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# The University of Georgia

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August 28, 2013

TO: President Jere Morehead  
213 Administration Building

FROM: E. Janyce Dawkins, Director   
Equal Opportunity Office  
119 Holmes-Hunter Academic Building

RE: 2012-2013 Ombudsperson Report

This reporting marks the fifth annual Ombudsperson Program report since the Program began on October 1, 2008. The program-year has seen many changes, while continuing to document consistent themes evidenced since 2008. For the second consecutive year, two ombudspersons have rotated out of their positions. Linda Edge who was appointed temporarily last year has been named permanently to the student ombudsperson position. Steve Gibson has been appointed as the staff ombudsperson. <http://www.uga.edu/ombudsperson/>

Though the primary roles of the ombuds have been delegated as faculty, staff or student, individuals are advised to seek assistance from any designee regardless of their formal designation. This has worked well. The ombudspersons continue to provide support to the entire University community in furthering fairness within the University community and serve as a source of information and referral. The Program, in its organization and operation, serves as an additional resource to the University's existing policies and procedures for processing and resolving student, faculty and staff complaints and concerns.

## TOPICS FOR CONSIDERATION

- EOO and the Ombudspersons continue to seek opportunities to introduce themselves to the University community and provide information about the Program. Ombudspersons also conduct training sessions throughout the UGA upon request.
- “Bullying” or incivility continues to be an issue among all constituencies in the University community. The Workplace Violence Policy was revised May 1, 2013 to include “bullying”. <http://policies.uga.edu/FA/nodes/view/1136/Workplace-Violence> Implementation of institutional guidelines for addressing bullying

- Many faculty and staff concerns stemmed from supervisory decisions and management issues. Ineffective communications, unfair treatment, non-compliance with practices and procedures, and personality issues were all raised. A common thread in many of these contacts is the lack of preparation for supervisory appointments. The selection and appointment of persons into supervisory positions varies throughout the university. It is recommended that some type of training be required for all persons in supervisory positions that will help them become more effective managers.
- In the spirit of continual improvement, consideration should be given to different approaches to providing ombudsperson services for the University so as to ensure they continue to be as relevant and responsive as possible to members of the University community. For example, the idea of full-time ombudspersons should be considered as well as ways to incorporate them into the University hierarchy so as to maximize the reality and perception of their being as independent and neutral as possible.

## SUMMARY

The number of ombudspersons concerns decreased to 75 in 2012-2013. The two major concerns are Employment/Workplace Issues at 26 or 35% of the issues and Faculty/Staff Performance at 17 or 23% of the issues. As discussed earlier, bullying and management were the predominant issues in these contacts. As in last year's report, contacts come to ombudspersons as a neutral and safe contact that can help them find solutions.

The decrease in the number of contacts can be attributed to the turnover in ombudspersons in the past two years. Appointing a single full-time ombudsperson would help solidify the identity of the office and stabilize accessibility.

After five years of reporting, the Program has documented consistent areas of concern expressed throughout the UGA community, irrespective of designation or status. While this identification highlights continued problems, it also facilitates targeted responses that can make enormous contributions.

The Program continues to serve the entire UGA community in a tangible way. It serves as a beacon of fairness, a source of information, and a place to go when there seems to be no place to go. The Program has been a valuable addition to the UGA family.

cc: Interim Provost Libby Morris  
Dr. Silvia Giraud



**OMBUDSPERSONS REPORT**

**2012-2013**

**Table 1**

**All Ombudsperson Visitors**

**Status, Gender and Ethnicity of Contacts in 2012-2013**

<b>Status of Contact</b>	<b>Female</b>	<b>Male</b>	<b>Not Known</b>	<b>TOTAL</b>	<b>African-American</b>	<b>Asian</b>	<b>Caucasian</b>	<b>Latino</b>	<b>Other</b>	<b>Not Known</b>
Student	20	12	2	34	2	5	11	0	0	16
Faculty	11	9	0	20	3	1	11	1	0	4
Staff	7	5	1	13	1	0	8	0	4	0
Non-UGA	0	3	1	4	0	0	2	0	0	1
<b>TOTAL</b>	<b>38</b>	<b>29</b>	<b>4</b>	<b>71</b>	<b>2</b>	<b>5</b>	<b>32</b>	<b>1</b>	<b>4</b>	<b>21</b>

**Table 2**

**Types of Primary Issues Presented by Campus Constituencies**

<b>Types of concerns</b>	<b>Students</b>	<b>Faculty</b>	<b>Staff</b>	<b>Non-UGA</b>	<b>TOTAL</b>
Financial Concerns	3	0	1	0	4
Student Academic	4	0	0	0	4
Student Conduct	4	0	1	0	5
Classroom Instruction	3	0	0	0	3
Faculty/Staff Performance	3	0	1	0	4
Employment/Workplace Issues	2	7	8	0	17
Faculty/Staff Conduct	11	3	11	1	26
Misc. Concerns	2	6	3	1	12
<b>TOTAL</b>	<b>32</b>	<b>16</b>	<b>25</b>	<b>2</b>	<b>75</b>

**Table 3**

<b>Financial Concerns</b>
Contracts, emergency loans, encumbrances, fees, financial aid, fines, independent status, insurance, leases, paycheck, refunds, tuition, tuition waiver, graduate assistantships, other.
<b>Academic</b>
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.
<b>Student Conduct</b>
Academic misconduct, alcohol, classroom disruption, due process, harassment, hazing, intimidation, judicial system, residence hall misconduct, roommate disputes, sanctions, sexual harassment, theft, other.
<b>Classroom Instruction</b>
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.
<b>Faculty/Staff Performance</b>
Inaccurate advising, inattentiveness, incompetence, retention of test/papers, availability, tardiness, attendance, completion of tasks.
<b>Employment/Workplace Issues</b>
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
<b>Faculty/Staff Conduct</b>
Deceitfulness, derogatory comments, discrimination, favoritism, harassment, intimidation, retaliation, rudeness, sexual harassment, theft, intoxication/under influence, insubordination, job abandonment, workplace violence, arrest/conviction, garnishment, other.
<b>Miscellaneous</b>
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).
<b>*These data only represent allegations that were brought to the Ombudspersons and should not be interpreted as confirmed incidents.</b>

**Table 4**

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

<b>Date</b>	<b>Topic</b>	<b>Organization/Group</b>
Oct. 5	Ombudspersons and Their Role: Presentation	Peer Tutors-(Cathy)
Nov. 9	Meeting with Lettie Lockhart	U Council, Faculty Grievance Committee-(Cathy)
Jan. 9	Ombuds Meeting @ EOO	UGA Ombudspersons-(Cathy)
Feb. 22	Conflict Resolution: Panel Presentation	Georgia Assoc. for Women in Higher Education-(Cathy)
3/20/2013	Book Study, COE, Workplace Civility	COE Faculty Senate-(Cathy)
3/28/2013	Meeting on Procedures for Faculty Grievances	U Council, Faculty Grievance Committee-(Cathy)
7/30/2013	Webinar on Bullying	HR-(Cathy)
8/2/2013	Meeting: Ombudspersons (informal)	UGA Ombudspersons-(Cathy)
10/15-17/2012	Organizational Ombuds Practice Training	International Ombudsman Association-(Linda)
2/18/2013	ADA/RA Act Section 504 Seminar	EOO/DRC/HR-(Linda)
3/12/2013	Bullying	Training and Development-(Linda)
3/20/2013	Book Study in COE – The No Asshole Rule	College of Education Faculty/Staff-(Linda)
5/2/2013	NDAH Policy	Training and Development-(Linda)
06/10-14-2013	Mediating Campus Disputes	CNCR-(Linda)
7/9/2013	Legal Issues and Mediation Project	Training and Development & Legal Affairs-(Linda)
7/29/2013	Bullying in the Workplace	Training and Development Webinar-(Linda)
2/2/2013	UGA Ombuds Program Presentation	Academic Enhancement/Peer Tutors-(Linda)

4/16/2013	Student Ombuds Presentation	Laura Dean's Masters students in CASA-(Linda)
7/10/2013	Graduate Students Ombuds Issues Discussion	Julie Coffield, Assoc. Dean of Graduate School-(Linda)
7/12/2013	Graduate Students Ombuds Issues Discussion	Kyle Tschepikow, Student Affairs-(Linda)
04/19-04/21-2013	Foundations of Organizational Ombuds Practice	International Ombudsman Association-(Steve)
8/2/2013	Ombudspersons meeting	UGA Ombudspersons-(Linda)
	Linda: Attended 12 out of 16 Resource Fairs during new student Orientation.	