

© 2023 UNLV Ombuds Office
Design and layout by David G. Schwartz
Data analysis and visualization by Tifara Rachal

ABOUT THIS REPORT

This is the second annual report from UNLV's Ombuds Office, summarizing the activities of the University of Nevada, Las Vegas's Ombuds Office during calendar year 2022.

This report is intended to provide a measure of transparency for an Office that is cloaked in confidentiality. No individual cases are discussed, nor are specific units or divisions mentioned. Rather, this report offers insights into the aggregate use of the Office, as well as its services and functions, for the dual purposes of raising awareness of the services the Office provides and demonstrating the Office's value to UNLV.

Cover: A word cloud generated from the feedback sent to the Ombuds Office in 2022.

CONTENTS

A NOTE FROM THE OMBUDS	4
OVERVIEW	5
ABOUT THE OMBUDS OFFICE	5
THE OMBUDS OFFICE TEAM.....	7
Staff	7
Campus Mediators.....	8
Advisory Panel	8
SPOTLIGHT: FROM THE OMBUDS	9
PROGRAMMING AND WORKSHOPS OFFERED.....	10
Informational Sessions.....	10
Interactive Workshops.....	10
Guided Discussions	11
GROUP WORK AND THE OMBUDS OFFICE.....	12
OMBUDS WEEK	13
ONE-ON-ONE MEETINGS	14
Contacts.....	15
Contact Method	15
Length of Conflict.....	16
Appointments.....	16
DEMOGRAPHICS.....	17
TOP VISITOR CONCERNS BY CATEGORY	18
Top Ten.....	19
EVALUATIONS OF THE OMBUDS OFFICE.....	20
LOOKING AHEAD	22

A NOTE FROM THE OMBUDS

Over the past year, UNLV's Ombuds Office has served the campus by being a resource for all members of the community. Specifically, the office is a place where those with concerns can be heard and discuss their options for resolution in a confidential and informal setting. The office also offers mediation services, conducts workshops on conflict resolution and related topics, and advocates for systemic change when appropriate. The Ombuds Office [website](#) has a complete list of the services and programs it offers.

As a research-intensive urban university, UNLV has faced challenges, and the Ombuds Office is intended to assist all members of the community in pursuing equitable resolution of conflicts and inequities through informal channels. As such, it complements, rather than substitutes for, formal administrative procedures and structures. UNLV's Ombuds Office is operated in accordance with the [International Ombuds Association's Code of Ethics](#) and [Standards of Practice](#). This entails embodying the fundamental principles of *independence* in structure and function; *impartiality*; *informality*, not participating in any disciplinary or legal processes; and *confidentiality*.

As a zero-barrier office that protects the confidentiality of those who visit it, the Ombuds Office is often an ideal "first stop" for those who are experiencing a conflict as they assess how they wish to address it. Open to all and making no judgments, the office is a truly safe space for all who would like to explore their options.

It is my hope that this report continues to inform the UNLV community about the Ombuds Office and how it serves the campus. If you have any questions about what the office can do for you, do not hesitate to contact us.

Sincerely,

David G. Schwartz

David G. Schwartz, Ph.D., CO-OP
Ombuds
University of Nevada, Las Vegas



OVERVIEW

This annual report includes a description of visitor trends and common elements of concerns received during the calendar year 2022 (January 1 to December 31).

Throughout the year, the Ombuds Office held individual consultations; offered skills-building workshops; coordinated facilitated group discussions; undertook two-party mediation; and offered support to campus climate and systemic review efforts. These varied efforts shared the common thread of helping to make UNLV a more equitable institution whose constituents are happier and more productive.

ABOUT THE OMBUDS OFFICE

Reconstituted by President Keith E. Whitfield effective June 1, 2021, the Ombuds Office serves as a resource for all campus employees and provides an alternative to other dispute resolution mechanisms on campus.

The Ombuds Office is an ideal resource for faculty, staff, and students who have an issue but don't know where to turn. It offers an informal, confidential, and zero-barrier environment where visitors can explore their options.

The Ombuds Office operates in accordance with the [Code of Ethics](#) and [Standards of Practice](#) of the [International Ombudsman Association](#) (IOA), a member-led professional association that supports the work of organizational ombuds and offers training, development, and networking resources.

Independence

The Ombuds is independent in structure, function, and appearance to the highest degree possible within the organization.

Neutrality and Impartiality

The Ombuds, as a designated neutral, remains unaligned and impartial. The Ombuds does not engage in any situation which could create a conflict of interest.

Confidentiality

The Ombuds holds all communications with those seeking assistance in strict confidence, and does not disclose confidential communications unless given permission to do so. The only exception to this privilege of confidentiality is where there appears to be an imminent risk of serious harm.

Informality

The Ombuds, as an informal resource, does not participate in any formal adjudicative or administrative procedure related to concerns brought to his/her attention.

The Ombuds Office is a space where visitors can be confident that a neutral and independent party hears their concerns and that their privacy is protected by confidentiality.

The informality of the office makes it possible to raise concerns without starting a formal investigative or administrative process, which is ideal for employees who are unsure how to proceed and are more

comfortable exploring options before initiating any course of action.

At the same time, IOA standards, reflected in the Ombuds Office [Charter](#), limit what the Ombuds can do. As a neutral, impartial party, the Ombuds does not advocate for individuals or determine right or wrong in a conflict. Due to the office's confidentiality, the Ombuds does not accept notice on behalf of the university. As organizational ombuds, the Ombuds cannot overrule the decisions of others at UNLV or create, eliminate, or alter policies or regulations adopted at any level.

The office provides a safe space for all employees to discuss their concerns and evaluate potential options. The Ombuds is also available to act as an impartial facilitator for individuals and groups who find themselves in conflicts that they cannot resolve internally.

Visitors to the Ombuds Office and participants in ombuds programs can learn and practice conflict resolution techniques and gain confidence in their ability to manage conflict and effectively self-advocate.

The Ombuds is also well-placed to report systemic issues and areas of concern to campus leadership.

The office serves all UNLV employees, including full-time and part-time, classified staff, administrative faculty, academic faculty, executive administrative faculty, and graduate and undergraduate students.



THE OMBUDS OFFICE TEAM

Staff



David G. Schwartz, Ph.D., CO-OP | Ombuds

Dr. Schwartz has served as a faculty member at UNLV since 2001, earning tenure in 2006 and promotion to full professor in 2013. In addition to his current role as UNLV's Ombuds, he is also an affiliate professor in the Department of History.

As Ombuds, Dr. Schwartz directs the office that serves UNLV's 10,000 academic, administrative, classified, temporary, student, and part-time employees, as well as the larger community of UNLV undergraduate, graduate, and professional students. The office provides a forum for all employees to confidentially discuss matters that concern them, and to receive training and coaching in conflict resolution techniques and strategies, as well as hosting a mediation practice. Dr. Schwartz also oversees all of the office's programming, including remote and in-person seminars and workshops.

Dr. Schwartz is a Certified Organizational Ombuds Practitioner (CO-OP), awarded by the International Ombuds Association. Those with the CO-OP credential are recognized for their understanding of ombuds practice and their adherence to the IOA's Standards of Practice and Code of Ethics.

As a mediator, Dr. Schwartz, who received his first training via the Boyd School of Law's Mediation Essentials course, believes in the effectiveness of facilitative mediation in helping parties build more productive relationships. In 2022, Schwartz became a credentialed mediator under the auspices of the Clark County Neighborhood Justice Center. He promotes mediation sessions that are built on a foundation of mutual respect, creative problem-solving, and a genuine desire to make a better future.

As leader of the Ombuds' mediation practice and member of the mediation pool, he is available to mediate for all employees and students.



Tifara Rachal | Program Manager

Ms. Rachal brings with her decades of experience as an administrative professional she has proven herself well-equipped to support the Ombuds and manage the operation of the Ombuds Office programs to the IOA standards of practice. Ms. Rachal, generally your first point of contact with the Ombuds Office, is responsible for scheduling meetings and visitor appointments. She works with other departments to coordinate Ombuds Office programs and workshops delivered to UNLV faculty, staff, and students.

Ms. Rachal has completed the Boyd School of Law's 40-hour Mediator Essentials training and is certificated as a facilitative mediator.

Campus Mediators

The mediation practice uses a co-mediator model, with two mediators guiding each session. To broaden the representation of the mediation roster, the Ombuds Office has created a pool of potential mediators composed of volunteers from across campus (campus mediators) and advanced students at the William S. Boyd School of Law (practitioner mediators). All mediators are graduates of the Boyd School of Law’s 40-hour “Basic Mediation Essentials” Course, which prepares students for practicing mediation in a variety of settings.

Members of the mediation pool in 2022 included:



David G. Schwartz

Ombuds



Lus Cruz

School of Nursing



Brooke Harrison

Practitioner Mediator



Yvonne Houy

College of Fine Arts



Kathy Lee

College of Education



Liane Lee

Philanthropy and
Alumni Engagement



Jennifer McCarthy

Decision Support



Frank Perez

Lee Business School



Tifara Rachal

Ombuds Office



Ted Weisman

College of Education

David Schwartz (Ombuds), Lus Cruz (Campus Mediator), Brooke Harrison (Practitioner Mediator), Yvonne Houy (Campus Mediator), Kathy Lee (Campus Mediator), Liane Lee (Campus Mediator), Jennifer McCarthy (Campus Mediator), Frank Perez (Campus Mediator), Tifara Rachal (Campus Mediator), Ted Weisman (Campus Mediator), and Ana Marrero (Campus Mediator, not pictured)

Advisory Panel

The panel, whose members are selected by their constituencies, has a dual role. First, the panel members can relay concerns and suggestions about the operation of the office from their constituents to the Ombuds. Second, the panel helps to spread the word about the Ombuds Office with their constituency.

The Advisory Panel meets together with the Ombuds quarterly, and members of the panel are empowered to raise issues at any time on an ad hoc basis.

A list of the current members of the advisory panel can be found on the Ombuds Office website’s [People](#) page.

SPOTLIGHT: FROM THE OMBUDS

The Ombuds provided additional outreach through regular postings on “From the Ombuds,” a blog hosted on the Ombuds website.

During 2022, the Ombuds made 26 posts communicating issues to the campus, raising awareness of Ombuds Office services and programs, and offering conflict resolution strategies.

Why use this forum to communicate with the campus on a bi-weekly basis? Dr. Schwartz explains:

From the Ombuds has been a great forum for sharing news from the office with the campus in an easily-accessible format. Posting about it in UNLV Today has helped to spread the word. And it is gratifying to hear from people that they’ve incorporated some of the concepts and techniques I have discussed there. It has also been a good tool for reminding people of the office’s functions.

In 2023, Dr. Schwartz is committed to maintaining “From the Ombuds” as a resource for the campus, with another year of bi-weekly posts.



PROGRAMMING AND WORKSHOPS OFFERED

Groups across campus can take advantage of a variety of customizable programs, seminars, and workshops offered by the Ombuds Office. In order to maximize attendance and impact, a unit, department, or other collective can request a program tailored to their current needs.

Each program is customized to the audience, and typically lasts from 60 to 90 minutes. Some of the programs currently available include:

Informational Sessions

This presentation explains the purpose of the Ombuds Office and describes its functions.

Introduction to the Ombuds Office. This presentation discusses the role of an organizational ombuds, addresses some common misconceptions about what ombuds do and don't do, details the services that the Ombuds Office provides at UNLV, and explains how to contact the office. All questions answered.

Interactive Workshops

These sessions, which are fully interactive, allow participants to get a feel for different conflict styles and types and explore different methods of resolving disputes.

Flash Workshop: Using Feedforward to Look Ahead and Improve. Based on an exercise developed by renowned leadership coach Marshall Goldsmith, this 20-minute session, which can be incorporated into any meeting type, guides participants through an interactive, future-focused exercise that circumvents many of the downsides that traditional feedback presents while allowing for an open exchange of ideas. Suggested for leaders and all who want to improve.

Exploring Conflict Styles. After a brief introduction to Thomas and Kilmann's theory, participants will explore, through interactive polling and group discussion, how conflict styles can exacerbate disagreements and complicate productive resolutions.

Listening Thoughtfully. This interactive workshop will help participants master three skills: respectful listening, in which the listener fully hears and understands what is being said; reflective listening, the listener reflects back what was said; and productive listening, has the listener ask questions that make it clear that they understood what was said. When put together, they make up the principles of thoughtful listening.

Clear Communication with Your Supervisor. In this interactive workshop, participants explore better ways to communicate and work collaboratively with their immediate supervisor, with strategies for overcoming several common complications.

Difficult Conversations: Making Them Less Painful and More Productive. In this workshop, participants explore, through interactive roleplay and group discussion, what makes conversations difficult, how to make them less painful, and how to make them more productive.

Understanding Conflict Drivers. This interactive workshop explores five common conflict drivers, and help participants understand how these drivers can lead to better conflict resolution by participating in

role-play scenarios and group discussion.

Resolving Group/One-on-One Conflict. These interactive sessions discuss a few of the most common types of group or individual conflicts experienced at work and provides some resources for resolving them productively.

Guided Discussions

These sessions give groups a chance to discuss important subjects and tackle crucial issues with the help of a trained facilitator.



Begin Again: Successfully Manage Change Together. In this interactive session, participants explore five common change management models, discuss which one best fits your unit, and create an outline for future action. To get the most out of the workshop, Ombuds Office staff will meet with participants individually beforehand and will conduct a follow-up session within three months.

Communication: Setting Ground Rules for Productive Conversations. It is common for both small and large groups to suffer a communications breakdown. There is no simple, one-size-fits-all solution for getting back to open, productive conversations. In this guided group exercise, participants develop mutually agreed-upon ground rules for having respectful and appropriate communication.

Where Are We Going (And How Will We Get There?). Your unit is at a crossroads, and you would like some help having the discussion about which path to take. This conversation is about the group coming together to make a decision--or determine how they will decide. This workshop is recommended for groups who have any future-focused task, including setting group norms, performance expectations, and strategic planning.

Discussing Our Problems Together: A Guided Conversation. Before the session is scheduled, the Ombuds Office meets with all participants individually and confidentially to solicit information about the nature of the difficulties and potential solutions, and will present this information without attribution to

start the discussion, leading to a productive conversation. A resolution in one session is not guaranteed, but having a guided, respectful discussion will be a step in the right direction.

GROUP WORK AND THE OMBUDS OFFICE

In addition to interactive workshops, the Ombuds Office helped various teams establish standards and best practices across campus through retreats and facilitated discussions. Participants worked on overcoming complex dynamics and navigating difficult conversations. Workshop topics included helping team members work through differences and develop group norms and behavioral expectations.

Responding to numerous requests for dialogue around providing feedback, communication norms, and managing change, the Ombuds facilitated 28 group workshops. The office also conducted presentations aimed at providing information and answering questions about service and program offerings to 19 units and departments. We also engaged in 10 guided conversations with departments and small teams, and had seven two-party mediations.



To book a workshop or session of any kind, or to discuss which one(s) might be appropriate for your unit, please email ombuds@unlv.edu or call (702) 895-1823.

OMBUDS WEEK

Ombuds Day, organized by the American Bar Association Section of Dispute Resolution, raises awareness of ombuds offices worldwide and highlights the work that they do. This year's theme was *Ombuds: Resilience, Respect, Resolve*. The celebrate the week leading up to Ombuds Day, the office hosted a series of activities aimed at illustrating the broad range of ways that UNLV's Ombuds Office can assist with informal conflict resolution.

The office hosted an open house where visitors were encouraged to drop by the physical location and learn more about our service offering. Visitors enjoyed refreshments and had a chance to try out the Ombuds text adventure video game.

Other activities included fun and interactive workshops on conflict resolution: Speed Conflict Resolution - The Wrong Way, Conflict Drivers, Conflict Styles Interactive Roleplay, and Rebel Conflict Roundtable.



We also launched the Ombuds Escape Room, developed in collaboration with Dr. Tina Vo (Teaching and Learning), where players cooperated, collaborated, and competed in a fast-paced quick-play activity while learning more about the Ombuds Office.



ONE-ON-ONE MEETINGS

When most people think about ombuds work, one-on-one meetings held under the confidentiality of the office are often the first thing they imagine. Individual consultations are vital to any ombuds practice, and they continue to be one of the chief avenues for members of the campus to engage with the office.

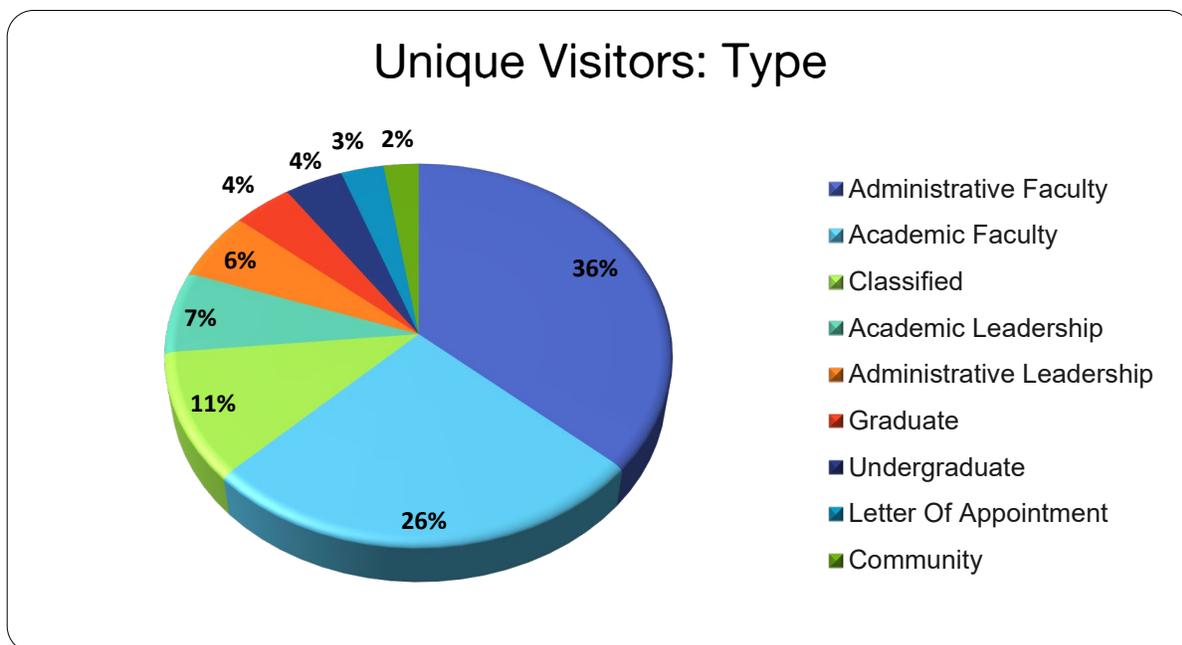
In this report, a **visitor** is defined as someone who utilizes the Ombuds Office for individual services, including one-on-one meetings held in person, by telephone, or virtually. Those who participate in workshops facilitated by the Ombuds are not defined as “visitors.”

While general demographic data and IOA Uniform Reporting Categories are logged, no identifying information about visitors is recorded in any way. The Ombuds does not make notes during or after meetings with visitors. This protects the confidentiality of the office, while tracking its usage.

Visitors to the office can discuss anything that they wish, including workplace, interpersonal, and academic issues. The ombuds does not “give advice” or “fix” issues, but instead helps the individual visitor identify the options available to them and consider what might work best. A visitor is free to return to discuss the same concern as often as they would like.

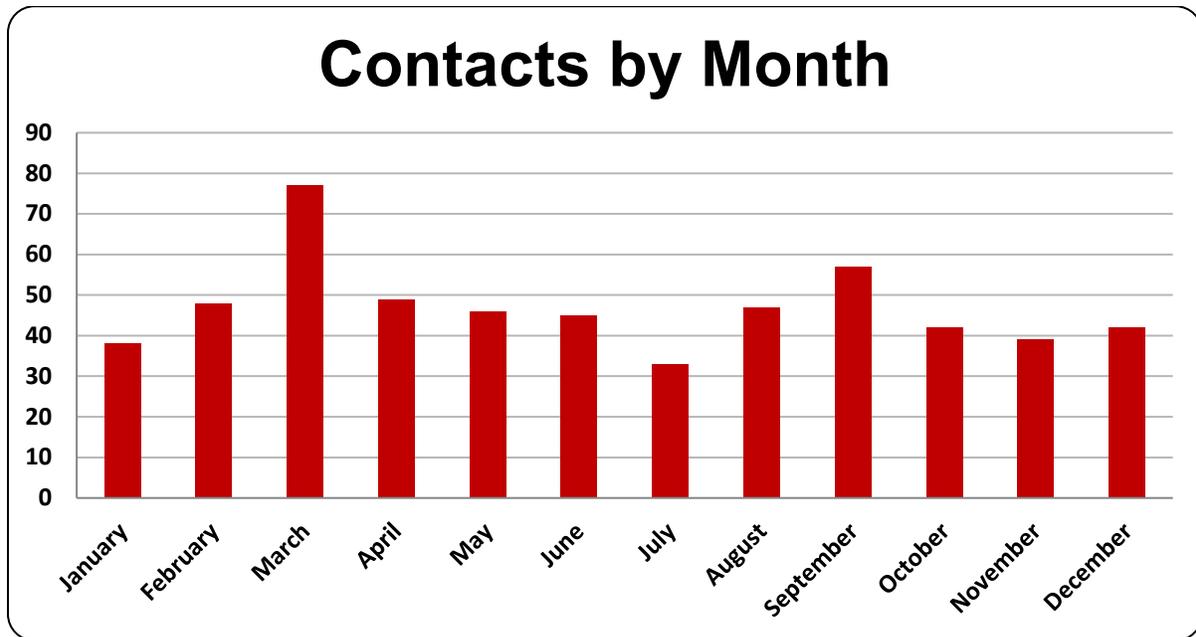
Over the course of the year, the office had **362** unique visitors from among the following groups:

- 36 percent Administrative Faculty
- 26 percent Academic Faculty
- 11 percent Classified Staff
- 7 percent Academic Leadership
- 6 percent Administrative Leadership
- 8 percent combined: Graduate and Undergraduate Students
- 3 percent Letter of Appointment Faculty
- 2 Community: parents and community members.



Contacts

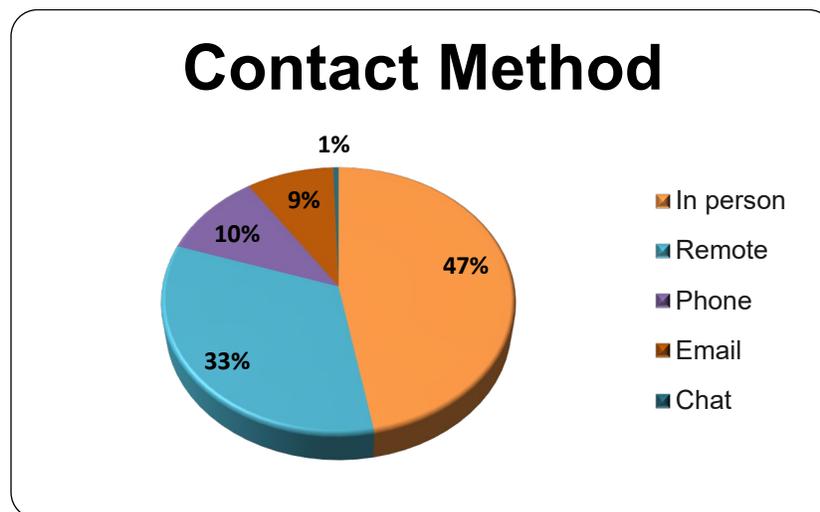
The office defines each interaction with a visitor, whether online, in person, or through another medium, as a “contact.” Over the year, the office logged **563** contacts. In that time, 36 percent of visitors used the office more than once, indicating that they were comfortable returning to discuss their concerns and seek additional information about available resources.



Contact Method

In the interest of promoting universal accessibility, visitors can choose to meet with the Ombuds in person, remotely via video chat, or telephonically. Some also had discussions via email or text chat, though substantive correspondence via either format should be avoided since they are not appropriate for confidential communication.

Throughout the year, 47 percent chose to meet in person. Remote meetings accounted for 33 percent of contacts, with phone calls accounting for 10 percent, and 10 percent of contacts were via email and chat.



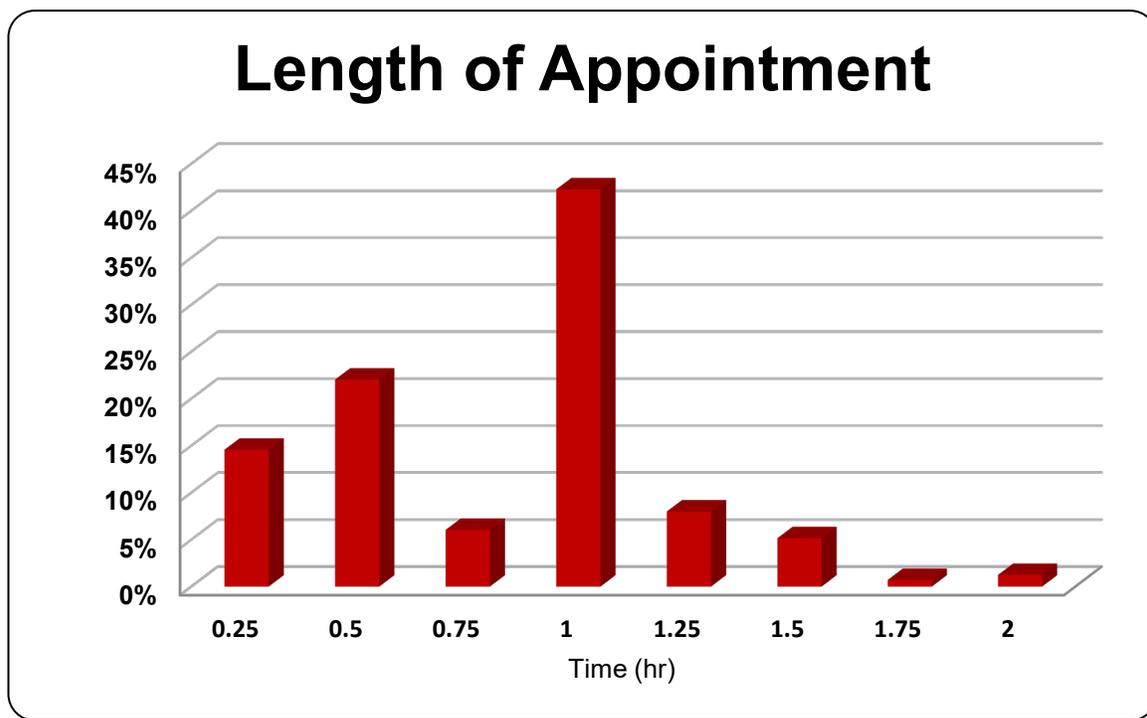
Length of Conflict

Conflicts that brought visitors to the office were most often recent, starting within the past three months. Other lengths of conflict were relatively evenly distributed.



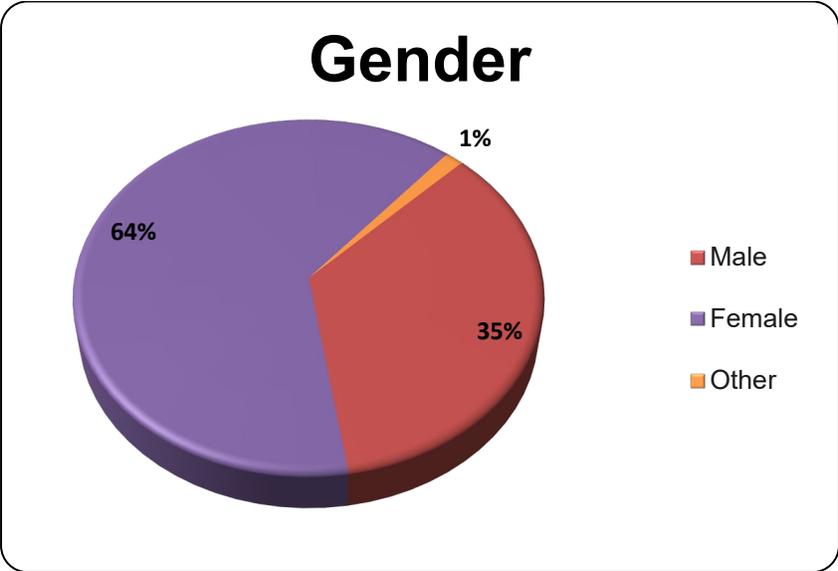
Appointments

Most visitors spent one hour speaking with the Ombuds, with 30-minute meetings another popular option, and a few sessions as long as two hours.

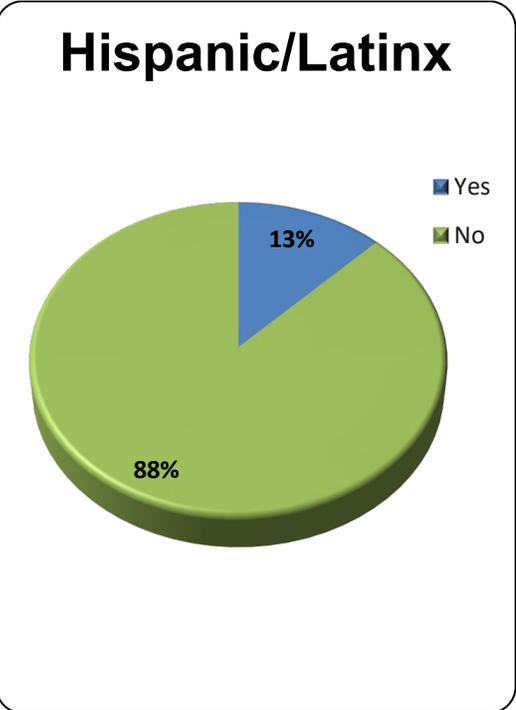
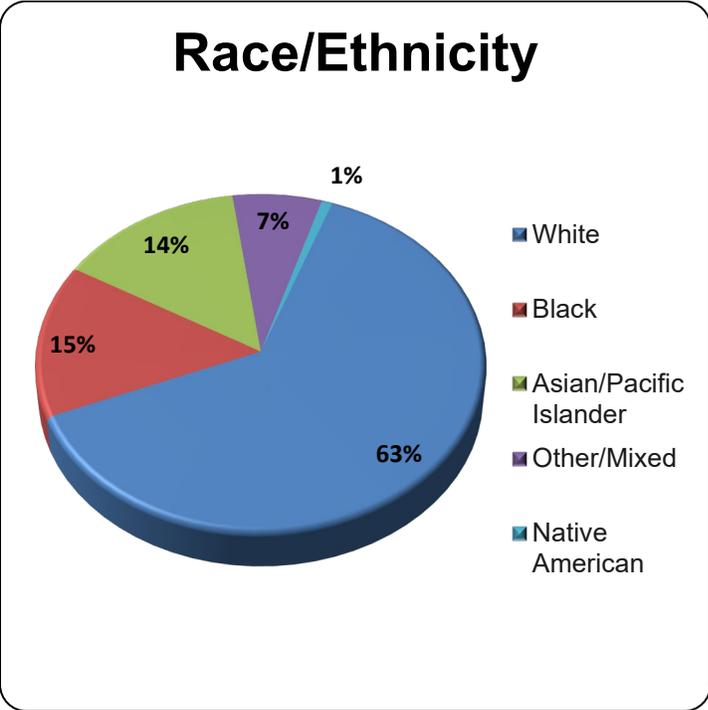


DEMOGRAPHICS

Visitors to the office in 2022 were primarily female, making up 64 percent; males accounted for 35 percent. This is in line with the usage of the office over the past year. The office continues to be a space that is open to all in the university community.



The population of visitors primarily identified as White making up 63 percent of the office’s total visitors. The second highest demographic was Black, at 15 percent, followed by 14 percent Asian, 7 percent being of mixed race or other ethnicity, and once percent Native American. 12 percent of visitors reported being of Hispanic or Latinx ethnicity.



TOP VISITOR CONCERNS BY CATEGORY

While always conscientious of safeguarding 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 IOA's best practices, the Ombuds logs those concerns using the IOA 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

Questions, concerns, issues or inquiries about the equity, appropriateness and competitiveness of employee compensation, benefits, and other benefit programs

2. Evaluative Relationships

Questions, concerns, issues, or inquiries arising between people in evaluative relationships (i.e. supervisor-employee, faculty-student.)

3. Peer and Colleague Relationships

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 or conflict involving members of a student organization.)

4. Career Progression and Development

Questions, concerns, issues or inquiries about administrative processes and decisions regarding entering and leaving a job, what it entails, (i.e., recruitment, nature and place of assignment, job security, and separation.)

5. Legal, Regulatory, Financial, and Compliance

Questions, concerns, issues, or inquiries that may create a legal risk (financial, sanction etc.) for the organization or its members if not addressed, including issues related to waste, fraud, or abuse.

6. Safety, Health, and Physical Environment

Questions, concerns, issues or inquiries about Safety, Health, and Infrastructure-related issues.

7. Services/Administrative Issues

Questions, concerns, issues or inquiries about services or administrative offices including from external parties.

8. Organizational, Strategic, and Mission Related

Questions, concerns, issues, or inquiries that relate to the whole or some part of an organization

9. Values, Ethics, and Standards

Questions, concerns, issues, or inquiries about the fairness of organizational values, ethics, and/or standards, the application of related policies and/or procedures, or the need for creation or revision of policies, and/or standards.

Within those groupings, 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.

Top Ten

This year, the top ten issues raised with the Ombuds were:

Evaluative Relationships: Communication <i>Quality and/or quantity of communication</i>	38%
Peer and Colleague Relationships: Communication <i>Quality and/or quantity of communication</i>	25%
Evaluative Relationships: Respect /Treatment <i>Demonstrations of inappropriate regard for people, not listening, rudeness, crudeness, etc.</i>	21%
Organizational, Strategic, Mission: Organizational Climate <i>Issues related to organizational morale and/or capacity for functioning</i>	15%
Organizational, Strategic, Mission: Change Management <i>Making, responding, or adapting to organizational changes, quality of leadership in facilitating organizational change</i>	13%
Services/Administrative Issues: Quality of Services <i>How well services were provided, accuracy or thoroughness of information, competence, etc.</i>	12%
Evaluative Relationships: Departmental Climate <i>Prevailing behaviors, norms, or attitudes within a department for which supervisors or faculty have responsibility</i>	12%
Peer and Colleague Relationships: Respect/Treatment <i>Demonstrations of inappropriate regard for people, not listening, rudeness, crudeness, etc.</i>	11%
Compensation & Benefits: Compensation <i>Rate of pay, salary amount, job salary classification/level</i>	9%
Evaluative Relationships: Diversity-Related <i>Comments or behaviors perceived to be insensitive, offensive, or intolerant on the basis of an identity-related difference such as race, gender, nationality, sexual orientation</i>	8%

Communication with Supervisors accounted for 38 percent of cases, while 25 percent of visitors encountered issues **Communicating with Colleagues**. 21 percent reported concerns with **Respect/Treatment from Supervisors**, 15 percent of issues were related to **Organizational Climate**, and 13 percent related to **Change Management**. Other top reported categories were concerns regarding **Quality of Services**, **Departmental Climate**, **Respect and Treatment from Colleagues**, **Compensation**, and **Diversity Related** issues with Supervisors.

EVALUATIONS OF THE OMBUDS OFFICE

Below is a sampling of the feedback received by the office. Overall, the value of the services it offers is recognized and appreciated.

"It was so helpful to be able to talk to someone outside of my department about the issue I was having. I felt comfortable sharing about my issue and felt I got some great advice."

"They listen and try to help provide alternatives."

"Dr. Schwartz has built a wonderful campus resource in the Ombuds Office. Keep up the great work and thanks for all your help."

"The Ombuds Office takes great care to ensure individuals feel comfortable from the initial email and I felt safe discussing my concerns. There was no judgement, just support. [The Ombuds] helped me sort through my options and pointed out things and viewpoints I wouldn't have thought of or considered. I'm grateful to have the Ombuds Office at UNLV; it's an incredible resource."

"Perhaps the office is not in high demand currently, but I hope there are more options for making appointments (more days/times) in the future."

"Overall, the Ombuds Office was somewhat helpful. It was nice to vent to someone. Even though the issues might not be resolved, I was able to get my frustrations off my chest. And maybe if enough people complain about the same thing, then corrective action might finally be taken."

"Thank you for the expediency, civility and well-articulated path created to a reasonable resolution."

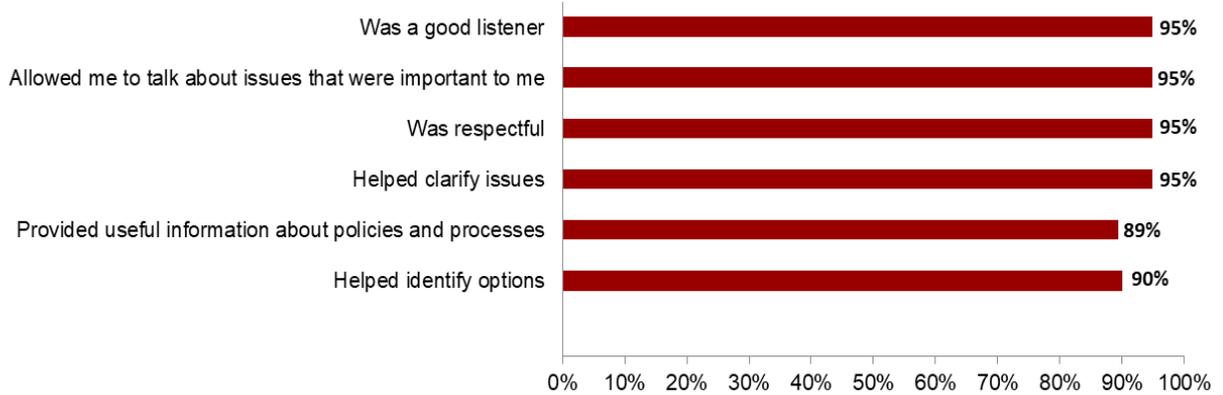
"The Ombuds website is clear on their mission and Dr. Schwartz has the perfect mannerism to head this office. He is trust worthy and helps make sure you are aware of policies and guidelines. I hope more employees place their trust in this office. Although all conversation is strictly confidential he assures the employee of that fact and you become comfortable speaking with him. Thank you so much for your help and you hear. To the best department on campus for the distressed employee. I hope there is some type of reporting that alerts the president of issues in certain departments. They have been hidden for too long. Thank you."

"I felt that the Ombuds Office was very helpful for me and I felt what I shared is confidential. The information and guidance I received is exactly what I needed."

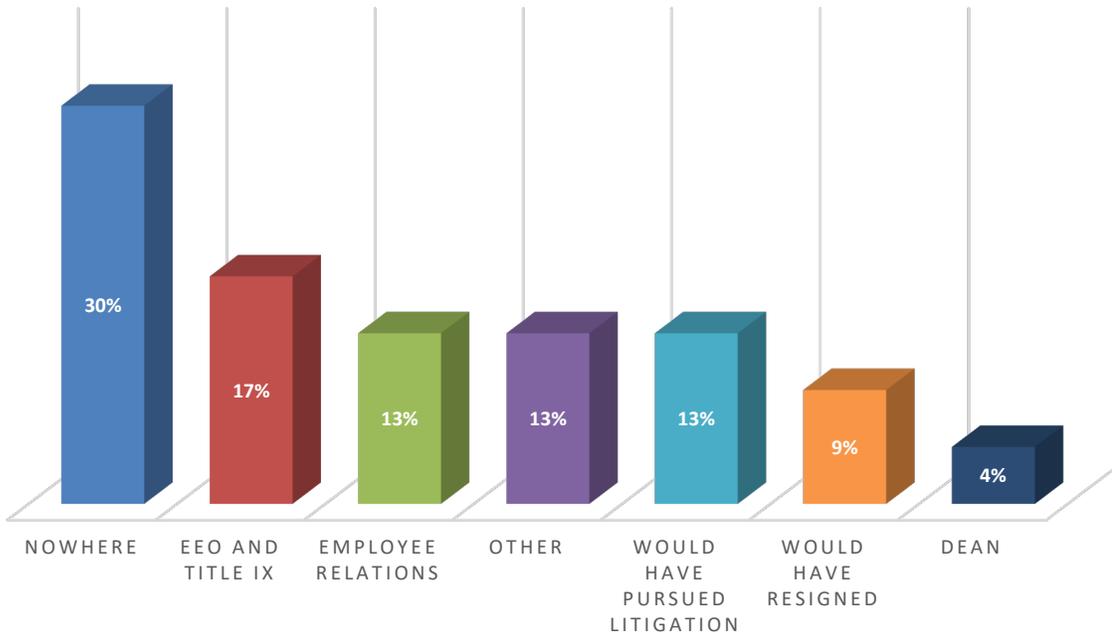
"This is great place to be heard, share concerns, and be pointed to procedures."

In addition, quantitative data indicate that satisfaction with the office remains high. An overwhelming majority of visitors feel that they are heard in the office, and that it offers useful information and valuable services. If the office did not exist, about a third of visitors would not have gone anywhere for assistance, while others would have pursued other channels or even resigned. The tables on the following page illustrate the feedback received.

The Ombuds (or Ombuds office representative)



If I had not contacted the Ombuds Office, I would have taken my concern...



LOOKING AHEAD

Thank you for taking the time to read a little about the Ombuds Office's 2022. It was an eventful year that allowed the office to demonstrate its value to people all over UNLV. I hope that you put this report down with a better appreciation of the work the office does and a better understanding of why we do it.

While we are happy to have had a productive year, we are nothing if not ambitious, and want to contribute to campus at an even higher level in 2023. And that is where *you* might come in: we would love to work with you. 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](#).

Phone: (702) 895-1823

Email: ombuds@unlv.edu

Web (for reporting form and calendar slots):

<https://www.unlv.edu/ombuds>

