

Ombuds Office
Quarterly Summary of Activities

January 1, 2026 to March 31, 2026



INTRODUCTION

This report summarizes the activities of the University of Nevada, Las Vegas (UNLV) Ombuds Office in the first quarter of calendar year 2026.

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



OVERVIEW

This report provides a comprehensive overview of the activities of the Ombuds Office during the first quarter of calendar year 2026 (January 1 to March 31).

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.



WELCOME TO THE OMBUDS OFFICE

VISITORS AND CONTACTS

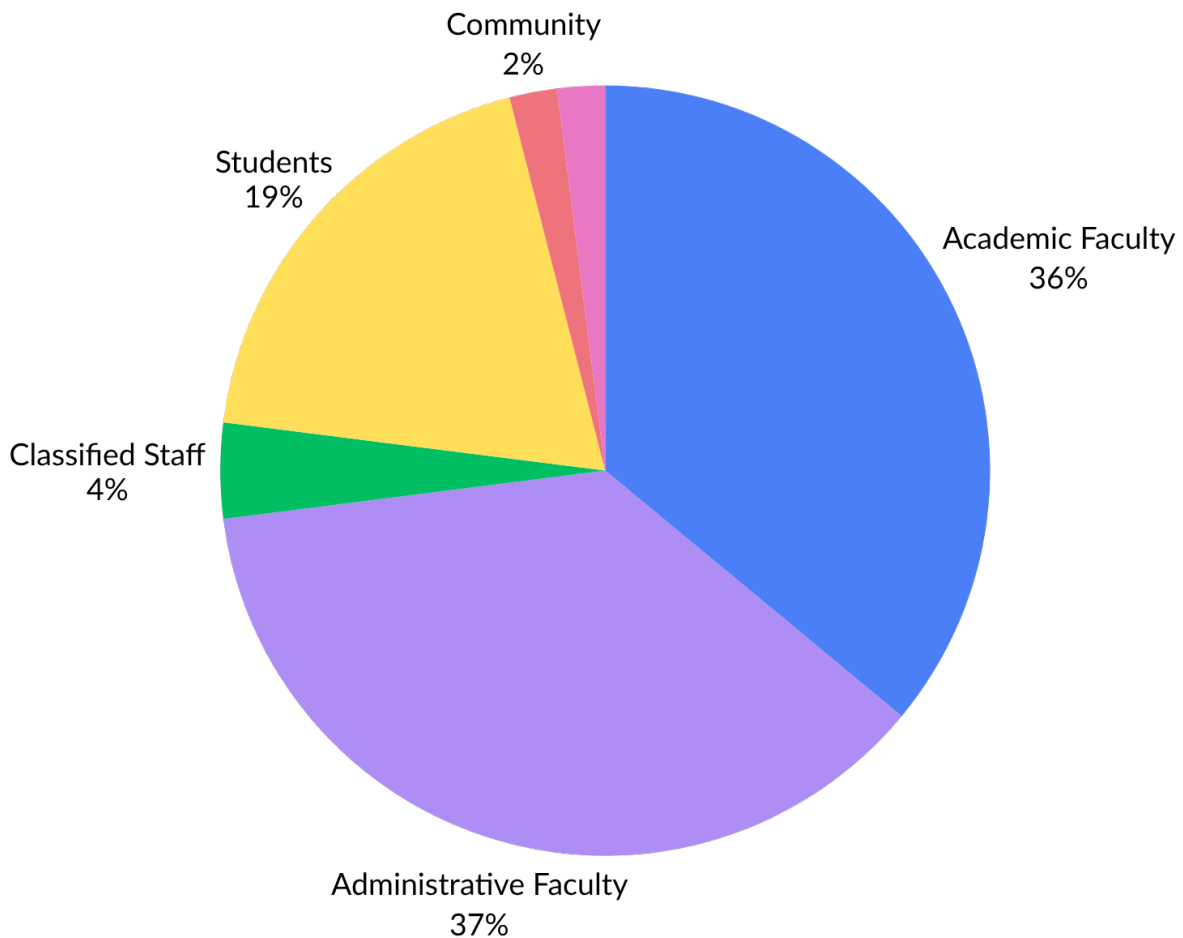
Our office uses “visitor” to mean someone communicating with the Ombuds in an official capacity. Most are one-on-one or small group meetings conducted either in person, over the phone, or remotely, although email and chat conversations are included as well. “Visitors” do not include those who participate in workshops organized by the Ombuds Office. The Ombuds Office had 177 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.

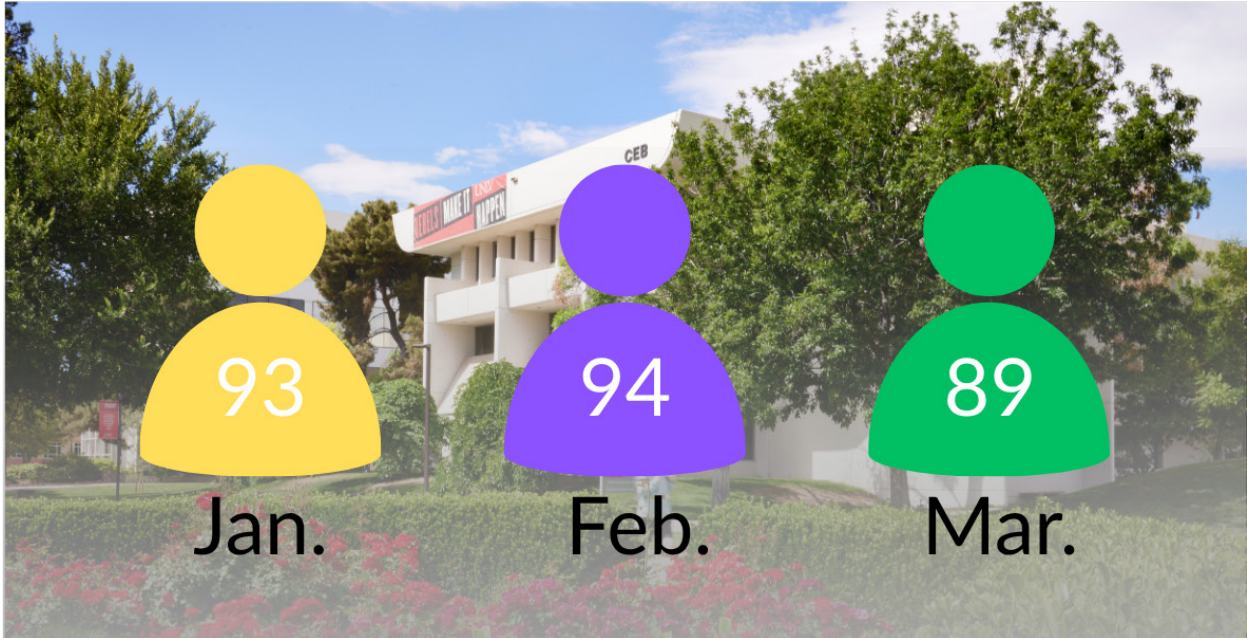
The Ombuds Office recorded 276 contacts this quarter.

This quarter’s visitors fell in the following categories:

- 33% Administrative Faculty
- 4% Administrative Leadership
- 20% Academic Faculty
- 16% Academic Leadership
- 4% Classified Staff
- 19% Professional, Graduate, and Undergraduate Students
- 2% Temporary Clerical/Letter of Appointment Faculty or Resident
- 2% Community: parents/community



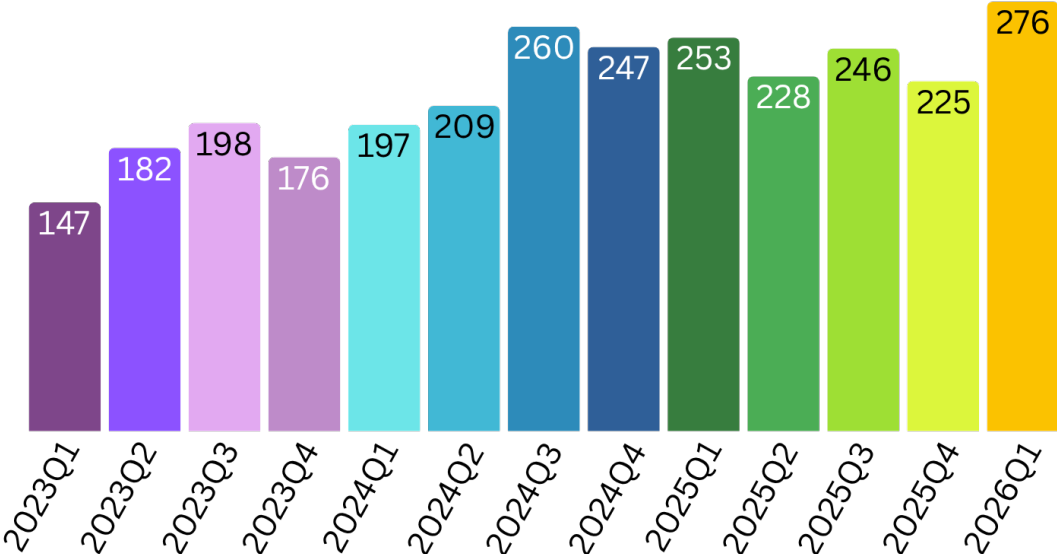
CONTACTS BY MONTH



February saw the highest volume of contacts in the Ombuds Office’s history with 94 contacts.

Contacts by Quarter

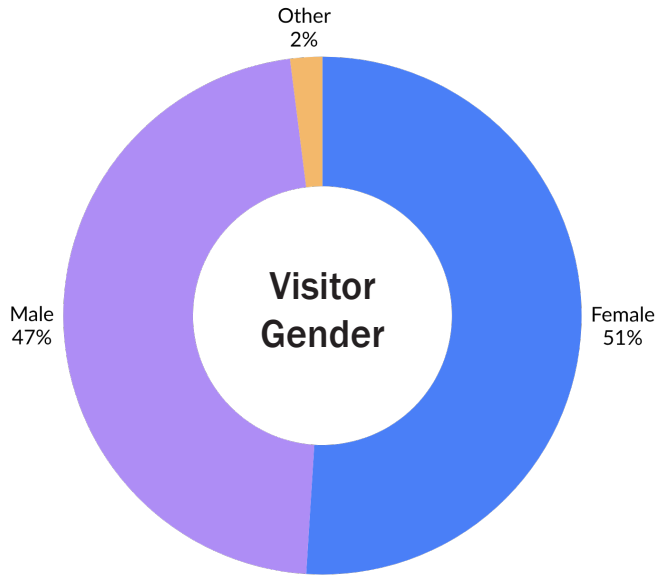
Ombuds Office Quarterly Contacts



The Ombuds Office started 2026 with a strong record-breaking number of client contacts during Quarter 1. This high volume positions the office to continue the upward trend in quarterly contacts observed in previous years.

VISITOR DEMOGRAPHICS

The Ombuds Office continues to serve the diverse population of the UNLV community.

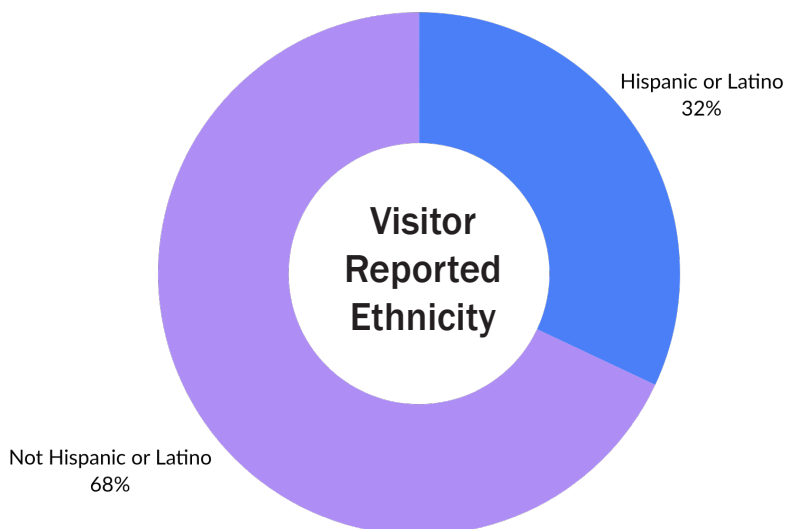


As seems to be the case with academic ombuds offices globally, visitors to UNLV's office are more likely to be women than men and individuals who identify as another gender.

Similar to past quarters, visitors who identified as White remained the largest demographic of office visitors in Q1 of 2026. However, in a shift from previous trends, there was an increase in visitors identifying as mixed race or another race, making it the second-largest demographic.



One out of 3 visitors to the Ombuds Office reported being Hispanic or Latino.



VISITATION MODES

IN-PERSON

Consistent with trends from previous quarters, the majority of visitors opted for in-person consultations during Q1, with 41% of visitors choosing this mode. Physical accessibility is a core value for the Ombuds Office; our efforts to keep the office open and available to the UNLV campus are reflected in the high volume of visitors who continue to choose this method of engagement.

VIRTUAL & PHONE

Virtual and phone contacts remained largely consistent with Q4 2025 figures. Both modes saw a slight decrease of 1%, placing virtual consultations at 29% and phone contacts at 9%.

EMAIL CORRESPONDENCE & CHAT

Email correspondence saw a sharp increase compared to the final quarter of 2025, rising from 3% to 19%. Chat also saw a marginal increase of 1%, with 2% of visitors opting for this mode. Overall, email appears to have gained popularity among visitors, likely because it is easily accessible to UNLV community members based at campuses outside the main Maryland Parkway location. The office notes, however, that both email and chat are generally discouraged for confidential discussions, as these mediums 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 & Colleague Relationships
- 4. Career Progression & Development
- 5. Legal, Regulatory, Financial, & Compliance
- 6. Safety, Health, and Physical Environment
- 7. Services/ Administrative Issues
- 8. Organizational, Strategic, & Mission Related
- 9. Values, Ethics, & 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.

EVALUATIVE RELATIONSHIPS - CONSULTATION : 22.1%

This category involved requests for help in dealing with issues between two or more individuals they supervise/teach or with other unusual situations in evaluative relationships.

EVALUATIVE RELATIONSHIPS - COMMUNICATION: 20.65%

Concern in this category were regarding quality and/or quantity of communication between supervisor-employee or faculty-student.

EVALUATIVE RELATIONSHIPS - PERFORMANCE APPRAISAL/GRADING: 19.2%

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.

PEER AND COLLEAGUE RELATIONSHIPS - COMMUNICATION: 13.04%

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.

SERVICES/ADMINISTRATIVE ISSUES - QUALITIVE OF SERVICE: 11.96%

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

ORGANIZATIONAL, STRATEGIC, AND MISSION RELATED - OTHER: 10.14%

This category included questions, concerns, issues or inquiries about any organizational issue not described by another sub-category.

PEER AND COLLEAGUE RELATIONSHIPS - RESPECT/TREATMENT: 9.78%

This pertains to concerns regarding disrespectful behavior among colleagues, such as rudeness, failing to listen, crudeness, etc.

EVALUATIVE RELATIONSHIPS - RESPECT/ TREATMENT: 8.33%

This is how one is treated by one's supervisor/chair/instructor or vice versa.

EVALUATIVE RELATIONSHIPS - DISCIPLINE: 6.88%

Concerns in this category involve the appropriateness and timeliness of disciplinary actions, as well as any requirements, alternatives, or options for response.

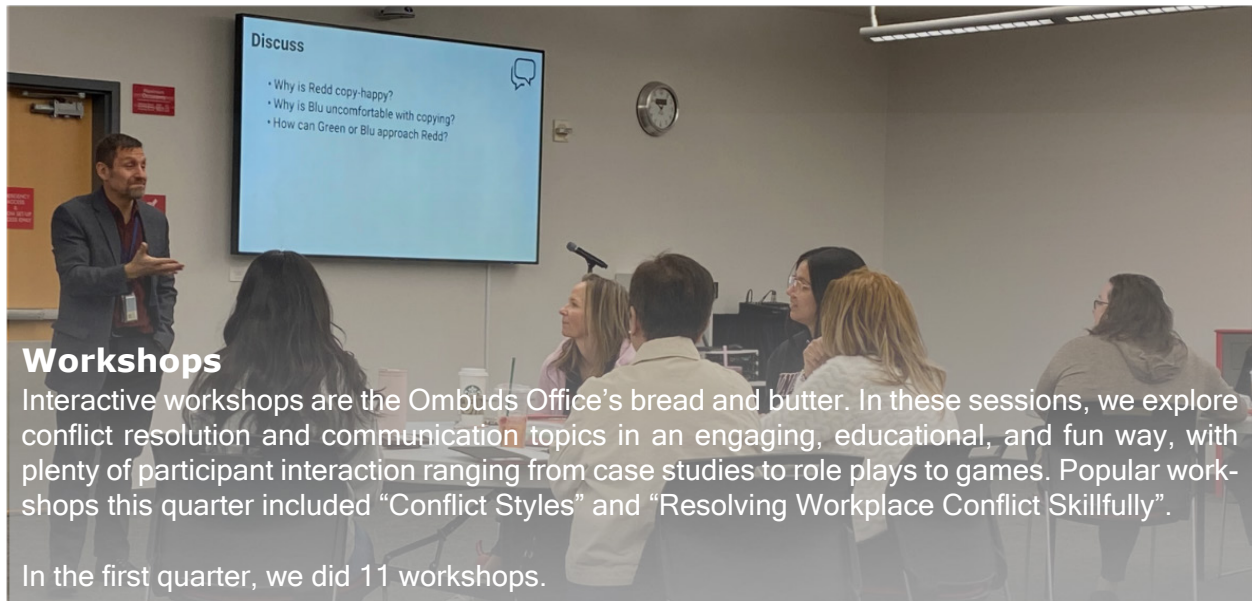
COMPENSATION & BENEFITS - COMPENSATION: 4.71%

This is related to rate of pay, salary amount, and job salary classification/leve concerns.

* Percentages represent the proportion of total sessions in which a specific concern was mentioned. Because multiple topics can be recorded per session, the total percentage exceeds 100%.

WORKSHOPS & DISCUSSIONS

During the first quarter of 2026, the Ombuds Office served the campus community through targeted outreach designed to reach diverse audiences.



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 “Conflict Styles” and “Resolving Workplace Conflict Skillfully”.

In the first quarter, we did 11 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 first quarter, we facilitated 4 discussions.

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 first quarter, we did 7 introductory presentations.

Outreach Events

The most basic way we engaged with the campus community 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 2 outreach events in the first quarter, including the Honors College New Student Orientation and the Spring 2026 Involvement Fair. We connected with 71 people in total at these events.

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

SPOTLIGHT: FOLLOW US ON LINKEDIN!

Our office is excited to announce our social media debut! Follow UNLV Ombuds on LinkedIn for the latest information on our services, as well as to increase your knowledge on conflict resolution, communication and much more!



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](#).

UNLV | OMBUDS OFFICE



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For reporting form and calendar slots



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