

2021 Calendar Year Summary

This compilation includes case data, post contact survey responses and comments for calendar year 2021. (NCSU* comparison data from Fall 2020)

2021 Case Totals		Total case contacts
Faculty	129	1020
Staff	117	662
Total	246	1682

Initial contact	Faculty	Staff
Email	71%	54%
Phone	29%	37%
Physically in person	0	9%

Referred by	Faculty	Staff
Visitor (self)	31%	24%
Presentation	22%	32%
Colleague / Co-worker	22%	29%
Ombuds contact	10%	5%
Website / E-news / Print	8%	8%
Group process	6%	2%
Other	1%	-

Type of consultation	Faculty	Staff
Zoom	44%	51%
Phone	44%	40%
Email	10%	5%
Physically in person	1%	3%

Ombuds activity / each case	Faculty	Staff
Consultation / Coaching	93%	90%
Identify resources	84%	85%
Confidential contact	22%	16%
Communication support	18%	18%
Review written material	-	2%
Other (group / unit process)	6%	1%

Primary Case Categories	Faculty	Staff
Direct Report Relationships	23%	47%
Career Progression	16%	5%
Organizational Mission	16%	11%
Peer relationships	15%	6%
Values / Standards	10%	4%
Services / Administrative	9%	6%
Compensation / Benefits	6%	7%
Legal / Regulatory	3%	9%
Safety / Environment	1%	4%

Faculty Visitor Demographics		
Status	Ombuds	NCSU*
Tenured	58%	44%
Professional track	17%	41%
Tenure track	10%	14%
Other (Post doc / Grad)	15%	-
Role		
Professor	27%	29%
Associate Professor	19%	15%
Professional tracks	18%	41%
Leadership	14%	-
Assistant Professor	8%	13%
Other (Post doc/Grad)	14%	-
Gender		
Female	43%	41%
Male	57%	59%
Ethnicity		
African American / Black	6%	5%
Asian	11%	10%
Latinx	5%	4%
White	78%	72%
Years of Service		
Less than 5 years	35%	24%
5+ - 10 years	22.5%	18%
10+ - 15 years	10%	13%
15+ - 20 years	9%	15%
20+	23%	30%

Age		
20+ - 30	7%	2%
30+ - 40	16%	21%
40+ - 50	26%	28%
50+ - 60	24%	24%
60+ - 70	23%	20%
70+	4%	7%

Staff Visitor Demographics		
Status	Ombuds	NCSU*
EHRA non-faculty	48%	35%
SHRA	45%	55%
Other (temp / student)	7%	7%
Role		
Employee (no supervision)	36%	-
Director / Associate Dir.	31%	-
Supervisor / Manager	27%	-
Other	5%	-
Gender		
Female	72%	55%
Male	27%	45%
Ethnicity		
African American / Black	16%	15%
Asian	6%	3.5%
Latinx	3%	4%
White	69%	67%
Multi-cultural / Not known	5%	10.5%
Years of Service		
Less than 5 years	37.5%	41%
5+ - 10 years	23%	20%
10+ - 15 years	17%	12%
15+ - 20 years	11%	12%
20+	12%	15%
Age		
20+ - 30	10%	13%
30+ - 40	35%	28%
40+ - 50	30%	24%
50+ - 60	14%	23%
60+ - 70	11%	11%
70+	-	1%

Not sure where to go for help – Go Ombuds !

The Post Contact Survey (PCS) is provided via an online link. Participation is voluntary and anonymous. Responses for selected sections listed below (9% response rate).

Contacting / Visiting the office	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Easy to contact office	68%	28%	5%		
Timely returned contact	68%	28%	5%		
Timely spoke/met ombuds	68%	28%	5%		

Contact with the Ombuds	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Was courteous / respectful	68%	28%	5%		
Explained role	68%	28%	5%		
Comfortable discussing issue	68%	28%	5%		
Ombuds listened carefully	68%	28%	5%		
Helped identify / consider options	68%	28%	5%		
Provided useful / helpful information	68%	28%	5%		
Better able to handle situation after discussing with ombuds	68%	28%	5%		
Issue/concern now resolved or closer to resolution	41%	18%	23%	18%	
Felt better about issue/situation after discussing with ombuds	64%	27%		9%	
Recommend others to ombuds	68%	27%	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	3	2
Not brought the issue up as quickly	2	-
Not talked to anyone about the issue	2	-
Continued to struggle on my own with the issue/concern	15	-
Used contact with ombuds to move my situation forward	-	18
Contacted other university resources for assistance	7	4
Filed a grievance or other administrative action	4	0
Consulted with private counsel about filing a lawsuit	3	0
Left the university	9	2
Contacted media	1	0

What people are saying about the ombuds - - -

The entire process was smooth which was a relief given the anxiety around the reason prompting me to reach out to the Ombuds office. While I hope to not have to reach out again, I would not hesitate if I had too based on my experience.

I felt distressed about a situation with my supervisor and was concerned that I may lose my job for a situation I had little control over. Speaking with Roy helped me identify ways I could talk about the problems, suggested language that would be helpful to frame the issues and gave me agency to address the concerns with my supervisor. I am acting on the advice I received and having better outcomes.

Roy offered valuable insight in helping me navigate through this situation. He invited me to "regain" my strength!

The Ombuds helped myself and my colleague to take a step back and look at how we got where we were in our relationship. His kind words and gentle encouragement and neutrality really helped calm my nerves and be more open to the process. It was a PLEASURE to work with Roy. And I am SO appreciative of the assistance he gave me and my colleague.

Before meeting with the faculty ombuds, I was frustrated with my career trajectory. I found the culture in academia too mysterious and intimidating to navigate with confidence. I knew I needed help, but I felt that going to colleagues was too risky. After meeting with the ombuds, I am more confident and equipped to build healthy relationships with my colleagues and build my academic career.



Faculty & Staff Ombuds Office
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Want help and not sure where to turn? Go Ombuds !