

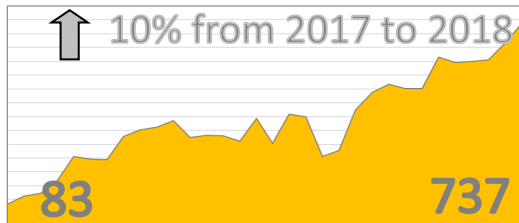
UNIVERSITY OF IOWA OFFICE OF THE OMBUDSPERSON

Annual Report
2017-2018

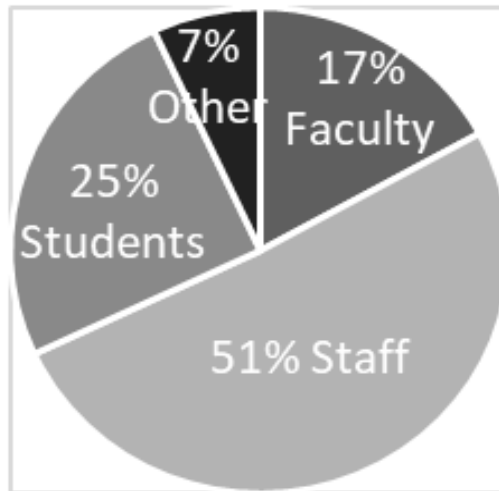


Confidential
Neutral
Informal
Independent

NUMBERS OF VISITORS 1986-2018



TYPES OF VISITORS



VISITOR DEMOGRAPHICS

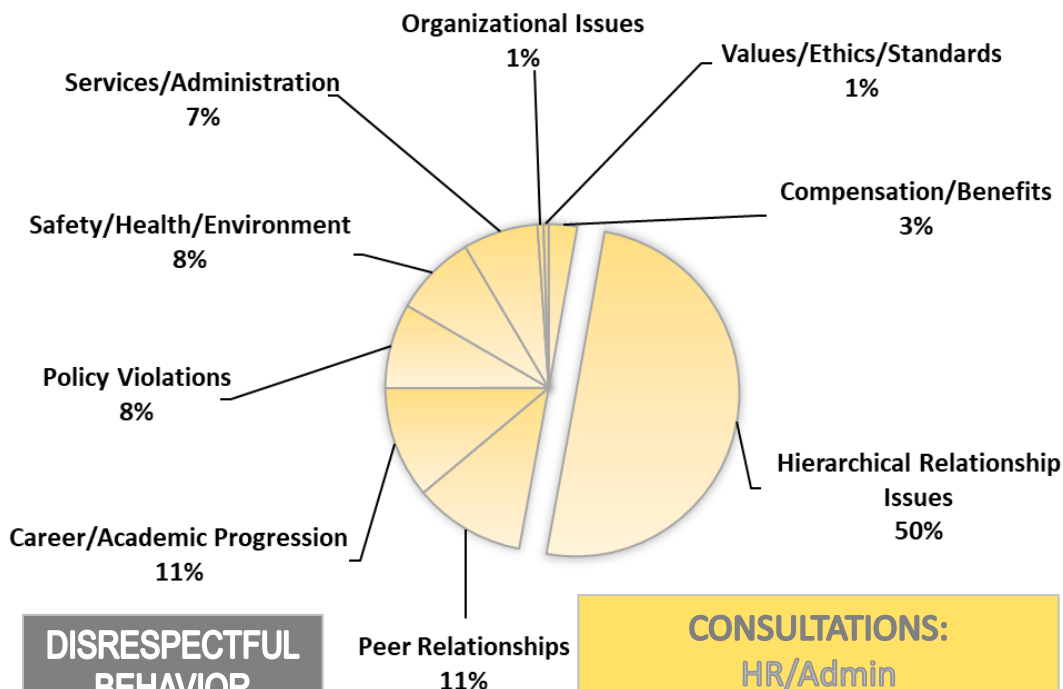
	Ombuds	Campus
Women	69%	57%
Men	31%	43%

White	77%	84%
Racial/ Ethnic Minorities	23%	16%

ACTIVITIES

41 presentations
79 workshops
(1900 participants)

VISITOR CONCERNS



PERCEIVED ORGANIZATIONAL RISKS: 60%

Loss of Productivity	57%
Policy Violations	35%
Grievances	21%
Turnover	20%
Litigation	15%
Safety	13%
Negative Publicity	4%

No Risk 40%

DISRESPECTFUL BEHAVIOR

31% in 2018

CONSULTATIONS: HR/Admin



79 in 2017
98 in 2018

SATISFACTION
SURVEY
85%
SATISFIED



2017-2018 CAMPUS ISSUES

GRADUATE STUDENTS WITH SERIOUS HEALTH CONCERNS

Graduate students with significant physical or behavioral health issues can face very challenging situations if their health limits their ability to function as students, since their income and health insurance are often tied to their enrollment. Historically, departments have been on their own to try to figure out how to handle these situations and how to balance the needs of the student with the resources of the department. In 2017, Sarah Larsen, former Senior Associate Dean for Academic Affairs and Student Development in the Graduate College, convened a committee to discuss these issues. Representatives from Students Disability Services, Faculty and Staff Disability Services, Equal Opportunity and Diversity, the General Counsel, and the Ombuds Office identified concerns as well as options to address these situations, and recognized the need to develop guidance and education for departments and students. Unfortunately, Dean Larsen has left UI, but we hope the committee's work will continue.

ABRASIVE BEHAVIOR

Highly effective people on campus, including faculty, staff, and students, may display what is known as abrasive behavior, which is a form of disrespectful behavior. This is a pattern of interpersonal behavior that is perceived as disrespectful, condescending, reactive, micromanaging, and intimidating. Abrasive behavior causes emotional distress and often physical symptoms in others in the work environment and ultimately reduces workplace productivity. However, people who exhibit this behavior do not intend to harm others and do not realize they do so, and it is frequently difficult for supervisors and managers to see this pattern and to address it. A significant number (nine percent in 2017-18) of our visitors every year report concerns about abrasive behavior or bullying. We encourage anyone wondering about the possibility of this pattern in their department to contact us for assistance.

OMBUDS OFFICE NEWS

Susan Johnson, who served with distinction as the faculty University Ombudsperson for eight and a half years, retired effective August 2, 2018. In part to honor Susan's contributions to the office, we hosted the annual Summer Academic Ombuds Meeting in June 2018, and 32 people from across the country participated.

We welcome Rachel Williams, Associate Professor in Gender, Women's and Sexuality Studies with a joint appointment in the School of Art and Art History, as the new faculty University Ombudsperson as of July 1, 2018.

