

Brief Report to KSU Faculty Senate

**Ombudsperson Activities
June 1, 2003 – May 31, 2004**

Submitted by

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The confidential nature of the ombudsperson relationship requires that the identity of the client be protected. There is no specific information about any individual or their status. All conversations, actions, and outcomes are privileged information and appear as aggregate data.

This report represents the ombudspersons activities from June 1, 2003 to May 31, 2004. We have chosen to combine the activities of the three ombudspersons in order to provide a complete picture of activity and protect the confidentiality of all parties. The confidential nature of the ombudsperson relationship requires that the identity of the client be protected. There is no specific information about any individual or their status. All conversations, actions, and outcomes are privileged information and appear as aggregate data.

Summary:

We saw **41** cases for **193** hours:

Ombudsperson	# Cases	%	Hours	%
BC	24	58.5	123:10	63.7
JR	11	26.8	28:50	14.9
WW	6	14.6	41:00	21.2
Total	41	99.9	193:00	99.8

Of the 41 cases:

Men	18 (37.5%)	Graduate Students	02 (4.2%)
Women	30 (62.5%)	Unclassified Professionals	25 (52.1%)
Minorities	06 (13.3%)	Faculty (Tenured/Tenure Track)	21 (43.8%)
Group	05	Total	48

Nature of complaints (51 complaints in 10 categories):

Workplace Climate	13 (25.5%)	Performance Evaluations	14 (27.5%)
Promotion and Tenure	04 (7.8%)	Work Load	05 (9.8%)
Compensation	05 (5.9%)	Appointment	01 (2.0%)
Contract	02 (3.9%)	Sexual Harassment	02 (3.9%)
Discrimination	06 (11.8%)	Inquiry	01 (2.0%)

1 case was referred to mediation and 7 cases were referred to Rusty Andrews, Human Systems Consultant. All cases came from the Manhattan campus including all colleges and a number of administrative units.

General Observations:

- Over reliance on TEVALS to evaluate teaching;
- Resolutions can be extremely time consuming and elusive;
- Locating faculty advocates for grievances is VERY difficult and **must be addressed** ;
- Of the 15 cases that were resolved, 7 individuals left the university; either contracts were not renewed or the individuals left because they were unhappy with their situation;
- Creating balanced caseloads for ombudspersons is impossible.

Table 1. Caseload Activity by Issue, Time, and Resolution

Case	Issue	Time	Resolution			
			Grievance	Pending	Resolved	Unknown
1	Workplace Climate	0:30		X		
2	Work Load	2:40			X	
3	Contract	5:10	X			
4	Performance Evaluation	1:30				X
5	Performance Evaluation	2:35			X	
6	Sexual Harassment	0:35			X	
7	Performance Evaluation	1:00				X
8	Performance Evaluation	6:10			X	
9	Performance	0:10				X
10	Sexual Harassment	8:20			X	
11	Inquiry	0:10				X
12	Workload/Discrimination	2:50		X		
13	Performance Evaluation	4:00	X			
14	Evaluation/Discrimination	6:30		X		
15	Workplace Climate	2:30			X	
16	Workplace Climate	2:30		X		
17	Promotion/Tenure	0:20			X	
18	Workplace Climate	3:45			X	
19	Workplace Climate	1:15			X	
20	Evaluation/Discrimination	3:30		X		
21	Evaluation/Workplace Climate	0:45			X	
22	Workplace Climate	0:50				X
23	Workplace Climate/Evaluation	20:00			X	
24	Performance Evaluation	3:00			X	
25	Workplace Climate	12:00		X		
26	Workplace Climate	2:00			X	
27	Workload	2:00		X		
28	Evaluation/Workload/Discrimination	7:30			X	
29	Promotion/Tenure	10:30		X		
30	Promotion/Tenure	17:30		X		
31	Discrimination	7:30			X	
32	Workload/Salary	1:30		X		
33	Discrimination/Promotion/Tenure	8:00		X		
34	Workplace Climate	2:00		X		
35	Workplace Climate	0:45				X
36	Performance Evaluation	3:00		X		
37	Compensation	4:30	X			
38	Evaluation/Compensation	3:00		X		
39	Appointment	4:00		X		
40	Contract	6:30		X		
41	Workplace Climate	20:00		X		
Total		193:00	3 (7.3%)	17 (41.5%)	15 (36.6%)	6 (14.6%)