Office of the Ombudsperson
30th ANNUAL REPORT
2015-2016
The Office of the Ombudsperson

We are:
• Confidential
• Neutral
• Informal
• Independent

Contact us at:
C108 Seashore Hall
319-335-3608
ombudsperson@uiowa.edu
www.uiowa.edu/ombuds
Total Visitors

Visitors to the Ombuds Office by Year
1986 - 2016
Demographics

Percentage of Women and Racial/Ethnic Minority Visitors

- **Women**: 67%
- **Racial/Ethnic Minorities**: 26%
Total Visitor Concerns

- Evaluative Relationships: 44%
- Peer Relationships: 17%
- Career/Academic Progression: 12%
Faculty Concerns

- Evaluative Relationships: 41%
- Peer Relationships: 26%
Merit Staff Concerns

- Peer Relationships: 29%
- Evaluative Relationships: 50%
P&S and Merit Exempt/Confidential Staff Concerns

- Evaluative Relationships: 56%
- Peer Relationships: 14%
- Career/Academic Progression: 12%

Other concerns represented in smaller slices of the pie chart.
Graduate and Professional Student, Post Doc, Resident and Fellow Concerns

- Evaluative Relationships: 31%
- Peer Relationships: 16%
- Career/Academic Progression: 19%
- Policy Violations: 11%
- Services/Administration: 12%
Undergraduate Student Concerns

- Services/Administration: 25%
- Evaluative Relationships: 29%
- Safety/Health/Environment: 12%
- Policy Violations: 15%
Disrespectful Behavior

<table>
<thead>
<tr>
<th>Year</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>YR 22 (2007-2008)</td>
<td>12%</td>
</tr>
<tr>
<td>YR 23 (2008-2009)</td>
<td>17%</td>
</tr>
<tr>
<td>YR 24 (2009-2010)</td>
<td>22%</td>
</tr>
<tr>
<td>YR 25 (2010-2011)</td>
<td>25%</td>
</tr>
<tr>
<td>YR 26 (2011-2012)</td>
<td>22%</td>
</tr>
<tr>
<td>YR 27 (2012-2013)</td>
<td>23%</td>
</tr>
<tr>
<td>YR 28 (2013-2014)</td>
<td>27%</td>
</tr>
<tr>
<td>YR 29 (2014-2015)</td>
<td>27%</td>
</tr>
<tr>
<td>YR 30 (2015-2016)</td>
<td>29%</td>
</tr>
</tbody>
</table>
## Organizational Risk

<table>
<thead>
<tr>
<th>Organizational Risk</th>
<th>Percent of Visitors Indicating Risk</th>
</tr>
</thead>
<tbody>
<tr>
<td>Loss of Productivity Due to Pervasive Conflict</td>
<td>34%</td>
</tr>
<tr>
<td>Staff Turnover Due to Conflict</td>
<td>14%</td>
</tr>
<tr>
<td>Possible Negative Publicity</td>
<td>4%</td>
</tr>
<tr>
<td>Significant Policy Violations</td>
<td>15%</td>
</tr>
<tr>
<td>Potential for Internal/External Grievances</td>
<td>15%</td>
</tr>
<tr>
<td>Potential for Litigation</td>
<td>9%</td>
</tr>
<tr>
<td>Serious Safety Concerns</td>
<td>7%</td>
</tr>
<tr>
<td>No Identified Risk</td>
<td>36%</td>
</tr>
</tbody>
</table>
Campus Issues

• Hiring Issues
  • Promotion from Within
  • Unsuccessful Internal Candidates

• Hidden Effects of Mental Health Conditions

• Legal Assistance for Students
Year 30 Activities

• 29 annual report presentations
• 37 informational presentations
• 45 workshops on conflict management
Visitor Evaluation of Office

• 52% response rate
• 85% positive responses
• 67% developed skills/approaches helpful in resolving future problems

If no Ombuds Office:
  • 17% formal option
  • 38% avoidance of problem