

2019 Calendar Year to Date Summary (10/1/19)

The ombuds office collects information in aggregate form to describe cases and obtain feedback from visitors. This summary includes case and post contact survey, and comments for calendar year 2019 thru August 31st (benchmarks NCSU) where available. (2019 case totals thru 10/1/19)

Case Totals	2019	
Faculty	74	Data from 62 cases
Staff	91	Data from 82 cases

Initial contact	Faculty	Staff
Phone	47%	47%
Email / text	51%	49%
In person	2%	3%

Referred by	Faculty	Staff
Presentation	43%	27%
Visitor (self)	19%	26%
Colleague / Co-worker	26%	32%
Website / E-news	6%	10%
Print material	1%	1%
Other	4%	3%

Type of first meeting	Faculty	Staff
In person	72%	64%
Phone	23%	32%
Email	5%	3%

Ombuds activity	Faculty	Staff
Coach / Information	45%	48%
Identify resources	40%	37%
Confidential contact	8%	10%
Communication support	4%	-
Review written material	2%	1%

Primary Case Categories	Faculty	Staff
Evaluative Relationships	36%	35%
Career Progression	14%	16%
Legal / Regulatory	14%	12%
Co-worker relationships	12%	8%
Organizational Mission	14%	14%
Safety / Environment	-	1%
Compensation / Benefits	7%	1%
Values / Standards	2%	2%
Services / Administrative	3%	6%

Faculty Visitor Demographics		
Status	Ombuds	NCSU
Tenured	44%	46%
Tenure track	21%	15%
Professional track	34%	39%
Role		
Professor	11%	33%
Associate Professor	21%	23%
Assistant Professor	21%	24%
Professional tracks	33%	19%
College / Department Leadership	13%	-
Gender		
Female	54%	39%
Male	46%	61%
Ethnicity		
African American / Black	3%	5%
Asian / Pacific Islander	8%	9%
Hispanic	3%	4%
White	84%	74%
Years of Service		
Less than 5 years	40%	40%
5+ - 10 years	22%	14%
10+ - 15 years	13%	12%
15+ - 20 years	10%	12%
20+	15%	23%

Age		
20+ - 30	2%	5%
30+ - 40	31%	28%
40+ - 50	23%	23%
50+ - 60	28%	20%
60+ - 70	16%	17%
70+	-	5%

Staff Visitor Demographics		
Status	Ombuds	NCSU
SHRA	55%	63%
EHRA non-faculty	37%	37%
Other	8%	-
Role		
Employee (no supervision)	72%	-
Director / Associate Dir.	15%	-
Supervisor / Manager	12%	-
Gender		
Female	77%	55%
Male	23%	45%
Ethnicity		
African American / Black	13%	16%
Asian / Pacific Islander	6%	3%
Hispanic	2%	4%
White	77%	69%
Multiethnic	1%	8%
Years of Service		
Less than 5 years	44%	60%
5+ - 10 years	22%	15%
10+ - 15 years	26%	11%
15+ - 20 years	6%	7%
20+	-	7%
Age		
20+ - 30	17%	34%
30+ - 40	32%	24%
40+ - 50	31%	18%
50+ - 60	9%	17%
60+ - 70	10%	7%
70+	-	1%

The Post Contact Survey (PCS) is provided to visitors in paper form and directions for an online link. Participation is voluntary and anonymous. Responses for selected sections listed below. (36 responses - response rate 25%)

Contacting / Visiting the office	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Easy to contact office	92%	8%			
Timely returned contact	97%	3%			
Timely spoke/met ombuds	97%	3%			
Office easy to find	41%	35%	12%	3%	3%
Space contributed to confidentiality	62%	24%	9%		
Liked location close, not on campus	62%	26%	6%	3%	
Available parking important	68%	12%	12%	6%	

Contact with the Ombuds	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Was courteous / respectful	97%	3%			
Explained role	92%	8%			
Comfortable discussing issue	94%	6%			
Ombuds listened carefully	97%	3%			
Helped identify / consider options	92%	6%	2%		
Provided useful / helpful information	86%	11%	3%		
Better able to handle situation after discussing with ombuds	75%	14%	6%		3%
Issue/concern now resolved or closer to resolution	31%	28%	25%	6%	6%
Felt better about issue/situation after discussing with ombuds	69%	14%	8%	6%	3%
Recommend others to ombuds	92%	6%	2%		

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	7	-
Not talked to anyone about the issue	5	-
Continued to struggle on my own with the issue/concern	26	-
Used contact with ombuds to move my situation forward	-	26
Contacted other university resources for assistance	9	2
Filed a grievance or other administrative action	5	-
Consulted with private counsel about filing a lawsuit	4	-
Left the university	7	-

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**