

**OMBUDSPERSON REPORT
UNIVERSITY SENATE
MARCH 21, 2017**



C. Kevin Coonrod
Auburn University Ombudsperson
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MISSION STATEMENT

- The Office of the Ombudsperson assists all members of the University navigate through difficult situations encountered at the University.
- The Ombudsperson is responsible to the principles of independence, neutrality, confidentiality and informality, as well as the values and mission of Auburn University.
- Every visitor to the Ombuds office is treated with respect, dignity and honor.

The Ombuds Does Not:

- * Adjudicate
- * Set Policy
- * Give Legal Advice
- * Serve as an Agent of Notice for the University
- * Participate in Grievances or Other Formal Processes
- * Provide Therapy
- * Advocate for any Party to a Conflict

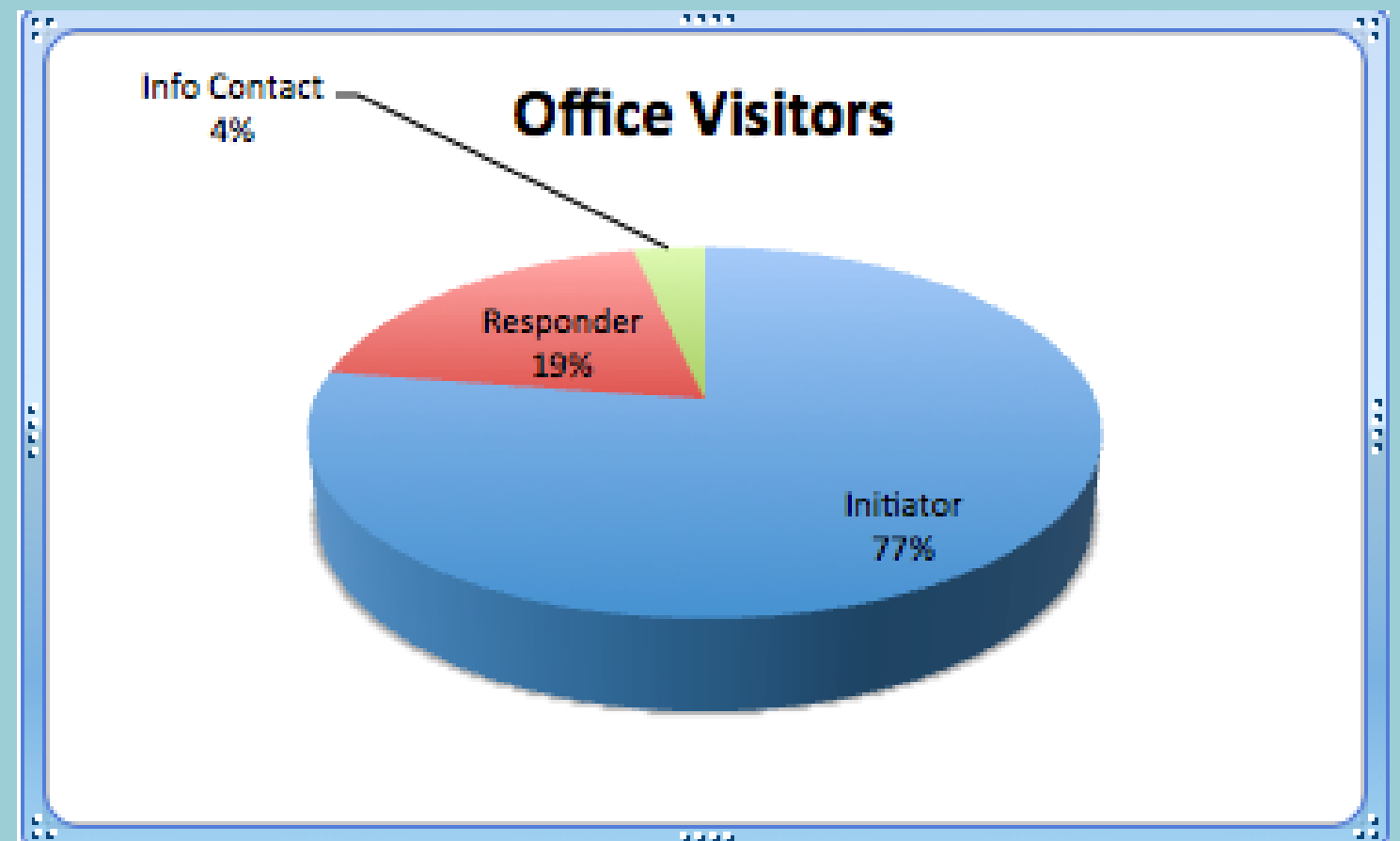
MILESTONES

- **Office Charter becomes University policy**
 - Establishes the Ombudsperson's services as independent, neutral, confidential and informal
 - Visitors cannot be retaliated against for visiting the Ombudsperson, nor can they be retaliated against for declining to see the Ombudsperson
- **Ombuds Coonrod becomes a Certified Organizational Ombudsman Practitioner (CO-OP®)**

OMBUDSPERSON REPORT

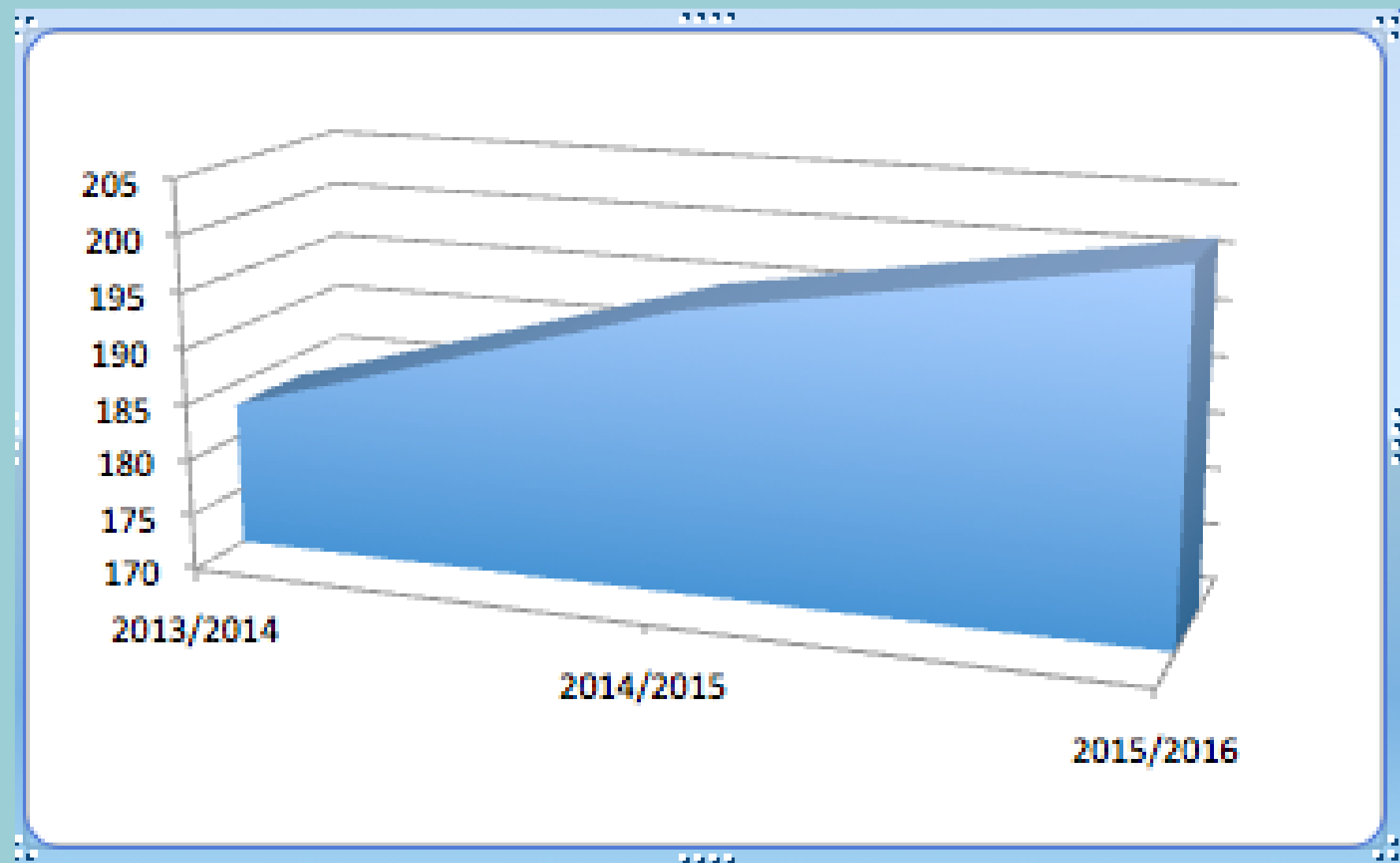
2015/2016 ACADEMIC YEAR

- Initiators - 156
- Responders - 39
- Info Contact - 7
- Total: 202



THREE YEAR RETROSPECTIVE OFFICE VISITORS

- 2013/2014 - 183
- 2014/2015 - 195
- 2015/2016 - 202



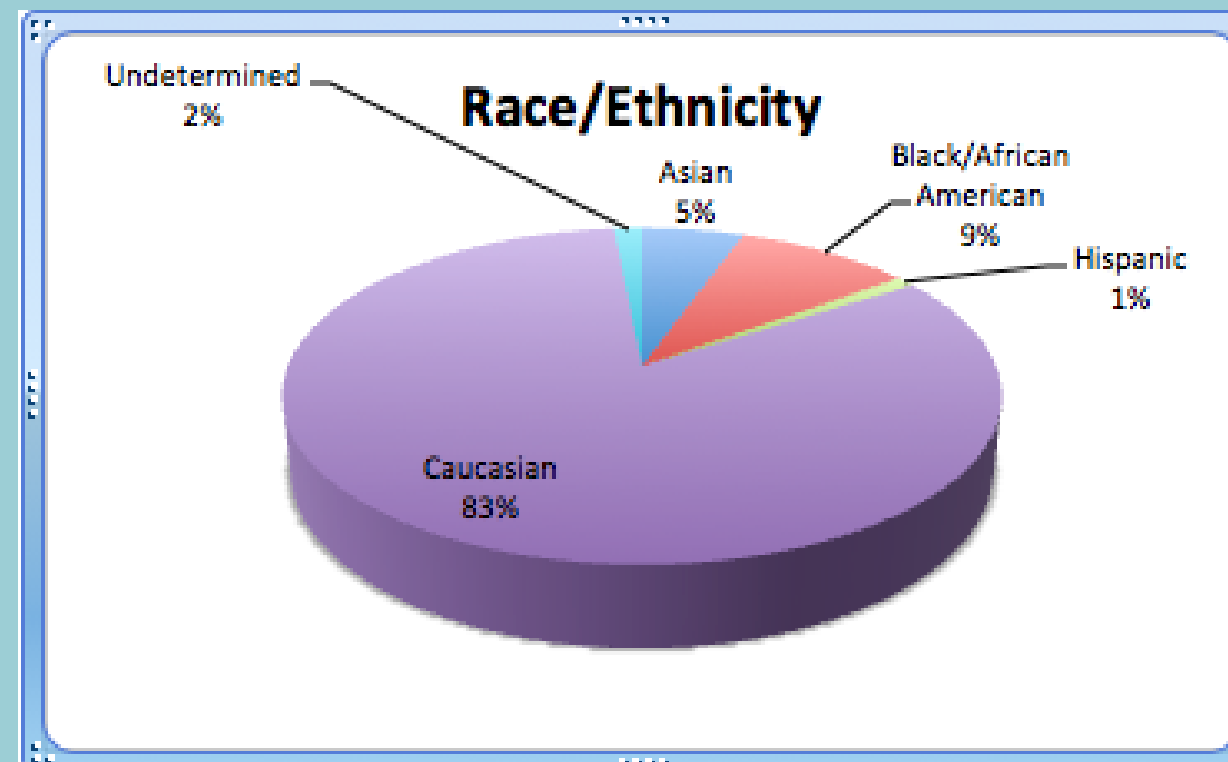
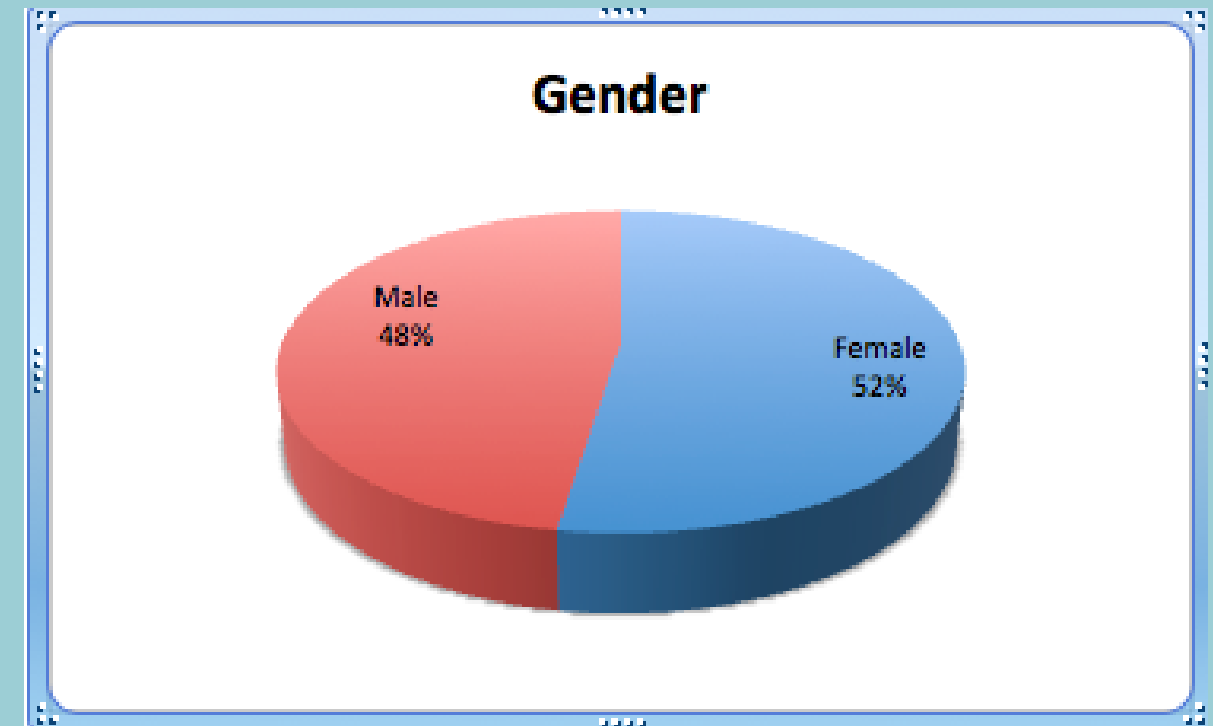
ISSUES

- Evaluative Relationships - 80
- Peer and Colleague - 35
- Legal or Compliance - 30
- Career Progression - 24
- Values & Ethics - 10
- Safety and Health - 9



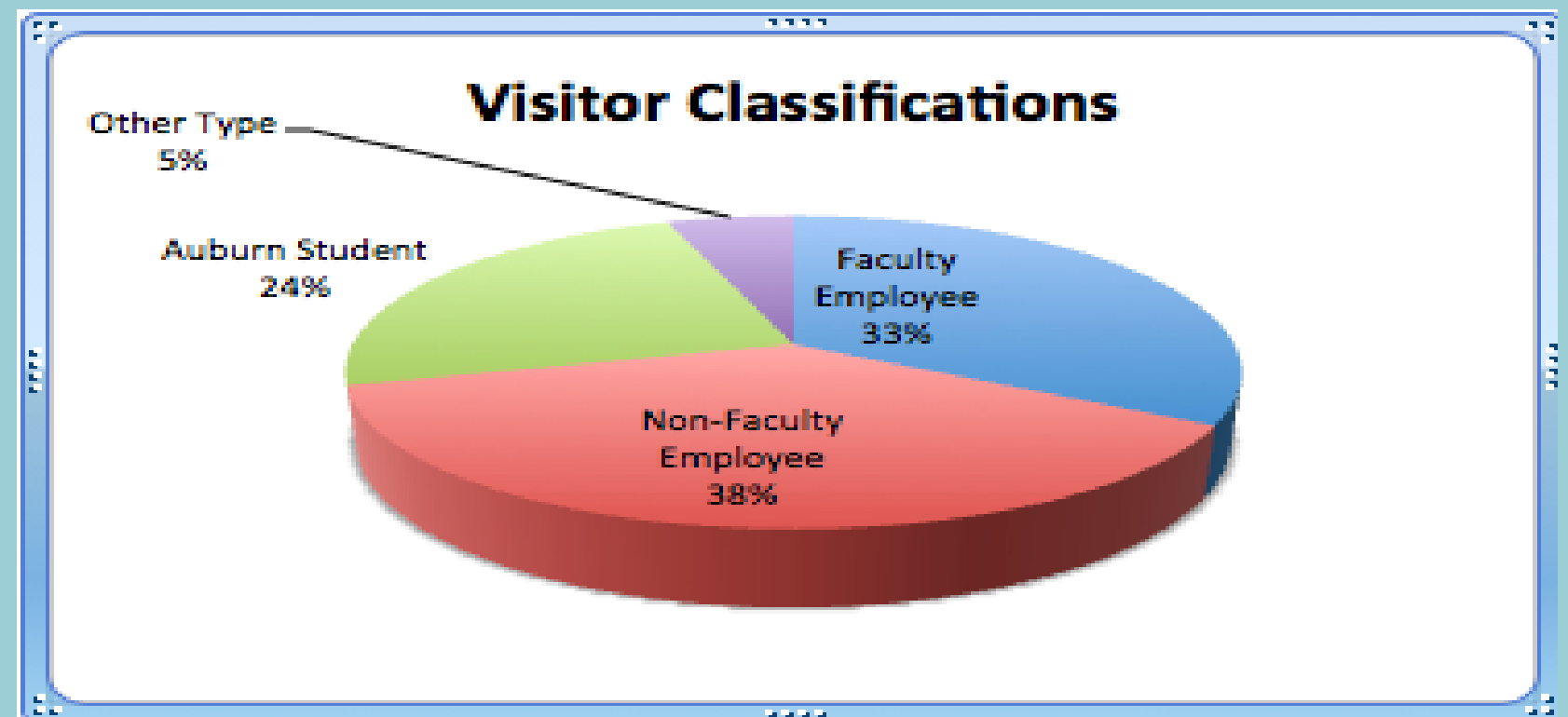
DEMOGRAPHICS

- Caucasian - 167
- Black/African American - 19
- Asian - 11
- Hispanic - 2
- Undetermined - 3



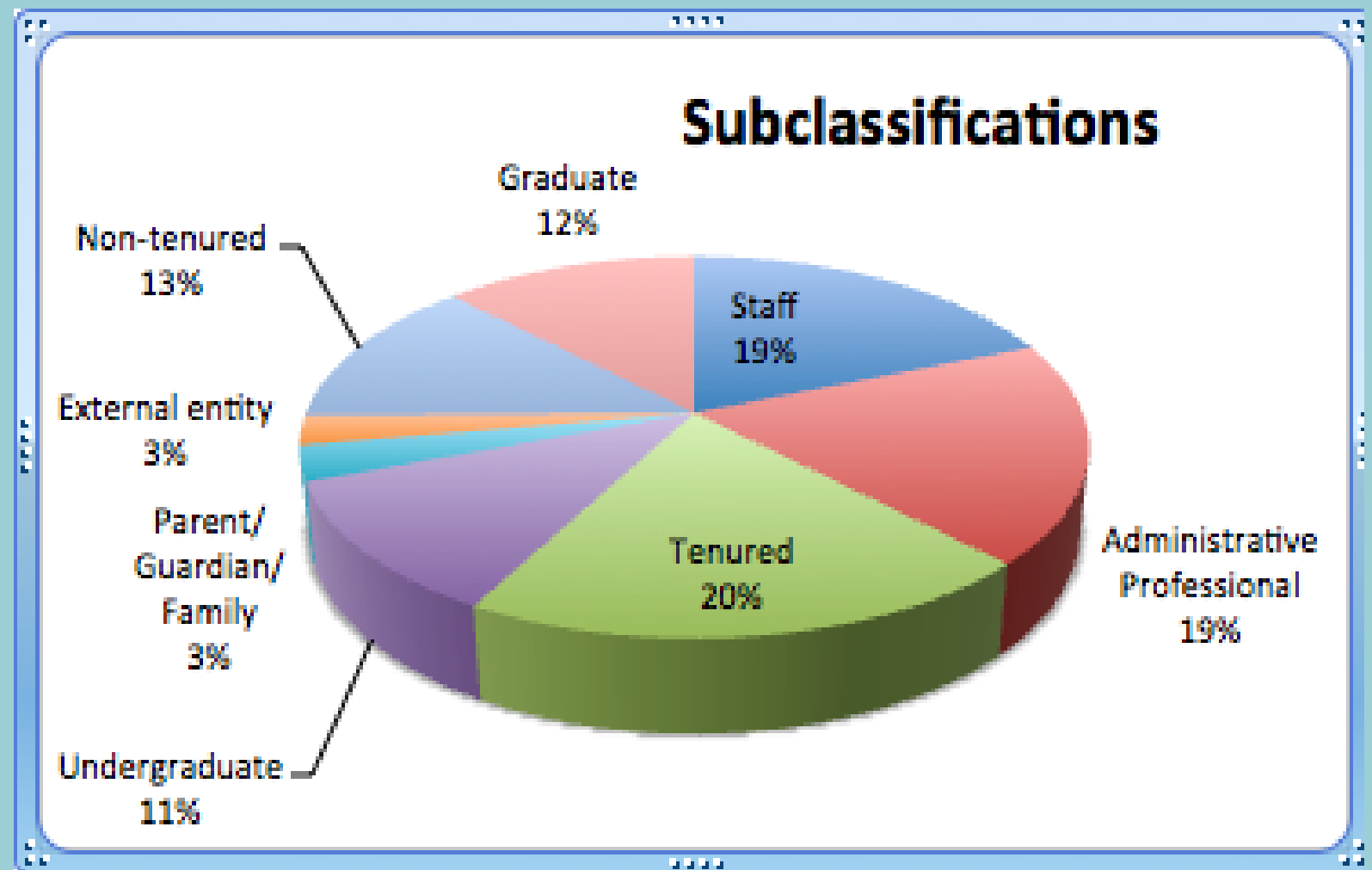
VISITOR CLASSIFICATIONS

- Non-faculty - 76
- Faculty - 67
- Students - 48
- Other - 11



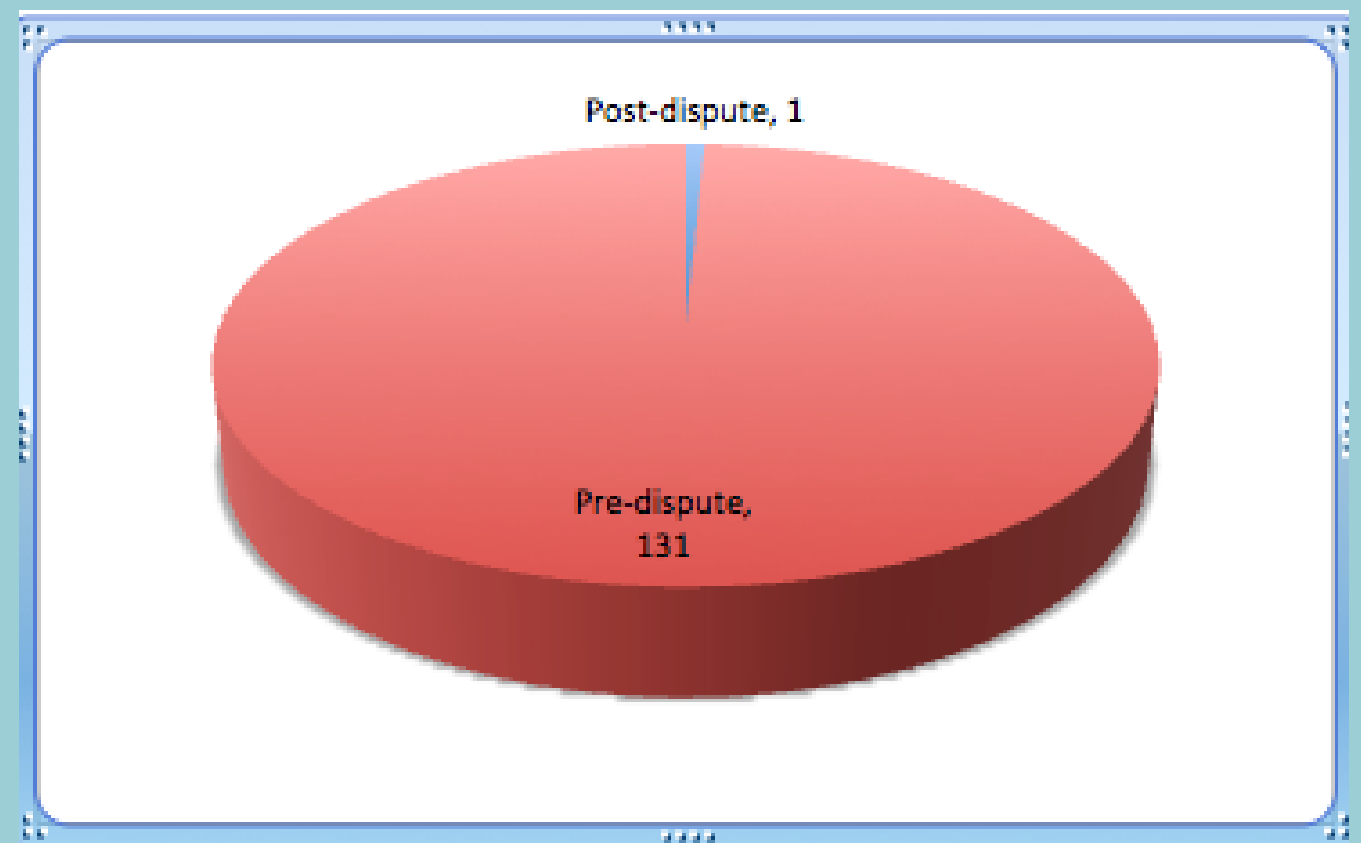
VISITOR SUBCATEGORIES

- Tenured Faculty - 41
- A & P - 38
- Staff - 38
- Non-tenured Faculty - 26
- Graduate Students - 25
- Undergraduate - 23
- Parents - 6
- External - 5



PRE AND POST-DISPUTE

- Pre-dispute - 131
- Post-dispute - 1



7 COMMON THEMES

- Respect/Treatment - 83
- Communication - 67
- Bullying - 49
- Trust/Integrity - 41
- Supervisory Effectiveness - 37
- Equity of Treatment - 30
- Departmental Climate - 29



CONFLICT RESOLUTION SEMINARS

- Teamwork: Building Results Collaboratively and Amicably
- Working with High Conflict People
- The Art and Productive Capacity of Active Listening
- Identifying Underlying Interests: Tips from Nature, History and the Cinema
- NBZ: The No-Bullying Zone (Auburn Camp Counselors)
- Bullying and Mobbing in the Workplace and Academe



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