

# Trends in Faculty and Staff Concerns

Spring 2023 Update  
from the Ombuds Office

**Presented to the Faculty Senate**

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Ombuds for Faculty and Staff

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**NORTH-EASTERN**

# Ombuds Office Practice Standards

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

- Independence
- Confidentiality
- Neutrality
- Informality



## Total Concerns Reported: 7/1/2022 – 2/15/2023

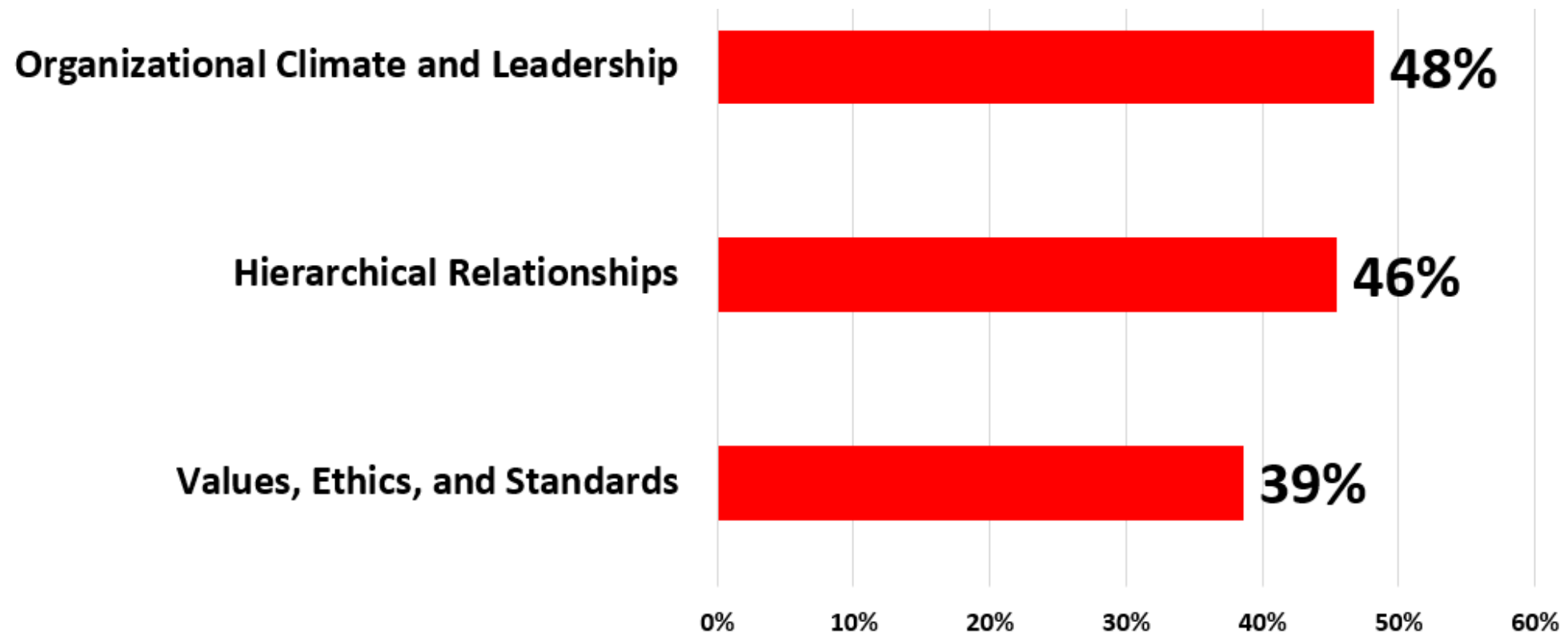
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Visitor Type	Visitor Count	Total Concerns Reported
Faculty	114	265
Staff	167	375
Anonymous/ Other	9	14
<b>TOTAL</b>	<b>290</b>	<b>654</b>



# Top Categories of Concerns in FY 2023: Percentage of Visitors Reporting

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From 7/1/2022 through 2/15/2023



# Top Themes in Faculty Concerns FY 2023

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

- Concerns relating to alleged breaches of policy or standards of conduct
- Aligning institutional culture, values, and practices during expansion and growth

## **Organizational Climate and Leadership**

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

## **Hierarchical Relationships**

- Presence of communication difficulties, low trust
- Affects willingness of faculty to seek support or guidance



# Top Themes in Staff Concerns FY 2023

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## **Hierarchical Relationships**

- Employee retention, turnover, work-related stress persist as themes
- Staff seek reward, recognition, incentives, and other demonstrations of worth

## **Organizational Climate and Leadership**

- Leadership responsibility for morale, climate
- Appropriate budgetary support, dedication of resources to meet strategic priorities

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

- Concerns relating to alleged breaches of policy or standards of conduct



# Contacting the Ombuds Office



## Ombuds Office for Faculty and Staff

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