



August 31, 2020

TO: President Jere Morehead
213 Administration Building

FROM: E. Janyce Dawkins, Director *EJD*
Equal Opportunity Office
278 Brooks Hall

RE: 2019-2020 Ombudsperson Report

This report marks the eleventh annual Ombudsperson Program report since the Ombudsperson Program (“Program”) began on October 1, 2008. This annual report is charged with discussing trends or patterns in the reporting of issues and concerns by students, faculty and staff and making recommendations for changes or improvements to existing policies and procedures.¹ The Program was initiated in 2008 to address concerns about the handling of sexual harassment complaints. Since that time the landscape of sexual harassment has exploded in public awareness, in regulatory oversight, and in institutional priorities.

The Program has appropriately and responsibly responded to this awareness and currently serves as a confidential resource for persons requiring information and support for alleged instances of sexual misconduct. Nonetheless sexual harassment issues have consistently been a very small percentage of the ombudspersons contacts, though the number increased from 2 to 7.²

The three current ombudsperson are Dr. Jenny Gaver a Professor in the J.M. Tull School of Accounting as the Faculty Ombuds, Charisse Harper from the Office of the Dean of Students continues as the Student Ombuds, and Steve Gibson from the College of Agricultural and Environmental Sciences, the longest serving Ombuds, continues as the Staff Ombuds. All three have reported their desire to continue in their roles.

¹ See Ombudsperson Program Website: <http://www.uga.edu/ombudsperson/>

² There were 7 reports of sexual harassment to ombuds in the 2019-2020 reporting period. This represents 6.25% of the total concerns addressed and increase from the 2.7% of total reported last period.

This has been a unique year for many reasons. With respect to contacts reported, there is a consistent observation that some contacts are more complex and time-consuming. Fortunately, none have reported that this has prevented them from performing their primary functions.

2019-2020 CONCERNS

The Ombuds addressed 112 concerns during the 2019-2020 reporting period. Interestingly, the number of contacts between student, faculty, and staff were virtually equal. A major difference this period is that there were only two student conduct issues reported while faculty and staff conduct had 23 contacts (up from 11) or 20.5% of total contacts. Workplace issues represented 40 contacts or 35.7% of total contacts. Consistent with areas of concern from last year's results, ten (10) of those contacts or 25% of those were involving concerns with supervision. Student concerns were concentrated on off-campus issues and safety with 11 contacts.

TOPIC FOR CONSIDERATION

Workplace issues continue to be the most prevalent issue. It was really good to see that student concerns have gone down, though this may have been a factor in the COVID situation.

SUMMARY

The Program continues to serve as a resource for the entire UGA community in a tangible way. The Ombuds provide an opportunity for UGA Community members to speak candidly about concerns and discuss those concerns in a safe environment. The opportunity to speak with ombuds in other USG institutions provide networking and learning opportunities that will help our ombuds grow in their roles and become more effective.

Thank you for your continued support.

Encls: 2019-2020 Ombudspersons Data Report

cc: Provost Jack Hu
David Shipley

OMBUDSPERSONS REPORT

2019-2020

Table 1

All Ombudsperson Visitors

Status, Gender and Ethnicity of Contacts in 2018-2019

Status of Contact	Female	Male	Not Known	TOTAL	African-American	Asian	Caucasian	Latino	Other	Not Known
Student	28	9		37	1		4			32
Faculty	20	15		35	1	3	30	1		
Staff	22	17		39	3	2	31	1		2
Non-UGA	1	0		1						1
TOTAL	71	41	0	112	5	5	65	2	0	35

Table 2

Types of Primary Issues Presented by Campus Constituencies

Types of concerns	Students	Faculty	Staff	Non-UGA	TOTAL
Financial Concerns	7	0	2	1	10
Student Academic	5	0	0	0	5
Student Conduct	1	0	1	0	2
Classroom Instruction	4	0	0	0	4
Faculty/Staff Performance	0	1	1	0	2
Employment/Workplace Issues	1	15	24	0	40
Faculty/Staff Conduct	1	16	6	0	23
Misc. Concerns	18	3	5	0	26
TOTAL	37	35	39	1	112

Table 3

Financial Concerns

Contracts, emergency loans, encumbrances, fees, financial aid, fines, independent status, insurance, leases, paycheck, refunds, tuition, tuition waiver, graduate assistantships, other.

Academic

Academic probation/dismissal, add/drop, admission, certification, clinical/student teaching course, closed classes, comprehensive exams, credit transfer, incompletes, transfer, incompletes, degree/graduation requirements, medical withdrawals, other.

Student Conduct

Academic misconduct, alcohol, classroom disruption, due process, harassment, hazing, intimidation, judicial system, residence hall misconduct, roommate disputes, sanctions, sexual harassment, theft, other.

Classroom Instruction

Attendance, course syllabus, discriminatory grading, faculty absences, final exams, grade appeals, grade change, grading standards, make-up work, personality conflicts, quality of instruction, teacher fluency, other.

Faculty/Staff Performance

Inaccurate advising, inattentiveness, incompetence, retention of test/papers, availability, tardiness, attendance, completion of tasks.

Employment/Workplace Issues

Training, supervision, performance evaluation, pay, benefits, retirement, promotion/tenure, job classification/duties, work schedule/setting, hiring, discharge, unfit for duty, interpersonal conflict, disability issues (ADA/FMLA), conflict of interest, nepotism

Faculty/Staff Conduct

Deceitfulness, derogatory comments, discrimination, favoritism, harassment, intimidation, retaliation, rudeness, sexual harassment, theft, intoxication/under influence, insubordination, job abandonment, workplace violence, arrest/conviction, garnishment, other.

Miscellaneous

Policy Issues and Development, privacy issues, disability accommodations, parking, on-campus housing, legal issues, health concerns, ethical considerations, off-campus housing, immigration issues, off-campus problems, safety issues, career advising, not otherwise categorized (NOC).

***These data only represent allegations that were brought to the Ombudspersons and should not be interpreted as confirmed incidents.**

Financial concerns	Students	Faculty	Staff	Non-UGA	TOTAL
Contracts	0				0
Emergency Loans	0				0
Encumbrances	0				0
Fees	1				1
Financial Aid	1			1	2
Fines	0				0
Independent Status	0				0
Insurance	0				0
Leases	1				1
Paycheck	0				0
Refunds	1				1
Tuition	0				0
Tuition Waiver	1				1
Graduate Assistantships	2		2		4
Other	0				0
TOTAL	7	0	2	1	10

Academic concerns	Students	Faculty	Staff	Non-UGA	TOTAL
Academic probation/dismissal	2				2
Add/Drop	0				0
Admission	0				0
Certification	0				0
Clinical/student teaching course	0				0
Closed Classes	0				0
Comprehensive Exams	0				0
Credit Transfer	0				0
Incompletes	0				0
Degree/Graduation Requirements	2				2
Medical Withdrawals	0				0
Other	1				1
TOTAL	5	0	0	0	5

Student Conduct	Students	Faculty	Staff	Non-UGA	TOTAL
Academic Misconduct	0				0
Alcohol	0				0
Classroom Disruption	0				0
Due Process	0				0
Harassment	1				1
Hazing	0				0
Intimidation	0				0
Judicial System	0				0
Residence Hall Misconduct	0				0
Roommate Disputes	0				0
Sanctions	0				0
Sexual Harassment	0		1		1
Theft	0				0
Other	0				0
TOTAL	1	0	1	0	2

Classroom Instruction	Students	Faculty	Staff	Non-UGA	TOTAL
Attendance	3				3
Course Syllabus	0				0
Discriminatory Grading	0				0
Faculty Absences	0				0
Final Exams	0				0
Grade Appeals	0				0
Grade Change	0				0
Grading Standards	1				1
Make-Up Work	0				0
Personality Conflicts	0				0
Quality of Instruction	0				0
Teacher Fluency	0				0
TOTAL	4	0	0	0	4

Faculty/Staff Performance	Students	Faculty	Staff	Non-UGA	TOTAL
Inaccurate Advising					0
Inattentiveness					0
Incompetence			1		1
Retention of test/papers					0
Availability		1			1
Tardiness					0
Attendance					0
Completion of Tasks					0
TOTAL	0	1	1	0	2

Employment/Workplace Issues	Students	Faculty	Staff	Non-UGA	TOTAL
Training					0
Supervision		3	10		13
Performance Evaluation		1	1		2
Pay			2		2
Benefits			1		1
Retirement		1	1		2
Promotion/Tenure		4	1		5
Job Classification/Duties		2	1		3
Work Schedule/Setting	1	1	1		3
Hiring		2			2

Discharge			2		0
Unfit for Duty					0
Interpersonal Conflict		1	2		3
Disability Issues (ADA/FMLA)			2		2
Conflict of Interest					0
Nepotism					0
TOTAL	1	15	24	0	40

Faculty/Staff Conduct	Students	Faculty	Staff	Non-UGA	TOTAL
Deceitfulness					0
Derogatory Comments		2			2
Discrimination		1	1		2
Favoritism					0
Harassment		2	1		3
Intimidation		3	3		6
Retaliation	1	1	1		3
Rudeness					0
Sexual Harassment		6			6
Theft					0
Intoxification/Under Influence					0
Insubordination					0
Job Abandonment					0
Workplace Violence		1			1
Arrest/Conviction					0
Garnishment					0
Other					0
TOTAL	1	16	6	0	23

Miscellaneous	Students	Faculty	Staff	Non-UGA	TOTAL
Policy Issues and Development		1			1
Privacy Issues			1		1
Disability Accommodations					0
Parking					0
On-Campus Housing					0
Legal Issues			1		1
Health Concerns	7		1		8
Ethical Considerations		1	1		2
Off-Campus Housing					0
Immigration Issues					0
Off-Campus Problems	5				5
Safety Issues	6	1	1		8
Career Advising					0
Not Otherwise Categorized (NOC)					0
TOTAL	18	3	5	0	26

Table 4

Ombudspersons Presentations/Meetings 9-1-12 to 8-31-13

Date	Topic	Organization/Group
9/20/2019	Meeting with President Morehead-Jenny	Ombuds report
3/10/2020	Staff Ombuds Services-Steve	UGA's Annual Staff Resources Fair at the Tate Grand Hall
6/12/2020	Race Relations-Steve	OneSource Weekly Webinar
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