

Brief Report to KSU Faculty Senate

**Ombudsperson Activities
June 1, 2004 – May 31, 2005**

Submitted by:

**Betsy Cauble
Warren White
Judy Woellhof**

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, 2004 to May 31, 2005. 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.

Summary:

We saw 45 cases involving 217 hours and 50 minutes:

Ombudsperson	# Cases	%	Hours:Min.	%
BC	22	48.9%	125:10	57.5
WW	16	35.5%	54:55	25.2
JW	7	15.6%	37:45	17.3
Total	45	100.0	217:50	100.0

Of the 45 cases:

Men	33 (53.2%)	Graduate Students	2 (3.2%)
Women	29 (46.8%)	Unclassified Professionals	22 (35.5%)
Minorities	4 (6.5%)	<u>Faculty (Tenured/Tenure Track)</u>	<u>38 (61.3%)</u>
Groups	4	Total	62 (100.0%)

Nature of complaints (60 complaints in 10 categories):

Workplace Climate	17 (28.3%)	Performance Evaluations	9 (15.0%)
Promotion and Tenure	5 (8.3%)	Work Load	1 (1.6%)
Compensation	7 (11.7%)	Appointment	4 (6.7%)
Contract	6 (10.0%)	Sexual Harassment	0 (0.0%)
Discrimination	7 (11.7%)	Inquiry	4 (6.7%)

There were no cases referred to mediation and three cases were referred to Rusty Andrews, Human Systems Consultant. All cases came from the Manhattan campus including seven colleges and several administrative units. We are aware of four cases where individuals left the University.

General Observations:

- Resolutions can be extremely time consuming and elusive;
- Locating faculty advocates for grievances is VERY difficult and **must be addressed**;
- Of the 19 cases that were resolved, 4 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 continues to be problematic. In a meeting with Faculty Senate Leadership on August 15, 2005, we discussed a plan to redistribute cases. We agreed on a trial basis to refer new cases to another ombudsperson when we are overcommitted. We will track the data and analyze the results at the end of the year to determine if this is a viable solution.

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

Case	Issue	Time	Resolution			
			Grievance	Pending	Resolved	Unknown
1	Workplace Climate/Evaluation/Discrimination	7:00			X	
2	Workplace Climate/Evaluation/Discrimination	6:30		X		
3	Workplace Climate/Appointment	12:30		X		
4	Workplace Climate/Appointment	6:00		X		
5	Workplace Climate/Discrimination	4:15				X
6	Workplace Climate	15:30		X		
7	Workplace Climate	6:45		X		
8	Workplace Climate	6:00			X	
9	Workplace Climate	5:30			X	
10	Workplace Climate	3:00		X		
11	Workplace Climate	2:20		X		
12	Workplace Climate	1:30		X		
13	Workplace Climate	1:15				X
14	Workplace Climate	:10			X	
15	Promotion & Tenure/Discrimination	15:30			X	
16	Promotion & Tenure	15:45		X		
17	Promotion & Tenure	6:30		X		
18	Promotion & Tenure	6:00			X	
19	Promotion & Tenure	:10				X
20	Compensation/Evaluation/Workplace Climate	13:15		X		
21	Compensation/Appointment	4:30				X
22	Compensation	12:00		X		
23	Compensation	4:00			X	
24	Compensation	2:00		X		
25	Compensation	1:30		X		
26	Compensation	:15			X	
27	Compensation	:10			X	
28	Contract/Workplace Environment/Evaluation	15:45		X		
29	Contract/Workplace Environment/Evaluation	:15		X		
30	Contract/Evaluation	12:00			X	
31	Contract	1:45			X	
32	Contract	1:30				X
33	Contract	1:00			X	
34	Discrimination	7:45			X	
35	Discrimination	3:30				X
36	Discrimination	2:25			X	
37	Performance Evaluation	3:10			X	
38	Performance Evaluation	1:35			X	
39	Performance Evaluation	:45			X	
40	Work Load	2:20			X	
41	Appointment	3:00			X	
42	Inquiry	:30				X
43	Inquiry	:20				X
44	Inquiry	:15				X
45	Inquiry	:10				X
Total		217:50	0.0%	35.6%	42.2%	22.2%