

The View from the Office of the Ombuds: Trends in 2020



Presented to the Faculty Senate

by Diane J. Levin, J.D., Ombuds for Faculty and Staff

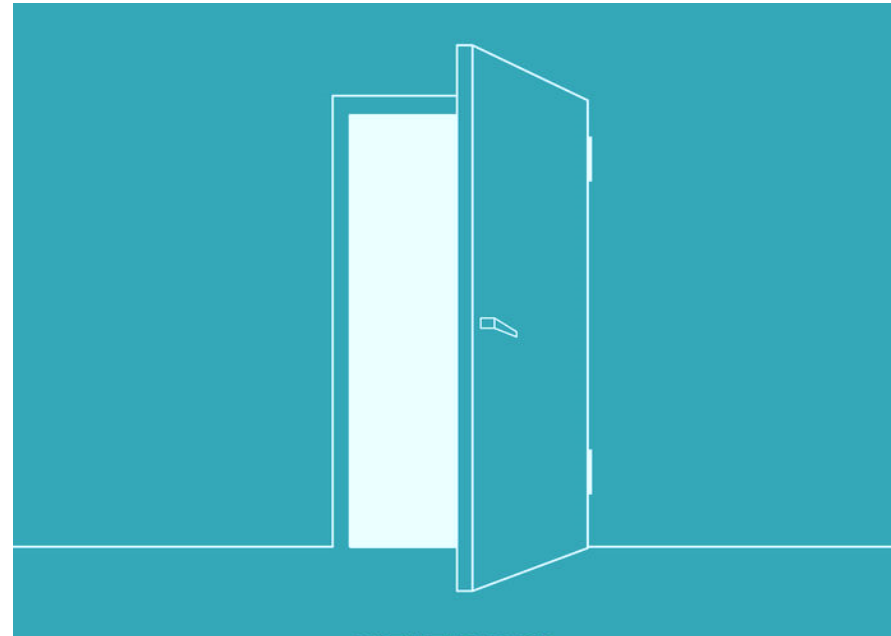
November 4, 2020



Ombuds for Faculty and Staff

A confidential, impartial resource for University employees

- Provides a safe space to informally raise and address concerns off the record
- Available as a first resort or last resort – at any point in the life cycle of an issue



Ombuds Office Practice Standards

Operates under the Code of Ethics and Standards of Practice of the International Ombudsman Association:

- Confidentiality
- Independence
- Neutrality
- Informality



Ombuds Office Data Tracking

Purpose:

- Identify issues relating to University policies and practices
- Spot and address emerging problems
- Provide feedback to the University about systemic trends

**To protect visitor privacy,
only non-identifying information is collected**



Ombuds Office Data Tracking, continued

What information is tracked:

- Number of visitors
- Type of visitor (faculty, staff, other)
- Referral source
- Types of concerns visitors raise
- Actions taken by the Ombuds



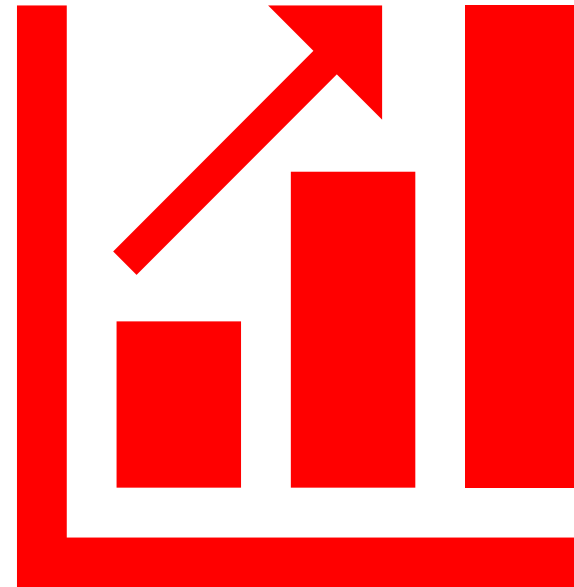
Visitor Numbers

Fiscal Year	Faculty	Staff	Anonymous/ Other	Total Visitors
2018	88	115	4	207
2019	80	167	24	271
2020	93	202	26	321
2021 (July 1 – October 31, 2020)	33	168	3	204
TOTAL	294	652	57	1,003

Increase in Utilization of Ombuds Office

Compared with the corresponding period last year (July 1 – October 31, 2019):

- 79% increase in number of visitors to Office
- Concerns reported more than doubled



Categories of Visitor Concerns*

- Compensation & Benefits
- Evaluative Relationships
- Peer and Colleague Relationships
- Career Progression and Development
- Legal, Regulatory, Financial and Compliance
- Safety, Health, and Physical Environment
- Services/Administrative Issues
- Organizational, Strategic, and Mission Related
- Values, Ethics, and Standards

* International Ombudsman Association
Uniform Reporting Categories
October 2007



Total Number of Concerns Reported: July 1 – Oct. 31, 2020

Visitor Type	Visitor Count	Number of Concerns Reported
Faculty	33	77
Staff	168	410
Anonymous	3	3
TOTAL	204	490



Top Faculty Concerns

Values, Ethics, and Standards

- Degree of alignment between NU values and practices
- How policies and practices are communicated and applied

Evaluative Relationships

- Gender and racial equity
- Trust, safety in seeking accommodations or support

Organizational, Strategic, Mission Related

- Leading and communicating during times of stress
- Capacity of leaders to influence climate



Top Staff Concerns

Evaluative Relationships

- Diversity and equity concerns
- Trust, safety in seeking accommodations or support

Organizational, Strategic, Mission Related

- Leading and communicating during times of stress
- Capacity of leaders to influence climate

Safety, Health, and Physical Environment

- Physical health and emotional well-being
- Workload and assignments



Ombuds Contact Information



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