



Ombuds Office
Quarterly Summary of Activities

July 1, 2025 to September 30, 2025

Introduction

This report summarizes the activities of the University of Nevada, Las Vegas (UNLV) Ombuds Office in the third 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. The [Ombuds Office website](#) has a complete list of the services and programs it offers; these range 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*.

My intention with this report is to increase awareness of the services we offer. 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,

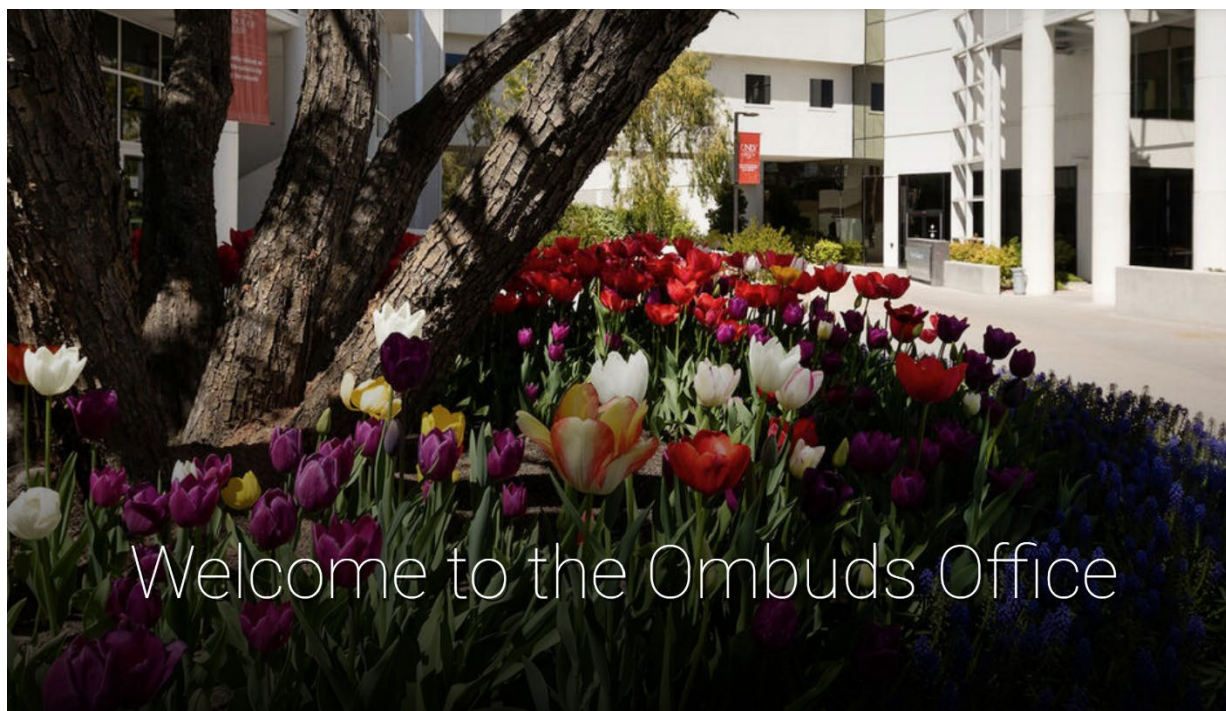
David G. Schwartz

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Ombuds

University of Nevada, Las Vegas





Overview

This report provides a comprehensive overview of the activities of the Ombuds Office during the third quarter of calendar year 2025 (July 1 to September 30).

The Ombuds Office works with both individuals and groups. Most individual work is centered on one-on-one consultations or conflict coaching. Two-party work includes facilitated discussions and mediations, which are a bit more structured than discussions but are informal, voluntary, and confidential. Group activities include large facilitated discussions and workshops, mostly on communication and conflict.

The Ombuds Office also does outreach, appearing at campus and unit events to spread the word about what the office does and how to use it.

This report, and others like it, are found on our [website](#), allowing stakeholders to stay informed about the office's work. While much of what we do is private and confidential, there is no mystery about our function: we are here to support everyone on campus.

In addition to three quarterly reports, the Ombuds Office issues its annual report in January, summarizing the work of the previous calendar year.

Visitors and Contacts

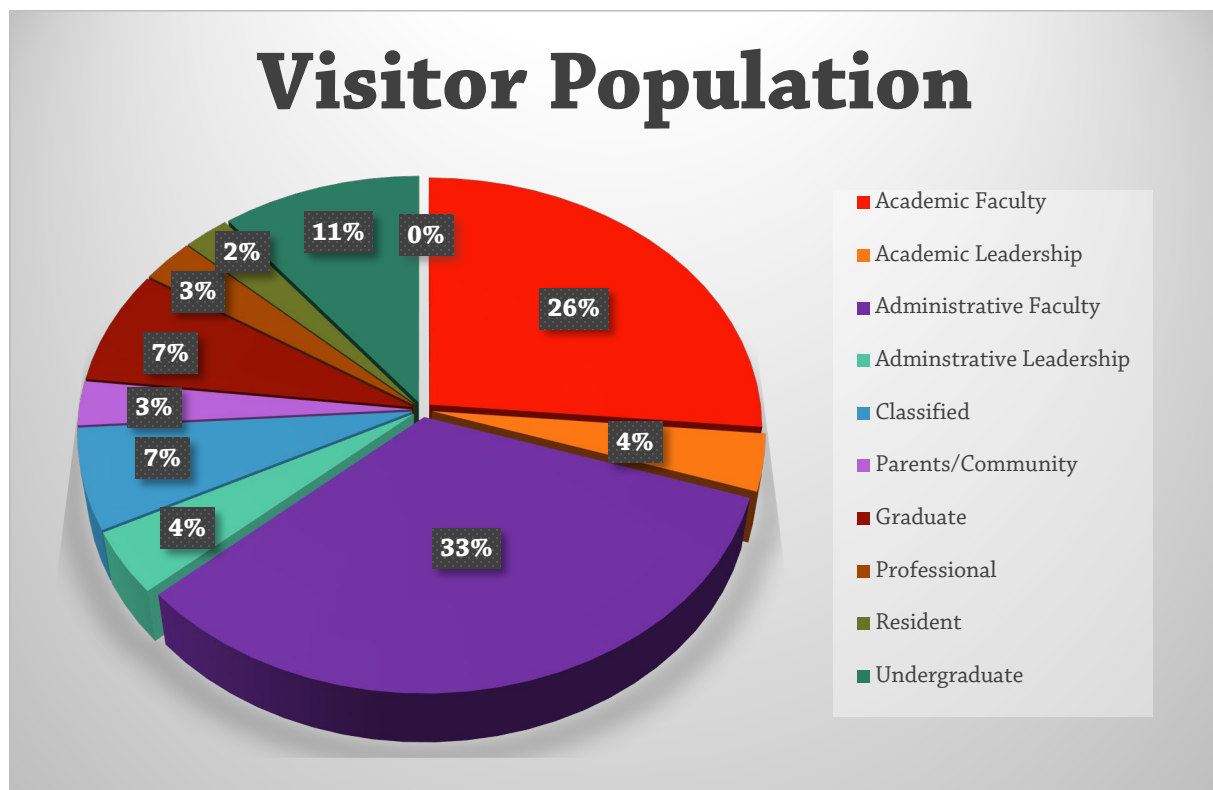
Our office uses “visitor” to mean someone communicating with the Ombuds in an official capacity. Most are one-on-one or small group meetings conducted either in person, over the phone, or remotely, although email and chat conversations are included as well. “Visitors” do not include those who participate in workshops organized by the Ombuds Office. The Ombuds Office had **156** unique visitors this quarter.

A “contact” is a single interaction between the Ombuds and a visitor. A single visitor may have multiple contacts with the office over the quarter.

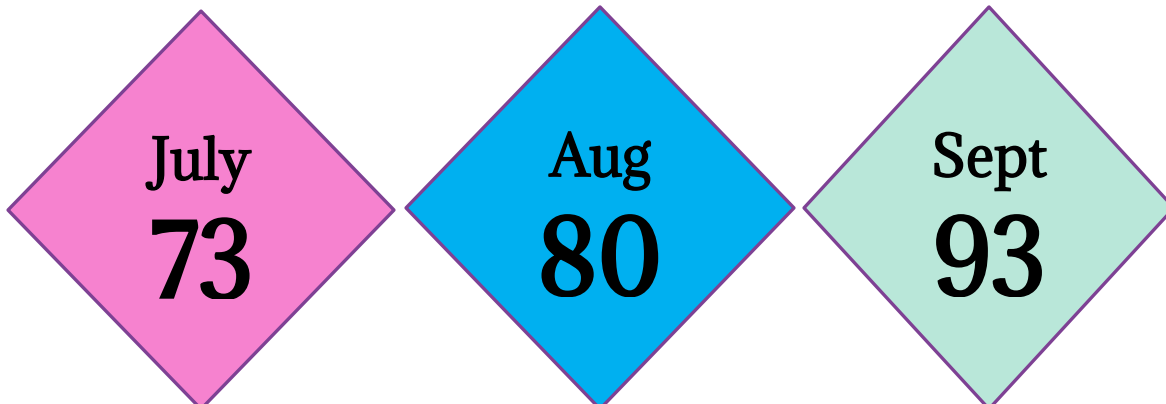
The Ombuds Office recorded **246** contacts this quarter.

This quarter’s visitors fell in the following categories:

- 33 percent Administrative Faculty
- 26 percent Academic Faculty
- 11 percent Undergraduate Students
- 7 percent Classified Staff
- 7 percent Graduate Students
- 4 percent Academic Leadership
- 4 percent Administrative Leadership
- 3 percent Professional Students
- 3 percent Parents/Community
- 2 percent Residents

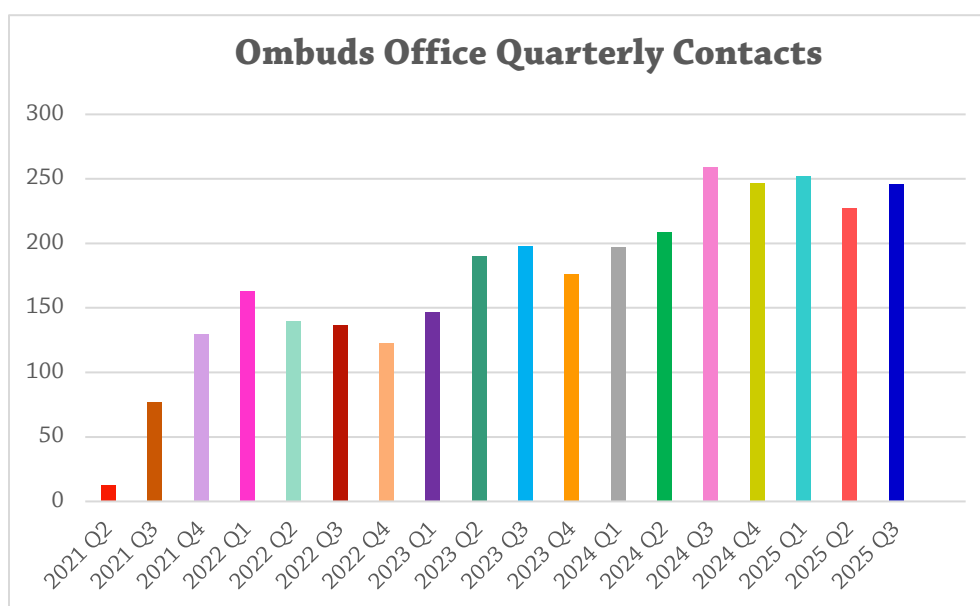


Contacts by Month



September was the Ombuds Office's second month in its history to see more than 90 contacts.

Contacts by Quarter



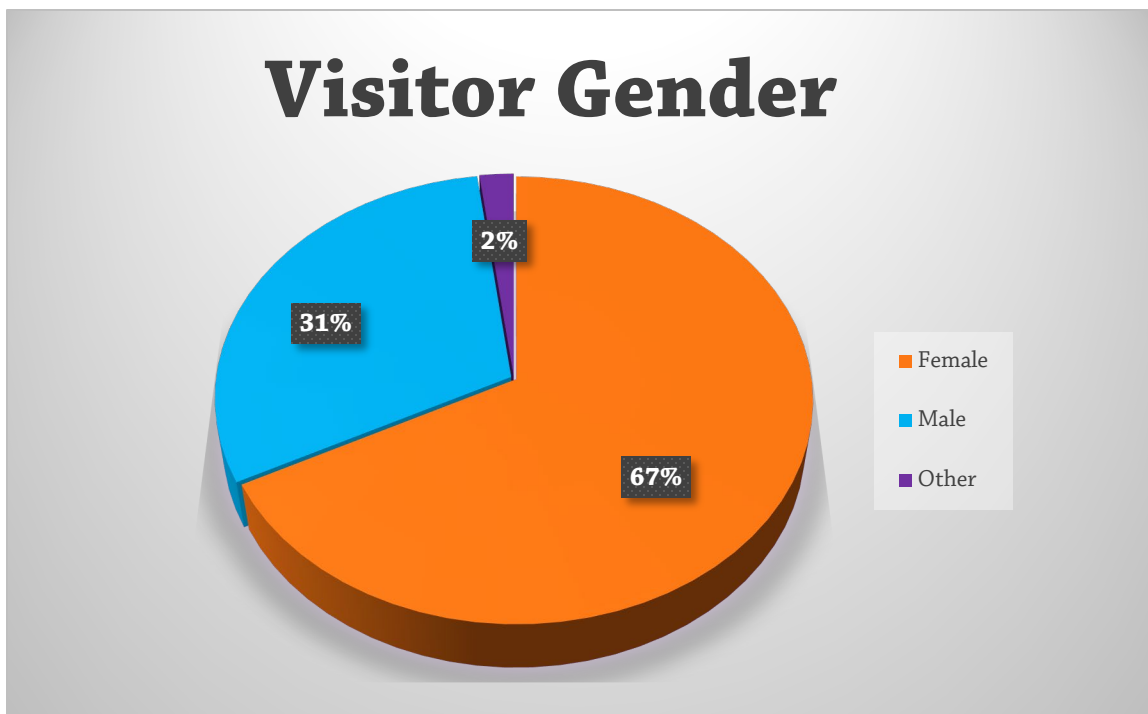
The Ombuds Office maintained a strong upward trend in client contacts through 2025, reflecting the success of our energetic outreach and marketing efforts:

- The Ombuds Office reached new heights in 2024.
- Thus far, 2025 usage is on pace to exceed 2024 usage.
- Overall, the Ombuds Office successfully transitioned from a developing service to a significant, high-volume resources for the UNLV community. This upward cumulative trajectory is a positive indication of enhanced trust, greater awareness, and the growing impact the office on those it serves.

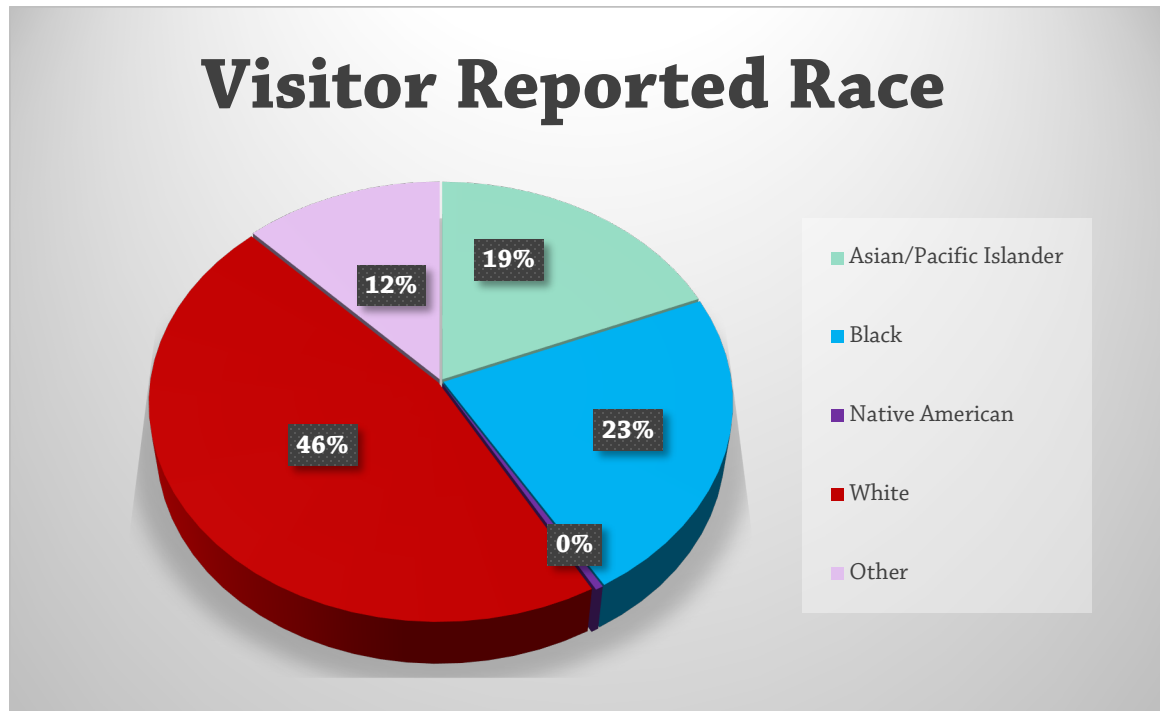


Visitor Demographics

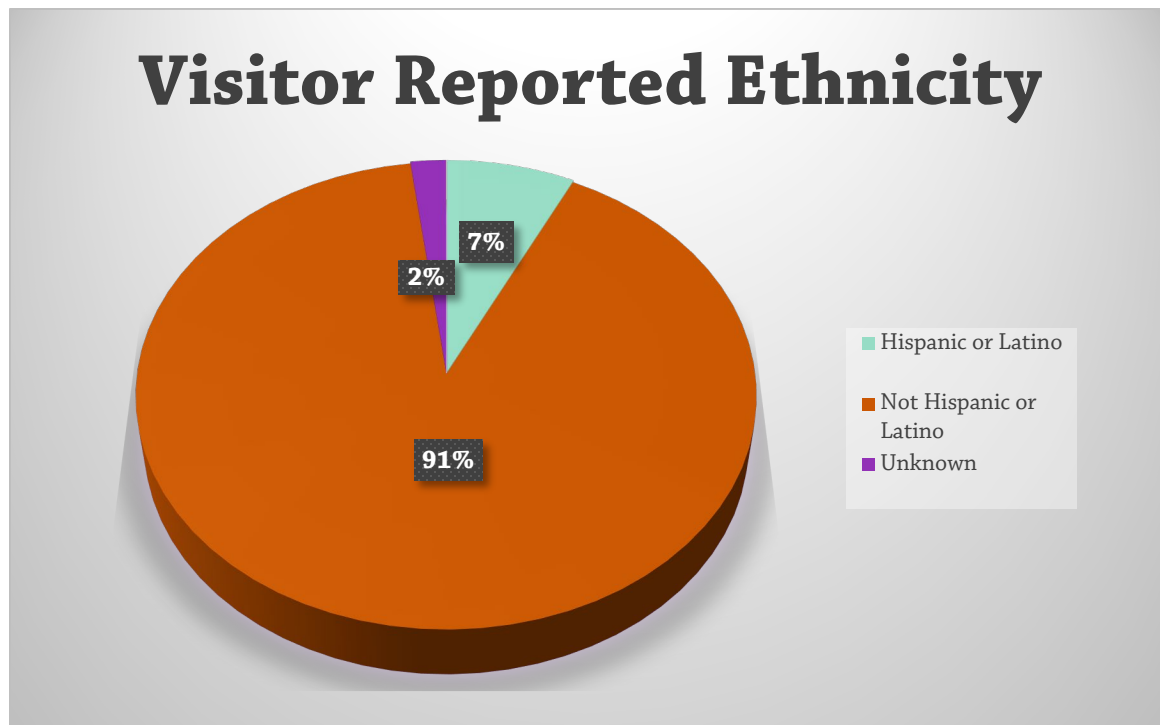
The Ombuds Office continues to serve a diverse cross-section of the UNLV community. As seems to be the case with academic ombuds offices globally, visitors to UNLV's office are more likely to be women than men and other genders.



As in previous quarters, the visitor population reflected the overall demographics of the university community.

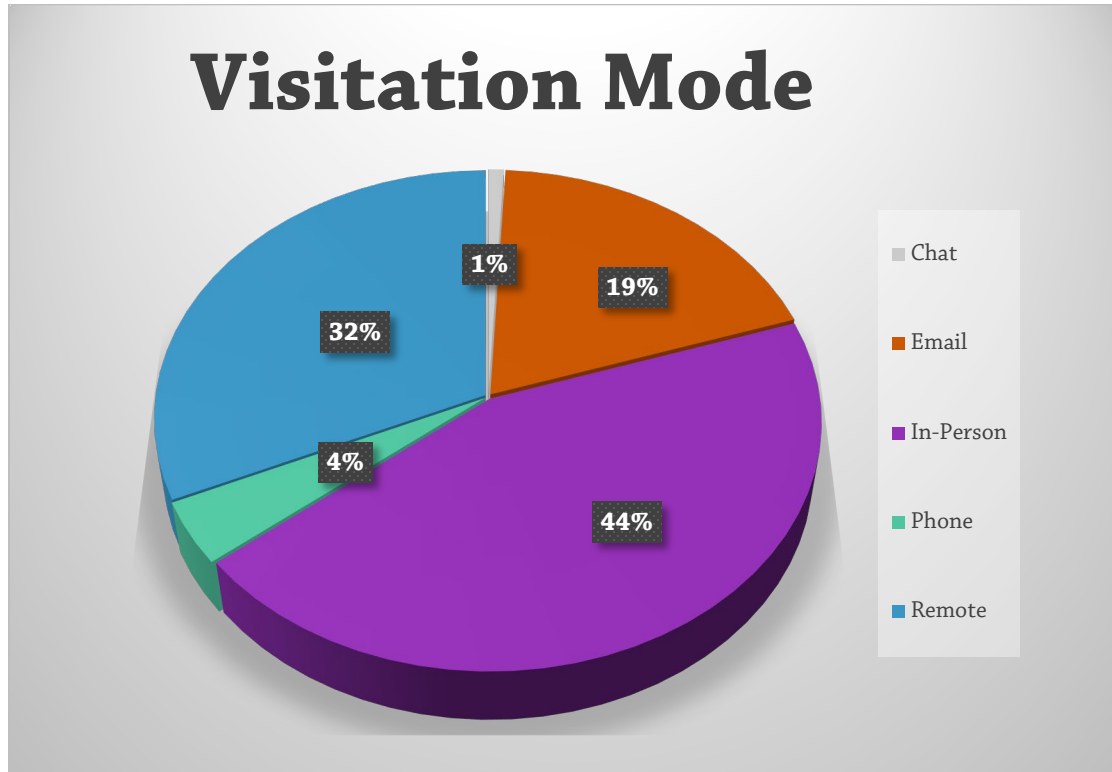


Almost one out of thirteen visitors to the Ombuds Office reported being of Hispanic or Latino/Latinx ethnicity.



Visitation Modes

How did these visitors use the Ombuds Office? Primarily, in five ways.



Compared to last quarter, slightly fewer visitors opted to meet in person and phone while a slight to moderate increase in remote (virtual) and email use was evident.

IN-PERSON

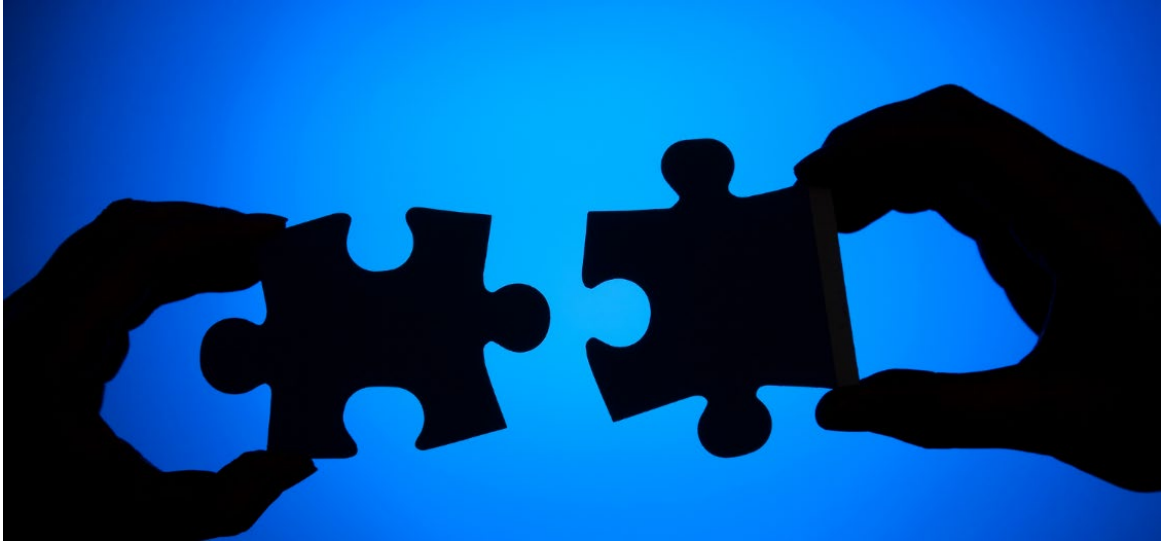
Still, most people (44 percent) chose to meet in person, and this does seem to still be the preferred mode for most employees/students who are regularly on the Maryland Parkway campus. The office's décor and houseplants have both been cited as reasons for preferring to talk there.

VIRTUAL & PHONE

In a slight increase, 32 percent of contacts were virtual, while 4 percent used the phone.

EMAIL CORRESPONDENCE & CHAT

Email correspondence increased threefold compared to last quarter. Currently, 19% of communication occurred via email, while chat stayed constant at 1%. One possible explanation: more service to members of the community not based on UNLV's Maryland Parkway campus. It is important to note that both email and chat are generally discouraged as mediums for confidential discussions, as they cannot guarantee the same level of security and privacy as other communication channels.



Concerns Raised

To safeguard the confidentiality of its visitors, the Ombuds Office tracks the concerns brought forward by recording aggregate, non-identifiable data. This method allows for the sharing of common trends and patterns within the campus community without disclosing specific individual details.

Adhering to IOA best practices, the ombuds logs those concerns using the IOA's Uniform Reporting Categories (URC)., which 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 categories, concerns are further organized into dozens of discrete classifications. For example, an issue relating to an employee's compensation 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.

The Top Ten

This quarter, these were the top ten concerns most frequently raised in the Ombuds Office.

Supervisor-Employee Communication & Supervisor Feedback: 25 percent

Concerns in this category involved interactions between employees and their supervisors. They frequently centered on feedback delivery or perceived lack of guidance, impacting morale, performance, and mutual trust.

Peer Communication: 13 percent

This pertains to interactions among colleagues and peers caused by miscommunication and information gaps which result to tension, collaboration challenges, and/or misalignment on team objectives.

Evaluative Respect/Treatment: 10 percent

This is how one is treated by one's supervisor/chair/instructor or vice versa. It is also a recurring concern.

Peer Conflicts/Issues: 7 percent

This entails disagreements, personality clashes, or behaviors among colleagues that create tension and disrupt team dynamics.

Services/Administrative Issues: 7 percent

Concerns in this area are associated with impact decisions about requests for administrative and academic services.

Interdepartmental/Interorganizational Issues: 5 percent

This category captures conflicts or challenges between units, departments, or programs. Such challenges often stem from unclear roles, resource allocation, communication gaps, or structural ambiguities, affecting cross-functional collaboration and organizational effectiveness.

Evaluative Relationships—Performance Appraisal/Grading: 4 percent

These concerns involve performance appraisals, annual reviews, and feedback on professional and academic contributions. Issues often focus on fairness, clarity of evaluation criteria, or alignment between expectation and assessment outcomes.

Career Progression Concerns: 4 percent

Some visitors reported challenges related to promotion, mentorship, and freedom to participate in professional development opportunities. These express the need for clear pathways for internal advancement as well as guidance for navigating career growth within the institution.

Compensation/Payroll Issues: 4 percent

This is related to pay, benefits, and associated financial concerns. Some shared perceived pay discrepancies and delays that have impacted their work satisfaction and motivation.

Workload/Return-to-Work Concerns: 4 percent

These concerns relate to balancing work demands, managing responsibilities after an approved leave of absence, and navigating return-to-work transitions. Challenges include but are not limited to workload allocation, accommodation requests, and performance expectations.

Workshops & Discussions

In the third quarter, the Ombuds Office engaged with campus community in several ways, providing different experiences for different audiences in different contexts.

Outreach Events

The most basic way we interacted was by being present at outreach events, usually by staffing a table or, in the parlance of the trade, “tabling.” At these events, office staff introduces the concept of the office to passersby and explains what we do. We also give them the chance to take a brief quiz to learn their Thomas-Kilmann conflict style, and give them a matching sticker.

We did 4 outreach events in the third quarter, including both New Student Orientation (3) and New Faculty Orientation (1), with a total of 177 attendees.



Introductory Presentations

In order to educate groups about what the Ombuds Office is and what it does, we offer brief “introductory presentations” to audiences. These are usually ten to twenty minutes long, with plenty of time for questions and answers.

In the third quarter, we did **two** introductory presentations.



Workshops

Interactive workshops are the Ombuds Office's bread and butter. In these sessions, we explore conflict resolution and communication topics in an engaging, educational, and fun way, with plenty of participant interaction ranging from case studies to role plays to games. Popular workshops this quarter included "Listening Better and Making Difficult Conversation Easier," "Competent and Kind," and a perennial favorite, "Conflict Styles."

In the third quarter, we did **23** workshops.

Facilitated Discussions

Facilitated discussions put the spotlight on the participants—they are a chance for groups to have serious conversations about important topics with the framing provided by the Ombuds Office.

In the third quarter, we facilitated **three** discussions.

Want to invite the Ombuds Office to run a workshop or facilitate a discussion? You can explore the full list of workshops and learn more about facilitated discussions on our [website](#).

Spotlight: New Workshops & Our Newest Team Member

THE PSYCHOLOGY OF RECIPROCITY

People feel compelled to give support to return kindness or opportunities they have received.



WORKSHOPS

This quarter, the Ombuds Office advanced the dialogue between psychosocial insight and professional development in its two new workshops. *Why Busy Makes You Lonely* introduced the subtle yet pervasive impact of chronic stress on interpersonal dynamics, guiding participants with empirically grounded strategies to repair connections, enhance emotional regulation, and foster relational resilience. Complementing this offering, *The Science of Influence* invited participants into the psychology of human behavior, offering a simple to use toolkit anyone can use to inspire engagement, secure buy-in, and exercise influence with intentionality and credibility.

Why Busy Makes You Lonely

How to Repair Your Stressed-Induced Relationships



NEW TEAM MEMBER

We are equally pleased to welcome *Maria Soriano*, our new *Graduate Assistant* who is also a Clinical Mental Health Counseling student. With her background in mental health, coaching, and higher education, Maria brings intellectual rigor, creativity, and a fresh perspective to our office.

In Closing

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

By sharing our work, we hope to foster a deeper appreciation for the value of that work and to help people feel more comfortable with using the office.

The Ombuds Office continues to develop ways to serve the UNLV community, through individual consultations, group work, and workshops. Our new programming reflects how the Ombuds Office continues its mission to serve the university community, maintaining an ongoing commitment to providing its services in the most accessible, inclusive, and equitable way possible.

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](http://www.unlv.edu/ombuds).



Produced by Maria Soriano and David G. Schwartz

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