

John Karl Scholz, Provost
150 Bascom Hall
University of Wisconsin-Madison

October 21, 2019

Dear Provost Scholz,

We are pleased to submit the Annual Report of the UW-Madison Ombuds Office for the Academic Year 2018-19. It has been a 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 220 cases in 2018-19. This number was slightly lower than the previous year although it is consistent with the overall rise for the previous 5 years. The percentages for the “Who Was Served?” categories (Faculty, Academic Staff, University Staff, Graduate Students, etc.) are similar to last year. We are intensifying our outreach efforts aimed at University staff since we feel that this group has been underserved.

Our reports are somewhat modified in the way we are reporting “What were the issues.” Most of our visitors indicate concerns with multiple - 2 to 4 - different issues. We now report the number (and percentages) of our visitors who had an issue in the given major categories enumerated by the “Uniform Reporting Categories” from the International Ombudsman Association. The patterns for 2018-19 are generally similar to those from the previous year, although there appears to be a slight increase in the proportion of visitors concerned with “Career Progression and Development.”

About 30% of our visitors reported that Hostile and Intimidating Behavior -HIB- was an issue and this percentage was similar to the previous year. Nearly half of the visitors who reported HIB issues were Academic Staff, which again, was similar to last year and the breakdown by position or “Who Was Served” parallels the breakdown for the total cohort.

The entire Ombuds team looks forward to meeting with you in October for you to get to know us and to discuss this report and the continuing work of the Ombuds Office.

Respectfully submitted, The Ombuds Team

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Ombuds Visitors and Issues

Total Cases	220	Years Employed	Total (%)
Total Contacts	246	> 5	107 (49)
(includes visitor non-response)		<= 5	80 (36)
		Unknown	33 (15)

Primary Topics

more than one topic can be noted)

	Number (%)
HIB	67 (30)
Ethnicity	17 (8)
Gender	13 (6)

Action/Impact

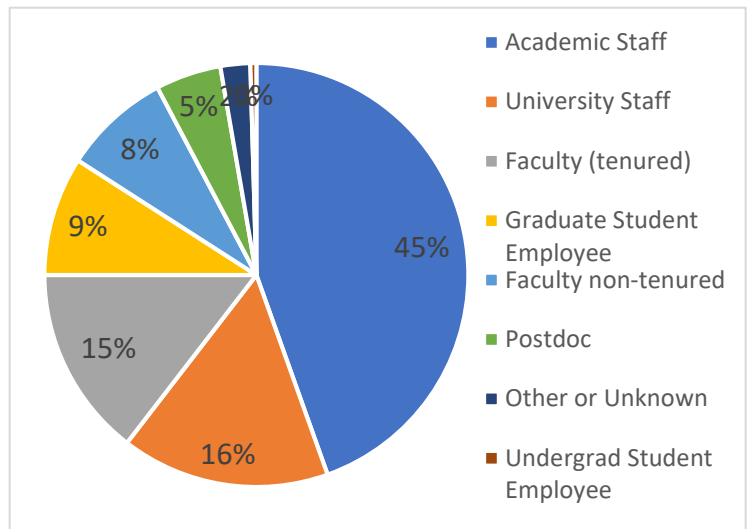
more than one topic can be noted)

	Number (%)
Provide information, feedback, and perspective	192 (87)
Refer to campus / community resources	121 (55)
Consult with other parties	18 (8)
Provide information only	8 (4)
Other	10 (5)

Who Was Served?

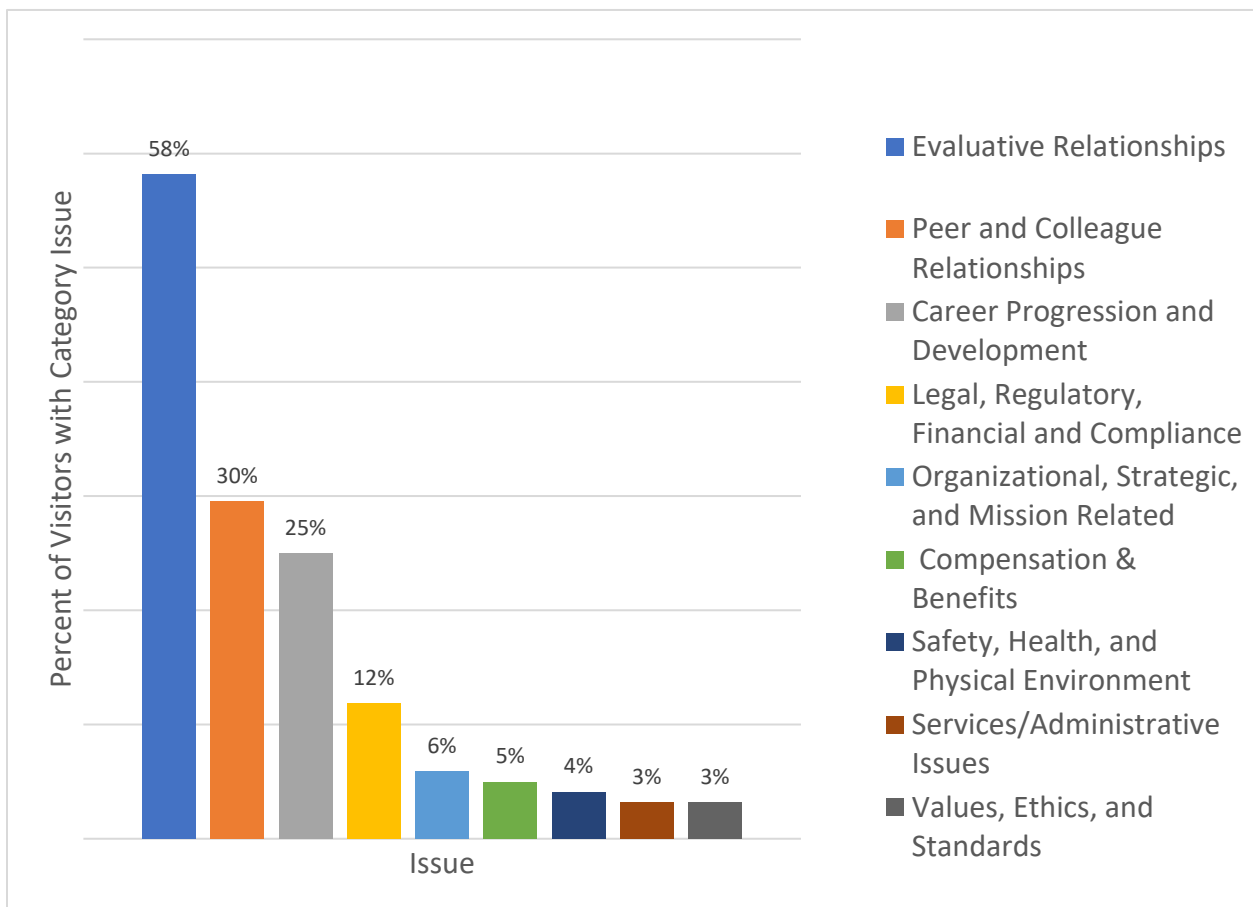
Position	Number	Percent Served
Academic Staff	98	45%
University Staff	35	16%
Faculty (tenured)	32	15%
Graduate Student	20	9%
Faculty non-tenured	18	8%
Postdoc	11	5%
Other or Unknown	5	2%
Undergrad Student	1	0%

*Graduate and undergrad students are employees



What Were the Issues?

Issues	Number	Percent
Evaluative Relationships	128	58%
Peer and Colleague Relationships	65	30%
Career Progression and Development	55	25%
Legal, Regulatory, Financial and Compliance	26	12%
Organizational, Strategic, and Mission Related	13	6%
Compensation & Benefits	11	5%
Safety, Health, and Physical Environment	9	4%
Services/Administrative Issues	7	3%
Values, Ethics, and Standards	7	3%



Each of the Uniform Reporting Categories from the International Ombudsman Association has a number of subcategories.

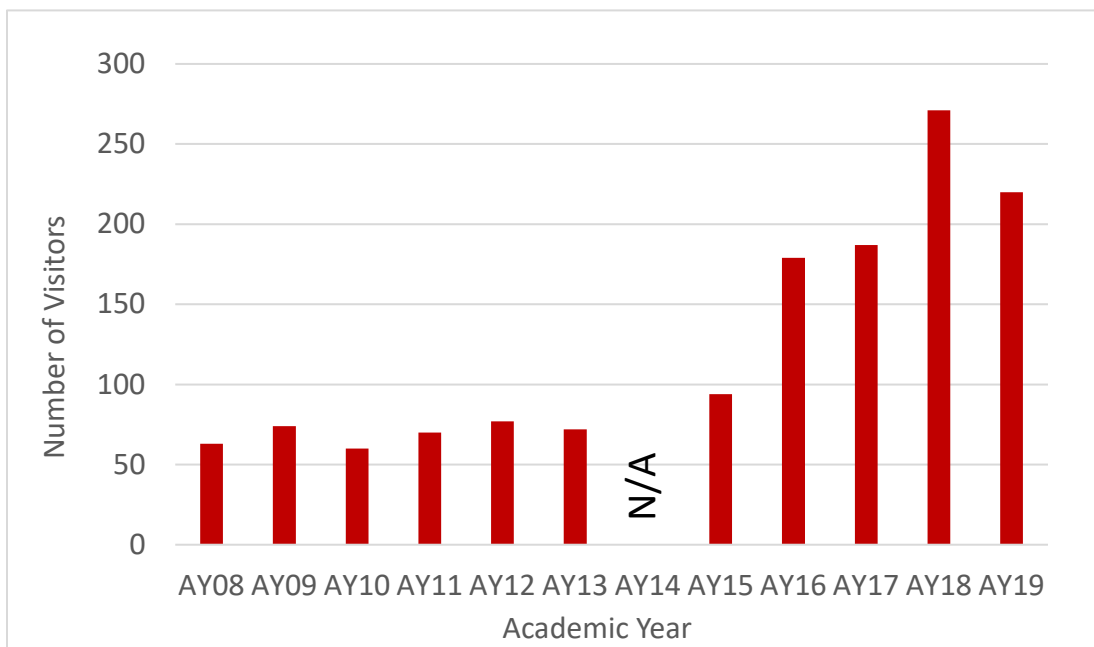
Below are listed some frequently recorded subcategories:

2. Evaluative Relationships
(subcategories recorded for 20 or more visitors)
 - Respect / Treatment 32
 - Communication 31
 - Assignments / Schedules 24
 - Departmental Climate 23
 - Supervisory Effectiveness 25

3. Peer and Colleague Relationships:
(subcategories recorded for 20 or more visitors)
 - Respect / Treatment 27
 - Communication 24

4. Career Progression and Development:
(subcategories recorded for 10 or more visitors)
 - Tenure / Position Security / Ambiguity 13
 - Termination / Non-Renewal 17

Annual Number of Visitors History



For Those Visitors Who Reported HIB

Total Cases **67**

Years Employed	Total (%)	Position	Total (%)
>5	35 (52)	Academic Staff	32 (48)
<=5	28 (42)	University Staff	11 (16)
Unknown	4 (6)	Faculty (tenured)	7 (10+)
		Faculty non-tenured	7 (10+)
		Graduate Student Employee	7 (10+)
		Postdoc	3 (4)

Primary Topics --- other than HIB more than one topic can be noted)

	Number (%)
Gender	7 (6)
Ethnicity	10 (8)

Ombuds Reporting Categories (based on International Ombudsman Association)

More than one category can be noted)

	Number (%)
Evaluative Relationships	48 (72)
Peer and Colleague Relationships	30 (45)
Career Progression and Development	9 (13)
Legal, Regulatory, Financial and Compliance	7 (10)
Safety, Health, and Physical Environment	3 (4)
Services/Administrative Issues	1 (1)
Values, Ethics, and Standards	1 (1)
Compensation & Benefits	0 (0)
Organizational, Strategic, and Mission Related	0 (0)

AY 2018-2019 Ombuds Outreach Activities

Activity	Date
2nd & 3rd Shift Univ. Staff Issues	May & June 2018
Employee Assistance Office	4 times in AY 2019
Graduate Coordinators	July, 2018
Compliance Office Staff	7/11/2018
Learning & Talent Development	7/18/2018
Incoming graduate student fair	August, 2018
Barb Lanser, Disabilities Coordinator	8/1/2018
New chairs" boot camp"	August 22-24
L&S Chairs & Directors orientation	8/28/2018
New Grad Orientation	8/29/2018
Chairs' & Directors' lunch	8/29/2018
Julie Kovalaske - Fully Prepared to Lead	8/29/2018
Fall Grad Assistant E and D	6 dates Sept-Oct 2018
Spring Grad Assistant E and D	6 dates Feb 2019
Grad School Deans	Fall 2018
Jenny Faust, Office of Strategic Consulting	9/26/2018
Employee Benefits Fair	10/9/2018
Heather Daniels, Secretary Academic Staff	10/24/2018
HR Managers	11/16/2018
Rich Gassen, Campus Supervisors Network	11/28/2018
Patrick Sheehan	12/5/2018
Anne Mekschun, Med School HR	12/12/2018
Psychology Students Town Hall	12/13/2018
Allison Golden, SMPH Chief of Staff	2/6/2019
University Committee	2/11/2019
Imogen Hurley, Office of Post Doc Studies	2/20/2019
Faculty Senate	3/4/2019
Elizabeth Schrimpf, UW Career Counselor	3/6/2019
Craig Hubbel, Workforce Relations	3/27/2019
Academic Staff Assembly	4/8/2019
John Lease, Secretary, University Staff	4/17/19
Steve Smith, Secretary of Faculty	5/15/2019
Thomasin Propson, Campus HR	5/29/2019

AY20 Ombuds Office Prospectus: Service and Outreach

1. Maintain and expand Ombud's service to Campus

- Provide high quality consulting to individual employee Visitors (Faculty, Academic Staff, University Staff, postdocs, and graduate students) as a confidential resource to address workplace challenges and to encourage fairness, equity, and a respectful work environment.
- Continue policy of responding to Visitors' initial contact within 24 hours.
- Empower Visitors with strategies for them to address challenges.
- Use all available means to make ourselves known to those on Campus currently unfamiliar with our office, especially University Staff.
- Interact with other units on Campus --- e.g. Employee Assistance Office, Diversity Affairs, Compliance, HR, Workforce Relations, Sec Faculty, Sec Acad Staff, Sec University Staff, VCFS --- to ensure that all university employees needing assistance are provided with it.

2. Plan for outreach to campus / governance leaders, resource partners, and employees

- Continue opportunities for conversations with Deans and Chairs, organizations representing Faculty, Academic Staff, and University Staff, and other leaders across campus about Ombuds services and workplace/employment concerns.
- Participate in professional development opportunities such as UW Employees Benefits Fair; Engagement, Inclusion and Diversity Retreat; and Graduate Assistants' Equity Workshops.
- Make a concerted effort at outreach towards University Staff--who appear to be underserved.
- Work with leaders and student advisors in the Graduate School on outreach to students.
- As appropriate, report on perceived "problem areas" and/or trends on Campus that generate an unusually high Visitor traffic.

3. Build Ombuds team's capacity to serve the campus

- Continue a recruitment plan for new Ombuds with the goal of bringing in a diverse representation of highly qualified individuals. Also, maintain procedures for orderly transitions of Ombuds appointments for 2020 and beyond.
- Ensure maintenance of an ongoing database of key characteristics of visitors and their issues, concerns, and proposed actions while ensuring confidentiality of visitors.
- Participate in select professional activities of Ombuds organizations, including the Academic Ombuds Summer Meeting for 2020 and maintain membership in the International Ombudsman Association.
- Coordinate meetings with campus leaders and programs, Sec Fac, Sec Acad Staff, Sec University Staff, HR, UW Legal, etc. to help educate and make connections for new and experienced Ombudsman in order to foster collaboration in providing service to all employees.

4. Monitor issues related to hostile and intimidating behaviors and sexual harassment

- Evaluate concerns garnered from employee Visitors, campus contacts, and Ombuds review. (Please note that our role regarding HIB has been far more pronounced since we are not a primary stop for sexual harassment.)
- Report to the Provost any trends that may be concerning.
- Continue to participate with VCFS in development of the campus resources and education to address HIB.