

**July 1, 2002 – May 31, 2003 Report**  
**University Ombuds Office**  
**(Condensed Version)**  
**Elizabeth Graham, Ombuds**  
**Katherine Ziff, Assistant Ombuds**

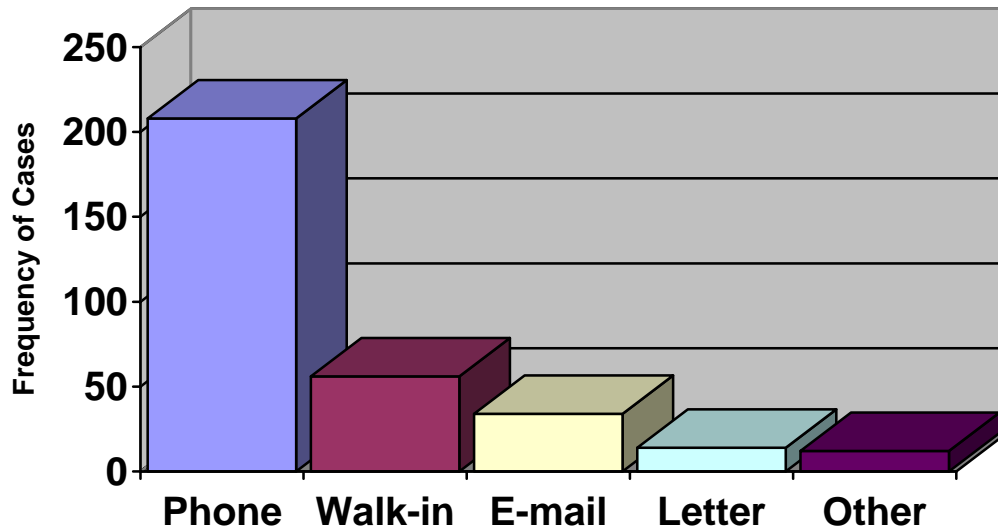
the learning process. That process can occur in the classroom, of course; but often it happens in staff, faculty, and even student quarters. The learning component is interpersonal: How do people from diverse backgrounds or differing viewpoints learn to find common bonds instead of fault in each other? How do they empower themselves via policy or information to address situations? How do their attitudes change after or between visits so that they can return to the community empowered or enlightened?

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## Initial Means of Contact

The Ombuds Office is contacted most often by telephone, with walk-ins about equal to e-mail, letter and other means indicating to some degree an inviting atmosphere at 200 Crewson.

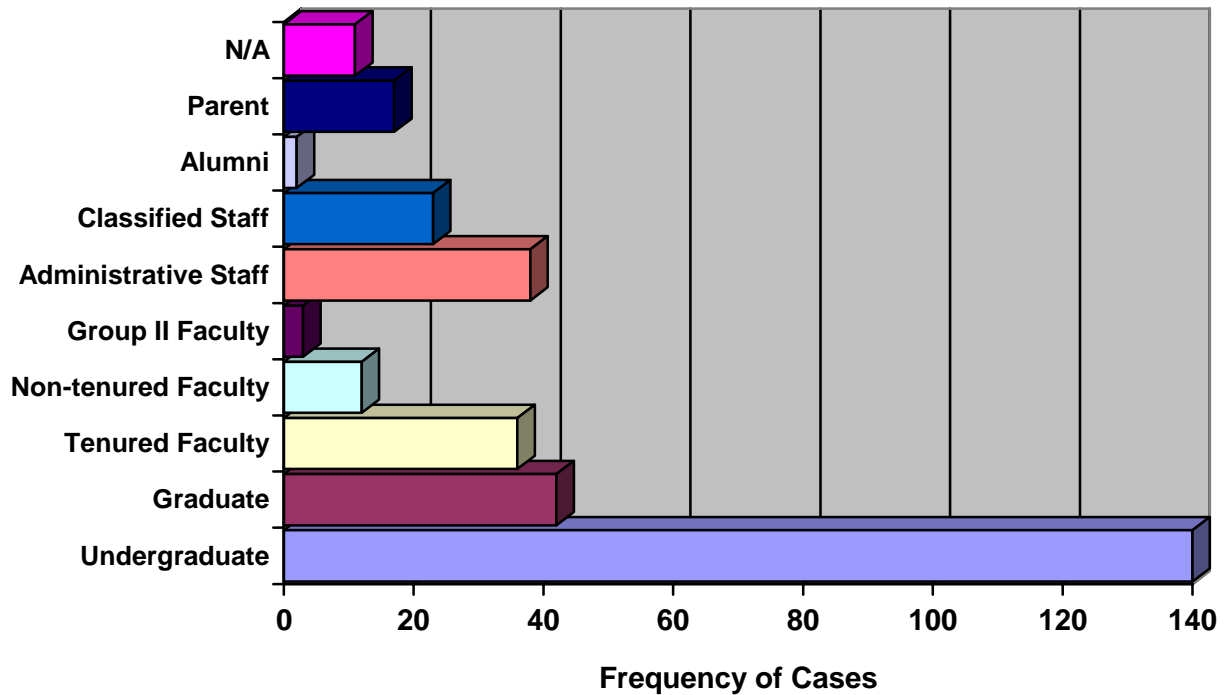
**Initial Means of Contact (Fig. 2)**



## Status of the Visitor

The most frequent group of visitors were undergraduate students, followed by graduate students, faculty (tenured and untenured), and administrative, and classified staff as indicated in Figure 3. The undergraduate student category exceeded 43% with graduate students at about 12% for a total of 55% of all visitors across 10 categories.

### Status of Visitor (Fig. 3)



### Distribution of Office Visitors by OU Population Group

Although Figure 3 indicates that the majority of our visitors are students, Table 1 is a more accurate reflection of the distribution of visitors as the status of visitors is examined in light of their total population. These figures can indicate where preventive measures and outreach may be focused in the future.

**Table 1**

Position	Faculty	Administrative	Classified	Students
<b>Population</b>	1790	1497	1632	28992
<b>Number</b>	52	38	23	182
<b>% of Population</b>	2.90%	2.53%	1.40%	.62%

\*These figures reflect all members of the OU academic community (Athens and regional campus, OUCOM,2 4a11.enuing e12s.90001 0.47998 13.8 refq6%e214 174.24017 Tm(i)off-, OUCOM,2 4a11.e

## **Sex of Visitor**

These figures are generally reflective of the university profile as women comprise 56% of the university population and men represent 44%.

## Visitor's Unit

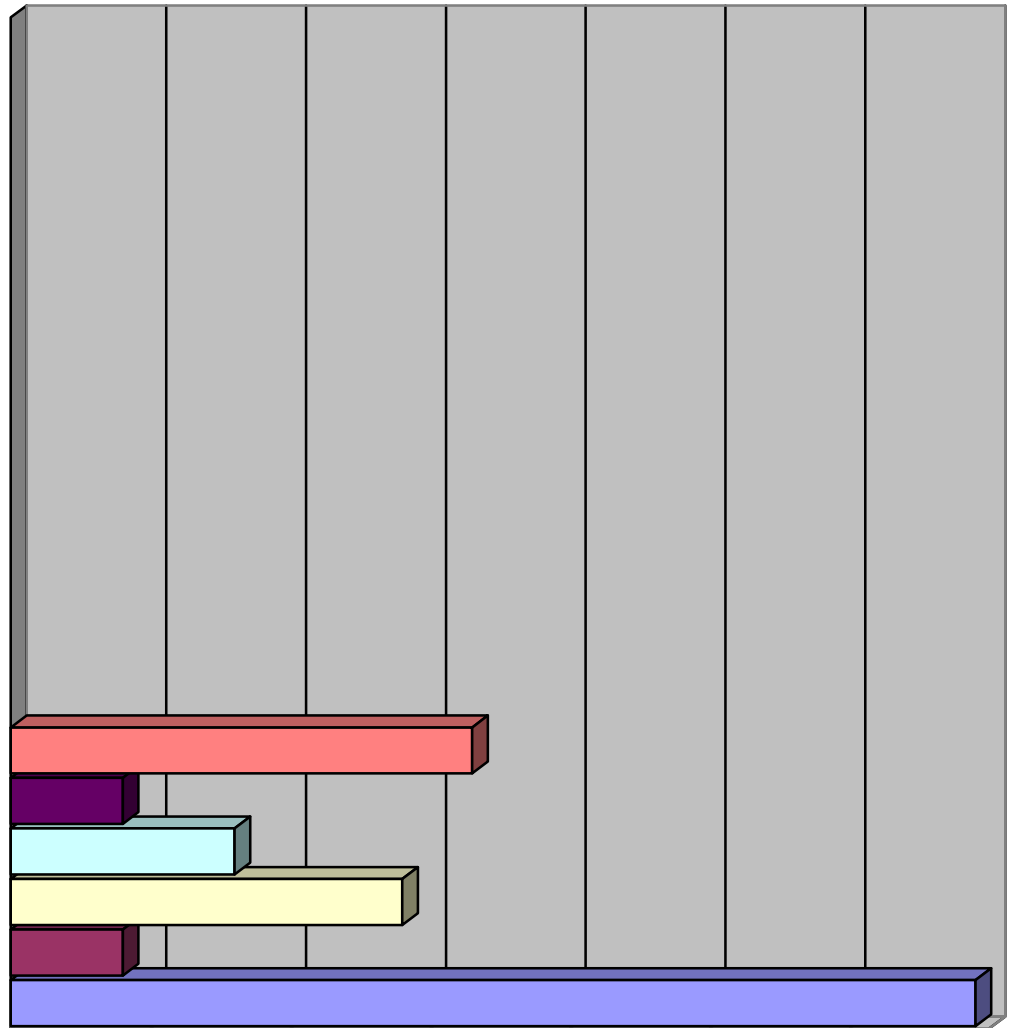
The largest category (N/A = not available) concerns issues outside of particular units (residence halls, off-campus quarters, etc...). Units making significant contact with the Ombuds Office include Arts & Sciences, Communication, and Fine Arts, as shown in Figure 6. In some cases, these numbers reflect size of unit.





## Area/Person of Concern's Unit

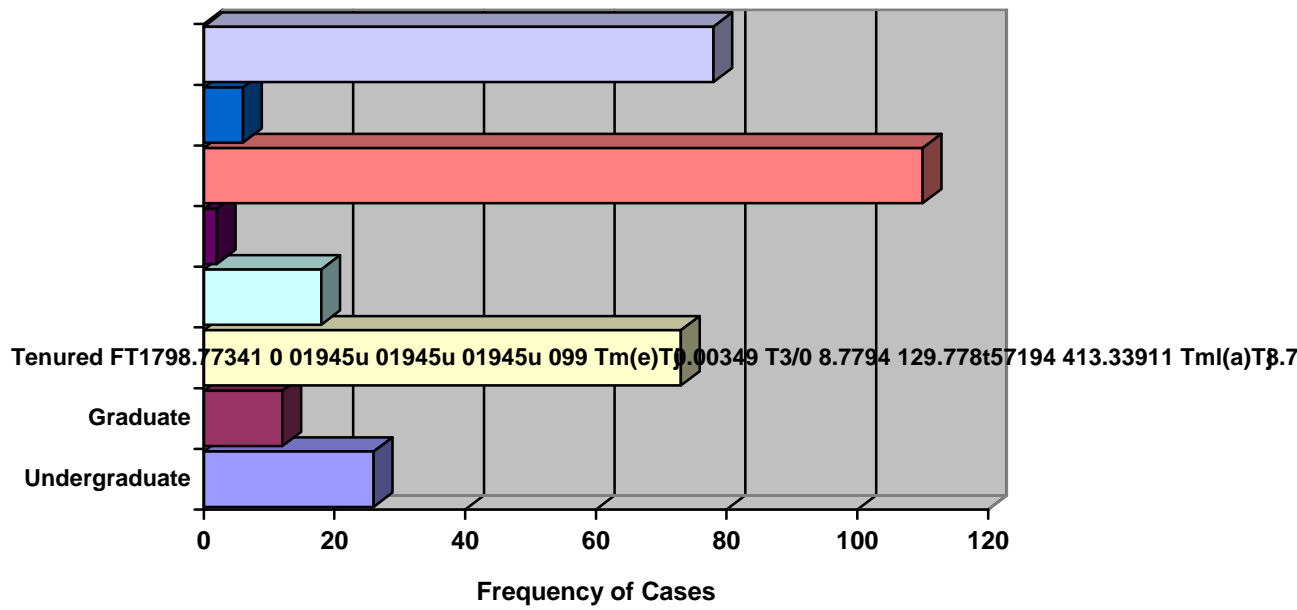
This figure indicates where issues of concern/problem-areas originated before resolution.





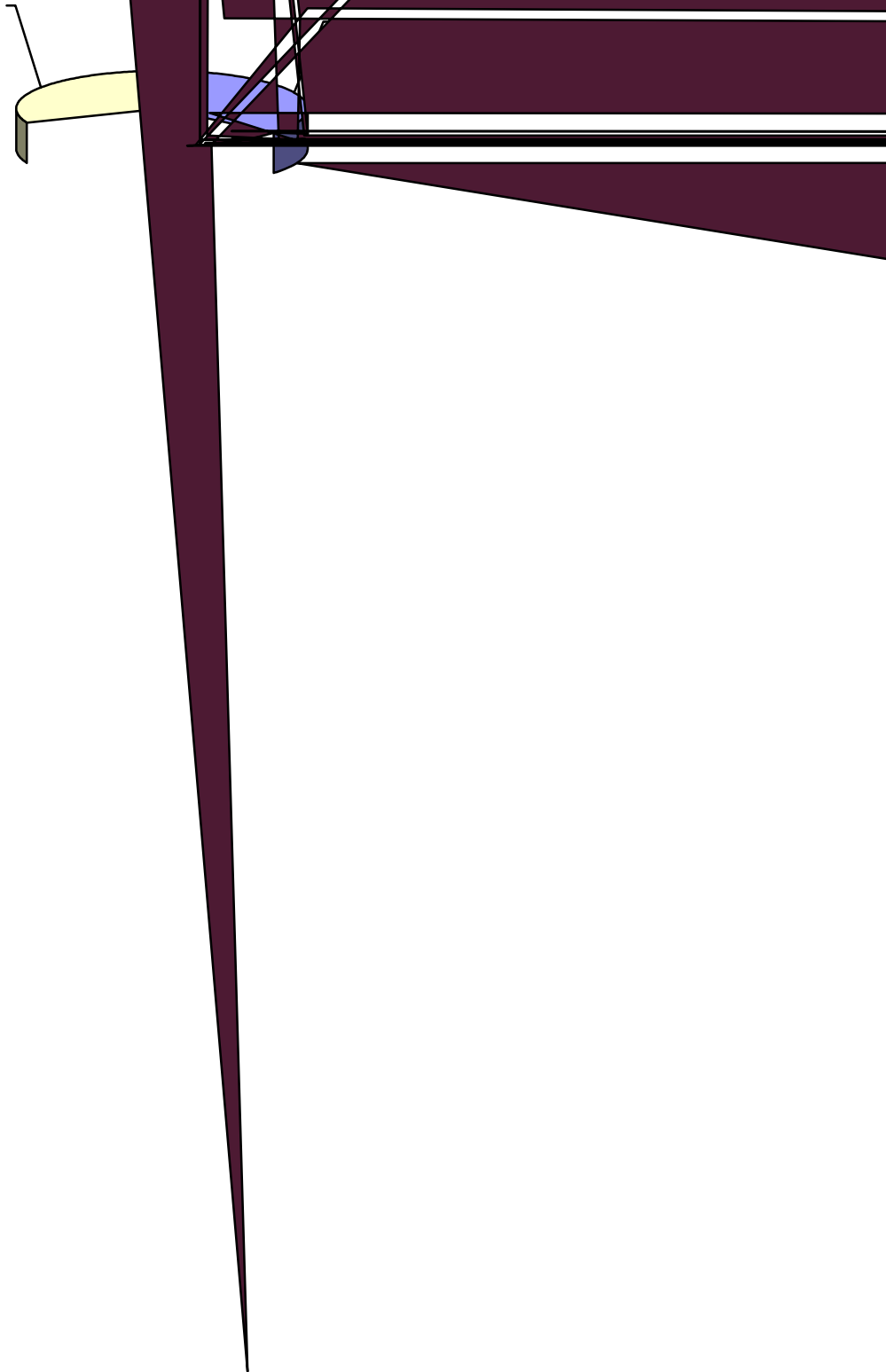
### Area/Person of Concern's Status

Figure 9 shows status, rank, and/or classification of persons cited by complainant. The two prominent categories -- administration and tenured faculty -- indicate supervisor/employee issues and naturally would be higher in number.

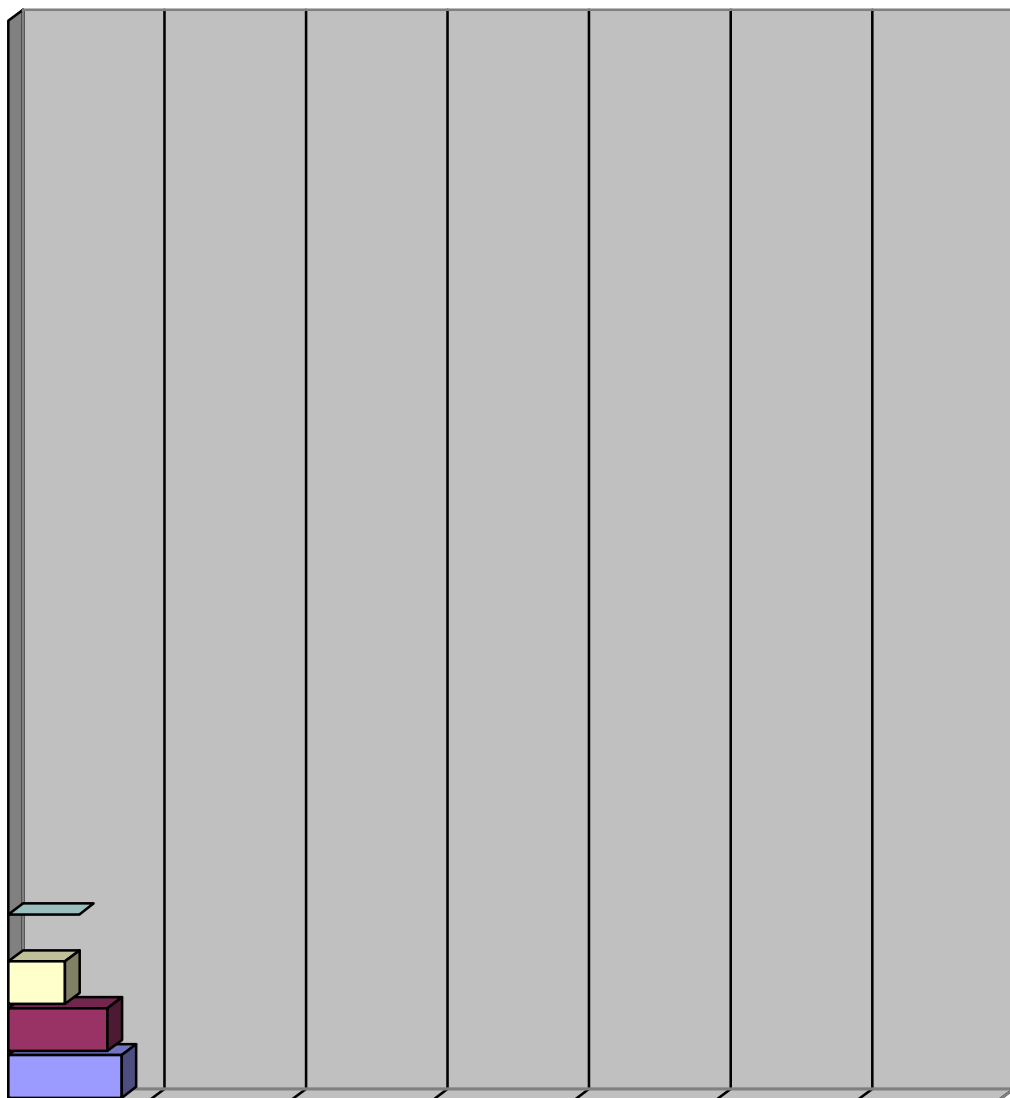


## Area/Person of Concern's Sex

Figure 10 shows sex of persons cited by







### **III. Issues of Concern and Recommendations**

- 1.

5. Equally problematic are the community disturbances associated with block parties such as Palm