

UNIVERSITY OF IOWA

OFFICE OF THE OMBUDSPERSON

FY31 2016-2017



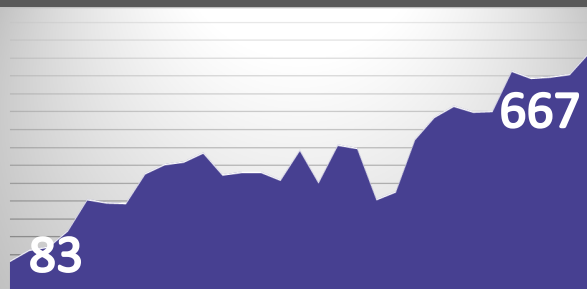
SATISFACTION SURVEY

80%
Satisfied



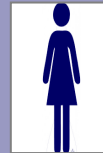
Confidential · Neutral · Informal · Independent

NUMBERS OF VISITORS 1986-2017



FEMALE VISITORS

70%
(56% on campus)

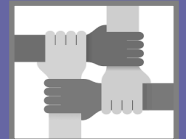


DISRESPECTFUL BEHAVIOR

12% in 2007
29% in 2017

RACIAL/ETHNIC MINORITY VISITORS

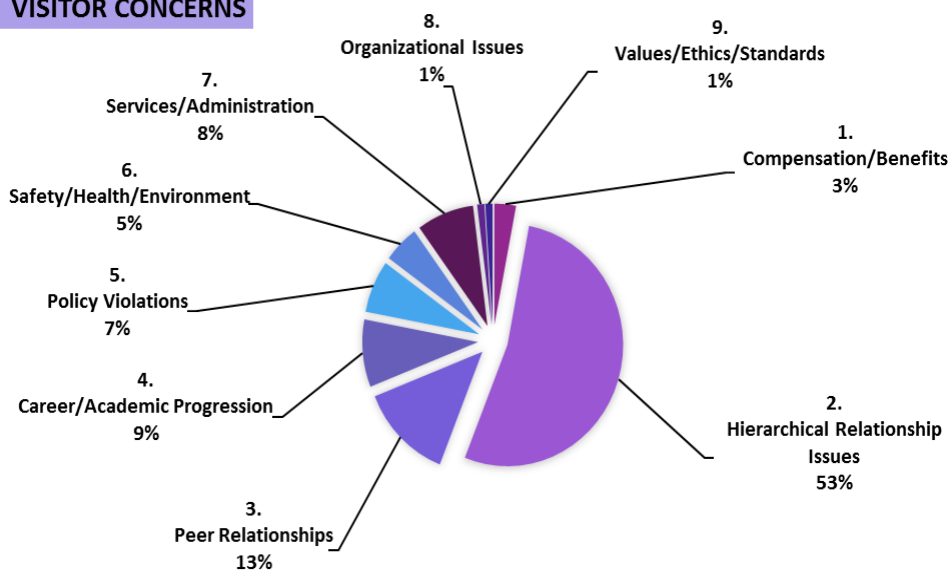
19% (16% on campus)



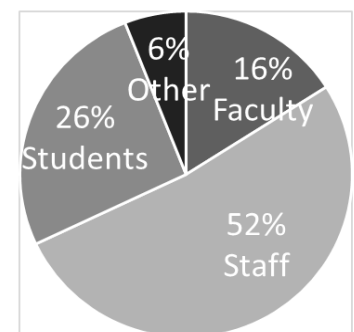
ACTIVITIES



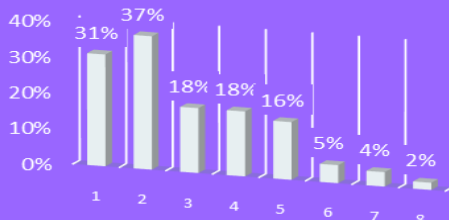
VISITOR CONCERNS



TYPE OF VISITORS



POTENTIAL ORGANIZATIONAL RISKS



1. No Risk
2. Loss of Productivity
3. Policy Violations
4. Turnover
5. Grievances
6. Litigation
7. Safety Concerns
8. Negative Publicity

CONSULTATIONS: HR/Admin



50 in 2016
79 in 2017

INCREASE IN VISITORS; INTRODUCING A NEW OMBUDS

Year 31 brought 667 visitors to the Ombuds Office, a historical high and 10% more than Year 30. The increase is largely accounted for by a disproportionate 27% increase in female P&S visitors (48 of the 60 additional visitors). We don't know exactly why this group increased, but we did see more consults by female P&S staff, from 19 to 38, and many of our workshops, which almost doubled in number last year, are attended by P&S women. Whatever the reasons, visitors have increased nearly 300% since 1989, while the office's Ombuds FTE has remained 1.5.

To respond to this increase, Kristal Gibson has joined our team (Susan Johnson, Cynthia Joyce and Renée Sueppel) as a half-time Associate Ombuds. Kristal, who most recently worked in the Dean of Students Office, is an attorney with extensive mediation training.



SUPERVISOR EFFECTIVENESS

Supervising requires a specific knowledge base and skill set, but for some managerial or leadership roles, the supervisory elements of the position are considered a minor element. These kinds of roles are especially common for faculty leaders (such as DEOs or lab Principal Investigators) and for higher level professional staff. This group of supervisors is often surprised by the time and expertise needed to supervise, and, when problems and conflicts arise, may not be equipped to effectively address them. Consequences of ignored or poorly handled problems can include reduced morale and productivity and even turnover. We would like to see more attention paid to supervisory experience and aptitude in the hiring process, as well as consistent on-boarding regardless of the position level. In some situations, hiring an intermediate supervisor to provide day-to-day supervisory duties may be a good option. While training and other resources are available for staff (Supervising at Iowa, Advanced Management Series, Executive Leadership Academies) and faculty (New DEO training, VPR website), not all new supervisors take advantage of them. Finally, all new supervisors should be aware of the resources available when problems arise: their own HR staff, central HR offices, Dean and Provost offices, and, of course, our office.

WORKING@IOWA

Between 2006 and 2016, the percentage of Working at Iowa (WAI) respondents who agreed with the statement "Work-related conflicts are managed constructively in my unit" increased from 64% to 77%. This 13% increase is the highest increase seen in any survey item. University Human Resources attributes this improvement to more training and resources on conflict management. The Ombuds Office has assisted by coaching students, staff and faculty in effective conflict management and by leading sessions on conflict management across campus; increased interest in these sessions resulted in growth from 45 in 2015-16 to 73 this year.