

## 2017 and 2018 Calendar Year Summary

The Faculty & Staff Ombuds Office collects information in aggregate form to describe cases and obtain feedback from people using its services. This compilation includes case data and post contact survey responses, observations and comments for calendar years 2017 and 2018. (NCSU\* comparison data per OIRP 17/18 where available.)(2019 case totals thru 11/20/19)

Case Totals	2017	2018	2019
Faculty	62	87	88
Staff	107	122	107

Initial contact	Faculty	Staff
Phone	51%	53%
Email	48%	40%
In person	1%	7%

Referred by	Faculty	Staff
Presentation	46%	24%
Visitor (self)	29%	27%
Colleague / Co-worker	19%	29%
Website / E-news	2%	13%
Print material		3%
Other	3%	4%

Type of first meeting	Faculty	Staff
In person	60%	64%
Phone	36%	31%
Email	2%	3%
Other (direct referral)	1%	2%

Ombuds activity	Faculty	Staff
Coach / Information	56%	62%
Identify resources	23%	21%
Confidential contact	14%	13%
Communication support	7%	3%
Review written material	1%	1%

Primary Case Categories	Faculty	Staff
Evaluative Relationships	36%	53%
Career Progression	20%	15%
Legal / Regulatory	15%	8%
Co-worker relationships	9%	4%
Organizational Mission	4%	5%
Safety / Environment	4%	3%
Compensation / Benefits	4%	5%
Values / Standards	4%	3%
Services / Administrative	4%	3%

Faculty Visitor Demographics		
Status	Ombuds	NCSU*
Tenured	54%	46%
Tenure track	15%	15%
Professional track	30%	39%
Role		
Professor	14%	33%
Associate Professor	26%	23%
Assistant Professor	14%	24%
Professional tracks	31%	19%
College / Department Leadership	15%	-
Gender		
Female	48%	39%
Male	52%	61%
Ethnicity		
African American / Black	3%	5%
Asian / Pacific Islander	4%	9%
Hispanic	4%	4%
White	89%	74%
Years of Service		
Less than 5 years	29%	40%
5+ - 10 years	20%	14%
10+ - 15 years	20%	12%
15+ - 20 years	7%	12%
20+	23%	23%

Age		
20+ - 30	1%	5%
30+ - 40	27%	28%
40+ - 50	27%	23%
50+ - 60	23%	20%
60+ - 70	20%	17%
70+	3%	5%

Staff Visitor Demographics		
Status	Ombuds	NCSU*
SHRA	59%	63%
EHRA non-faculty	38%	37%
Other	3%	-
Role		
Employee (no supervision)	67%	-
Director / Associate Dir.	18%	-
Supervisor / Manager	15%	-
Gender		
Female	80%	55%
Male	20%	45%
Ethnicity		
African American / Black	22%	16%
Asian / Pacific Islander	3%	3%
Hispanic	2%	4%
White	70%	69%
Multiethnic	3%	8%
Years of Service		
Less than 5 years	38%	60%
5+ - 10 years	22%	15%
10+ - 15 years	17%	11%
15+ - 20 years	7%	7%
20+	12%	7%
Age		
20+ - 30	13%	34%
30+ - 40	28%	24%
40+ - 50	28%	18%
50+ - 60	25%	17%
60+ - 70	5%	7%
70+	1%	1%

The Post Contact Survey (PCS) is provided to visitors in paper form and directions for an online link. Participation is voluntary and anonymous. (90 responses - response rate 25%)

Contacting / Visiting the office	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Easy to contact office	79%	20%	1%		
Timely returned contact	85%	13%	2%		
Timely spoke/met ombuds	85%	15%			
Office easy to find	40%	28%	16%	16%	
Space contributed to confidentiality	58%	28%	15%		1%
Liked close, not on campus	61%	21%	16%	1%	
Parking important	75%	12%	12%		

Contact with the Ombuds	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Was courteous / respectful	91%	8%	1%		
Explained role	90%	9%	1%		
Comfortable discussing issue	83%	15%	2%		
Ombuds listened carefully	89%	10%	1%		
Helped identify / consider options	76%	19%	4%		1%
Better able to handle situation after discussing with ombuds	50%	30%	15%	2%	2%
Issue/concern now resolved or closer to resolution	31%	17%	26%	15%	11%
Felt better about issue/situation after discussing with ombuds	49%	32%	15%	1%	3%
Recommend others to ombuds	76%	20%	2%		2%

Q5 – If you had not used the ombuds office, what do you think you would have done?	Q5	Q6
Q6 – After using the ombuds office, what did you do?		
Not done anything / Did not do anything	5	2
Not brought the issue up as quickly	3	-
Continued to struggle on my own with the issue/concern	29	-
Not talked to anyone about the issue	4	-
Contacted other university resources for assistance	13	5
Used contact with ombuds to move my situation forward	-	26
Filed a grievance or other administrative action	10	2
Consulted with private counsel about filing a lawsuit	10	3
Left the university	13	4

**Want help, not sure where to turn?  
Go Ombuds !**

## General themes and observations (per aggregate information):

- Professional track faculty issues / Staff career advancement
- Managing faculty transitions / RPT and PTR considerations
- Making decisions with “only” one side of the story - need stakeholder identification coupled with communication
- At will employees – consider discontinuation with dignity
- Management / Leadership concerns – consider more directive training (the “Wolfpack Way”) and executive coaching / build accountability for management behaviors

## What people are saying about the ombuds:

I was very grateful for the prompt response from the ombuds to my request for a meeting when I faced a very emotionally charged and upsetting situation.

This was a very safe space to discuss my issue and to get many useful ideas toward resolution! It was incredibly helpful.

Roy’s knowledge of campus resources and options were impressive and easily laid out directions/paths for me to explore. I was able to better communicate with the individual that I had an issue with. I felt understood and heard.

Although my issue was not fully resolved, the ombuds provided helpful resources / suggestions. After speaking with the ombuds, I felt like a huge weight had been lifted off of my shoulders!

The ombuds was impartial and very comprehensive in assisting me to look at my issues from every angle and develop a plan to resolve it. I felt so much better after meeting with the ombuds.

I received careful attention and a high level of engagement for my issue. I am very thankful for this resource, and it is invaluable for a healthy working environment at the university.

This office was very helpful in providing information and perspective on the situation I was in. As a result, I was able to sort things out with senior administrators and reach a resolution.

The faculty ombuds is easy to contact and talk with. He provides helpful information and refers you to other resources if he does not know the answer. I recommend the office to faculty who may be hesitant to seek help with most any kind of university issue.