

Brief Report to KSU Faculty Senate

**Ombudsperson Activities
June 1, 2006 – May 31, 2007**

Submitted by:

**Judy Anderson
Wayne Goins
Prakash Krishnaswami**

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, 2006 to May 31, 2007. 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 153 hours:

Ombudsperson	# Cases	%	Hours	%
JA	27	66	91	59
WG	10	24	23	15
PK	4	10	39	26
Total	41	100	153	100

Of the 41 cases:

Men	21 (51%)	Graduate Students	4 (10%)
Women	20 (49%)	Unclassified Professionals	22 (54%)
Minorities	7 (17%)	Faculty (Tenured/Tenure Track)	<u>15</u> (36%)
Groups	0	Total	41

Nature of complaints (44 complaints in 11 categories):

Workplace Climate	8 (18.2%)	Performance Evaluation	7 (15.9%)
Promotion and Tenure	6 (13.6%)	Work Load	0 (0%)
Compensation	1 (2.3%)	Appointment	1 (2.3%)
Contract/Termination	9 (20.4%)	Inquiry	4 (9.1%)
Discrimination	1 (2.3%)	Other	6 (13.6%)
Sexual Harassment	1 (2.3%)		

Three cases were referred to Rusty Andrews, Human Systems Consultant, and no cases were referred to mediation. All cases came from six colleges and two administrative units.

General Observations:

- Resolutions can be extremely time consuming and elusive.
- Of the 31 cases that were resolved, five individuals left the University; either their contracts were not renewed or the individuals left because they were unhappy with their situation.
- Caseloads are heaviest between November and March.

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

Case	Issue	Time	Resolution			
			Grievance	Pending	Resolved	Unknown
1	Contract/Termination	30.00			X	
2	Contract/Termination	3.00			X	
3	Contract/Termination	2.00			X	
4	Contract/Termination	1.50			X	
5	Contract/Termination	1.25			X	
6	Contract/Termination	.75			X	
7	Contract/Termination	.50			X	
8	Contract/Termination	.50			X	
9	Contract/Termination/Sexual Harassment	2.00			X	
10	Workplace Climate	12.0			X	
11	Workplace Climate	5.25				X
12	Workplace Climate	2.75		X		
13	Workplace Climate	2.00			X	
14	Workplace Climate	1.75				X
15	Workplace Climate	1.00			X	
16	Workplace Climate	.25			X	
17	Workplace Climate/Discrimination	1.00			X	
18	Performance Evaluation	19.75		X		
19	Performance Evaluation	4.75			X	
20	Performance Evaluation	4.00			X	
21	Performance Evaluation	4.00			X	
22	Performance Evaluation	3.25		X		
23	Performance Evaluation	.50			X	
24	Performance Evaluation/Promotion and Tenure	4.00			X	
25	Promotion and Tenure	3.00			X	
26	Promotion and Tenure	3.00			X	
27	Promotion and Tenure	2.00			X	
28	Promotion and Tenure	2.00			X	
29	Promotion and Tenure	1.00				X
30	Appointment	5.75				X
31	Compensation	1.75				X
32	Inquiry	.25			X	
33	Inquiry	.25				X
34	Inquiry	.25			X	
35	Inquiry	.25			X	
36	Other	13.00			X	
37	Other	6.75		X		
38	Other	2.00			X	
39	Other	1.50			X	
40	Other	1.25			X	
41	Other	1.25			X	
Total		153.00		4 (9.8%)	31 (75.6%)	6 (14.6%)