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# Employee Ombuds

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SY 2024 - 2025  
Quarter 2 Update

Mr. Franklin McCune  
Ombuds & Board Specialist

Monday, December 9, 2024



# IOA Standards of Practice

The Standards of Practice describe the essential elements and requirements for operating a sound Ombuds program.

**Confidentiality**

**Independence**

**Impartial**

**Informal**

These Standards of Practice form the foundation necessary for the unique and valuable role of an Ombuds in an organization.



# International Ombuds Association (IAO) Uniform Reporting Categories

## About the Uniform Data Reporting Categories Task Force and Their Mission

In the fall of 2003, a joint IOA Task Force of colleagues representing corporate, higher education, government agencies, and international agency sectors was formed to develop a list of categories that could be used by Ombudsman across sectors to:

- Classify the kinds of issues for which people use ombudsman
- Identify trends in requests for services, and
- Develop professional development needs

These are the categories we use to identify visitor interactions.



# Ombuds Office Uniform Reporting Categories

1. Compensation & Benefits
2. Evaluative Relationships
3. Peer and Colleague Relationships
4. Career Progression and Development
5. Legal, Regulatory, Financial and Compliance
6. Safety, Health and Physical Environment
7. Services/Administrative Issues
8. Organizational, Strategic, and Mission Related
9. Values, Ethics and Standards



# Ombuds Office Report

## School Year 2024-2025 Quarter 2 Report

- Based on best practices of the International Ombuds Association I have not had enough visitors to report a number.
- ~50% Classified
- ~50% Certified
- Peer and Colleague Relationships was the most common category/type of visit. This category encompasses:

*Questions, concerns, issues or inquiries involving peers or colleagues who do not have a supervisory– employee or student–professor relationship (e.g., two staff members within the same department.)*



# Contact Information

Staff can reach out for support.



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Questions?





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