

QUARTERLY SUMMARY OF ACTIVITIES

JANUARY 1, 2025 to MARCH 31, 2025



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OVERVIEW

This quarterly report presents visitor trends and common concerns shared by visitors to the Ombuds Office during the first quarter of 2025 (January 1 to March 31).

The office's work generally falls into three areas: consultations, mediations and group facilitations, and educational programs such as workshops. In a consultation, one or more people (although it is usually one) meet confidentially and informally with the Ombuds to discuss a concern. Mediations facilitate a voluntary and confidential discussion between two individuals. A unit may request a group facilitation to discuss an agreed-upon agenda or to have a more open-ended conversation about what they should be talking about. Workshops and other educational programs, which are endlessly customizable for particular audiences, embrace a variety of interpersonal communication and conflict resolution topics.

The Office aims to equip teams and individuals with the necessary tools to navigate conflict, achieve collective objectives, and foster a kinder campus culture.

The Ombuds Office commits to transparency and accountability by regularly publishing reports, available on the Ombuds Office [website](#), on its activities. The Office ensures that stakeholders are informed and engaged by disseminating this information on a quarterly basis, as well as providing an annual summary report in January of the following year.

INTRODUCTION

This report summarizes the activities of the University of Nevada, Las Vegas (UNLV) Ombuds Office in the first quarter of calendar year 2025.

The office's primary functions are to listen to concerns, educate on options and conflict resolution, provide mediation and facilitation services, and advocate for systemic change when needed. While you can always make an appointment when you have an issue, you don't need to have an issue to reach out to us. The [Ombuds Office website](#) has a complete list of available programs ranging from informational sessions about the office itself to one-on-one conflict coaching to interactive workshops—in person or online—that promote productive conflict resolution.

UNLV's Ombuds Office operates in accordance with the [International Ombuds Association \(IOA\) Code of Ethics](#) and [Standards of Practice](#). This entails embodying the fundamental principles of independence in structure and function; impartiality; informality, in not participating in any disciplinary or legal processes; and confidentiality.

It is my hope that by sharing information about the office's functions and capabilities, more individuals will feel comfortable reaching out for assistance. If you are uncertain about the office's scope or have any questions, please contact us. Our team is here to support you through any challenges you may be facing.

Sincerely,

Brie M. Starks

Brie M. Starks, JD, MSW

Assistant Ombuds

Program Manager

University of Nevada, Las Vegas



Sincerely,

David G. Schwartz

David G. Schwartz, Ph.D.

Ombuds

University of Nevada, Las Vegas



VISITORS AND CONTACTS



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VISITORS AND CONTACTS

This report defines a visitor as someone who utilizes the Ombuds Office for individual services, including one-on-one meetings, whether in person, by telephone, or remotely. Individuals participating in workshops with the Ombuds are not considered "visitors."

To effectively track its engagement with visitors, the Office treats all in-person or virtual exchanges, regardless of their nature, as "contacts." Note that a single visitor may have multiple "contacts" with the Office. This tracking approach allows the Office to gain deeper insight into visitor interactions and improve support offerings.

Visitor population percentages were as follows:

51 visitors (20.2%) Academic

98 visitors (38.7%) Administrative

34 visitors (13.4%) Graduate Student

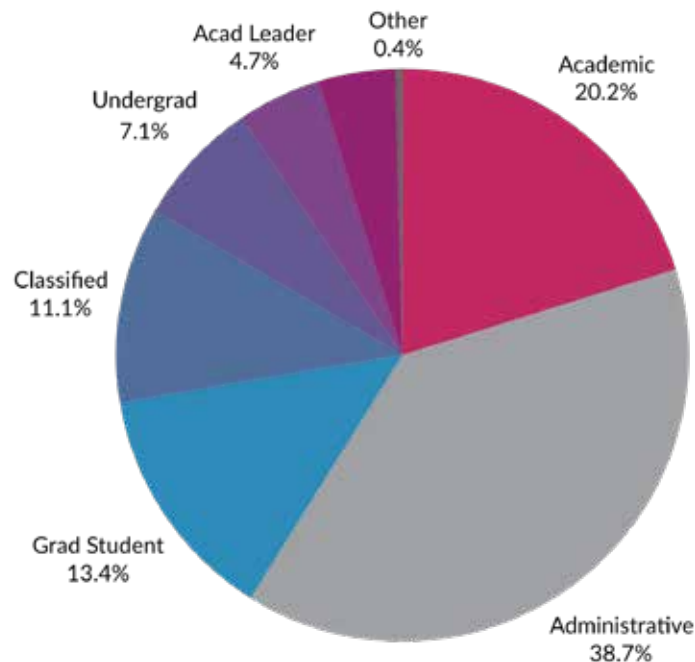
28 visitors (11.1%) Classified

18 visitors (7.1%) Undergraduate

12 visitors (4.7%) Academic Leader

11 visitors (4.3%) Administrative Leader

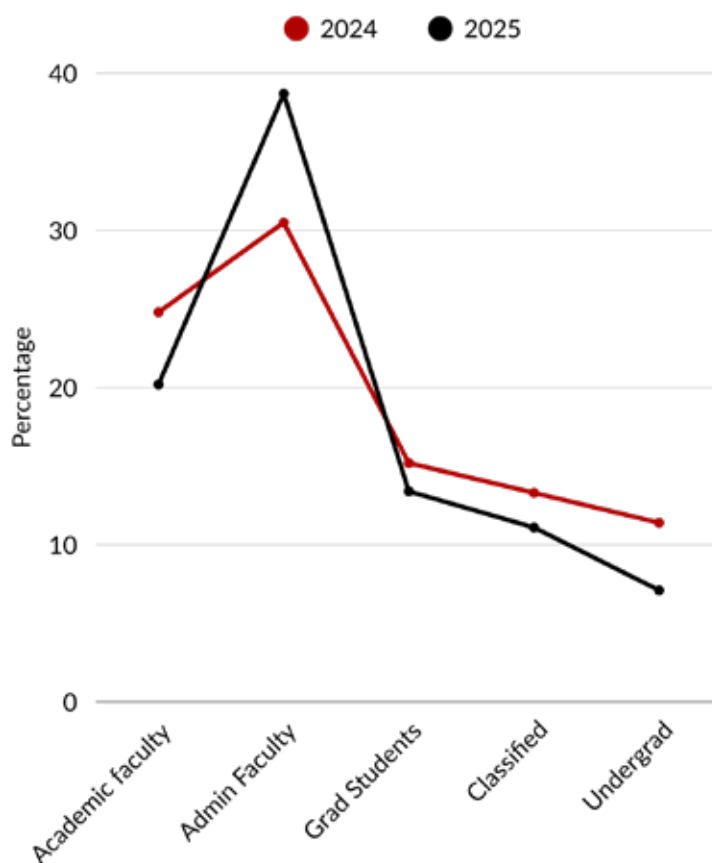
1 visitor (0.4%) Comm, parent, Prof, Res



There were a total of 253 visits to the Ombuds Office from January 1, 2025 through March 31, 2025 a 28 percent increase compared to last year. Additionally, 30 percent of visitors were individuals who had previously used the office this year, returning to discuss their concerns further and seek additional information, which is a positive indication of their satisfaction with the services provided. This data also shows significant shifts from the previous year's first quarter, notably an increase in the representation of Administrative Faculty.

VISITOR AND CONTACT TRENDS

Major Visitor Type distribution in 2024 vs 2025



Academic faculty: 20.2% in Jan-Mar 2025 vs 24.8% in 2024 (decrease of 4.6%)

Administrative: 38.7% in Jan-Mar 2025 vs 30.5% in 2024 (increase of 8.2%)

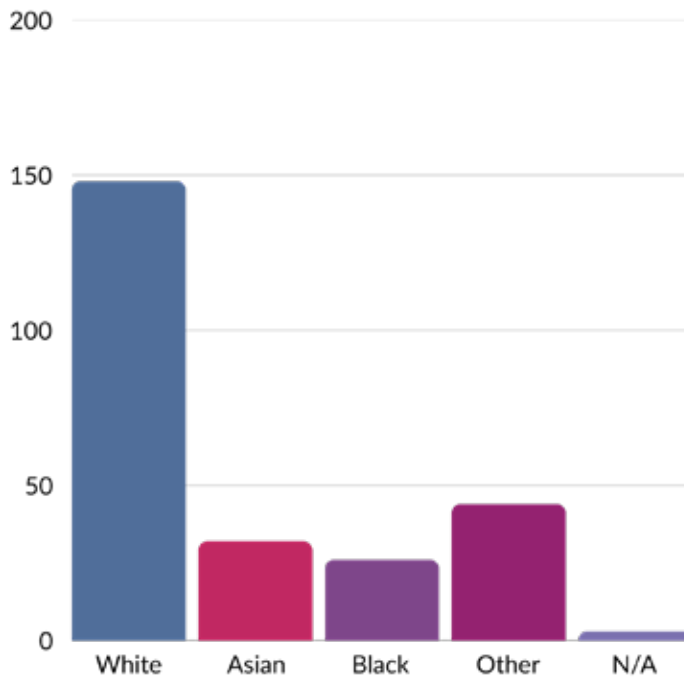
Graduate Students: 13.4% in Jan-Mar 2025 vs 15.2% in 2024 (decrease of 1.8%)

Classified: 11.1% in Jan-Mar 2025 vs 13.3% in 2024 (decrease of 2.2%)

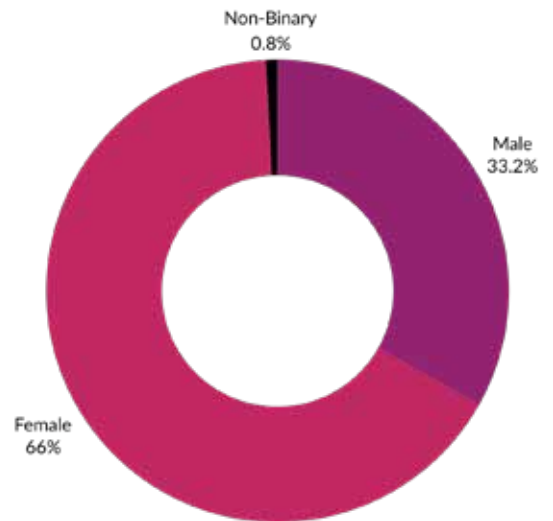
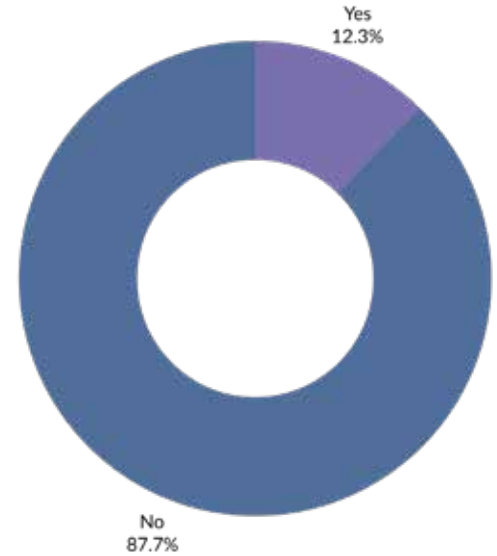
Undergraduate: 7.1% in Jan-Mar 2025 vs 11.4% in 2024 (decrease of 4.3%)

VISITOR DEMOGRAPHICS

Racial/Ethnic identity



Hispanic/Latino?



F (Female): 167 visitors (66.0%)

M (Male): 84 visitors (33.2%)

NB (Non-binary): 2 visitors (0.8%)

White visitors: 58.5% in Jan-Mar 2025 vs 61.9% in 2024 (decrease of 3.4%)

Asian visitors: 12.6% in Jan-Mar 2025 vs 15.8% in 2024 (decrease of 3.2%)

Black visitors: 10.3% in Jan-Mar 2025 vs 7.5% in 2024 (increase of 2.8%)

Other visitors: 17.4% in Jan-Mar 2025 vs 12.9% in 2024 (increase of 4.5%)

Hispanic visitors: 12.3% in Jan-Mar 2025 vs 11.7% in 2024 (slight increase of 0.6%)

TOP VISITOR CONCERNS BY CATEGORY

To safeguard the confidentiality of its visitors, the Ombuds Office tracks the concerns brought forward through non-specific demographics, for purposes of identifying common concerns within the campus community.

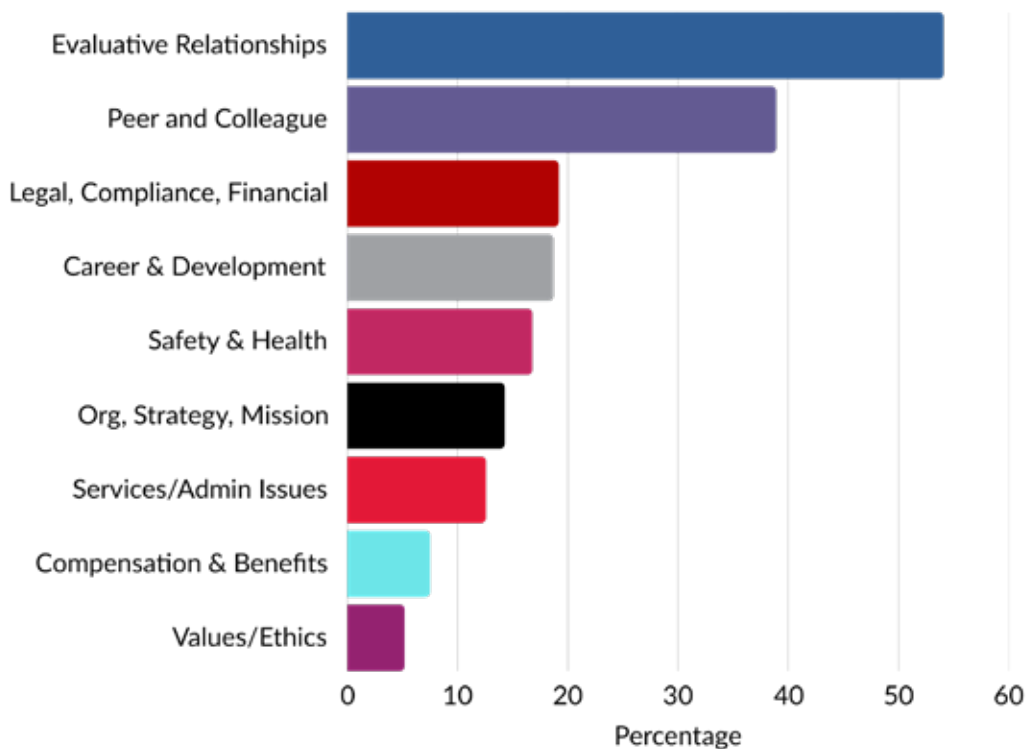
Following International Ombuds Association (IOA) best practices, the Ombuds logs those concerns using the IOA's Uniform Reporting Categories (URC). The URCs reflect concerns typically brought to ombuds offices around the world. These issues are classified under nine main categories:

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**



Within those groupings, concerns are further organized into dozens of discrete classifications. For example, an issue relating to an employee's job classification is identified as 1.a; a concern about communication between an employee by their supervisor is 2.e; comments and behaviors perceived as insensitive by peers is 3.g; questions about career development, coaching and mentoring are 4.k. Visitors often report multiple concerns, in which case multiple category codes are recorded.

TOP VISITOR CONCERNS BY CATEGORY



Key Observations:

1. Codes 2e and 3e remain the most frequent codes across all months in Q1 2025, consistent with the 2024 annual pattern.
2. 2b and 3b continue to be the next most common codes, maintaining the pattern from 2024.
3. The percentages remain relatively stable across months, suggesting consistent patterns in the types of issues being handled.
4. Communication issues (2e and 3e) are still dominant, accounting for nearly 50% of all cases.
5. Evaluative Relationships (Category 2) and Peer/Colleague Relationships (Category 3) continue to be the most common categories of concern.

WORKSHOPS, PRESENTATIONS, FACILITATED DISCUSSIONS

In the first quarter, the Ombuds Office organized 29 interactive workshops and guided discussions and participated in two tabling events. The workshops provided guidance on how to facilitate productive discussions and communication within teams, conflict styles, cultural competency, and how to have difficult conversations in the workplace. The guided discussions focused on developing team collaboration and innovation, addressing challenges with team dynamics, and developing best practices and new skills.

A highlight of this quarter included the new trauma informed workshops and cultural competency workshops offered by Brie Starks. Brie was able to host 1 trauma informed workshop and 5 cultural competency workshops for 5 different unit, departments, offices, and student groups on campus.

We believe that continued engagement in such programs and workshops is essential for promoting professional and interpersonal growth and enhancing organizational effectiveness. A full list of workshops and informational sessions is available on our [website](#).



IN CLOSING

The Ombuds Office exists to serve UNLV by providing an informal channel for conflict resolution and strives to increase collegiality, happiness, and satisfaction on campus.

In presenting this report, we hope to demonstrate the scale and impact of the “quiet work” done by the office as its staff help individuals and groups work through interpersonal concerns and procedural issues. Some of our work, like workshops and presentations, is highly visible. But much of what we do happens in private, under the cloak of confidentiality.

The Ombuds Office continues to develop ways to serve the UNLV community, through individual consultations, group work, and online resources. If you have any questions, or are interested in having the Ombuds work with you to develop a workshop, facilitated discussion, or other programs for your unit, please contact us at ombuds@unlv.edu.

For more information about Ombuds Office programs and services, please visit the Ombuds Office [website](#).



ACKNOWLEDGEMENTS

Do not hesitate to call or email to make an appointment to discuss any campus concern or interpersonal issue. As Dr. Schwartz likes to say, our door is open.

2025 UNLV Ombuds Office Quarterly Report
Jan -Mar

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