

Attachment 3

August 9, 2011

To: Thomas Vontz, Faculty Senate President

From: University Ombudspersons  
Kelli Cox  
Michael Dikeman  
Rebecca Gould  
Warren White

Re: Annual Report

This report represents the activities of the K-State Ombudspersons from June 30, 2010 to July 1, 2011. The activities of the ombudspersons have been combined to provide an aggregate view of our work, to protect confidentiality and to maintain the anonymity of those with whom we work. All conversations, actions, and outcomes are privileged information. No specific information about any individual(s) or their status is provided.

There were 47 consultees who visited the ombuds within this timeframe. A summary of consultees who sought assistance is provided below. One consultee was referred to mediation, one went to grievance and one is pending grievance.

Ombudsperson	#Consultees	%	Hours	%
KC	2*	4	2.5	1
RG	30	64	78.3	44
MD	11	23	82.0	46
WW	4*	9	16.5	9
<b>Total</b>	<b>47</b>		<b>179.3</b>	

\*Note: KC and WW's appointment occurred during the spring 2011 semester.

Demographics of Consultees

Demographics	Women	Men	Faculty	Unclassified	Other	Minorities
Consultees	32	15	23	23	1	8

The Nature of Complaints\*

Complaints	Number	Complaints	Number
Annual evaluation	11	Policy & procedures	-
Appointment/retirement	3	Promotion/tenure	8
Compensation	2	Sexual harassment	1
Contract/nonreappointment	8	Termination	2
Curriculum & instruction	3	Workload/assignment	-
Discrimination	-	Workplace climate	16
Inquiry	1	Other	2

\*The nature of complaints do not equal 100% because of multiple issues per some consultees.

**Visits to the ombudsperson website - 761**

**Recommendations for improvements to processes and the University Handbook**

Ombudspersons work with consultees to reconcile differences/disputes beginning with the immediate supervisor and working up the administrative ladder. Scheduling and holding meetings can take several weeks to coordinate consultee’s and administrator’s schedules. In some situations, this can extend to more than 30 working days, which according to the University Handbook does not fit within the grievance timeframe. This suggests to ombuds that they should advise some consultees to file a grievance first in order to stay under the 30 working days so they will have a ‘grievance on file’ and then try to meet with administrators to reconcile differences. Adjustments in the timeline need to occur for extenuating circumstances.

The definition of “work day” as identified in Appendix G (see below) to exclude summer school leaves the administrator and the consultee in a quandary about timelines and stops the grievance clock. Since many administrators and consultees are on campus during the summer, the exclusion of summer school as part of the work day needs to be reconsidered.

**From Appendix G:** *“For the purpose of Appendix G a “work day” is defined as any weekday that is part of the regular nine-month academic calendar, including all days that classes are conducted, the period of final examinations, and intersessions. Legal holidays and the period when summer school is in session are excluded from the definition of “work day.”*

Better communication and information needs to be available regarding assistance with teaching and instruction within the classroom. New faculty are often not aware of the assistance available through the Center for the Advancement of Teaching and Learning (CATL). If a faculty member needs help with organizing, presenting, and relating to the students, supervisors are encouraged to refer faculty to CATL.

Termination of access to electronic resources by removing eID/password access needs to be used sparingly and only when there is a legitimate threat to K-State resources and information.

Kelli Cox and Rebecca Gould attended the New Ombudsman Workshop and the 9<sup>th</sup> annual Summer Meeting of Academic Ombudspersons in Dekalb, Illinois. We learned from this workshop how to improve the services offered through the ombuds program. Some pointers as a result of the meeting include:

- The process with which we work with each client
- Record-keeping and records retention
- Evaluation of the services of an ombuds
- Reporting of visits from consultees
- Stressed continual efforts of confidentiality, independence, neutrality and informality

As a result of the meeting, we will:

- Use intake forms with no identification to work with each consultee
- Focus our efforts on confidentiality, neutrality, independence and informality
- Provide opportunities for consultee to evaluate our services
- Streamline our reporting document to protect confidentiality
- Limit documentation, note taking and records retention
- Meet with other ombuds within the Regent's institutions and our Midwest colleagues
- Attend annual meetings as funds permit
- Promote the services of the ombuds including our web presence