

# Ombuds Office Report

---

**FY2021**

---

**Authored by: University Ombuds Office Staff**



---

## Table of Contents

Executive Summary.....	3
Key Trends .....	4
Who Visited with the Ombuds? .....	6
KU Membership .....	6
Race and Ethnicity.....	7
Gender/Gender Identity .....	8
What are People’s Concerns? .....	9
Nature of the Issue.....	9
How Did We Engage with the Community? .....	10
Services Provided.....	10
Training and Workshops.....	11
Ombuddy Café .....	12
Additional Reporting.....	12
Social Media Engagement .....	13
Survey Feedback.....	15
Final Reflections .....	20
Navigating change .....	20
Office Overview.....	22
What the Ombuds Office does: .....	22
About the Ombuds Office:.....	22

---

# Executive Summary

The purpose of this report is to provide the reader with an understanding of the engagement of the Ombuds Office during the FY2021 time period and provide insights and trends we are noticing. Herein we aggregate data from our FY2021 cases and notice trends in the reasons for the visits to the Ombuds Office. The report includes information from the annual survey about the Ombuds Office, sent to the KU Community through KU Governance Office, at the end of the academic year. The report also provides information gathered from cases which provides insight into how the Ombuds Office is being used, what services were provided, what types of concerns were presented, and any broader implications beyond those concerns. We also address the outreach efforts and priorities for the upcoming academic year. Testimonials offered in the survey are included to demonstrate the value of the Office to the university. We close with information about the Ombuds Office itself, its primary mission and current staffing.

This report covers an historically challenging time with the COVID-19 pandemic shutting down campus in March of 2020 and limiting much of the campus community's activities to Zoom. The Ombuds Office like others, shifted our visits and meetings to the Zoom environment, and even conducted facilitated dialogues with groups, on Zoom. This period also covers the transition of the University Ombuds. At the start of the 2020 school year, Dr. D.A. Graham, was University Ombuds and was invited in December of 2020 to serve as the Interim Vice Provost for the newly configured Diversity, Equity, Inclusion, and Belonging Office. Ada Emmett, who had been serving as the Faculty Ombuds in a part-time role was asked to serve as the Acting University Ombuds in December 2020, with Dr. Graham's change in responsibilities. In April 2021, Mike Rozinsky was invited to serve in a temporary part-time Associate Ombuds position to support the understaffed Ombuds Office.

---

***“The work of the University Ombuds strengthens KU.”***

---

---

# Key Trends

Two important categories of trends are noted here for this year's report:

*First*, graduate student/advisor relationships can be the source of great confusion, pain, and alienation, at times. The power differential mixed with highly interdependent work and mentor relationships between the two parties can lead to significant challenges for those involved.

*Second*, intradepartmental conflict with chairs attempting to navigate conflict between their staff and faculty, and between faculty and students. In units where various reporting lines do not support well cross functional teamwork and offer clarity for conflict resolution, tense work environments thrive. We have seen a large number of both of these types of issues, and they can be challenging to resolve.

A corollary to the trends above relates to the lack of face-to-face meetings and informal gatherings made very difficult under pandemic conditions. Such informal gatherings allow relationship building and healing synchronously, and the use of emails between parties in conflict (and other asynchronous communications) enhanced conflict, rather than understanding and connection.

We also noticed that our numbers of visitors remained remarkably steady from the year before—174 cases, despite a full year of pandemic shifts of workplace and home life situations, and the change and reduction in the number of Ombuds seeing visitors. This is notable given what we have heard from sister ombuds at other universities having few visitors. The Ombuds Office here also saw 174 in the 2019/2020 school year.

Further in the report we will share data we gathered regarding the work we do. It is important to understand our framing of that work and the people we work with. Individuals who visit with the Ombuds Office are referred to, herein, as "visitors". Some visitors request multiple visits to explore and make progress in their situation or, as we refer to it, their "case."

When a visitor asks to schedule an appointment, they are invited to use an intake form in which they are asked to provide demographic information, if they so choose to. That includes their campus affiliation (student, faculty, staff), their race and ethnicity, and their gender and identities.

---

If they choose not to share that information on the intake form the visitor may opt to identify themselves in some way when they meet with the Ombuds. In either case that information can be captured in our data collection. We note though that a large proportion of our visitors choose not to share some or all their demographic information and social identities. We also note, as a disclaimer below when a large group of visitors chose not to self-report in a demographic category. In some categories due to the small numbers, we purposely choose to include multiple categories in one percentage group, to preserve the anonymity of those that visit with us.

In order to further understand what happened for the people we work with across the KU community we support, we encourage you to consider the additional information within the pages of our report.

---

# Who Visited with the Ombuds?

This Ombuds Office sees all members of the KU community, including students, staff, faculty, and on occasion alumni and parents of KU students.

---

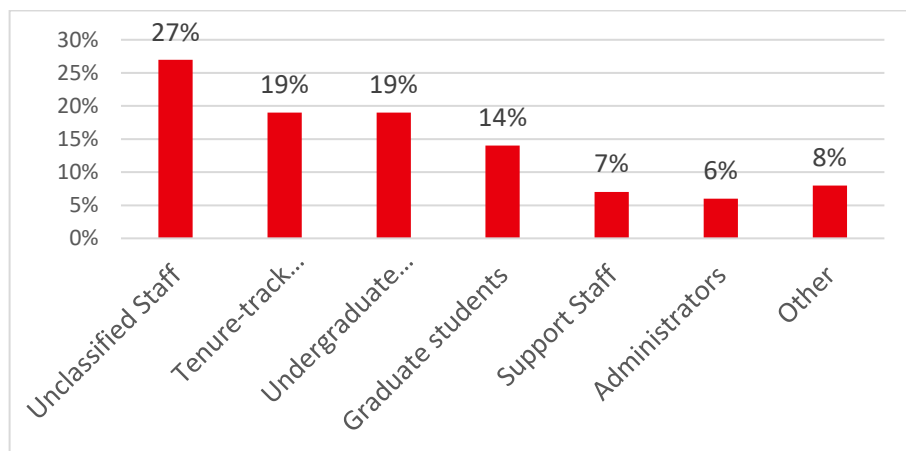
***“I truly felt heard and understood.”***

---

## KU Membership

As noted in Chart 1, the KU membership of visitors to the Ombuds Office from largest to smallest was visitors who identify as unclassified staff; then tenure track faculty; then graduate students; then undergraduate; then university support staff; then administrators. The remaining 8% (“Other”) include alumni/graduates, relative of students, non-tenure track faculty, and post-docs. We also note that the number of undergraduates visiting us has increased 4% over the previous two-year period, and unclassified professionals visiting us decreased 7%, while faculty increased 2% points and administrators by 3%.

**Chart 1. Percentage of Visitors by KU Membership** ([see a tabular view of Chart 1](#))



A full year of pandemic stress and great life uncertainties might have put additional strains on some, and those strains may have led to more people reaching out, or fewer, depending on the ease with which they could meet with us on Zoom, while balancing work, home-life, childrearing, and education, and in various degrees of remote or in-person work requirements.

---

***“Great listeners and solid advice.”***

---



# Race and Ethnicity

In this time period 37% of our visitors did not self-identify their racial or ethnic identities—which is the second largest percentage of our visitors for the year. This spread is not uncommon from previous years. Overall, the percentages of people identifying a race or ethnicity did not change significantly, although we did see a slight increase in those people identifying as American Indian or Native Alaskan. Below we present the data visually, on the breakdown of how our visitors chose to identify.

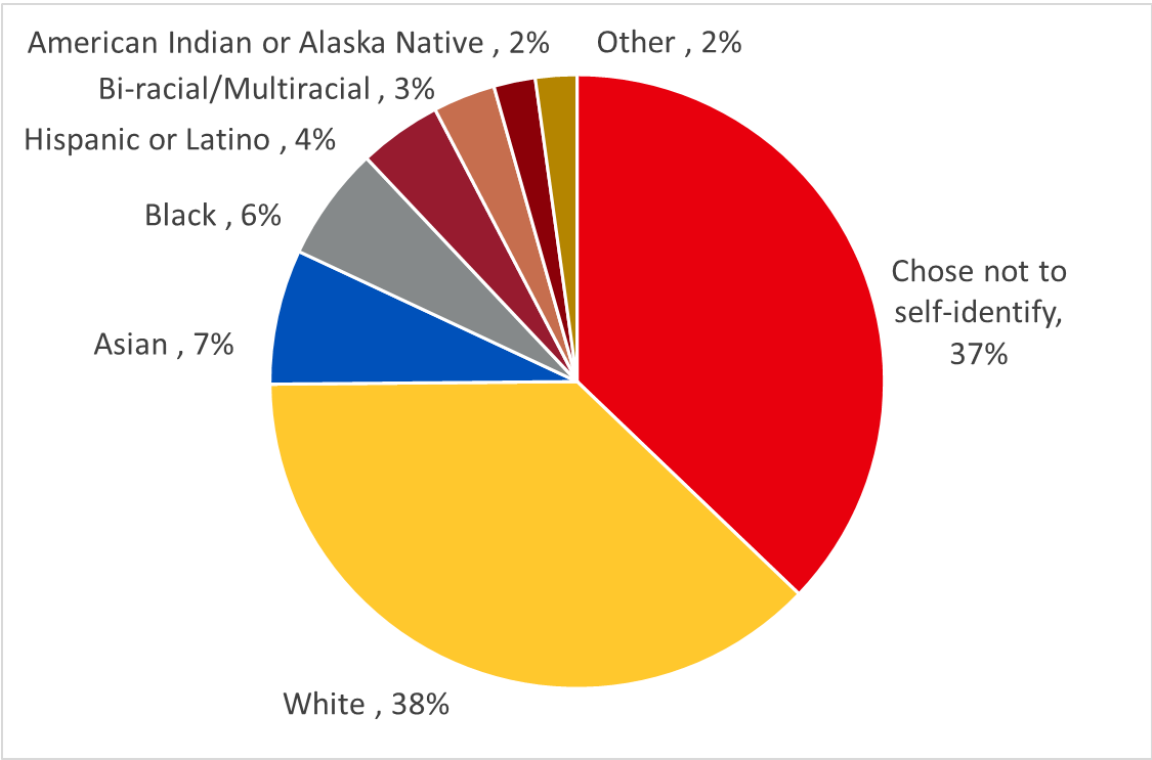


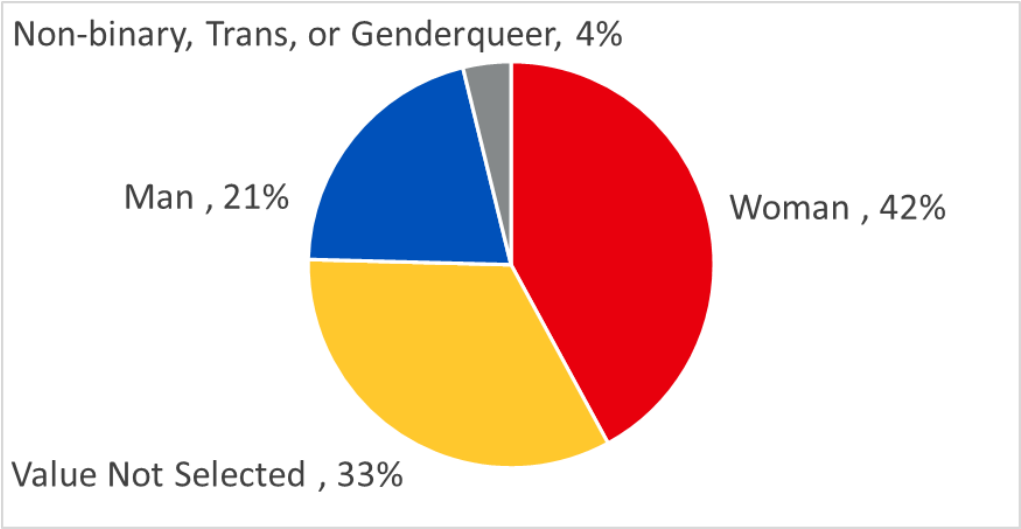
Chart 2. Percent of Visitors by Race and Ethnicity ([see a tabular view of Chart 2](#))

---

# Gender/Gender Identity

As with our other demographic information, visitors are invited to share their identities if they like, and we rely solely on their self-report. Without their sharing, either on the intake form or in conversation with us, the information then is not collected. This results in a large portion of unknown identities in this category, which in itself tells a story, about which we might speculate. Perhaps visitors are concerned that by sharing their gender identities their anonymity might be compromised. We appreciate this possibility although we work hard to maintain confidentiality. We want those who wish to identify to have the space to do so; and yet want to honor those who do not wish to.

Among our visitors, 42% identified themselves as a woman; 33% chose not to identify themselves; 21% chose to identify themselves as a man, and 4% chose to identify as non-binary, transgender, or genderqueer.



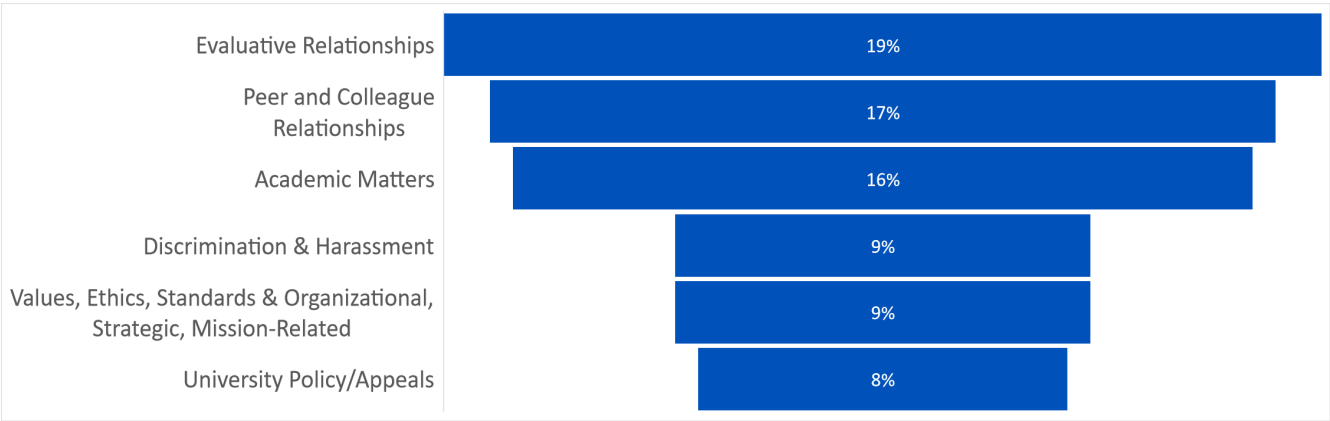
**Chart 3. Percent of Visitors by Gender and Gender Identity** ([see a tabular view of Chart 3](#))



# What are People’s Concerns?

## Nature of the Issue

As in other years, the category of evaluative relationship issues is the top category of issues we see in the Ombuds Office; issues with peers and colleagues is next and is followed by academic matters (which can encompass a large swath of issues). Harassment and discrimination combined were next, and university policies/appeals were next of the top six issue categories. The remaining categories range from issues on services and administration to issues on safety, health, and physical environment.



**Chart 4. Distribution of Nature of Issue Across the Visitors** ([see a tabular view of Chart 4](#))

This past year we saw an increase in the percentage of people bringing forward issues related to discrimination or harassment (was a total of 4% in the previous year) and in academic matters, (the previous year it was 11%).

We also saw an increase in visitors with issues related to values, ethics, and standards and organizational, strategic, and mission related combined equaled 9% of the issues, where in the previous two years totaled 3%.

We suspect that issues related to the mission and values of the institution, and its subunits, departments, divisions, came forward more this year, due to pandemic response on campus, as well as in the interpersonal relationships and the individual's relationship with their own home units' ways of handling the pandemic response.

# How Did We Engage with the Community?

The Ombuds Office attempts to collect data that illustrates how we engage with visitors—including the type of specific work we may do, or the trainings and workshops we provide the larger community as a preemptive effort to support stronger interpersonal skills, for example. Below we describe in greater detail various aspects of what we see, and how we engage.

*“It is really helpful to begin processing your thoughts/trauma in a confidential space.”*

## Services Provided

With each case the Ombuds selects the top services they offered; sometimes multiple services are offered in one visit. The top four services regularly used by the Ombuds are coaching, (38%); resource/policy/strategic guidance, (21%); referral to another office, (18%); and facilitation/mediation (total of 7%).

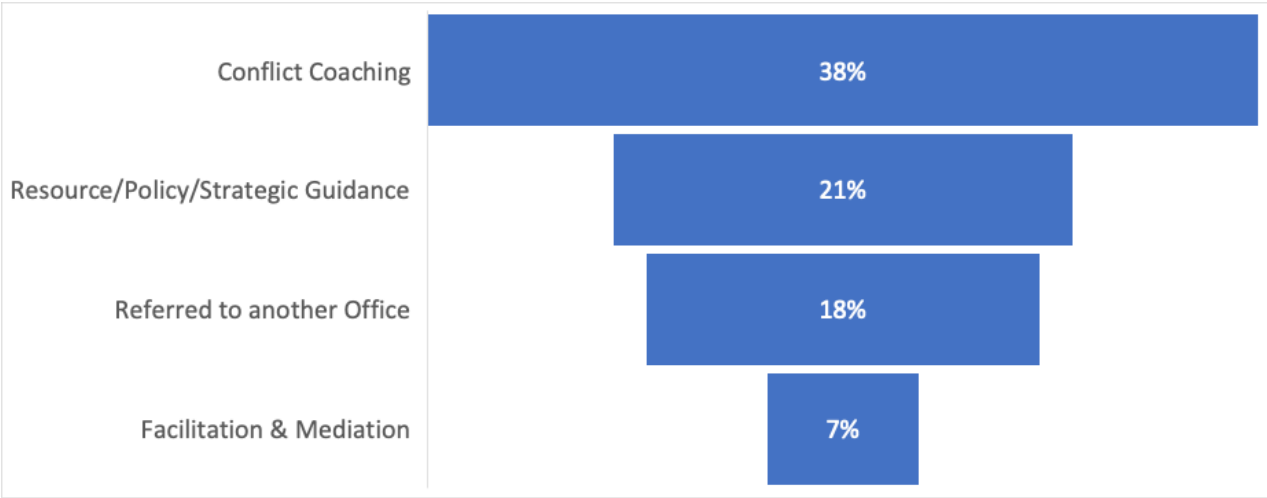


Chart 5. Distribution of Services Provided with Visitors ([see a tabular view of Chart 5](#))

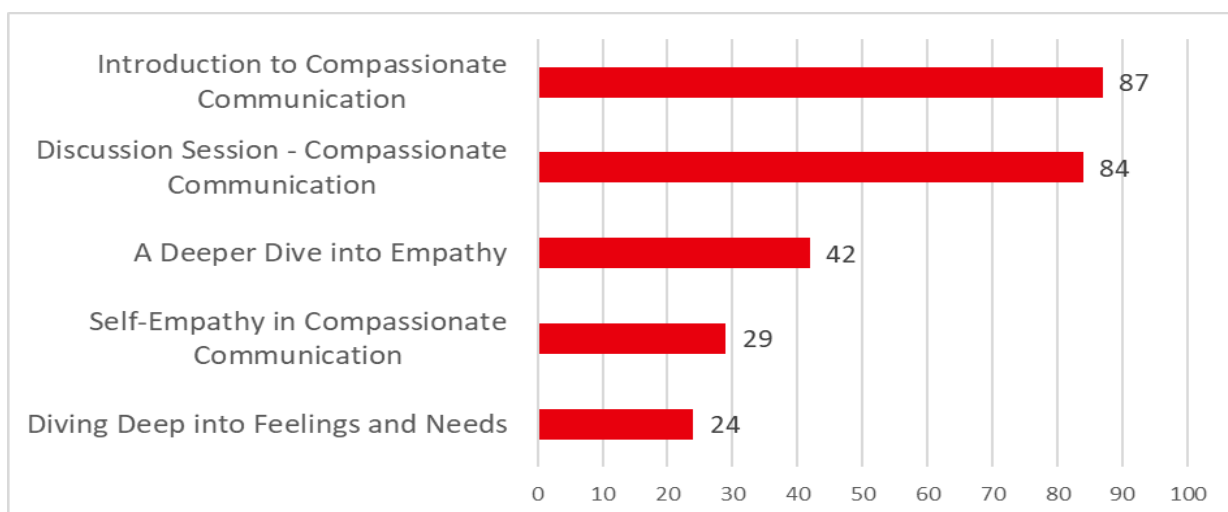
## Training and Workshops

One of the very successful and strategic projects of Dr. Graham during his three-year tenure as University Ombuds, has been developing and offering workshops and trainings for larger groups of individuals, and sometimes teams or departmental units. These trainings were created in order that more people could nurture needed interpersonal skills and emotional intelligence to engage more effectively on their own, or even while getting additional support from other units on campus. They also brought awareness to attendees of the services of the Ombuds Office.

---

***‘The Compassionate Communication series is amazing! It has been life changing. It is an excellent, safe place to discuss professional and personal situations and learn productive communication skills.’***

During this fiscal year, through his ongoing partnership with Human Resources' Training department, Dr. Graham co-facilitated four Zoom trainings on Compassionate Communication (also known as Nonviolent Communication or NVC) in Fall 2020 and one in Spring 2021, reaching over 40 participants. He also provided training to one department, at their request. Even after his move to Interim Vice Provost, Laurie Harrison and Dr. Graham continue to provide these valuable trainings for faculty, staff, and employed grad students. Laurie independently taught an additional 27 Compassionate Communication courses, to a total of 205 participants, in FY2021.



**Chart 6. FY2021 Compassionate Communication Series Class Enrollment** ([see a tabular view of Chart 6](#))

---

***“I have grown tremendously as a person over the past few years, and a large portion of that thanks goes to D.A. for introducing Compassionate Communications (NVC) to KU... NVC has helped me manage that stress by teaching me communication techniques.”***

---

## Ombuddy Café

The Ombuddy Café has been an outgrowth of the success of the Compassionate Communication (CC) training program co-facilitated and designed by Dr. D.A. Graham, at the time University Ombuds and Human Resources trainer, Laurie Harrison. In order to provide practice space for participants in the CC training program, both Human Resources and the Ombuds Office created informal spaces for people to join, during this pandemic, on Zoom.

---

***“This is a great idea that furthers the vision to create a community of care. I like that the Ombuds is here to point out options toward creating understanding and belonging to those who come seeking guidance”***

---

The Ombuddy Café was co-hosted on Zoom by the University and Faculty Ombuds, while they were in their past positions, and continued in the Spring 2021 by the Acting University Ombuds. Although less well attended, it continued to be appreciated as a space to give and receive empathy

and practice compassionate communication. It occurred twice a month on alternate weeks to the HR trainer's own empathy practice time. We opted to pause the Café during the summer 2021, and early fall 2021 season, due to the pressing demands for our time by visitors. The Ombuds Office hopes to continue to support and provide spaces for the KU community to practice CC and to offer reciprocal empathy.

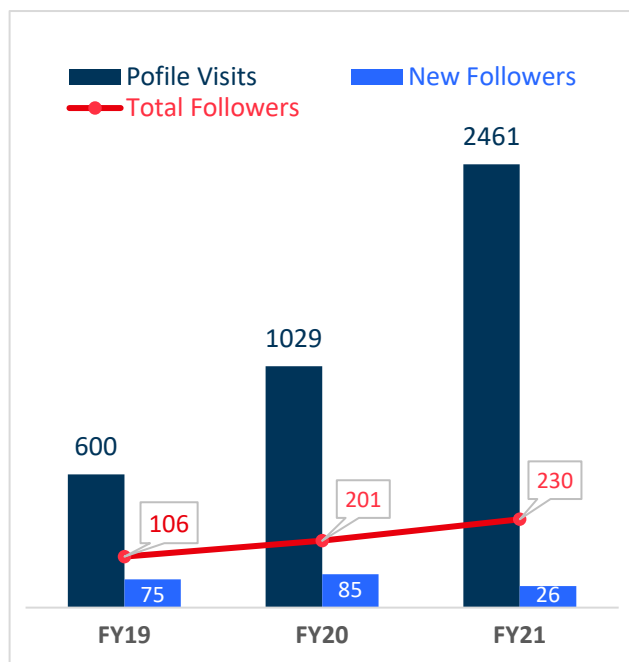
## Additional Reporting

Early in April 2021 we began to expand our data collection in order to get a better sense of the number of visits that each “case” involved, and also the number of hours (roughly) that were spent with the visitor or gathering information or working on the visitor's “case.”

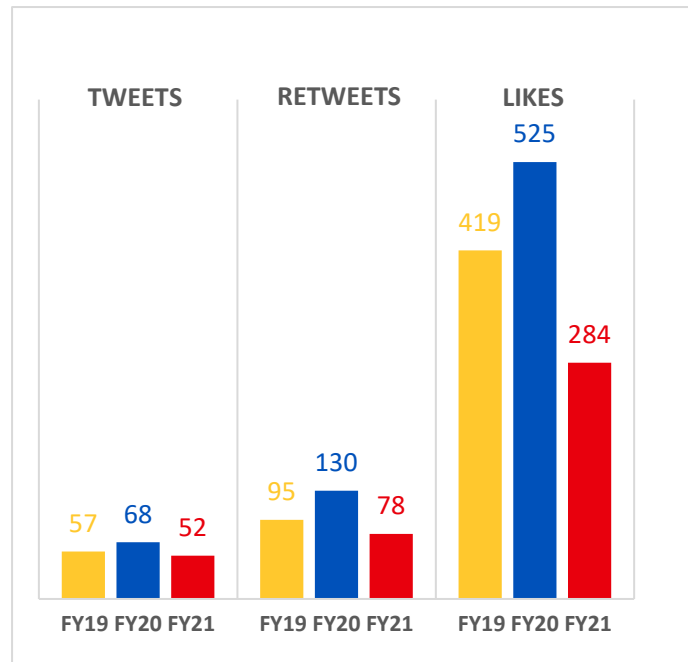
- Number of visits per “case” —Of the cases in the final quarter in this fiscal year we noted that 70% of our visitors had one visit; 20% had two visits, and 10% had three or more visits. Each case represents a visitor with a collection of issues
- Casework hours—for the final quarter, the median number of hours spent with a visitor related to their case was one hour and the average number was 1.95 hours spent with a visitor related to their case. 45% of the cases an ombuds spent with a visitor was two or less hours and 55% of the cases an Ombuds spent more than two hours.

## Social Media Engagement

As a part of our promotion and engagement activities, we use Twitter to communicate news and information about the work of the Office and attract people to the purpose of our Office and principles that guide our work. Chart 7 and Chart 8 below show how people engage in our Twitter communication over the past three fiscal years.



**Chart 7. Profile Visits, and Followers**  
([see a tabular view of Chart 7](#))



**Chart 8. Tweets, Retweets, and Likes**  
([see a tabular view of Chart 8](#))

---

There was a steady growth in our Twitter followers in the past three years, and the number of profile visits have doubled each year. This could imply that people have more eyes on our tweets and communications, and a growing curiosity about the Office has continued.

Interestingly, despite having a fairly constant number of tweets in those years, new followers on Twitter continue to grow modestly each year, while "likes" to our tweets having fallen off over previous years. Perhaps other tweets during the social upheavals and social reckonings, political strife, and the pandemic garnered greater positive attention than those the Ombuds Office chose to send out during this year.

---

# Survey Feedback

Each year in the Spring semester University Governance sends out a survey to all students, staff, and faculty at the University, in order to understand the degree to which the community knows of the Ombuds Office, what the work of the Ombuds Office is, whether the respondents used the Ombuds Office, and if so about their experience with us.

---

***“The Ombuds was respectful to everyone involved and listened without judgment”***

---

The survey taken in the Spring of 2021, the second year of the pandemic, consisted of twenty-five questions, as well as space for narrative comments to be offered by the respondents. Selected comments are quoted throughout this report in red block quotes.

The narrative comments were assessed and reflected upon and the top categories of comments were the following:

- Compassionate communication training and use in the Ombuds practice is deeply appreciated and important for the community;
- Need for more resources to the Ombuds Office, so that it can meet the needs of all community members (including more students);
- Dr. D.A. Graham, recent University Ombuds, is a huge asset to KU;
- Need for more marketing and outreach on presence and purpose of Ombuds office.

---

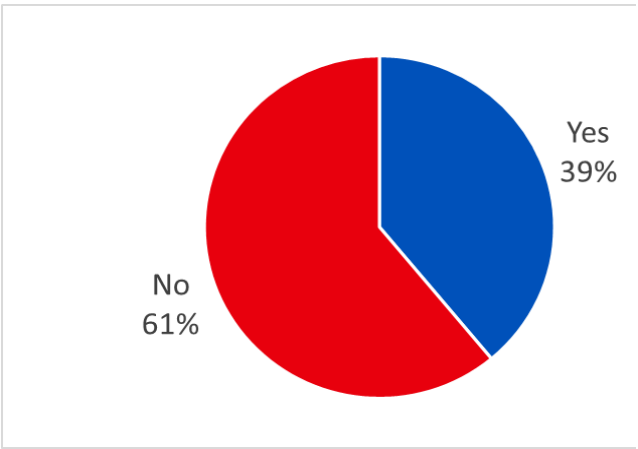
***“D.A. did a fantastic job of helping me gain perspective, identify the core issue, and chart a path forward.”***

---

This year saw a similar number of total respondents, and similar number of respondents who were familiar with the Ombuds Office compared to the previous year. This year there was a significantly smaller number of those respondents who reported having contact with the Ombuds office. Below are several tables that illustrate the responses to various questions of the survey.

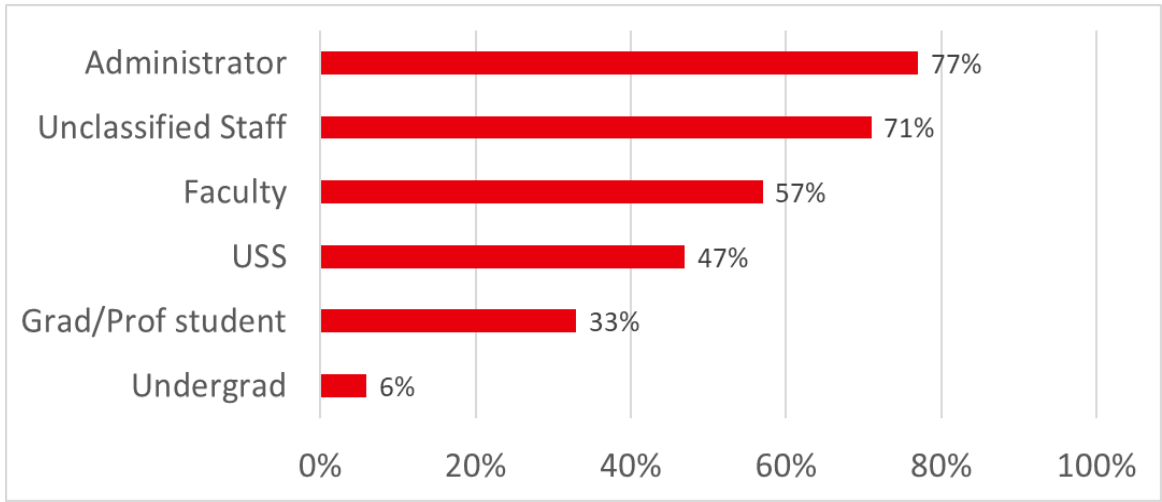


**Chart 9. Percent familiar with the Ombuds Office ([see a tabular view of Chart 9](#))**



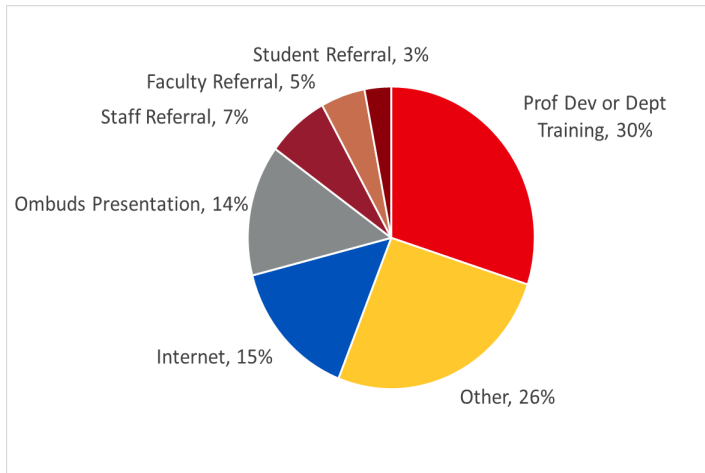
Respondents to the Governance survey were asked whether they are familiar with the Ombuds Office. Their responses, represented in the graph here highlights the need for increased and sustained outreach about the presence of the Ombuds Office. It is important, however, to note that undergraduate students are the largest group on campus and are also the least familiar with the Ombuds Office. When a campus-wide survey is sent, more undergraduate students receive and respond to the survey than any other group on campus.

**Chart 10. Percentage of Community Members who were familiar with the Ombuds Office ([see a tabular view of Chart 10](#))**



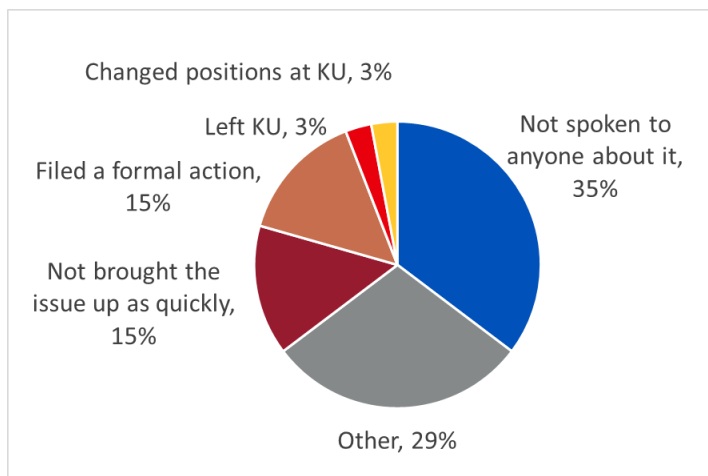
Of those that responded to the survey who were familiar with the Ombuds Office, a large percentage were administrators, although overall, administrators are a small percentage of those that use the Ombuds Office's services. However, the Ombuds Office works with many in administration to provide upward feedback and resolve issues of the visitors that come to our Office, and likely refer their staff and faculty to the Ombuds Office. That Unclassified Staff and Faculty are also familiar with the Office aligns with the top to demographics of our visitors. Though few undergrad students are familiar, they also have other well-promoted resources available to them.

**Chart 11. How People Found Out about the Ombuds Office** ([see a tabular view of Chart 11](#))



Of those that responded to the Governance survey a large percentage of those who are aware of the Ombuds Office due to professional development or training aligns with the great response and number of people who have participated in the Compassionate Communication training program. There is value in the Ombuds continuing to give presentations or partnering with other units who have programs aligned with our purposes, and direct visitors towards those. It would be interesting to know how people are arriving through the "internet".

**Chart 12. What People Would Have Done without the Ombuds Office** ([see a tabular view of Chart 12](#))

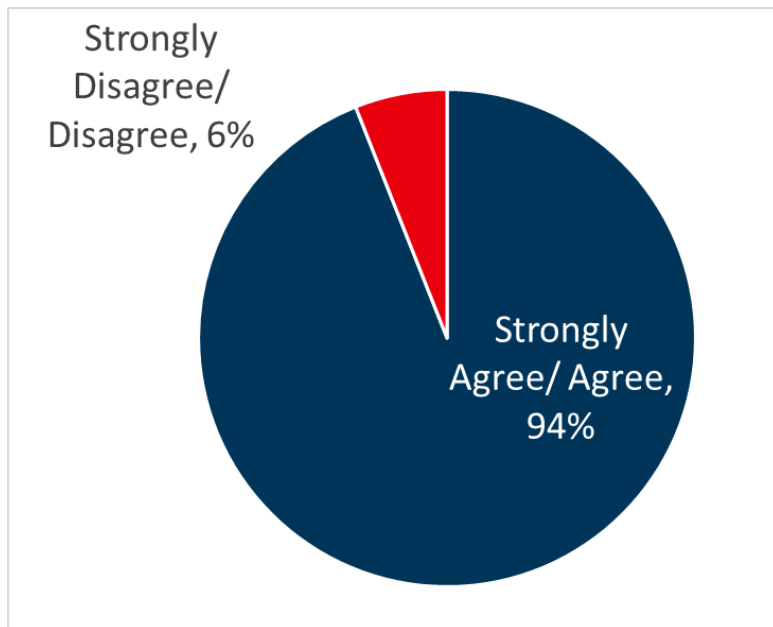


These numbers seem to people staying in situations where they are uncomfortable and an ongoing culture of conflict avoidance at KU. The "other" category raises curiosity about what a person might have done. We will work to revise future surveys to tease out more on what people might have done had they not used the Ombuds. (From last year, there was 4% increase in the "not spoken to anyone"; 13% increase in "other"; "filed a formal action" stayed steady at 15%; and a significant

drop in "would have left KU" or "changed positions" (was 13% and 16%, respectively). We wonder whether this drop points to the uncertainties in the job market, KU's budget and hiring crisis during the pandemic, particularly given the high rate of survey response among staff.

---

**Chart 13. Percent satisfied by service received from the Ombuds Office ([see a tabular view of Chart 13](#))**

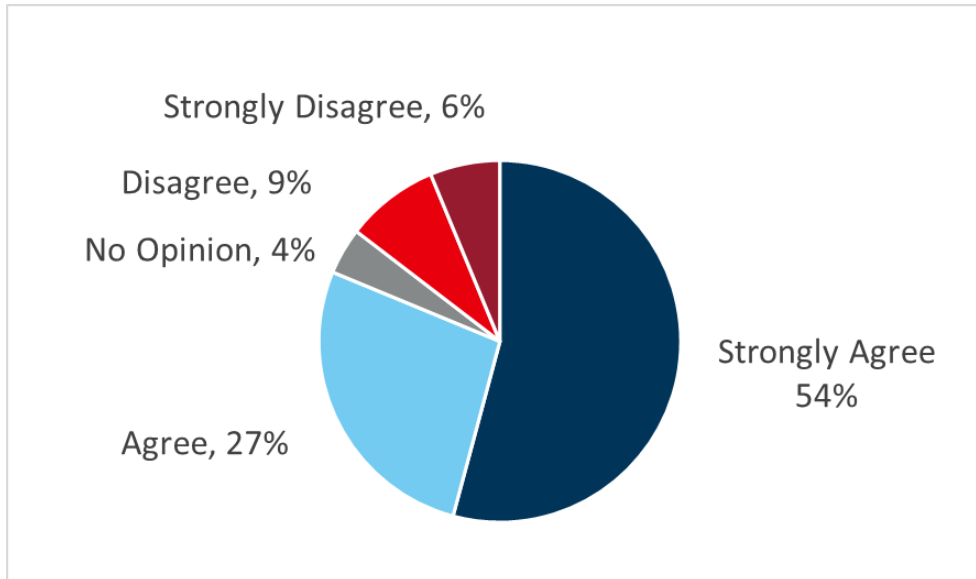


This chart was created by correlating and aggregating the responses to the following questions:

- It was easy to contact the Ombuds Office and schedule an appointment
- I was able to meet with the Ombuds in a reasonable amount of time
- The Ombuds listened to my individual needs and concerns
- The Ombuds treated me with fairness and dignity
- The Ombuds treated me without prejudice or bias
- The Ombuds respected my confidentiality and asked for my permission before speaking with others

Among those that took the survey, and have used the Ombuds Office, an overwhelming percentage are happy with the services they received. Focusing on this large number gives us ongoing confidence that our work is meeting the direct needs of the KU community with whom we engage and aligns with the standards of practice of the International Ombuds Association, (IOA). The IOA's Standards of Practice, confidentiality, independence, informality, and impartiality, serve the community in a powerful and unique way, not offered by other services on campus.

**Chart 14. Percentage who would see the Ombuds Again or refer others** ([see a tabular view of Chart 14](#))



The number of those that agree or strongly agree that they would use our services again continues to be, over several years, high. The number of people who disagree or strongly disagree, also stays fairly steady. What we learn from survey results and from submitted comments is that a small percentage of our visitors are unhappy with their engagement with our Office. We continue to attempt to learn from those who are both happy with, and those dissatisfied with our efforts, and yet also maintain the confidentiality that we endeavor to provide.

# Final Reflections

## Navigating change

The staff of the Ombuds Office have, along with our peers across campus attempted to navigate the pandemic challenges with as much agility as possible and safety to each other and visitors to the Ombuds Office. The entire period covered by this report was under the pandemic conditions, and that included staff changes. We are proud of our collective efforts, our collective learning, and leaning into the changes to continue to offer the campus community a safe space to have off-the-record, confidential conversations, explore their situations informally, and consider their options.

---

***“Both D.A. and Ada are huge assets to KU. I feel fortunate to learn from their expertise and leadership. The Ombuds Office is very welcoming and accessible.”***

---

We have also striven to provide regular, timely, and supportive “upward feedback” to administrators of units in our effort to be advocates for fair processes. The Acting University Ombuds set up bimonthly meetings for the Ombuds (both Associate and University Ombuds) to meet and deliberate with key senior administrative leaders whose work and areas overlap with issues we see or types of people we see. We do this in order to enhance institutional learning and reflection.

The pandemic, the global and local social justice reckoning, as well as our own local shifts in staffing, and the growing need for alternative, restorative, transformative, conflict resolution here on campus accentuates the need for a growing staff of Ombuds at the University of Kansas. The Ombuds staff have comprised of 1.2 FTE Ombuds in previous years, and in the final half of this school year, the ombuds positions’ FTE was as low as .8 FTE for a four-month period. This was then increased to 1.05 FTE when the Provost’s Office agreed to support the temporary hire of a part-time Associate Ombuds.

Still, there is a growing need for visitors to engage with additional conflict management system resources. The Ombuds Office can support this growing need. It will necessitate cross-system collaboration to support unit-level change and conflict resolution and the strengthening of our partnerships with more collaborators around campus who work informally or formally in the conflict management system at KU. Some of those offices include, Human Resources, Office of

Civil Rights & Title XI, Diversity Equity, Inclusion & Belonging, Faculty Development, Student Affairs, Academic Success, Graduate Studies, Law School's Mediation Clinic and others. Collaborations may include co-sponsoring or co-planning workshops and trainings, and the inclusion of restorative practices into formal processes. The KU community could benefit from having more trained mediators integrated into the campus' informal conflict management system, for more durable agreements, and a collaborative effort to develop practices for non-punitive and non-retributive responses to harm, responses that are restorative and transformative. The Ombuds Office is poised to be a partner in the design and implementation of such programs.

---

***“I would love to see the Ombuds office expand! I think it would be great if this office could add on a few additional staff roles, and those folks could serve as peer mentors/ conversation facilitators.”***

---

# Office Overview

## What the Ombuds Office does:

The ethical foundations of the Ombuds service to the campus community are Confidentiality, Independence, Impartiality, and Informality. The Ombuds Office works hard to embody these principles, which are outlined in the Standards of Practice established by the International Ombuds Association. We welcome ALL members of the KU community to bring their concerns to the Ombuds Office, which is defined as anything troubling them that inhibits their capacity to be engaged, happy, healthy, or successful in their work or studies.

As per our mission, we help visitors assess these concerns and consider their options and strategies to bring relief and/or resolution. In doing so, we do not determine the legitimacy of said concerns. Rather, we assist the visitor to define the resolution/strategy that is wanted and plan a pathway forward. For us, our work on a case is most effective only when those aspects are attained. The related successes for visitors are defined as:

- repaired relationships,
- clearer insights into their own needs and hopes,
- options clarified, examined, and illuminated,
- improved working/studying conditions,
- changed procedures/policies, and a
- greater understanding of KU's operation and how that affects the visitor's work and/or studies.

---

***“Office is responsive to needs and concerns that are brought before it...”***

---

## About the Ombuds Office:

University of Kansas Ombuds Office is a place where members of the KU community can seek informal, independent, confidential and impartial assistance in addressing conflicts, disputes, or complaints. The Office was established in 1977 as a response to campus concerns that began during the mid-1960's, related to the civil rights movement, the Vietnam War, and women's issues. The administration and University Senate agreed that establishing an Ombudsman Office would assist in a more open environment conducive to better communication between constituents and in serving the needs and interests of the campus community.



The word, "Ombudsman," is Swedish in origin and means "representative" or "a person who has an ear to the people". In 2007, the name of the office at KU changed from "Ombudsman," to "Ombuds" and the titles changed "Ombudsperson" or "Ombuds" to reflect a gender-neutrality. Much like the title, the office itself has grown and evolved over the years.

In FY2021 there were some shifts in staffing of the Ombuds Office, the current composition of the Ombuds Office team is:

	<b>July 1 - December 15, 2020</b>		<b>December 15, 2020 - Present</b>		
<b>Roles</b>	<b>Team Member</b>	<b>FTE</b>	<b>Team Member</b>	<b>FTE</b>	<b>Notes</b>
University Ombuds	D.A. Graham	1.0	Ada Emmett (Acting)	.80	D.A. Graham is now the Interim Vice Provost for Diversity, Equity, Inclusion, & Belonging. D.A.'s FTE allocation was 1.0.
Faculty Ombuds	Ada Emmett	.20	Open	-	This is currently a vacant role
Associate Ombuds	-	-	Mike Rozinsky	.25	This is currently a remote, part-time role that began April 1, 2021
Program Administrator	Ellen Slikker	.25	Ellen Slikker	.25	Ellen joined the Ombuds Office team officially in August 2021
Graduate Assistant	Jongjun "JJ" Jeon	.5	Jongjun "JJ" Jeon	.5	JJ joined the Ombuds Office team in January 2020
	<b>Total</b>	1.95	<b>Total</b>	1.80	

*This report was prepared by the committed staff of the Ombuds Office as a team effort, September 2021*

## Appendix – Tabular View of Charts within the Report

Table View of Chart 1: Percentage of Visitors by KU Membership ([see Chart 1](#))

	Unclassified Staff	Tenure-track faculty	Undergraduate Students	Graduate Students	Support Staff	Administrators	Other
Percentage of Visitors by KU Membership	27%	19%	19%	14%	7%	6%	8%

Table View of Chart 2: Percentage of Visitors by Race and Ethnicity ([See Chart 2](#))

	Chose not to self-identify	White	Asian	Black	Hispanic or Latino	Bi-racial /Multiracial	American Indian or Alaska Native	Other
Percentage of Visitors by Race and Ethnicity	37%	38%	7%	6%	4%	3%	2%	2%

Table View of Chart 3: Percentage of Visitors by Gender Identity ([see Chart 3](#))

	Woman	Value Not Selected	Man	Non-binary, Trans, or Genderqueer
Percentage of Visitors by Gender Identity	42%	33%	21%	4%

Table View of Chart 4: Distribution of Nature of Issues Across Visitors ([see Chart 4](#))

	Evaluative Relationships	Peer and Colleague Relationships	Academic Matters	Discrimination & Harassment	Values, Ethics, Standards & Organizational Strategic, Mission-Related	University Policy/Appeals
Percentage of Distribution of Visitor Issues	19%	17%	16%	9%	9%	8%

Table View of Chart 5: Distribution of Services Provided with Visitors ([see Chart 5](#))

	Conflict Coaching	Resource/Policy/Strategic Guidance	Referred to another Office	Facilitation & Mediation
Percentage of Distribution of Service Provided with Visitors	38%	21%	18%	7%

Table View of Chart 6: FY 2021 Compassionate Communication Series Class Enrollment ([see Chart 6](#))

	<b>Introduction to Compassionate Communication</b>	<b>Discussion Session – Compassionate Communication</b>	<b>A Deeper Dive into Empathy</b>	<b>Self-Empathy in Compassionate Communication</b>	<b>Diving Deep into Feelings and Needs</b>
<i>Number of Participants in Compassionate Communication Series</i>	87	84	42	29	24

Table View of Chart 7: Social Media Engagement – Profile Visits and Followers ([see Chart 7](#))

	<b>FY19</b>	<b>FY20</b>	<b>FY21</b>
<i>Number of Profile Visits</i>	600	1029	2461
<i>Number of Total Followers</i>	106	201	230
<i>Number of New Followers</i>	75	85	26

Table View of Chart 8: Social Media Engagement – Tweets, Retweets, and Likes ([see Chart 8](#))

	<b>FY19</b>	<b>FY20</b>	<b>FY21</b>
<i>Number of Tweets</i>	57	68	52
<i>Number of Retweets</i>	95	130	78
<i>Number of Likes</i>	419	525	284

Table View of Chart 9: Percentage familiar with the Ombuds Office ([see Chart 9](#))

	<b>Yes</b>	<b>No</b>
<i>Percentage Familiar with the Ombuds Office</i>	39%	61%

Table View of Chart 10: Percentage of Community Members who were familiar with the Ombuds Office ([see Chart 10](#))

	<b>Administrator</b>	<b>Unclassified Staff</b>	<b>Faculty</b>	<b>University Support Staff</b>	<b>Graduate/ Professional Students</b>	<b>Undergraduate Students</b>
<i>Percentage of KU members who were familiar with the Ombuds Office</i>	77%	71%	57%	47%	33%	6%

Table View of Chart 11: How People Found Out about the Ombuds Office ([see Chart 11](#))

	<b>Professional Development/ Departmental Training</b>	<b>Others</b>	<b>Internet</b>	<b>Ombuds Presentation</b>	<b>Staff Referral</b>	<b>Faculty Referral</b>	<b>Student Referral</b>
<i>Percentage of How People Found Out about the Ombuds Office</i>	30%	26%	15%	14%	7%	5%	3%

Table View of Chart 12: What People Would Have Done without the Ombuds Office ([see Chart 12](#))

	<b>Not spoken to anyone about it</b>	<b>Other</b>	<b>Not brought the issue up as quickly</b>	<b>Filed a formal action</b>	<b>Left KU</b>	<b>Changed positions at KU</b>
<i>Percentage of what People Would Have Done without the Ombuds Office</i>	35%	29%	15%	15%	3%	3%

Table View of Chart 13: Percentage Satisfied by Service Received from the Ombuds Office ([see Chart 13](#))

	<b>Strongly Agree/Agree</b>	<b>Strongly Disagree/Disagree</b>
<i>Percentage satisfied by service received from the Ombuds Office</i>	94%	6%

Table View of Chart 14: Percentage Who would see the Ombuds Again or Refer Others ([see Chart 14](#))

	<b>Strongly Agree</b>	<b>Agree</b>	<b>No Opinion</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
<i>Percentage who would see the Ombuds again or refer others</i>	54%	27%	4%	9%	6%