

The Office of the Ombudsperson



**General Faculty Meeting
March 10, 2015**

**C. Kevin Coonrod
Ombudsperson
Quad Center, Suite 005
(334) 844-7170**

INDEPENDENCE

NEUTRALITY

CONFIDENTIALITY

INFORMALITY



Independent

SOLITARY TREES, IF THEY GROW AT ALL, GROW STRONG
~ WINSTON CHURCHILL



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UNIVERSITY

Neutral



AUBURN
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Confidential



Sound Mitigation System



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UNIVERSITY

Informal

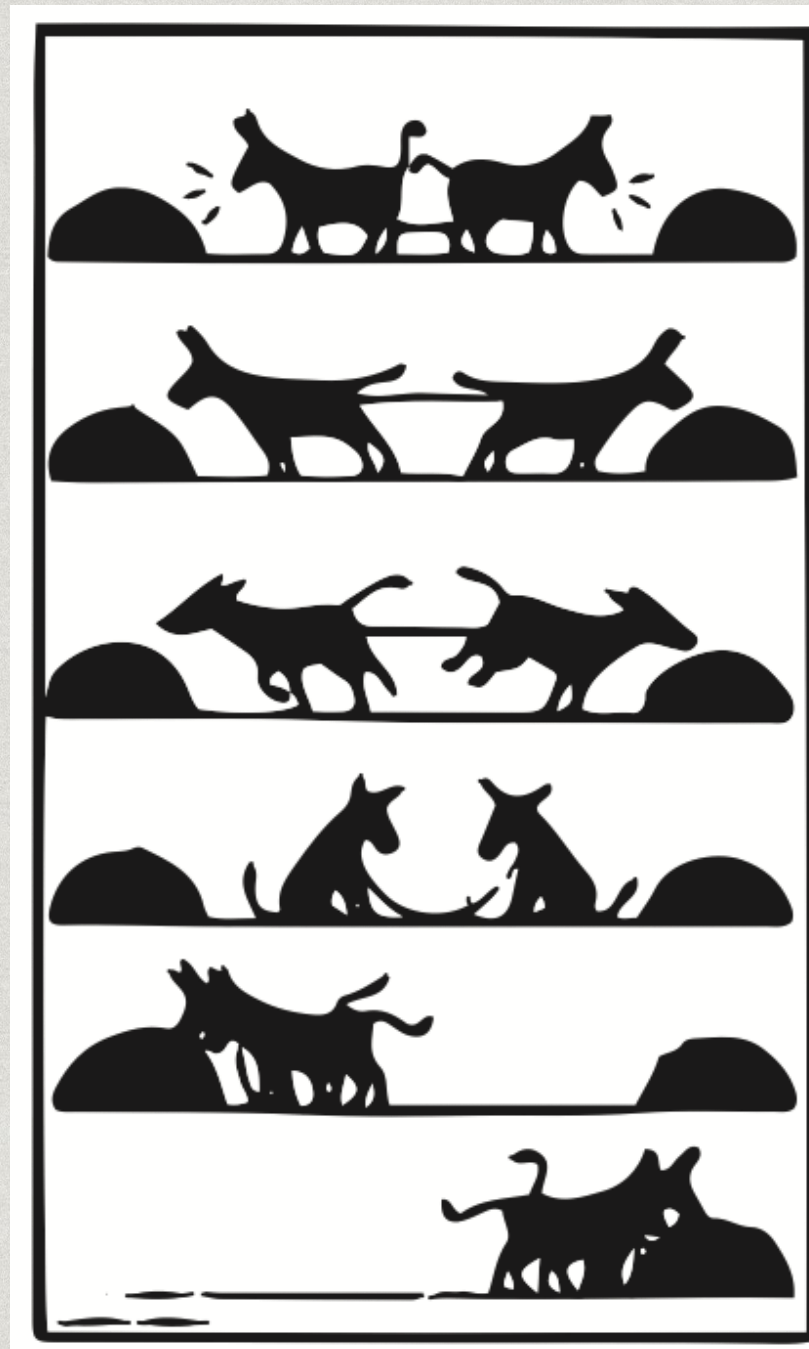


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FUNCTIONS OF THE OMBUDSPERSON


- * CONFLICT RESOLUTION
- * POLICY ADVICE
- * TREND REPORTS

CONFLICT RESOLUTION



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POLICY ADVICE

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Auburn University Policy Database

AUBURN UNIVERSITY POLICY DATABASESTUDENTS FUTURE STUDENTS EMPLOYEES ALUMNI PARENTS

ADMINISTRATIVE FIELDS
Academics
Administrative
Communication & Marketing
Development
Employment
Enrollment Services
Facilities
Financial
Information Technology
Institutional Research & Assessment
Outreach
Public Safety & Security
Records
Research
Risk Management & Safety
Student Affairs

AUBURN UNIVERSITY POLICY DATABASE

This website contains official University Policy documents that have been adopted in accordance with [Auburn University's Policy on Policies](#). The process for adopting and revising University Policies is coordinated through the [Office of the General Counsel](#).
University Policies:

- » Apply "university-wide" and pertain to more than one division of the University;
- » Enhance the mission of the University;
- » Require an Executive Officer's review and approval for University Policy adoption and revisions;
- » Contain procedural guidelines to inform, constrain, and govern the University;
- » Help ensure compliance with applicable state and federal laws and regulations;
- » Capture management decisions and provide a record of University operations;
- » Promote operational effectiveness and efficiency and reduce institutional risks; and
- » Control in the event of conflict with college, school, department, division, or unit level policies.

TREND REPORTS



THE OMBUDSPERSON DOES NOT:

- * ADJUDICATE
- * SET POLICY
- * GIVE LEGAL ADVICE
- * SERVE AS AN AGENT OF NOTICE FOR AUBURN UNIVERSITY
- * PARTICIPATE IN GRIEVANCES OR OTHER FORMAL PROCESSES
- * OFFER THERAPY
- * ADVOCATE FOR ANY PARTY TO A CONFLICT

Ombudsperson Report

2013/2014 Annual Summary

- * Office Visitors: 183
- * Initiators: 140
- * Responders: 43
- * Informational: 19



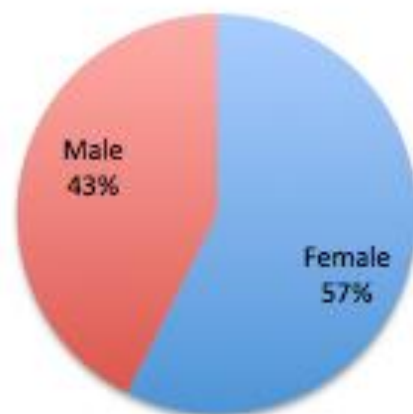
Issues

- * Evaluative: 86
- * Career Progression: 42
- * Values & Ethics: 37
- * Peer & Colleague: 33
- * Strategic/Mission: 14
- * Legal/Compliance: 13

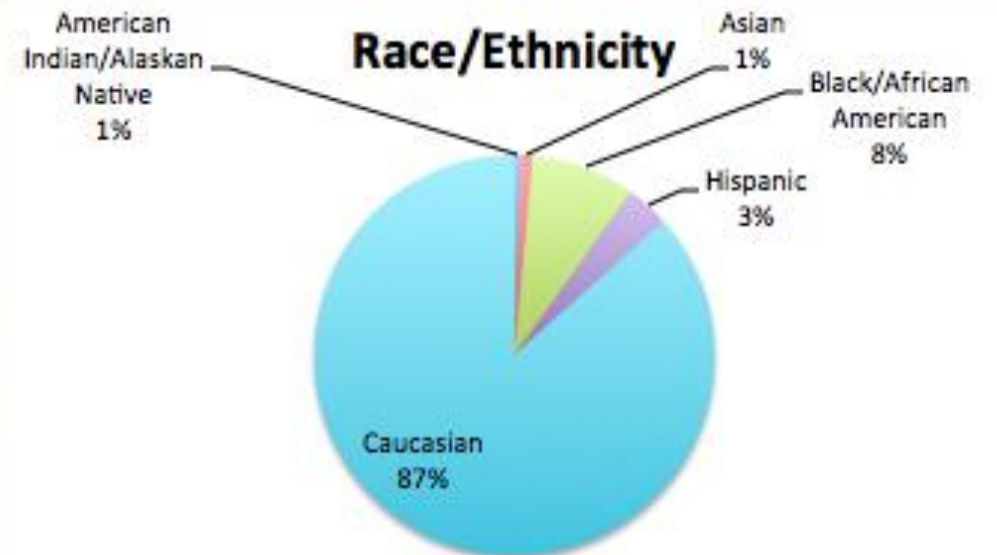


Demographics

Gender



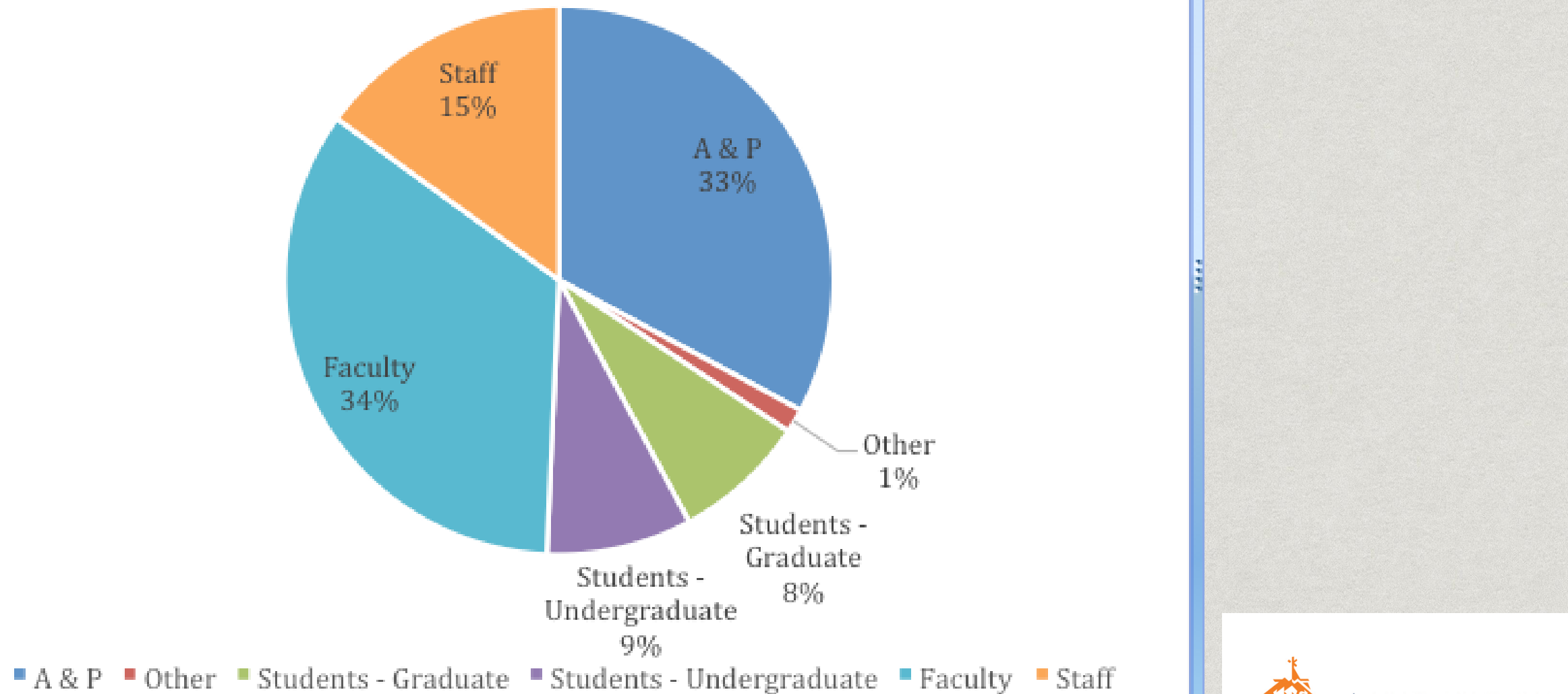
Race/Ethnicity



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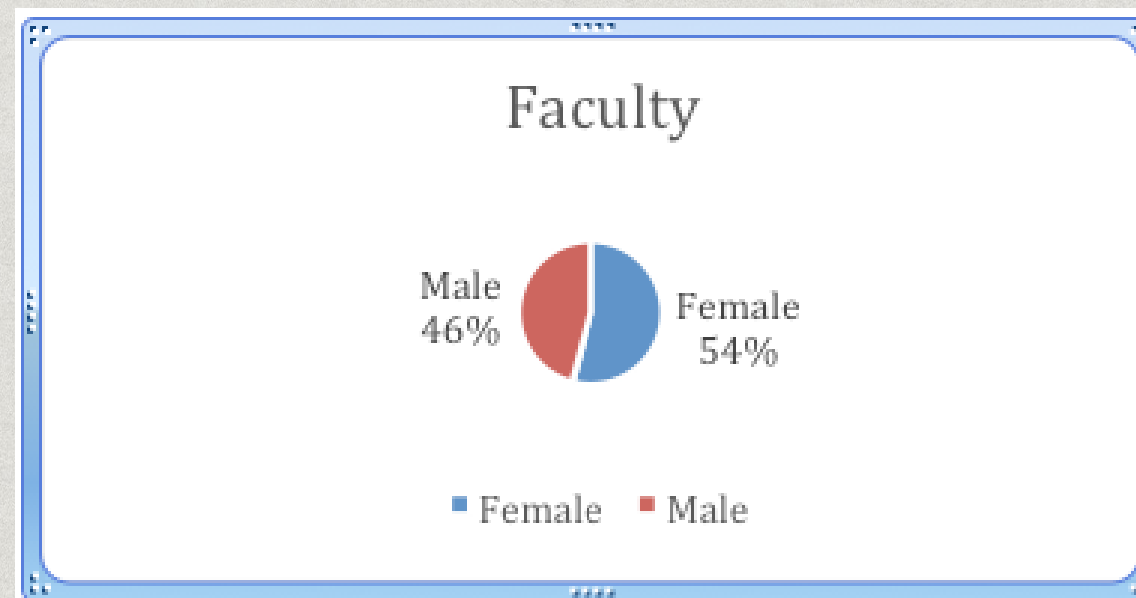
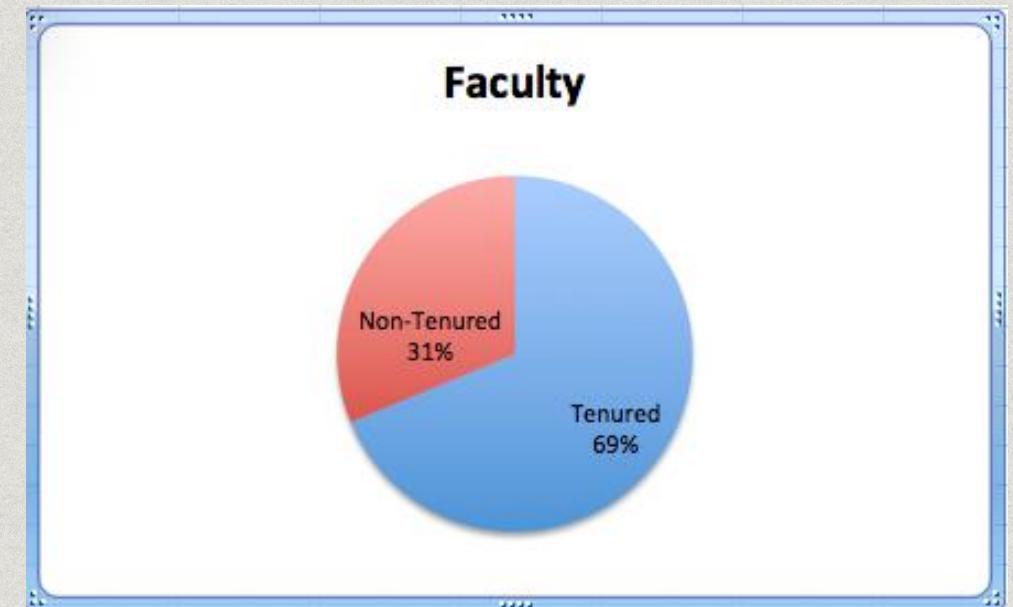
Visitor Classifications

Visitor Classification



Faculty - 48

- * Tenured: 33
- * Non-Tenured: 15
- * Female: 26
- * Male: 22



Students - 23

- * Undergraduate: 12

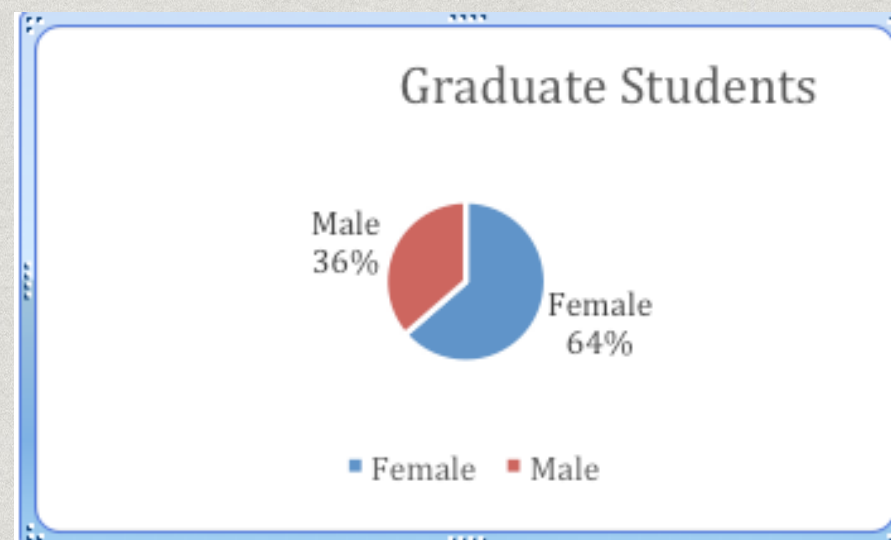
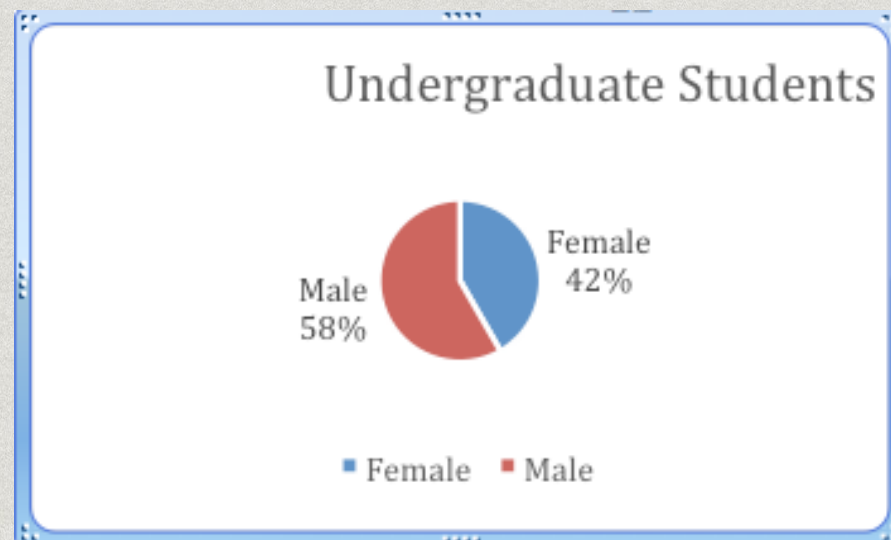
- * Male: 7

- * Female 5

- * Graduate: 11

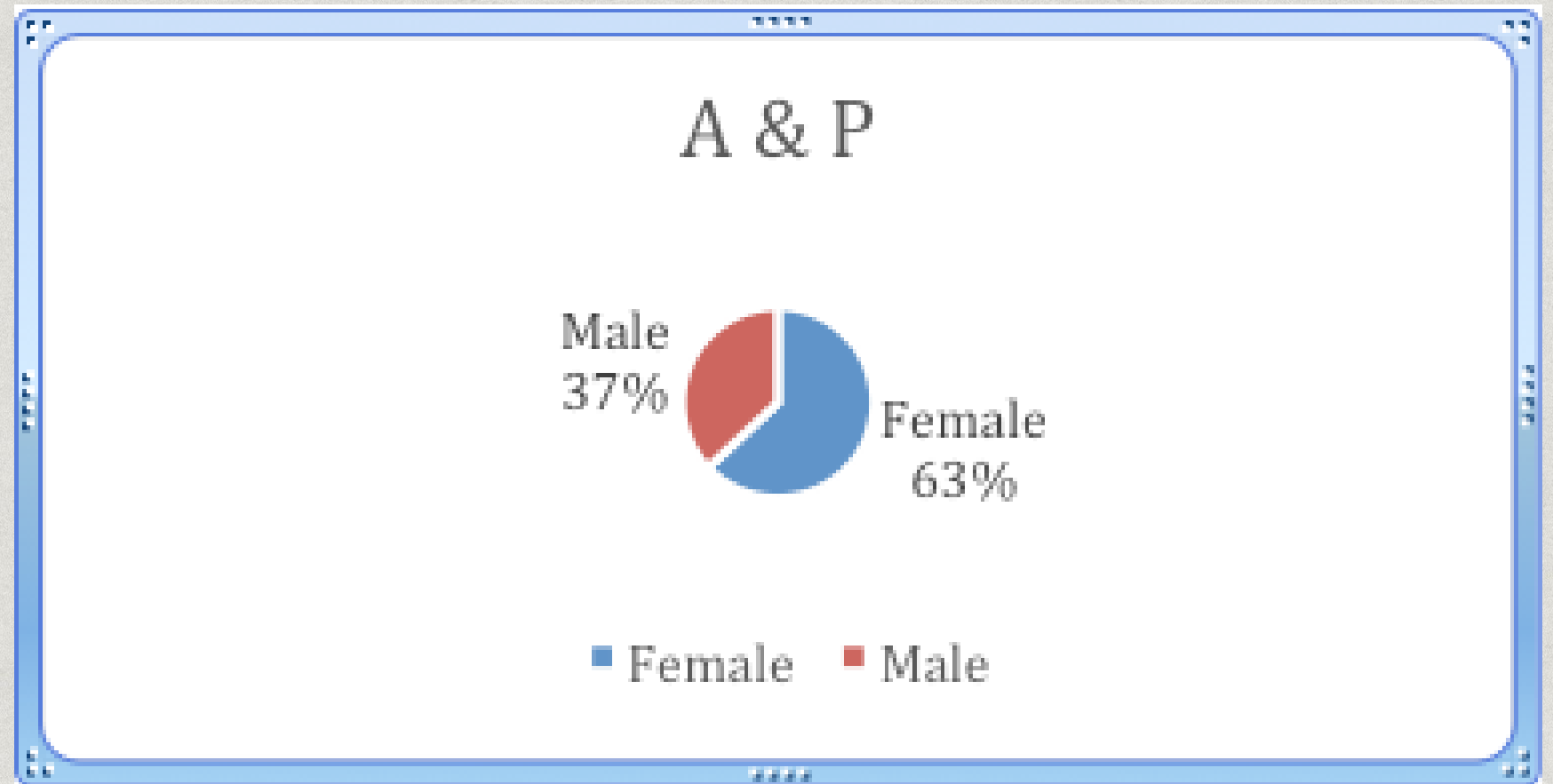
- * Female: 7

- * Male: 4



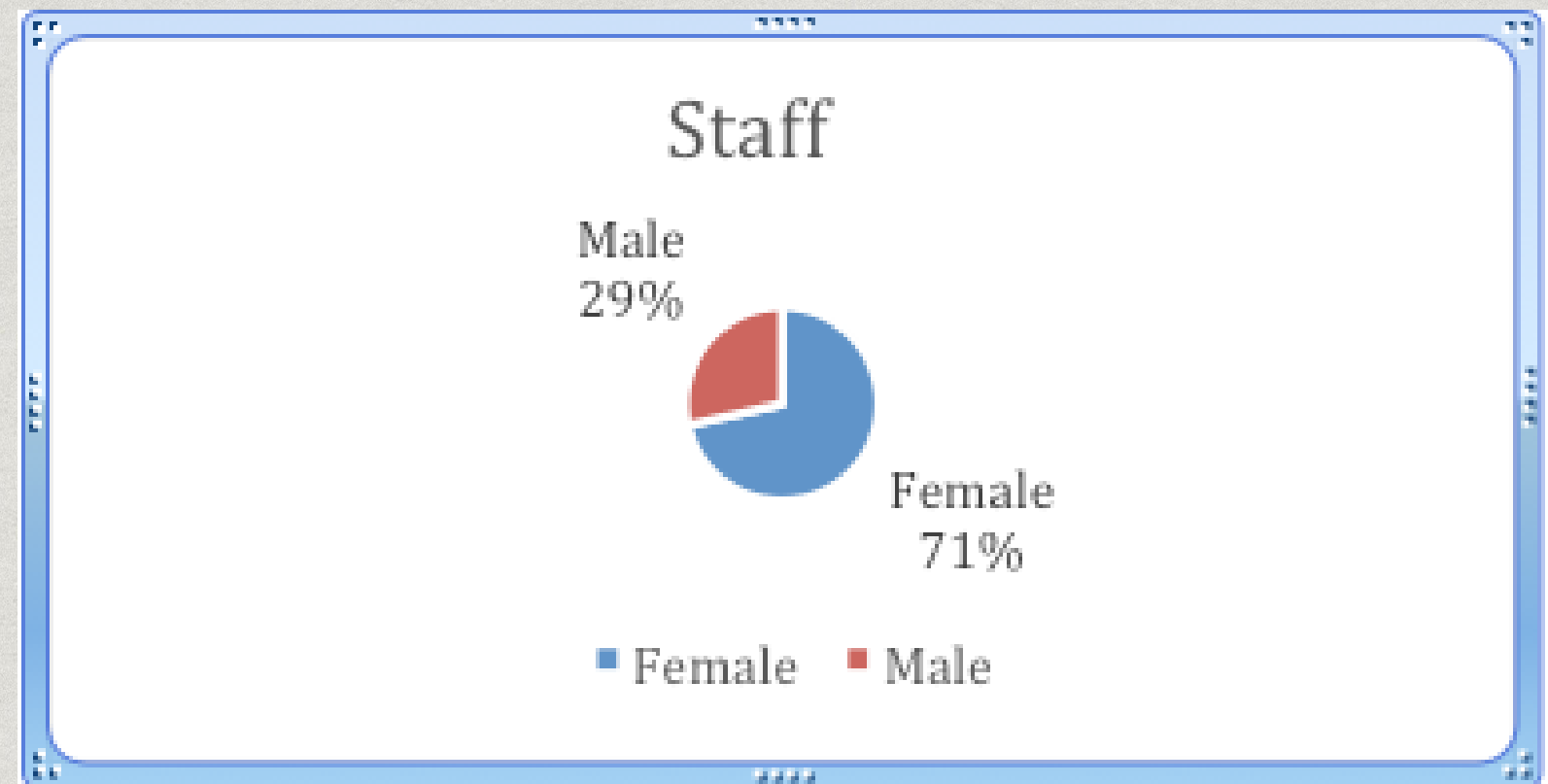
A & P - 46

- * Female: 29
- * Male: 17



Staff - 21

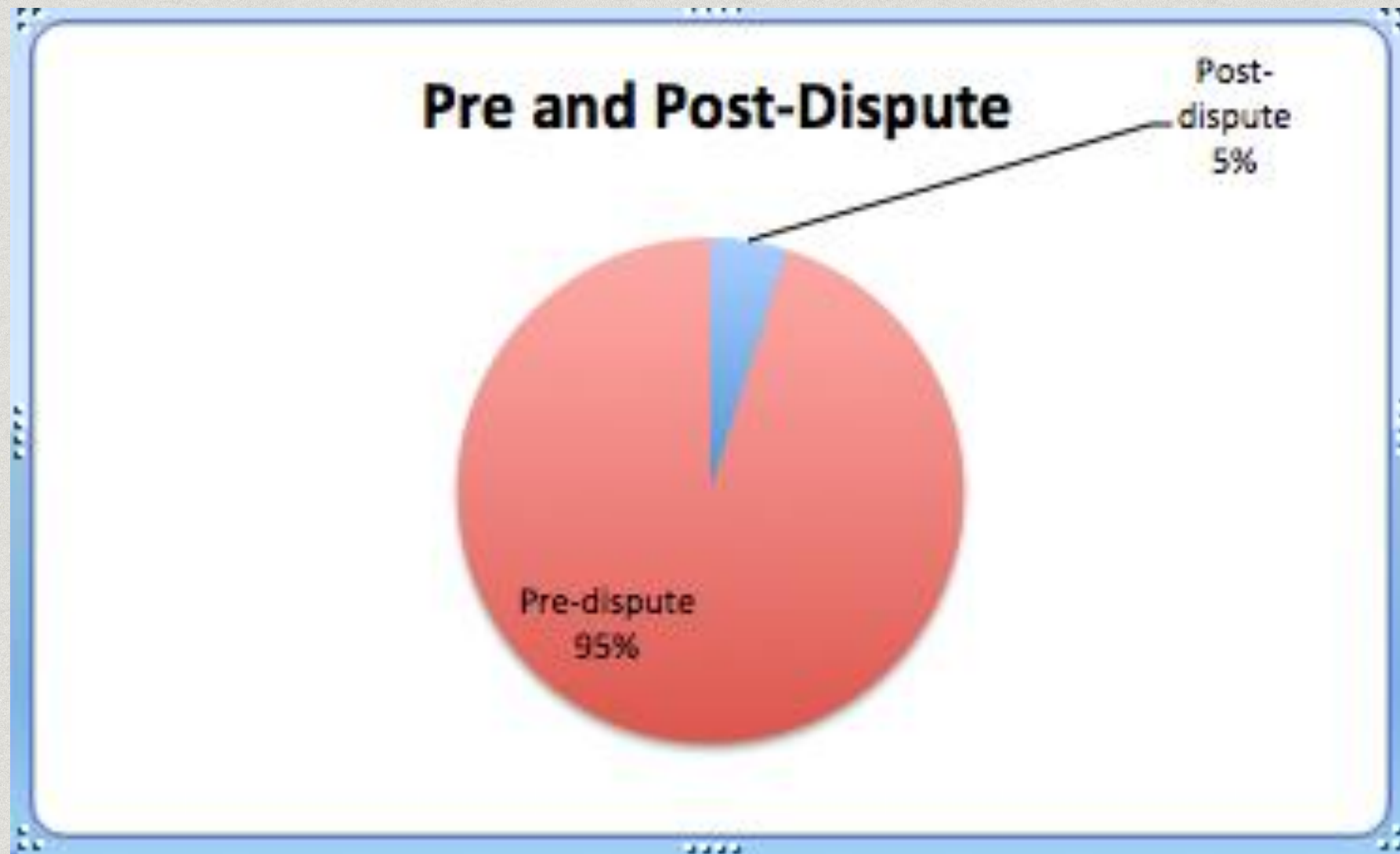
- * Female 15
- * Male: 6



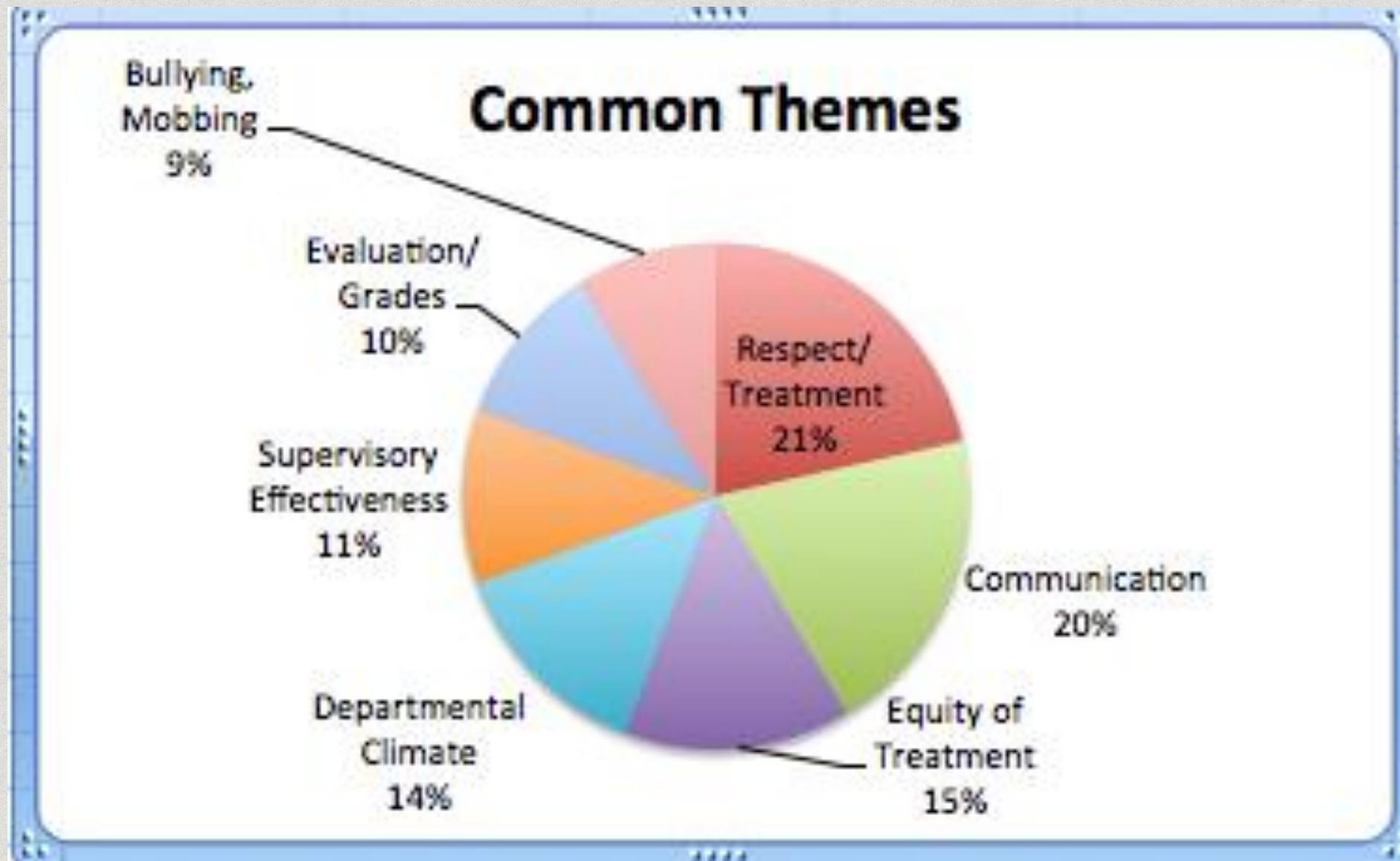
Other - 2

- * Parents
- * External Individuals
- * External Entities

Pre and Post-Dispute



7 Common Themes



Ombudsperson Response

- * Consultation & Problem Solving: 121
- * Referral to Policy or Office: 83
- * Look into Issue: 24
- * Mediation: 21
- * Unit Consultation: 15
- * Upward Feedback: 17
- * Inquiry on Behalf: 17
- * Notify on Behalf: 2
- * Total Response: 300

UPCOMING SEMINARS

SPRING 2015

- WORKING WITH HIGH CONFLICT PEOPLE
- BULLYING AND MOBBING

FALL 2015

- ACTIVE LISTENING AND UNDERLYING INTERESTS
- COOPERATIVE NEGOTIATION STRATEGY



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THIS IS PROBLEM SOLVING.

When faced with a problem at work.
The Ombudsperson can help!

← Problems

Solutions →



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Available early morning, after hours and on weekends by appointment.

Confidential • Neutral • Nonjudgmental • Independent • Informal

The Ombudsperson is not an agent of notice for the university.
Auburn University is an equal opportunity educational institution/employer.



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