



# HIGHLIGHTS OF OMBUDS FY2022 ANNUAL REPORT AND EMERGING TRENDS FOR FY2023

**Presented by**  
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Office of the Ombuds for  
Faculty and Staff

September 14, 2022



# Ombuds Practice Standards

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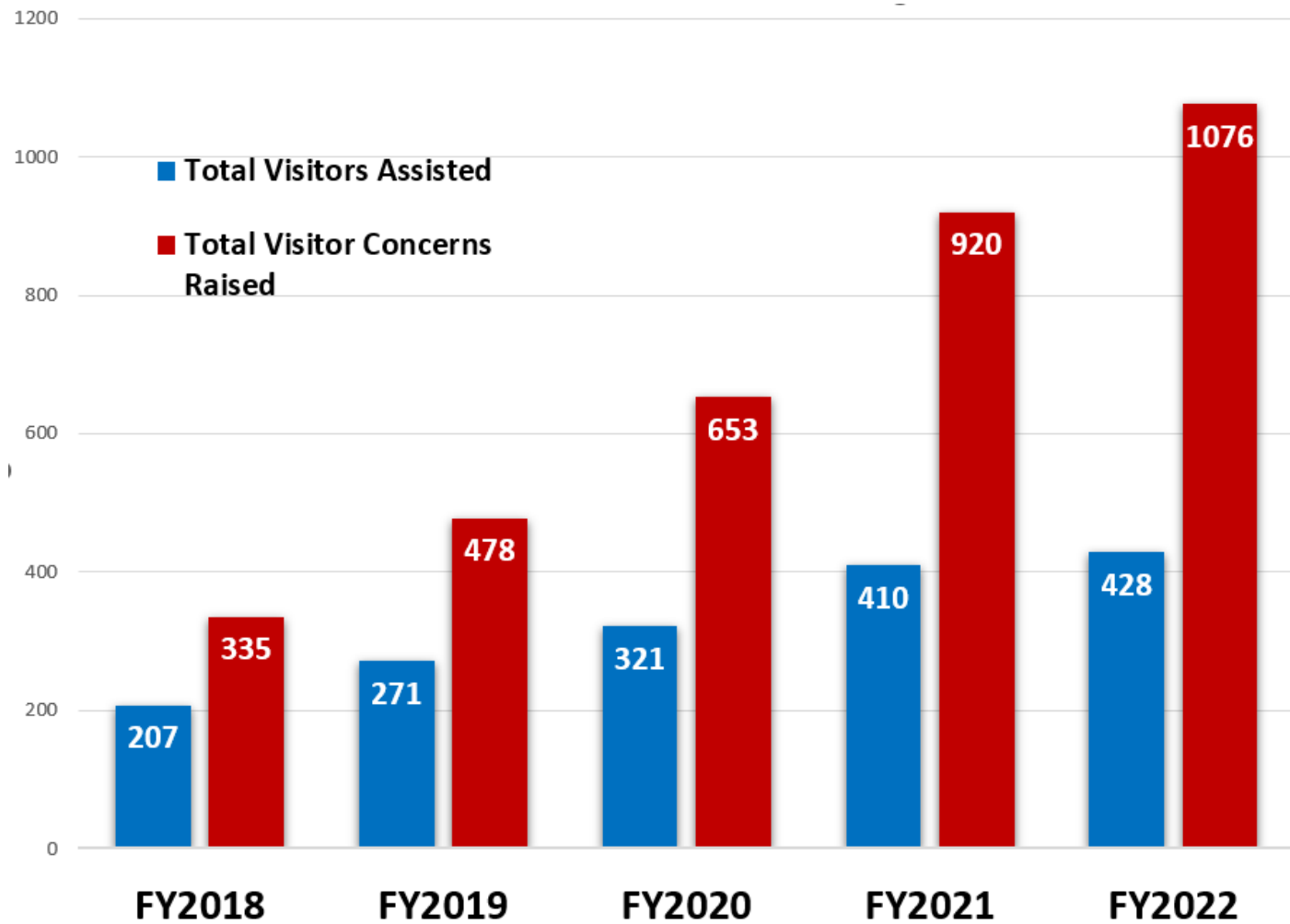
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- Independence
- Confidentiality
- Neutrality
- Informality



## OMBUDS OFFICE FOR FACULTY AND STAFF

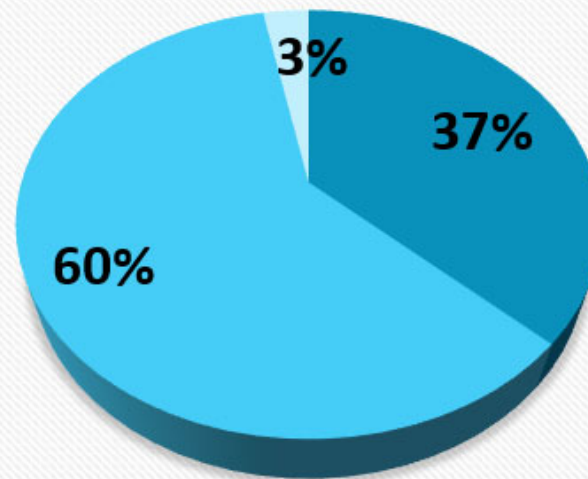
Employee  
Visitor  
Numbers  
by Fiscal  
Year



**FY2022  
OMBUDS  
OFFICE  
VISITOR  
BREAKDOWN**

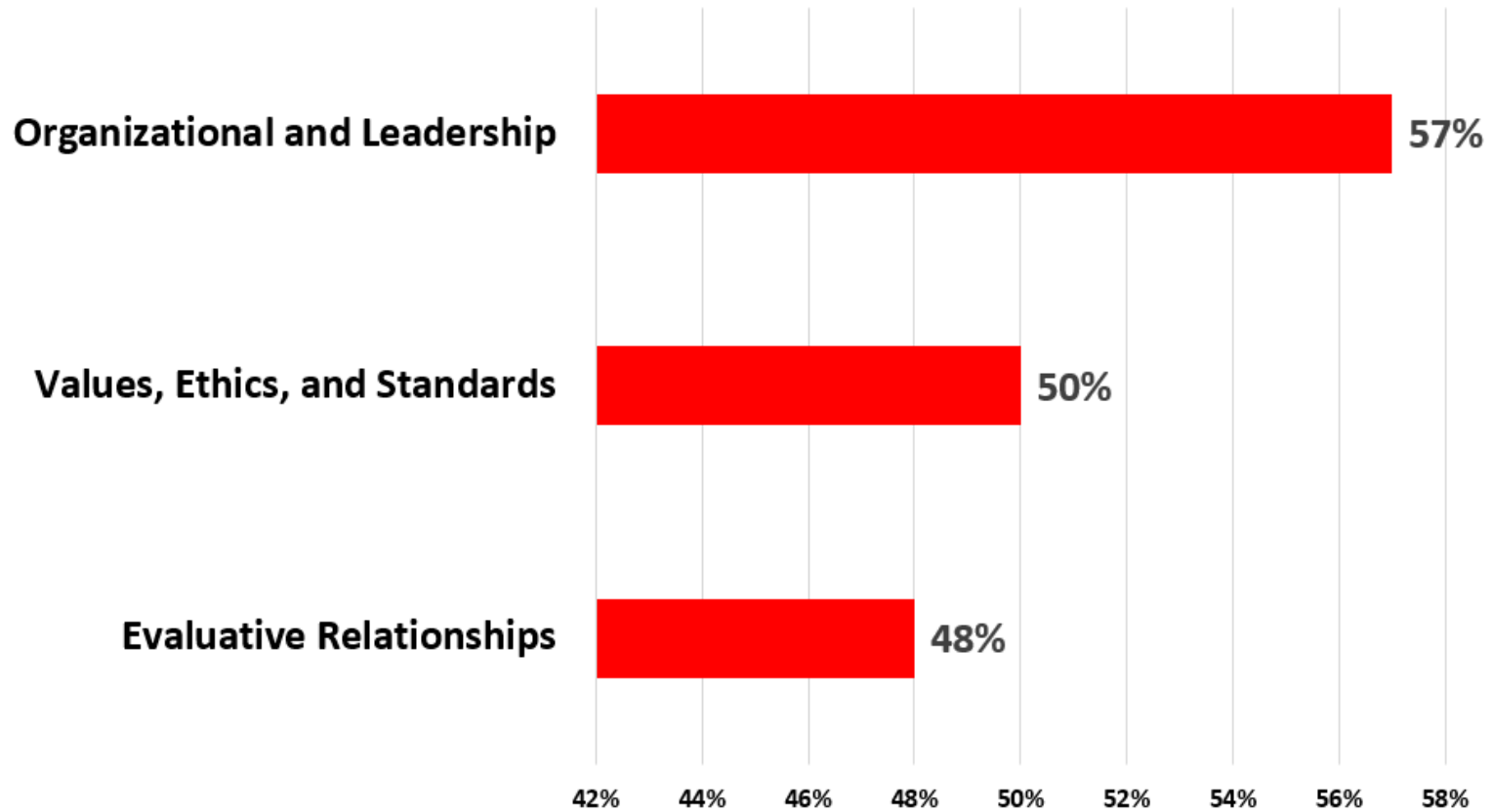
**Faculty (N = 158)**  
**Staff (N = 257)**  
**Anonymous/Other (N = 13)**

**Total (N = 428)**



**■ Faculty   ■ Staff   ■ Anonymous/Other**

## Top Categories of Concerns by Percentage of Visitors Reporting



# Top Themes in Faculty Concerns FY2022

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## **Organizational and Leadership**

- Leadership responsibility for addressing morale, climate
- Measuring and assessing leadership effectiveness

## **Values, Ethics, and Standards**

- “One Northeastern” and experience of full-time non-tenure-track faculty

## **Evaluative Relationships**

- Low trust, retaliation fears, lack of psychological safety
- Retention concerns for faculty supervising others



# Top Themes in Staff Concerns FY2022

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## **Organizational and Leadership**

- Leadership responsibility for addressing morale, climate
- Employee retention and strategic priorities

## **Evaluative Relationships**

- Low trust and psychological safety
- Staff retention, turnover

## **Values, Ethics, and Standards**

- Better alignment between practices and values
- Need for education about compliance-related resources



# Looking Ahead: Themes in FY 2023

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- **Organizational Climate**

- Employee retention concerns persist
- Compensation, benefits, and cost-of-living questions

- **Change Management**

- Impact on full-time non-tenure-track faculty
- Community- and trust-building

- **Employee Experiences in Evaluative Relationships**

- Faculty and staff seek better preparation and accountability measures for those in supervisory roles





# Connecting to the Ombuds Office



## Ombuds Office for Faculty and Staff:

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