

Brief Report to KSU Faculty Senate

**Ombudsperson Activities
June 1, 2005 – May 31, 2006**

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, 2005 to May 31, 2006. 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 24 cases involving 141.75 hours:

Ombudsperson	# Cases	%	Hours	%
WW	15	63%	73.25	51.7
JA	8	33%	62.00	43.7
WG	1	4%	6.50	4.6
Total	24	100.0	141.75	100.0

Of the 24 cases:

Men	11 (46%)	Graduate Students	0 (0%)
Women	13 (54%)	Unclassified Professionals	12 (50%)
Minorities	3 (13%)	<u>Faculty (Tenured/Tenure Track)</u>	<u>12 (50%)</u>
Groups	1	Total	24 (100%)

Nature of complaints (31 complaints in 11 categories):

Workplace Climate	7 (22.6%)	Performance Evaluations	7 (22.6%)
Promotion and Tenure	1 (3.2%)	Work Load	0 (0.0%)
Compensation	6 (19.3%)	Appointment	2 (6.5%)
Contract	3 (9.7%)	Sexual Harassment	0 (0.0%)
Discrimination	1 (3.2%)	Inquiry	3 (9.7%)
Termination	1 (3.2%)		

There were no cases referred to mediation or to Rusty Andrews, Human Systems Consultant. All cases came from the Manhattan campus including six colleges and several administrative units.

General Observations:

- Resolutions can be extremely time consuming and elusive.
- We are not aware of any additional individuals offering to serve as faculty advocates for grievances.
- Of the seven cases that were resolved, two individuals left the university; either their 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 August 2005 we agreed, on a trial basis, to refer new cases to another ombudsperson when we are overcommitted. While this may have relieved the uneven caseloads somewhat, the senior ombudsperson continues to receive the bulk of the cases.

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

Case	Issue	Time	Resolution			
			Grievance	Pending	Resolved	Unknown
1	Workplace Climate/Evaluation/Appointment	33.00		X		
2	Workplace Climate/Evaluation	5.25		X		
3	Workplace Climate/Evaluation	4.50		X		
4	Workplace Climate/Evaluation	2.50		X		
5	Workplace Climate/Evaluation	2.50				X
6	Workplace Climate	4.50			X	
7	Workplace Climate	2.00		X		
8	Performance Evaluation/Appointment	3.50			X	
9	Performance Evaluation	6.50				X
10	Compensation	6.50				X
11	Compensation	3.50			X	
12	Compensation	3.50				X
13	Compensation	2.25			X	
14	Compensation	2.00				X
15	Compensation	1.25				X
16	Contract	41.75			X	
17	Contract	4.50			X	
18	Contract	.75				X
19	Inquiry	.25				X
20	Inquiry	.25				X
21	Inquiry	.25				X
22	Discrimination	5.50			X	
23	Termination	3.75		X		
24	Promotion and Tenure	1.50				X
25						
26						
27						
28						
29						
30						
31						
32						
33						
34						
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Total		141.75	0%	25%	29%	46%