

2020 Calendar Year Summary

The Faculty & Staff Ombuds Office collects information in aggregate form to describe cases and obtain feedback. This compilation includes case data, post contact survey responses and comments for calendar year 2020.

(NCSU* - comparison data where available from Fall 2019)

2020 Case Totals		Total case contacts
Faculty	91	567
Staff	112	553
Total	203	1120

Initial contact	Faculty	Staff
Email / text	55%	51%
Phone	40%	43%
In person	5%	6%

Referred by	Faculty	Staff
Presentation	47%	36%
Colleague / Co-worker	32%	34%
Other (internal / external)	11%	9%
Visitor (self)	6%	6%
Website / E-news / Print	4%	15%

Type of first meeting	Faculty	Staff
Phone	44%	51%
Zoom	28%	28%
In person	20%	18%
Email	8%	3%

Ombuds activity / each case	Faculty	Staff
Consultation / Coaching	98%	100%
Identify resources	85%	92%
Confidential contact	24%	19%
Communication support	14%	6%
Review written material	-	5%
Other (group / unit process)	-	1%

Primary Case Categories	Faculty	Staff
Direct Report Relationships	26%	42%
Values / Standards	13%	2%
Peer relationships	11%	9%
Organizational Mission	11%	8%
Career Progression	10%	12%
Legal / Regulatory	10%	7%
Safety / Environment	7%	6%
Compensation / Benefits	6%	7%
Services / Administrative	6%	7%

Faculty Visitor Demographics		
Status	Ombuds	NCSU*
Tenured	55%	43%
Professional track	28%	42%
Tenure track	7%	15%
Other (Post doc / Grad)	10%	-
Role		
Professional tracks	21%	43%
Professor	24%	29%
Associate Professor	20%	15%
Leadership	17%	-
Assistant Professor	5%	13%
Other (Post doc/Grad)	13%	-
Gender		
Female	42%	40%
Male	58%	60%
Ethnicity		
African American / Black	5%	5%
Asian	6%	10%
Hispanic	10%	4%
White	77%	73%
Multi-cultural / Not known	2%	8%
Years of Service		
Less than 5 years	34%	25%
5+ - 10 years	20%	17%
10+ - 15 years	14%	14%
15+ - 20 years	9%	19%
20+	22%	25%

Age		
20+ - 30	2%	1%
30+ - 40	27%	18%
40+ - 50	26%	28%
50+ - 60	17%	24%
60+ - 70	26%	23%
70+	1%	5%

Staff Visitor Demographics		
Status	Ombuds	NCSU*
EHRA non-faculty	61%	38%
SHRA	37%	62%
Other (temp / resident)	2%	-
Role		
Employee (no supervision)	56%	-
Director / Associate Dir.	26%	-
Supervisor / Manager	17%	-
Faculty	-	-
Gender		
Female	76%	56%
Male	24%	44%
Ethnicity		
African American / Black	13%	16%
Asian	-	3%
Hispanic	5%	6%
White	82%	68%
Multi-cultural / Not known	-	7%
Years of Service		
Less than 5 years	46%	36%
5+ - 10 years	18%	22%
10+ - 15 years	16%	15%
15+ - 20 years	11%	14%
20+	9%	12%
Age		
20+ - 30	18%	12%
30+ - 40	26%	26%
40+ - 50	28%	26%
50+ - 60	18%	24%
60+ - 70	11%	12%
70+	-	1%

The Post Contact Survey (PCS) is provided via an online link. Participation is voluntary and anonymous. Responses for selected sections listed below (13% response rate).

Contacting / Visiting the office	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Easy to contact office	96%	4%			
Timely returned contact	96%	4%			
Timely spoke/met ombuds	96%	4%			

Contact with the Ombuds	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Was courteous / respectful	96%	4%			
Explained role	84%	16%			
Comfortable discussing issue	92%	8%			
Ombuds listened carefully	96%		4%		
Helped identify / consider options	80%	16%		4%	
Provided useful / helpful information	80%	16%	4%		
Better able to handle situation after discussing with ombuds	72%	20%	4%	4%	
Issue/concern now resolved or closer to resolution	32%	28%	28%	4%	4%
Felt better about issue/situation after discussing with ombuds	72%	16%	8%	4%	
Recommend others to ombuds	88%	8%	4%		

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	1	-
Not brought the issue up as quickly	3	-
Not talked to anyone about the issue	3	-
Continued to struggle on my own with the issue/concern	18	-
Used contact with ombuds to move my situation forward	-	18
Contacted other university resources for assistance	8	4
Filed a grievance or other administrative action	3	-
Consulted with private counsel about filing a lawsuit	3	-
Left the university	8	1

What people are saying about the ombuds - - -

It was very helpful to have a confidential person to talk to about the situation. While I was already pursuing all paths discussed, it helpful clarify I was on the right path and to get an outside perspective on the situation.

Roy was a huge help in my situation. After our meeting I was able to talk through my issues with my supervisors and come to a clear understanding of where to put our energy to make things better.

The Ombuds was very helpful. He helped me clarify my concerns, helped me determine options and find resources. I found meeting with him very beneficial.

I was impressed with the professionalism of Mr. Baroff and he came up with some options that I had not considered. I discussed these ideas with my Department Head and followed through with one of them. I felt that the university contact who he identified that might be helpful was – that it made a difference in resolving the situation. It also gave me some comfort during a stressful time, as it gave a feeling of support from a university provided resource.

This was my first time consulting with the ombuds office. Roy is very personable, listens well, is responsive, and very timely in providing follow-up information with resources. I appreciate his attention to detail while looking holistically at the situation. After this experience, I think this is truly a valuable resource for faculty and staff that provides a safe, confidential way to sort through issues at NC State.

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Faculty & Staff Ombuds Office

facultyombuds.ncsu.edu

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Want help and not sure where to turn? Go Ombuds !