Office of the Ombudsperson

Annual Report 2020-21
Office of the Ombudsperson:

- Provides problem solving and conflict resolution.
- Serves all faculty, staff and students.
Code of Ethics

- Confidential
- Neutral/Impartial
- Informal
- Independent
We can:

- Listen.
- Help analyze a problem.
- Identify and explain relevant University policies and procedures.
- Help identify options.
- Make referrals to other campus resources.
- Provide coaching on effective conflict management.
We also:

- Carry out shuttle diplomacy by serving as a go-between to resolve problems.
- Facilitate group discussions.
- Mediate conflicts.
Number of Visitors 1986-2021
Types of Visitors

- Students: 25%
- Faculty: 28%
- Staff: 41%
- Other: 6%
Visitor Concerns

- Evaluative Relationships: 48%
- Peer Relationships: 14%
- Career/Academic Progression: 10%
- Services/Administration: 9%
- Safety/Health/Environment: 9%
- Policy Violations: 7%
- Other: 3%
Visitors Experiencing Disrespectful Behavior: 24%
Consultations: 79

UI administrators, Human Resources staff, and others seek assistance in managing conflict.
Perceived Risks to Campus: 71% of Visitors

<table>
<thead>
<tr>
<th>Risk</th>
<th>%</th>
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<tbody>
<tr>
<td>Loss of Productivity</td>
<td>42%</td>
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<tr>
<td>Policy Violations</td>
<td>18%</td>
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<tr>
<td>Turnover</td>
<td>15%</td>
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<td>Grievance</td>
<td>15%</td>
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<tr>
<td>Safety</td>
<td>5%</td>
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<tr>
<td>Negative Publicity</td>
<td>3%</td>
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<tr>
<td>Litigation</td>
<td>2%</td>
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</tbody>
</table>
Satisfied Visitors: 86%
2020-2021 Themes

- COVID
- Department Responses to Diversity, Equity and Inclusion
- Student Academic Accommodations
About Us

Cynthia Joyce, MPPM, MES
University Ombudsperson

Meenakshi Gigi Durham, PhD
University Ombudsperson
About Us

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Contact Information

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Contact us for virtual or in-person presentations.
No problem too big or too small.
Let’s talk!