



TRENDS IN FACULTY AND STAFF CONCERNS

Spring 2022 Update
from the Ombuds
Office

Presented to the Faculty Senate

by Diane J. Levin, J.D.

Ombuds for Faculty and Staff

March 23, 2022



Ombuds Office Practice Standards

- Confidentiality
- Independence
- Impartiality
- Informality



INTERNATIONAL
OMBUDS
ASSOCIATION

Ombuds Office Data Tracking

Purpose:

- Understand how visitors utilize the Ombuds Office
- Identify patterns in concerns relating to university practices, policies, and climate
- Provide feedback to the university about systemic trends

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



Visitor Numbers Overall

Fiscal Year	Faculty	Staff	Anonymous/ Other	Total Visitors
2018	88	115	4	207
2019	80	167	24	271
2020	93	202	26	321
2021	102	284	21	410
2022 (7/1 – 02/28/2022)	98	195	9	302
GRAND TOTALS	461	966	84	1,511



VISITOR CONCERNS BY FISCAL YEAR (through 02/28/2022)

FISCAL YEAR	NUMBER OF VISITORS	TOTAL CONCERNS RAISED BY VISITORS
2018	207	335
2019	271	477
2020	321	653
2021	410	920
2022	302	754
TOTALS	1,511	3,139



Total Concerns Reported: July 1, 2021 – Feb. 28, 2022

Visitor Type	Visitor Count	Number of Concerns Reported
Faculty	98	246
Staff	195	492
Anon./Other	9	16
TOTAL	302	754



Top Themes in Faculty Concerns Spring 2022

Organizational Climate

- Leadership responsibility for morale, climate
- Measuring and evaluating leadership effectiveness
- Psychological safety tied to success of DEI efforts

Values and Standards

- Better alignment between practices and values
- “One Northeastern” v. experience of full-time non-tenured faculty

Hierarchical Relationships

- Low trust, retaliation fears
- Retention concerns for faculty with oversight of others



Top Themes in Staff Concerns Spring 2022

Organizational Climate

- Leadership responsibility for morale, climate
- Impact of communication, messaging on trust and confidence

Hierarchical Relationships

- Low trust, retaliation fears, lack of psychological safety
- Employee retention, turnover

Values and Standards

- Better alignment between practices and values
- Desire for community, connection, and sense of purpose



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