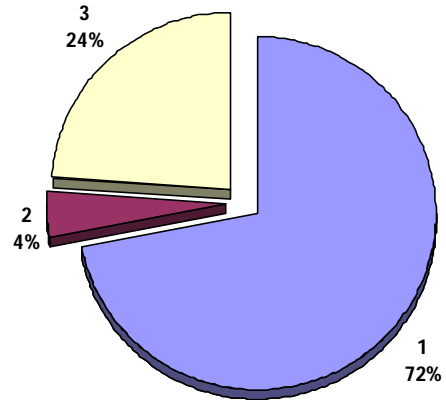
		count	percentage
1	Asian	41	6%
2	Black/African-American	82	13%
3	Caucasian	478	74%
4	Hispanic/Latino	30	5%
5	Multiracial	14	2%
6	Native American	1	0%
	Total	646	100%



The Office of Ombuds / 2011-2012 Annual Statistics

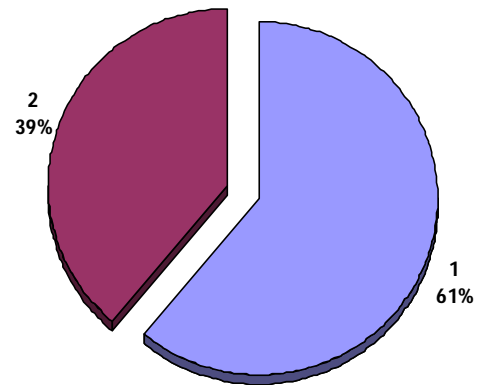
Hearing Status

		count	percentage
1	Deaf	463	72%
2	Hard of Hearing	25	4%
3	Hearing	158	24%
	Total	646	100%



Gender

		count	percentage
1	Female	394	61%
2	Male	252	39%
	Total	646	100%

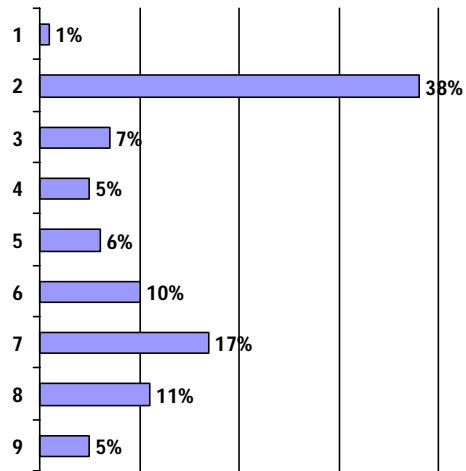


The Office of Ombuds / 2011-2012 Annual Statistics

Concerns and Trends

The visitors brought to the attention of the campus ombuds a total of 1,921 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 1,921 issues brought to the attention of the ombuds:

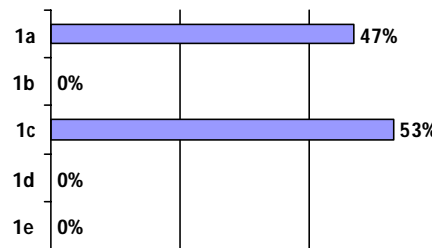
		count	percentage
1	Compensation and Benefits	15	1%
2	Evaluative Relationships	721	38%
3	Peer and Colleague Relationships	143	7%
4	Career Progression and Development	91	5%
5	Legal, Regulatory, and Financial Compliance	116	6%
6	Safety, Health, and Physical Environment	190	10%
7	Service and Administrative Issues	335	17%
8	Organizational and Strategic Issues	209	11%
9	Values, Ethics, and Standards	101	5%
	Total	1921	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	47%
1b	Payroll	0	0%
1c	Benefits	8	53%
1d	Retirement & Pension	0	0%
1e	Other	0	0%
	Total	15	100%

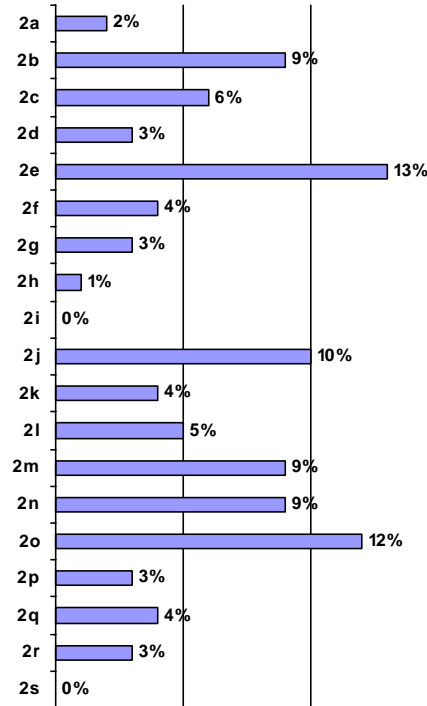


The Office of Ombuds / 2011-2012 Annual Statistics

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:

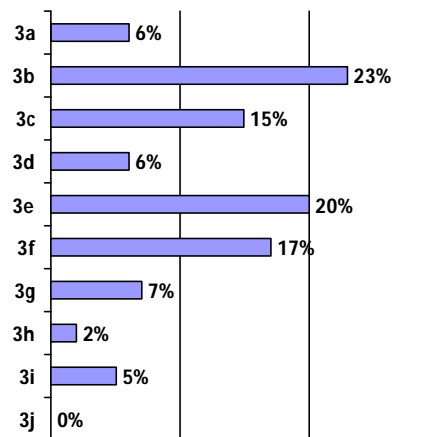
		count	percentage
2a	Priorities, Values, Beliefs	15	2%
2b	Respect/Treatment	65	9%
2c	Trust/Integrity	40	6%
2d	Reputation	21	3%
2e	Communication	94	13%
2f	Bullying, Mobbing	28	4%
2g	Diversity-Related	20	3%
2h	Retaliation	5	1%
2i	Physical Violence	2	0%
2j	Assignments/Schedules	70	10%
2k	Feedback	32	4%
2l	Consultation	35	5%
2m	Performance Appraisal/Grading	62	9%
2n	Departmental Climate	67	9%
2o	Supervisory Effectiveness	90	12%
2p	Insubordination	22	3%
2q	Discipline	31	4%
2r	Equity of Treatment	22	3%
2s	Other	0	0%
	Total	721	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:

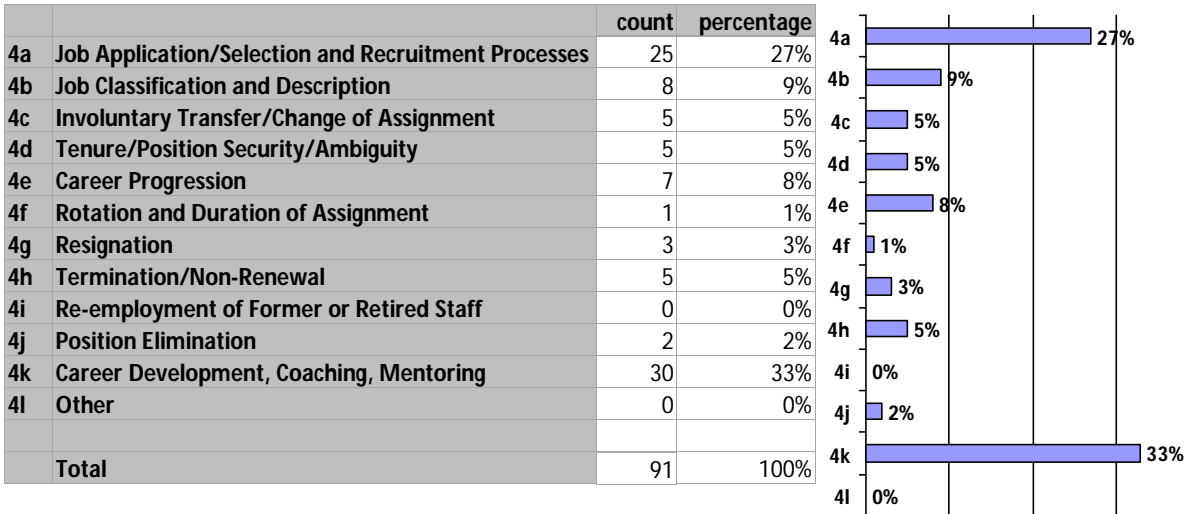
		count	percentage
3a	Priorities, Values, Beliefs	8	6%
3b	Respect/Treatment	33	23%
3c	Trust/Integrity	21	15%
3d	Reputation	9	6%
3e	Communication	28	20%
3f	Bullying, Mobbing	24	17%
3g	Diversity-Related	10	7%
3h	Retaliation	3	2%
3i	Physical Violence	7	5%
3j	Other	0	0%
	Total	143	100%



The Office of Ombuds / 2011-2012 Annual Statistics

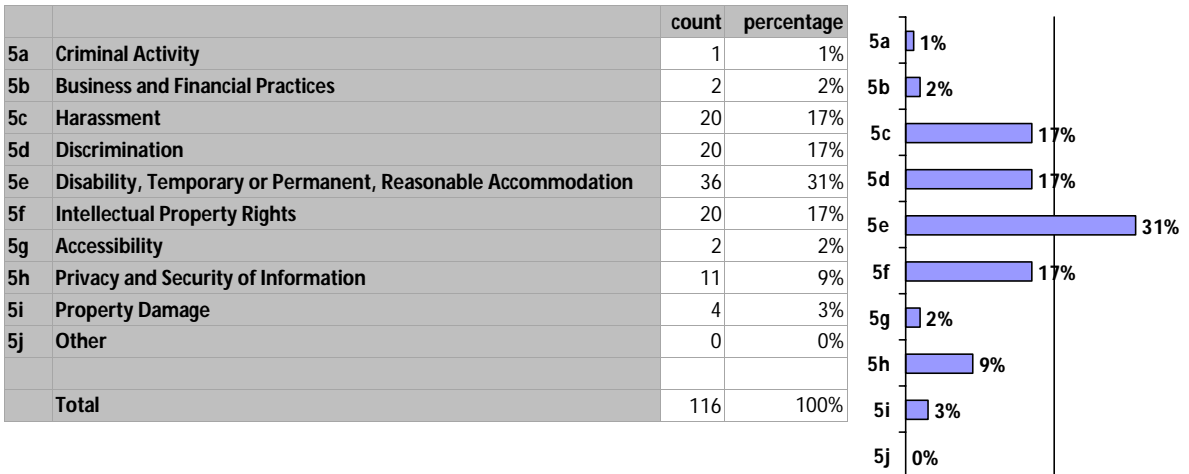
Career Progression and Development

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:

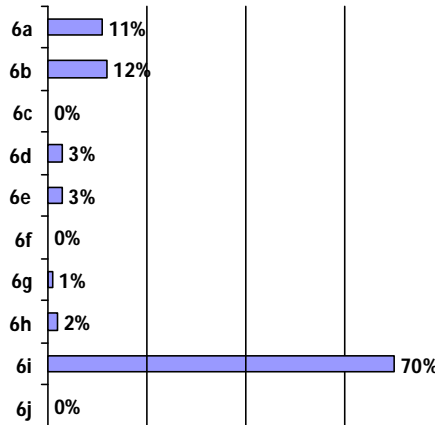


The Office of Ombuds / 2011-2012 Annual Statistics

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:

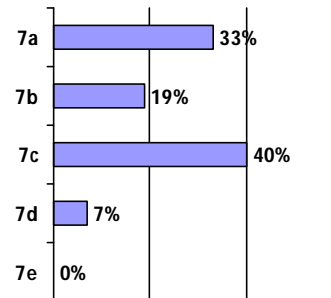
		count	percentage
6a	Safety	21	11%
6b	Physical Working/Living Conditions	22	12%
6c	Ergonomics	0	0%
6d	Cleanliness	5	3%
6e	Security	5	3%
6f	Telework/Flexplace	0	0%
6g	Safety Equipment	1	1%
6h	Environmental Policies	3	2%
6i	Work Related Stress and Work-Life Balance	133	70%
6j	Other	0	0%
	Total	190	100%



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:

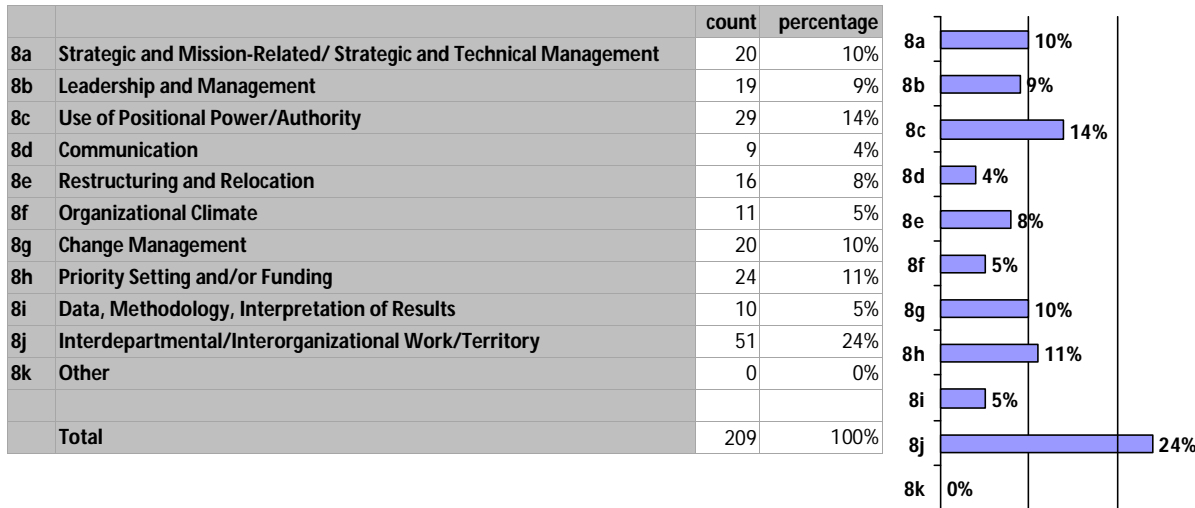
		count	percentage
7a	Quality of Services	112	33%
7b	Responsiveness/Timeliness	64	19%
7c	Administrative Decisions and Interpretation/Application of Rules	134	40%
7d	Behavior of Service Provider	25	7%
7e	Other	0	0%
	Total	335	100%



The Office of Ombuds / 2011-2012 Annual Statistics

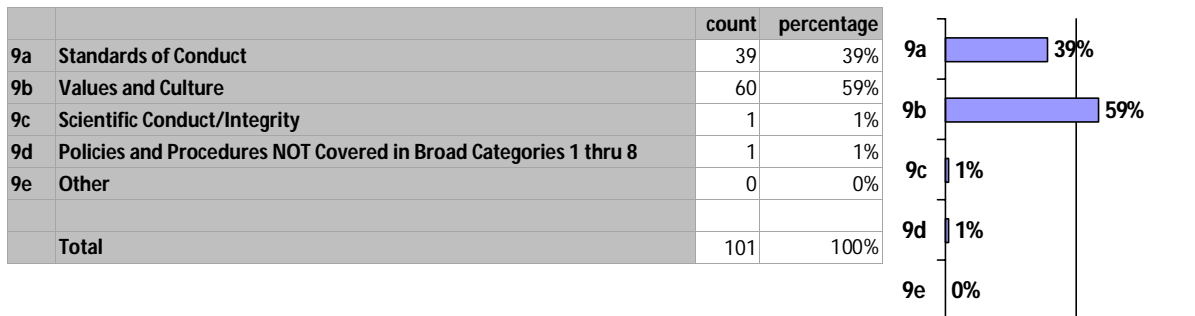
Organizational and Strategic Issues

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:



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:



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 / 2011-2012 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 (39 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.