



August 16, 2018

Sarah C. Mangelsdorf, Provost
University of Wisconsin-Madison
150 Bascom Hall

Dear Provost Mangelsdorf:

We are pleased to submit the Annual Report of the UW-Madison Ombuds Office for Academic Year 2017-18. It has been an especially busy year as we continue to serve the campus as a confidential, informal, impartial and independent resource for all university employees and graduate students.

The Ombuds Office saw an increase of nearly 50% in number of visitors served, with 250 new cases in 2017-18 as compared to 171 in 2016-17. This included an increase in the number of Faculty served (29.2% of new cases in 2017-18; 23.97% in 2016-17), while Academic Staff percentages remained steady. Through additional outreach efforts, we did make progress on the previously noted shortfall in service to University Staff employees, with 49 new cases (19.6% in 2017-18; 12.86% in 2016-17). The number of graduate student visitors has remained constant so we can continue to serve this group with no strain on resources.

Our visitors continue to report “Evaluative Relationships” (nearly 50% of new cases) as their highest concern. We saw a near doubling of new cases that could be classified as “hostile and intimidating behavior” (82 in 2017-18; 42 in 2016-17), reflecting the added emphasis placed on these important issues across campus. More specific details are presented in the appendices attached to this report.

We look forward to meeting with you in September in order to introduce our newest Ombuds, Michael Ashmore, and to discuss this report and the continuing work of the Ombuds Office.

Respectfully submitted,

The Ombuds Team

John Dowling
Rosa Garner
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Ombuds Office

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Overall Summary

UW-Madison

July 1, 2017 to June 30, 2018

OMBUDS OFFICE

Ombuds Visitors and Issues

Total Cases	250	Position	Total (%)
Total Contacts	278	Faculty	54 (21.6)
Years Employed	Total (%)	Faculty non-tenured	19 (7.6)
<= 5	85 (34)	Academic Staff	96 (38.4)
> 5	140 (56)	University Staff	49 (19.6)
Unknown	25 (10)	Postdoc	7 (2.8)
		Graduate Student Employee	19 (7.6)
		Non-employee	6 (2.4)

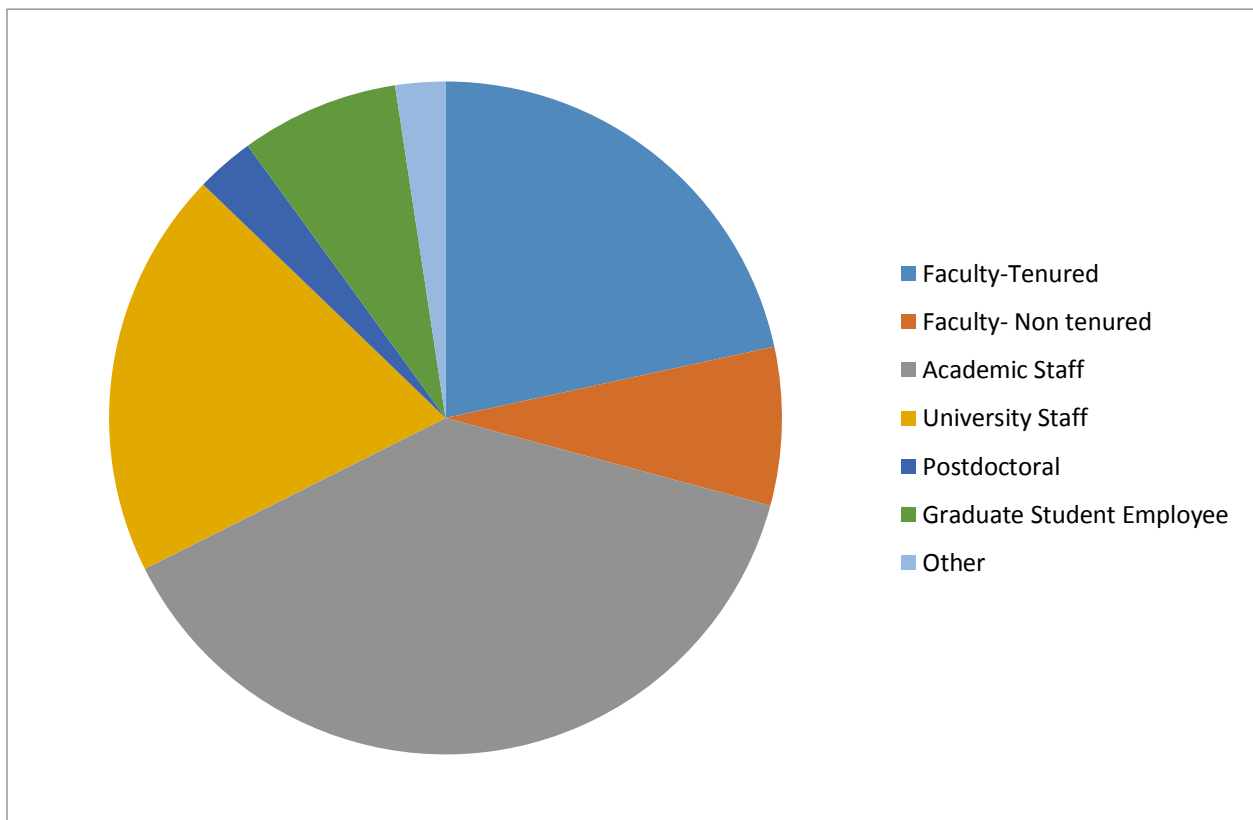
Primary Topics	Total (%)	Action / Impact	Percent
HIB	82 (32.8)	Provide information, feedback, and perspective	58.4
FLSA	0	Consult with other parties	7.5
Gender	21 (8.4)	Refer to campus / community resources	28.4
Ethnicity	9 (3.6)	Provide information only	3.5
Grad Prof Student Svc Gap	28 (11.2)	Other	2.1

Issues	Percent
1 Compensation & Benefits	2.7
2 Evaluative Relationships	49.4
3 Peer and Colleague Relationships	21.2
4 Career Progression and Development	12.6
5 Legal, Regulatory, Financial and Compliance	3.8
6 Safety, Health, and Physical Environment	1.3
7 Services/Administrative Issues	1.9
8 Organizational, Strategic, and Mission Related	5.3
9 Values, Ethics, and Standards	1.7

UW Madison Ombuds Office Visitors Report July 1, 2017 to June 30, 2108

Who Was Served?

Category	Number	Percentage Served	Percent Employees
Faculty Tenured	54	21.6	11
Faculty Non-tenured	19	7.6	
Academic Staff	96	38.4	44
University Staff	49	19.6	25
Postdoctoral students	7	2.8	5
Graduate Students	19	7.6	15
Other	6	2.4	

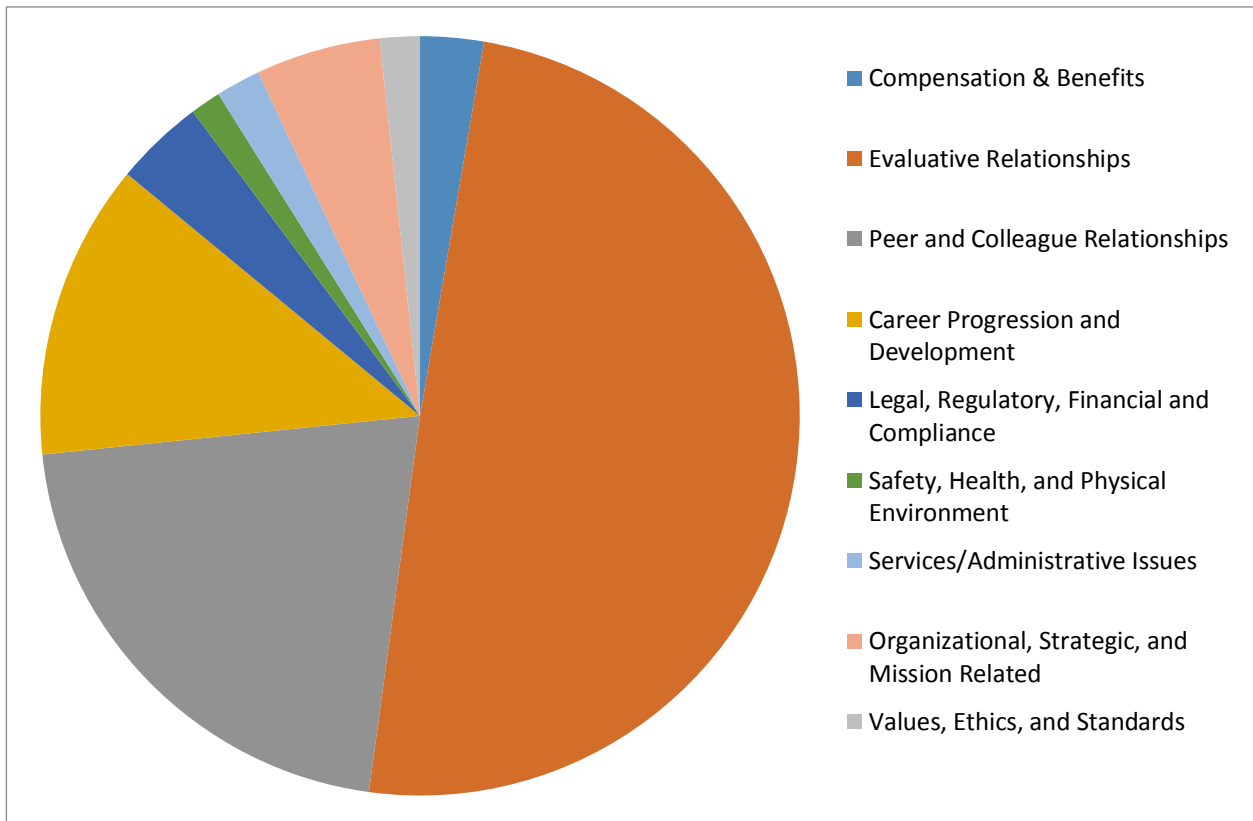


UW-Madison OMBUDS OFFICE Visitor Report

July 1, 2017 to June 30, 2018

What were the issues?

Issues	Percentage
Compensation and Benefits	2.7
Evaluative Relationships	49.4
Peer and Colleague Relationships	21.2
Career Progression and Development	12.6
Legal, Regulatory, Financial and Compliance	3.8
Safety, Health, and Physical Environment	1.3
Service/ Administrative Issues	1.9
Organizational, Strategic and Mission Related	5.3
Values, Ethics, Standards	1.7



Outreach Completed 2017-2018

Graduate Coordinators 7/19/2017

Chairs Bootcamp 7/19/2017

Chemistry Department Meeting 7/20/2017

School of Medicine and Public Health Diversity 7/31/2017; 10/9/2017, 12/18/2017,
3/21/2018, 4/19/2018/ 4/24/2018

Letters and Science Chairs and Directors 8/29/2017

Chairs' Leadership Lunch 8/30/2017

Development and Roll out of HIB Training (9 meetings from August 2017 to January
2018)

Fall and Spring Equity and Diversity training for Graduate Students (12 dates)

Psychology Town Hall 11/9/2017

Academic Staff Assembly 12/11/2017

University Staff Congress Report 1/22/2018

University Committee 2/12/2018

Office of Strategic Planning 2/26/2018

Faculty Senate 3/5/2018

College of Agriculture and Life Sciences Chairs and Directors 3/19/2018

Mailing to University Staff (5 languages) 4/10/2018

HIB Training School of Medicine and Public Health, 3 dates April- May, 2018

APPENDIX A
Hostile and Intimidating Behavior

UW-Madison

Date Range: 7/1/2017 - 6/30/2018

OMBUDS OFFICE

Ombuds Visitors and Issues

Primary Topics: HIB

Total Cases	82	Position	Total (%)
		Faculty	17 (21)
Years Employed	Total	Faculty non-tenured	9 (11)
<= 5	34	Academic Staff	33 (40)
> 5	47	University Staff	15 (18)
Unknown	1	Postdoc	2 (2)
		Graduate Student Employee	5 (6)
		Non-employee	1 (1)

Primary Topics	Total	Action / Impact	Total (%)
HIB	82	Provide information, feedback, and perspective	74 (55)
FLSA	0	Consult with other parties	11 (8)
Gender	9	Refer to campus / community resources	43 (32)
Ethnicity	6	Provide information only	5 (4)
Grad Prof Student Svc Gap	5	Other	2 (1)

Issues (Multiple issues presented with each case)	Total
1 Compensation & Benefits	2
1a - Compensation & Benefits --- Compensation	2
2 Evaluative Relationships	115
2b - Evaluative Relationships --- Respect/Treatment	22
2c - Evaluative Relationships --- Trust/Integrity	5
2d - Evaluative Relationships --- Reputation	3
2e - Evaluative Relationships --- Communication	6
2f - Evaluative Relationships --- Bullying, Mobbing	40
2g - Evaluative Relationships --- Diversity-Related	6
2h - Evaluative Relationships --- Retaliation	5
2j - Evaluative Relationships --- Assignments/Schedules	3
2k - Evaluative Relationships --- Feedback	5
2m - Evaluative Relationships --- Performance Appraisal/Grading	4
2n - Evaluative Relationships --- Departmental Climate	6

OMBUDS OFFICE**Ombuds Visitors and Issues**

Primary Topics: HIB

2 Evaluative Relationships	115
2o - Evaluative Relationships --- Supervisory Effectiveness	8
2p - Evaluative Relationships --- Insubordination	1
2q - Evaluative Relationships --- Discipline	1
3 Peer and Colleague Relationships	59
3b - Peer and Colleague Relationships --- Respect/Treatment	16
3c - Peer and Colleague Relationships --- Trust/Integrity	3
3d - Peer and Colleague Relationships --- Reputation	3
3e - Peer and Colleague Relationships --- Communication	8
3f - Peer and Colleague Relationships --- Bullying, Mobbing	23
3g - Peer and Colleague Relationships --- Diversity-Related	3
3h - Peer and Colleague Relationships --- Retaliation	1
3i - Peer and Colleague Relationships --- Physical Violence	1
3j - Peer and Colleague Relationships --- Other	1
4 Career Progression and Development	13
4c - Career Progression and Development --- Involuntary Transfer/Change of Assignment	2
4d - Career Progression and Development --- Tenure/Position Security/Ambiguity	7
4h - Career Progression and Development --- Termination/Non-Renewal	3
4j - Career Progression and Development --- Position Elimination	1
5 Legal, Regulatory, Financial and Compliance	3
5c - Legal, Regulatory, Financial and Compliance --- Harassment	1
5h - Legal, Regulatory, Financial and Compliance --- Privacy and Security of Information	2
6 Safety, Health, and Physical Environment	1
6b - Safety, Health, and Physical Environment --- Physical Working/Living Conditions	1
7 Services/Administrative Issues	2
7b - Services/Administrative Issues --- Responsiveness/Timeliness	1
7c - Services/Administrative Issues --- Administrative Decisions and Interpretation/Application of Rules	1
8 Organizational, Strategic, and Mission Related	7
8c - Organizational, Strategic, and Mission Related --- Use of Positional Power/Authority	3
8f - Organizational, Strategic, and Mission Related --- Organizational Climate	2
8g - Organizational, Strategic, and Mission Related --- Change Management	2
9 Values, Ethics, and Standards	4
9c - Values, Ethics, and Standards --- Scientific Conduct/Integrity	4

APPENDIX B Graduate Students

UW-Madison

Date Range: 7/1/2017 - 6/30/2018

OMBUDS OFFICE

Ombuds Visitors and Issues

Primary Topics: Graduate Professional Student

Total Cases	28	Position	Total (%)
		Faculty	6 (20)
Years Employed	Total	Faculty non-tenured	1 (4)
<= 5	15	Academic Staff	3 (11)
> 5	12	Graduate Student Employee	17 (61)
Unknown	1	Non-employee	1 (4)

Primary Topics	Total	Action / Impact	Total (%)
HIB	5	Provide information, feedback, and perspective	25 (63)
FLSA	0	Consult with other parties	4 (10)
Gender	3	Refer to campus / community resources	10 (25)
Ethnicity	0	Other	1 (2)
Grad Prof Student Svc Gap	28		

Issues (Multiple issues presented with each case)	Total
2 Evaluative Relationships	31
2b - Evaluative Relationships --- Respect/Treatment	6
2c - Evaluative Relationships --- Trust/Integrity	3
2e - Evaluative Relationships --- Communication	5
2f - Evaluative Relationships --- Bullying, Mobbing	4
2j - Evaluative Relationships --- Assignments/Schedules	1
2k - Evaluative Relationships --- Feedback	3
2l - Evaluative Relationships --- Consultation	4
2m - Evaluative Relationships --- Performance Appraisal/Grading	1
2n - Evaluative Relationships --- Departmental Climate	1
2o - Evaluative Relationships --- Supervisory Effectiveness	3
3 Peer and Colleague Relationships	5
3b - Peer and Colleague Relationships --- Respect/Treatment	2
3e - Peer and Colleague Relationships --- Communication	1
3g - Peer and Colleague Relationships --- Diversity-Related	1
3j - Peer and Colleague Relationships --- Other	1

OMBUDS OFFICE**Ombuds Visitors and Issues**

Primary Topics: Graduate / Professional Student Gap

4 Career Progression and Development	10
4e - Career Progression and Development --- Career Progression	3
4h - Career Progression and Development --- Termination/Non-Renewal	3
4j - Career Progression and Development --- Position Elimination	1
4k - Career Progression and Development --- Career Development, Coaching, Mentoring	3
5 Legal, Regulatory, Financial and Compliance	3
5c - Legal, Regulatory, Financial and Compliance --- Harassment	3
7 Services/Administrative Issues	3
7a - Services/Administrative Issues --- Quality of Services	1
7c - Services/Administrative Issues --- Administrative Decisions and Interpretation/Application of Rules	1
7d - Services/Administrative Issues --- Behavior of Service Provider(s)	1
8 Organizational, Strategic, and Mission Related	3
8b - Organizational, Strategic, and Mission Related --- Leadership and Management	1
8f - Organizational, Strategic, and Mission Related --- Organizational Climate	1
8g - Organizational, Strategic, and Mission Related --- Change Management	1
9 Values, Ethics, and Standards	2
9a - Values, Ethics, and Standards --- Standards of Conduct	1
9c - Values, Ethics, and Standards --- Scientific Conduct/Integrity	1