

# Trends in Faculty and Staff Concerns

## Spring 2024 Update from the Office of the University Ombuds

**Presented to the Faculty Senate**

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University 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:

- Confidentiality
- Independence
- Impartiality
- Informality



# Ombuds Office for Faculty and Staff Overview

## July 1, 2017 – January 15, 2024



**2,300+**  
OFFICE VISITORS  
SUPPORTED



**3,700+**  
VISITOR  
CONCERNS  
RAISED



**7,000+**  
REACHED THROUGH  
PRESENTATIONS,  
TRAININGS, AND  
OUTREACH

# FY 2024 Ombuds Office Numbers

## 7/1/2023 – 1/15/2024

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Visitor Type	Visitor Count	Concerns Reported
Faculty	105	200
Staff	133	266
Anonymous/ Other	10	15
<b>TOTAL</b>	<b>248</b>	<b>481</b>



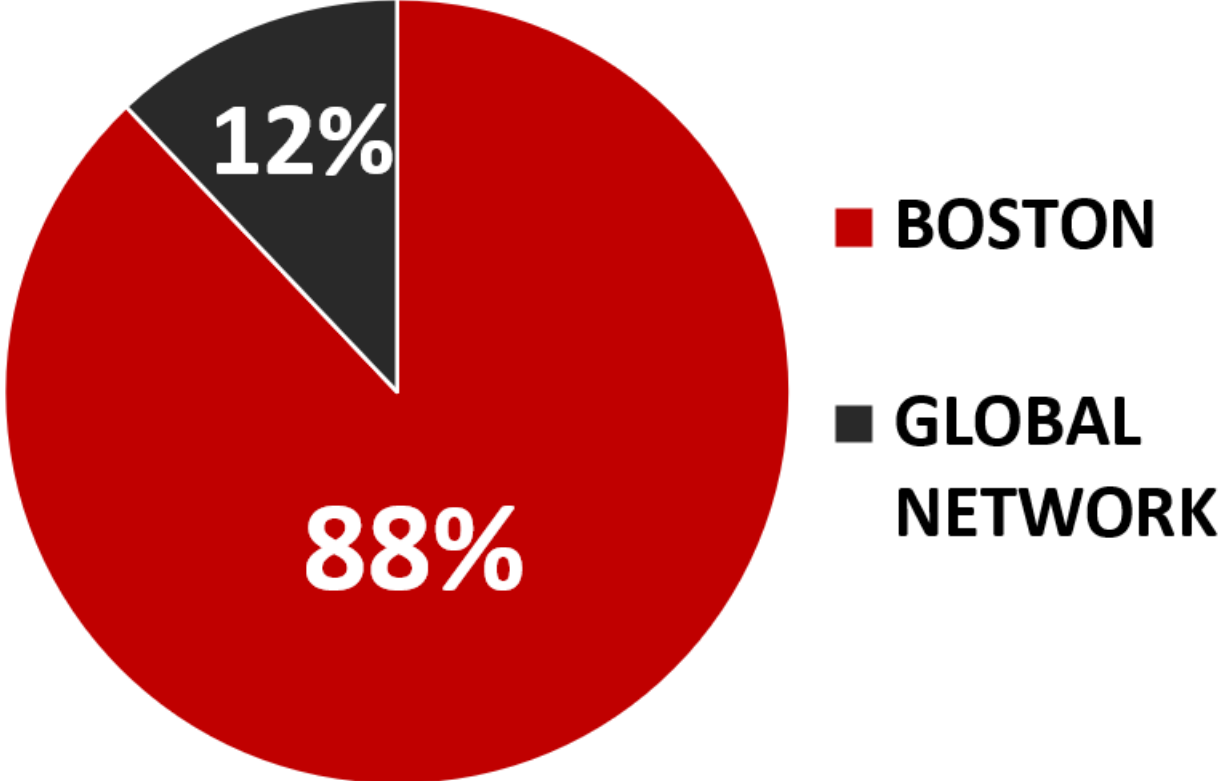
# Ombuds Office Numbers FY 2024 through 1/15/2024

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**FY 2024**

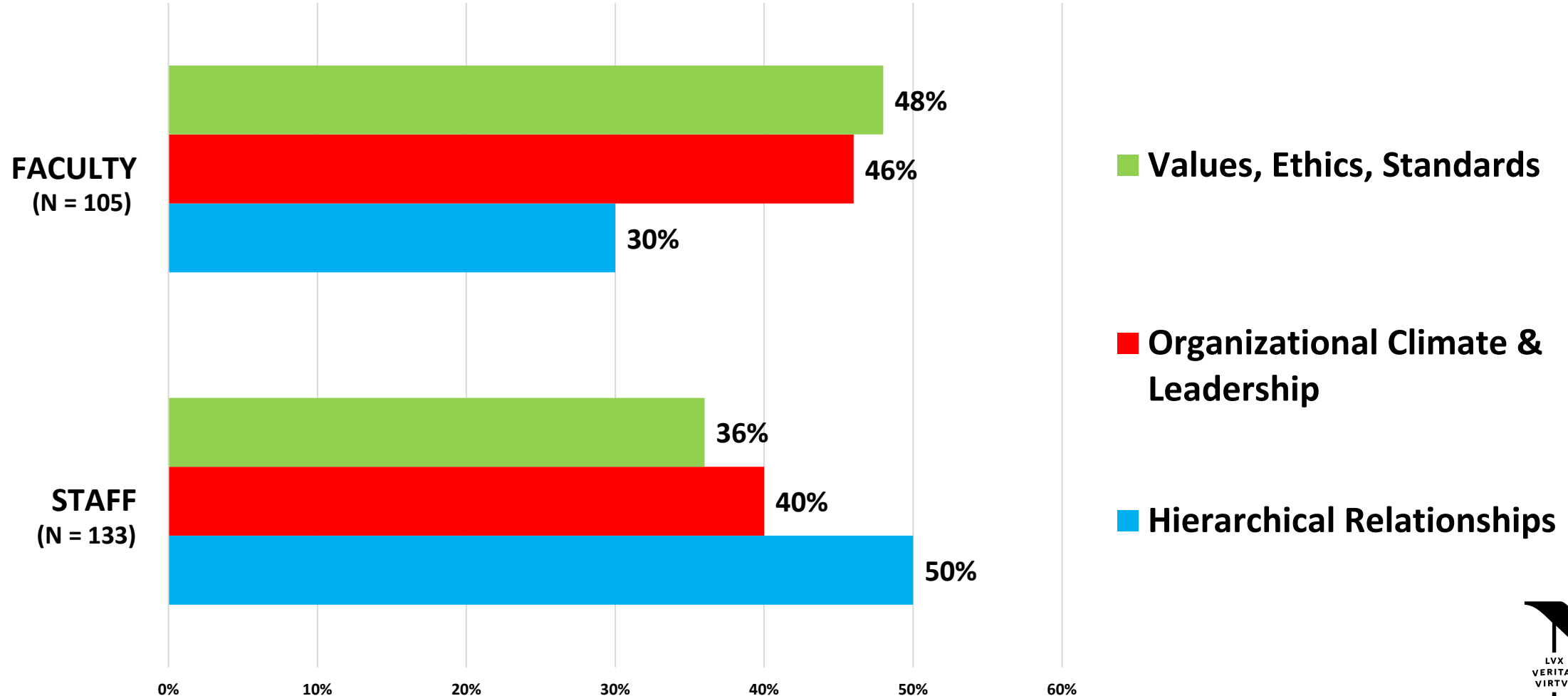
Global Network  
(N=30)

All Other Visitors  
(N = 218)



# FY24 Top Employee Concerns

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# Top Themes in Faculty Concerns FY 2024

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

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

## **Organizational Climate and Leadership**

- Leadership development and effectiveness/performance
- Leadership responsibility for morale and climate

## **Hierarchical Relationships**

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



# Top Themes in Staff Concerns FY 2024

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## **Hierarchical Relationships**

- Presence of communication difficulties, low trust
- 12% of all staff cases involve complex, multi-party issues within this category
- Issues highlight need for training and mentoring for those in supervisory roles

## **Organizational Climate and Leadership**

- Appropriate budgetary support, dedication of resources, better communication to meet strategic priorities

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

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

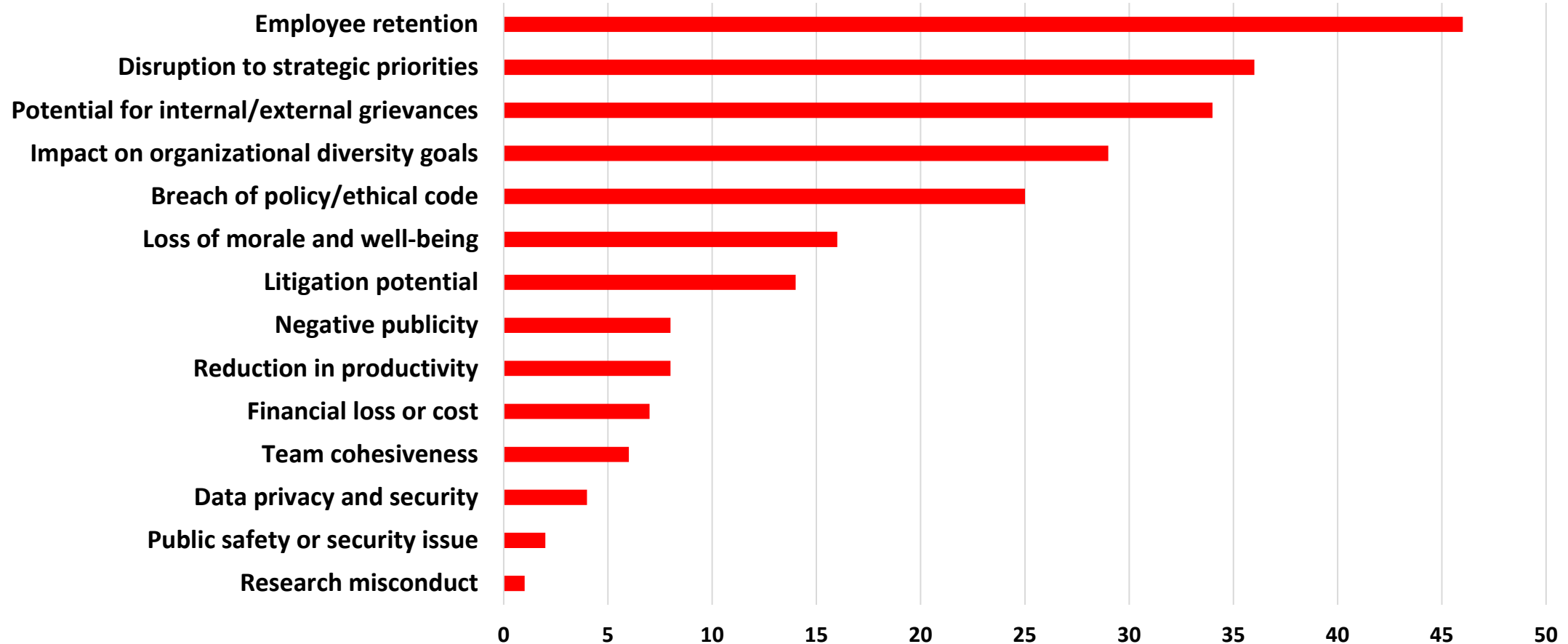




**FY 2024 through 1/15/2024**

**100** Ombuds Office visitors identified

**236** actual or potential risks or costs to the university



**Number of Office Visitors Reporting**



# Contacting the Ombuds Office



## Ombuds Office for Faculty and Staff

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