

2019 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, post contact survey responses and comments for calendar year 2019. (NCSU* - comparison data per research office 17/18 where available.)

2019 Case Totals		2019 Data From
Faculty	95	88
Staff	128	124

Initial contact	Faculty	Staff
Phone	49%	54%
Email / text	48%	43%
In person	3%	3%

Referred by	Faculty	Staff
Presentation	49%	36%
Visitor (self)	13%	16%
Colleague / Co-worker	28%	28%
Website / E-news	4%	7%
Print material	1%	1%
Other (internal / external)	5%	12%

Type of first meeting	Faculty	Staff
In person	69%	65%
Phone	24%	32%
Email	5%	3%
Other (direct referral)	2%	-

Ombuds activity	Faculty	Staff
Consultation / Information	43%	46%
Identify resources	40%	36%
Confidential contact	9%	8%
Communication support	6%	1%
Review written material	2%	1%
Other (group / unit process)	-	8%

Primary Case Categories	Faculty	Staff
Evaluative Relationships	30%	45%
Career Progression	19%	15%
Legal / Regulatory	14%	9%
Co-worker relationships	13%	6%
Organizational Mission	13%	16%
Compensation / Benefits	5%	1%
Services / Administrative	4%	5%
Values / Standards	1%	2%
Safety / Environment	-	1%

Faculty Visitor Demographics		
Status	Ombuds	NCSU*
Tenured	45%	46%
Tenure track	18%	15%
Professional track	36%	39%
Role		
Professor	14%	33%
Associate Professor	20%	23%
Assistant Professor	17%	24%
Professional tracks	33%	19%
Leadership	16%	-
Gender		
Female	48%	39%
Male	52%	61%
Ethnicity		
African American / Black	2%	5%
Asian / Pacific Islander	7%	9%
Hispanic	3%	4%
White	86%	74%
Years of Service		
Less than 5 years	38%	40%
5+ - 10 years	21%	14%
10+ - 15 years	13%	12%
15+ - 20 years	13%	12%
20+	15%	22%

Want help and not sure where to turn -
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Age		
20+ - 30	1%	5%
30+ - 40	25%	28%
40+ - 50	20%	23%
50+ - 60	31%	20%
60+ - 70	23%	17%
70+	-	5%

Staff Visitor Demographics		
Status	Ombuds	NCSU*
SHRA	54%	63%
EHRA non-faculty	40%	37%
Other (temp / resident)	6%	-
Role		
Employee (no supervision)	65%	-
Director / Associate Dir.	19%	-
Supervisor / Manager	15%	-
Faculty	1%	-
Gender		
Female	78%	55%
Male	22%	45%
Ethnicity		
African American / Black	17%	16%
Asian / Pacific Islander	4%	3%
Hispanic	2%	4%
White	75%	69%
Years of Service		
Less than 5 years	45%	60%
5+ - 10 years	26%	15%
10+ - 15 years	22%	11%
15+ - 20 years	5%	7%
20+	1%	7%
Age		
20+ - 30	15%	34%
30+ - 40	39%	24%
40+ - 50	26%	18%
50+ - 60	9%	17%
60+ - 70	9%	7%
70+	-	1%

The Post Contact Survey (PCS) is provided in paper form and directions for an online link. Participation is voluntary and anonymous. Responses for selected sections listed below. (41 responses - response rate 19%)

Contacting / Visiting the office	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Easy to contact office	92%	8%			
Timely returned contact	95%	5%			
Timely spoke/met ombuds	98%	2%			
Office easy to find	49%	34%	11%	3%	3%
Space contributed to confidentiality	69%	23%	8%		
Liked location close, not on campus	64%	28%	6%	3%	
Available parking important	70%	11%	14%	5%	

Contact with the Ombuds	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Was courteous / respectful	98%	2%			
Explained role	93%	7%			
Comfortable discussing issue	95%	5%			
Ombuds listened carefully	98%	2%			
Helped identify / consider options	93%	5%	2%		
Provided useful / helpful information	88%	10%	2%		
Better able to handle situation after discussing with ombuds	79%	13%	5%		3%
Issue/concern now resolved or closer to resolution	32%	29%	29%	5%	5%
Felt better about issue/situation after discussing with ombuds	67.5%	15%	10%	5%	2.5%
Recommend others to ombuds	92.5%	5%	2.5%		

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	2	-
Not brought the issue up as quickly	8	-
Not talked to anyone about the issue	5	-
Continued to struggle on my own with the issue/concern	29	-
Used contact with ombuds to move my situation forward	-	30
Contacted other university resources for assistance	10	3
Filed a grievance or other administrative action	5	0
Consulted with private counsel about filing a lawsuit	6	1
Left the university	9	0

What people are saying about the ombuds - - - -

Very comfortable environment to share sensitive information and gain insight into my issue. THANK YOU

The service provided was great, I really can't find anything negative about it. It also makes me feel better to know that this office exists, in case I would need it again in the future.

The meeting and discussion facilitated by the Faculty Ombuds was productive and effective in helping my team move forward. We had the opportunity to learn more about each other and to reaffirm that our perceptions are often not accurate. The importance of candid and open communications was emphasized. Thank you for the valuable assistance.

The Ombuds office provided me with useful and pertinent information regarding my concern, including UNC and NCSU policy information that would have taken me a long time to locate on my own.

Roy was very supportive and open to different ways to approach my issue. I'm very pleased with the information he offered, and his general guidance.

This resource is very helpful for staff who are not sure what to do or need a neutral sounding board. My only issue was the office was a bit of a challenge to locate.

Working with Roy was seamless and incredibly insightful. I hope everyone knows they can reach out about any issue they're struggling with.

Really appreciated the possible avenues of direction that were provided. I had a sense of relief, and felt significantly better about my situation after having spoken with Roy.

**Want help and not sure where to turn,
Go Ombuds**

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