Ombuds Office Summary for 2017-2018

Visitors increased since 2013

Visitors: Mostly staff or students

<table>
<thead>
<tr>
<th>Category</th>
<th>Visitors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Loss of productivity</td>
<td>67</td>
</tr>
<tr>
<td>Respect/abrasive conduct</td>
<td>46</td>
</tr>
<tr>
<td>Retaliation – real or perceived*</td>
<td>22</td>
</tr>
<tr>
<td>Staff turnover due to conflict</td>
<td>17</td>
</tr>
<tr>
<td>Significant policy violations</td>
<td>13</td>
</tr>
<tr>
<td>Discrimination/harassment*</td>
<td>11</td>
</tr>
<tr>
<td>Possible negative publicity</td>
<td>10</td>
</tr>
<tr>
<td>Potential for internal/external grievances</td>
<td>8</td>
</tr>
<tr>
<td>Potential for litigation*</td>
<td>5</td>
</tr>
<tr>
<td>Serious safety concerns*</td>
<td>3</td>
</tr>
</tbody>
</table>

Ombuds Activities

- Individual visits
- 10 informational presentations
- 26 workshops on conflict management
- Consultations
  - Administrators – 30 events
  - Exit interviews – 25 events
  - Group conflict facilitation – 12 events

Trends and Comments

- Respect and Incivility
- Compensation and Benefits
- Communication
- Over scheduling & lack of collaboration between departments
- General Climate Issues – Staff v Faculty - perceptions of inequity in treatment and policies, morale, lack of sense of community

Visitor concerns

- Evaluative Relationships
- Peer Relationships
- Career/Academic Progression
- Comp/Benefits
- Services/Administration
- Organizational Strategic Mission
- Values/Ethics/Standards
- Organizational Strategic Mission

Disrespectful behavior increased

*20% are organizational risk

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