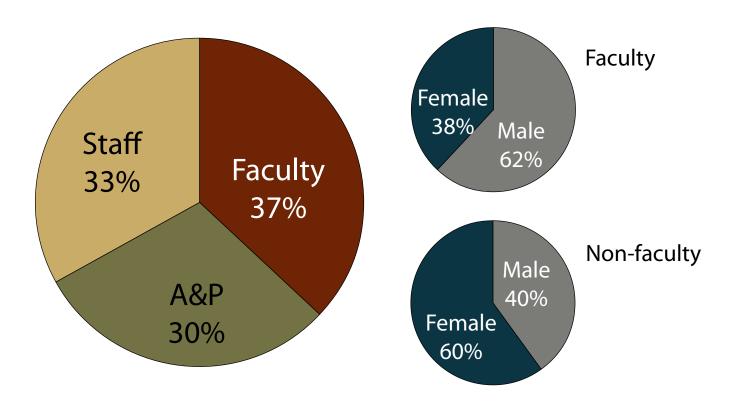
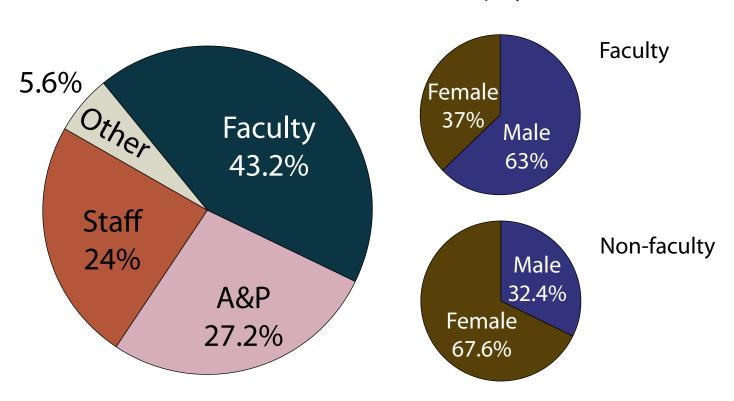
2008–2009 Ombuds Report: Executive Summary

1. Total Estimated Employees (excluding TES): ~5010



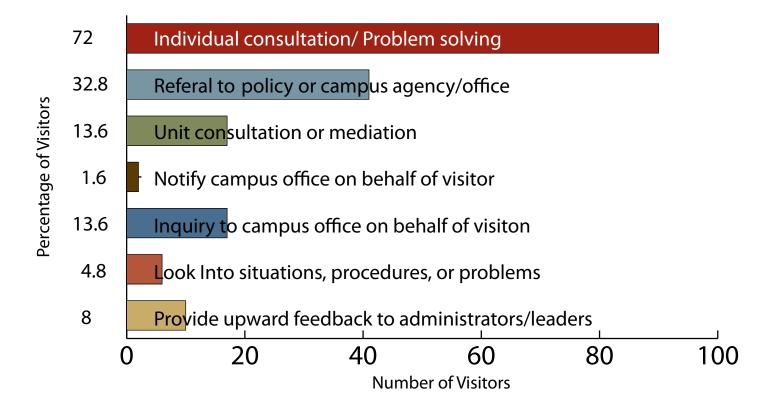
2. Ombuds Office Visitors by Gender & Employee Classification Total visitors = 125 (2.5% of total employees)



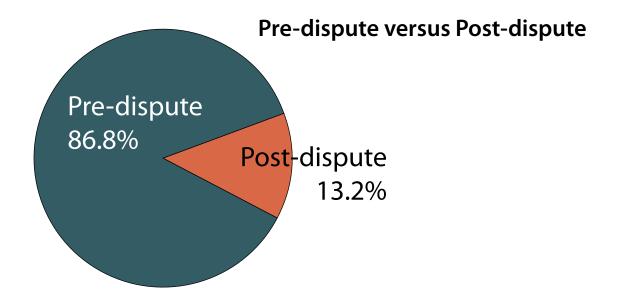
2008–2009 Ombuds Report: Executive Summary

3. Ombudsperson Actions in Response to 125 visitors.

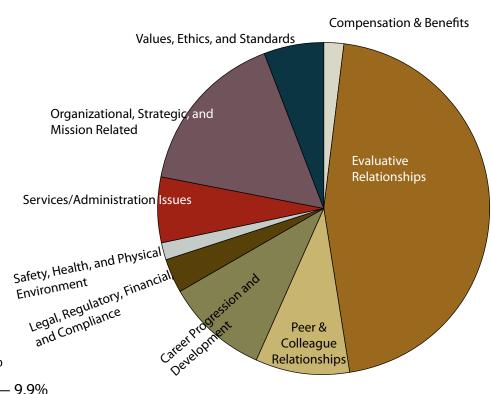
(multiple actions may be taken with any given visitor)



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4. Total Issues Raised by Visitors — **IOA Categories** N = 891 issues raised by 125 visitors (mean = 7.1 issues per visitor)



IOA Issues Category

Compensation & Benefits — 2%

Evaluative Relationships — 45.7%

Peer & Colleague Relationships — 9.2%

Career Progression and Development — 9.9%

Legal, Regulatory, Financial, and Compliance — 3.3%

Safety, Health, and Physical Environment — 1.6%

Services/Administration Issues — 6.6%

Organizational, Strategic, and Mission Related — 16%

Values, Ethics, and Standards — 5.7%