

Faculty Ombuds Survey

Summer 2020



Faculty Ombuds Survey

Summer 2020

N = 143

Faculty Type	All Colleges	Faculty	Associated Faculty
TOTAL	143	86	57
Business	24 16.8%	15 17.4%	9 15.8%
Education	6 4.2%	4 4.7%	2 3.5%
Humanities & Fine Arts	64 44.8%	35 40.7%	29 50.9%
Science	43 30.1%	26 30.2%	17 29.8%
Honors	2 1.4%	2 2.3%	- -
Other	4 2.8%	4 4.7%	- -

Tenure Status	All Colleges	Tenured	Tenure-Track	Non Tenure-Track
TOTAL	143	48	28	67
Business	24 16.8%	10 20.8%	3 10.7%	11 16.4%
Education	6 4.2%	1 2.1%	3 10.7%	2 3.0%
Humanities & Fine Arts	64 44.8%	19 39.6%	11 39.3%	34 50.7%
Science	43 30.1%	13 27.1%	10 35.7%	20 29.9%
Honors	2 1.4%	1 2.1%	1 3.6%	- -
Other	4 2.8%	4 8.3%	- -	- -

Faculty Ombuds Survey

Summer 2020

N = 143

Did you contact the Faculty Ombuds in the 2019-2020 academic year?	
Yes	8 5.6%
No	135 94.4%

[If not contacted] Are you familiar with the Faculty Ombuds and the services they provide?	
Yes	99 73.3%
No	36 26.7%

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
[If contacted] Overall, how satisfied are you with the service the Faculty Ombuds provided you?	4 50.0%	3 37.5%	1 12.5%	-	-

[If contacted] If you had not contacted the Faculty Ombuds, what would you have done regarding this issue?	
I would not have talked to anyone about the issue	1 12.5%
I would not have brought the issue up as quickly	2 25.0%
I would have brought the issue up through a formal channel	4 50.0%
I would have left the University	- -
Other	1 12.5%

[If contacted] What other action would you have taken?	
I would have acted the same way by bringing the issue through a formal channel	

Faculty Ombuds Survey

Summer 2020

N = 143

[If contacted] The Faculty Ombuds...						
	Mean	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Gave me the opportunity to express my concerns.	4.88	7 87.5%	1 12.5%	- -	- -	- -
Was knowledgeable about relevant institutional policies and procedures.	4.29	3 42.9%	3 42.9%	1 14.3%	- -	- -
Provided me with valuable information to help me make my decisions.	4.38	4 50.0%	3 37.5%	1 12.5%	- -	- -
Understood the situation.	4.88	7 87.5%	1 12.5%	- -	- -	- -
Helped me identify my options.	4.38	5 62.5%	2 25.0%	- -	1 12.5%	- -
Helped me evaluate my options.	4.13	3 37.5%	4 50.0%	- -	1 12.5%	- -
Was courteous and respectful.	4.88	7 87.5%	1 12.5%	- -	- -	- -
Was neutral.	4.63	5 62.5%	3 37.5%	- -	- -	- -
Was unbiased.	4.50	5 62.5%	2 25.0%	1 12.5%	- -	- -
Was fair.	4.50	5 62.5%	2 25.0%	1 12.5%	- -	- -
Helped me develop skills that might help resolve future issues.	3.86	3 42.9%	1 14.3%	2 28.6%	1 14.3%	- -
Helped me learn approaches that might help resolve future issues.	3.71	3 42.9%	- -	3 42.9%	1 14.3%	- -
Was available for an appointment promptly after contact.	4.57	5 71.4%	1 14.3%	1 14.3%	- -	- -
Was able to meet with me for a reasonable amount of time.	4.86	6 85.7%	1 14.3%	- -	- -	- -

[Asked of all] The Faculty Ombuds...						
	Mean	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Can be trusted to maintain confidentiality.	3.91	39 36.4%	34 31.8%	23 21.5%	7 6.5%	4 3.7%
Is a resource to which I would encourage colleagues to access.	3.86	39 36.4%	31 29.0%	26 24.3%	5 4.7%	6 5.6%
Is a resource I would access myself if needed in the future.	3.79	39 36.4%	32 29.9%	20 18.7%	7 6.5%	9 8.4%

Faculty Ombuds Survey

Summer 2020

N = 143

[Asked of all] Are there any suggestions you have for improvement in ombuds services or conflict resolution services on campus?

At my old institution, the ombud was a clear, trusted, and reliable presence on campus, representing faculty and arbitrating disputes in a confidential and reasonable manner. After 12 years at CCU, all I know that the ombud does reliably is to send out this yearly survey.

It has been years since I have been to the faculty ombuds (not the current ombuds). What I have learned is that if an employee is having an issue, the proper channel is through HR. I don't know of an issue that I would go to the ombuds for in the future. Also, I am confused about why there is an ombuds for students and why the staff/student ombuds isn't located in the same office space as the faculty one in the post office. If I feel that faculty should not report issues to this office, I certainly feel double that for staff and students --- recognizing of course that this survey is only in reference to the faculty ombuds.

More visibility and more frequent communication so that faculty are aware of the resource and how the consultation is managed. I think that most faculty think that decisions of the chair and/or dean are final, even when they violate policy so many concerns never make it to the Ombudsman. I would like to see the Faculty Ombuds on the agenda of the General Faculty Meetings to highlight the position and explain the process.

Nope. I am confident the office works smoothly (has a confidence-inspiring head) and that if I ever need its services, they will be provided.

none

This is a fantastic resource. I do not know what the Ombuds did until recently, though I have been with the University for some time. What a valuable resource!

None. Not much visibility.

More emphasis on confidentiality.

Clarifications into specific issues the Faculty Ombuds address.

If there were guidelines for all departments and faculty to follow regarding sexism in the workplace that involves scenarios where faculty could see what best practices look like in certain situations

Is the Ombuds included in discussions about reduction in force? If not, could he be? Non-tenure-track faculty, especially, need voices that will represent them as these discussions happen.

I would love for Ombuds to be able to actually do something. It's been very frustrating to know that I could go to them, but as a TA, I don't feel important or worthwhile on this campus. I constantly feel undervalued in my department with no way to gain respect, and even though I have tried to be more engaged this semester with the faculty, I am constantly reminded that they don't value my opinion. So why would I share my opinion with someone who can't do anything, if sharing my opinion with someone who can do something doesn't get me anywhere? It's a frustrating circle.

The problem is the administration top to bottom does not take it seriously or care about it. The office is just a show to make faculty "think" the administration cares. There is no commitment from President on down to make it truly work or be other than another PR "feel good" sham.

Please keep this service going!

I think Faculty Senate should get an annual report that simply says how many faculty sought the resource, and what percentage reached the resolution they sought. No details need to be provided, but is this full-time position seeing on faculty member a month, or 30?.

Communicate with us, esp new faculty, to let us know how we can take advantage of your services (including what exactly they are).

While I haven't contacted the Office of the Faculty Ombuds, I appreciate that it exists. The Ombuds Office has done a good job notifying faculty of its existence and services. I can't think of any additional improvements other than to provide an occasional workshop (which may already exist) to discuss examples of possible conflicts that can be resolved. Thanks for doing this important job!

I almost contacted you this year ... almost. But I saw my issue through. I was so glad at the time to know I could turn to you if needed.

Yes. Assign someone other than Madden to this roll.

No

Faculty Ombuds Survey

Summer 2020

N = 143

[Asked of all] Are there any suggestions you have for improvement in ombuds services or conflict resolution services on campus?

N/A

no

It would be helpful if the personnel in the office provides information that defines who they are, their purpose, their services and how faculty can access their services.

Since a colleague told me the story that the ombuds person has contacted the chair after a confidential meeting, this service is not an option for me anymore. I would like to see it as a highly valuable option but not under these conditions.

None

Not at this time.

No suggestions. Provide a category along the lines of "cannot assess" or "not applicable."

no

No

none

I don't have any suggestions at this time.

From my experience this position can't do much in the CCU environment that exists.

don't know of any

No.

busy person / helps faculty.

Typically, someone would seek the help of Faculty Ombuds when he/she is experiencing some sort of difficult challenge. In such a situation, what that person needs is care, support and help. This should be more of a counseling-type role rather than a finger-pointing lecture about what someone did wrong or what they should have done.

N/A

None at this time.

no