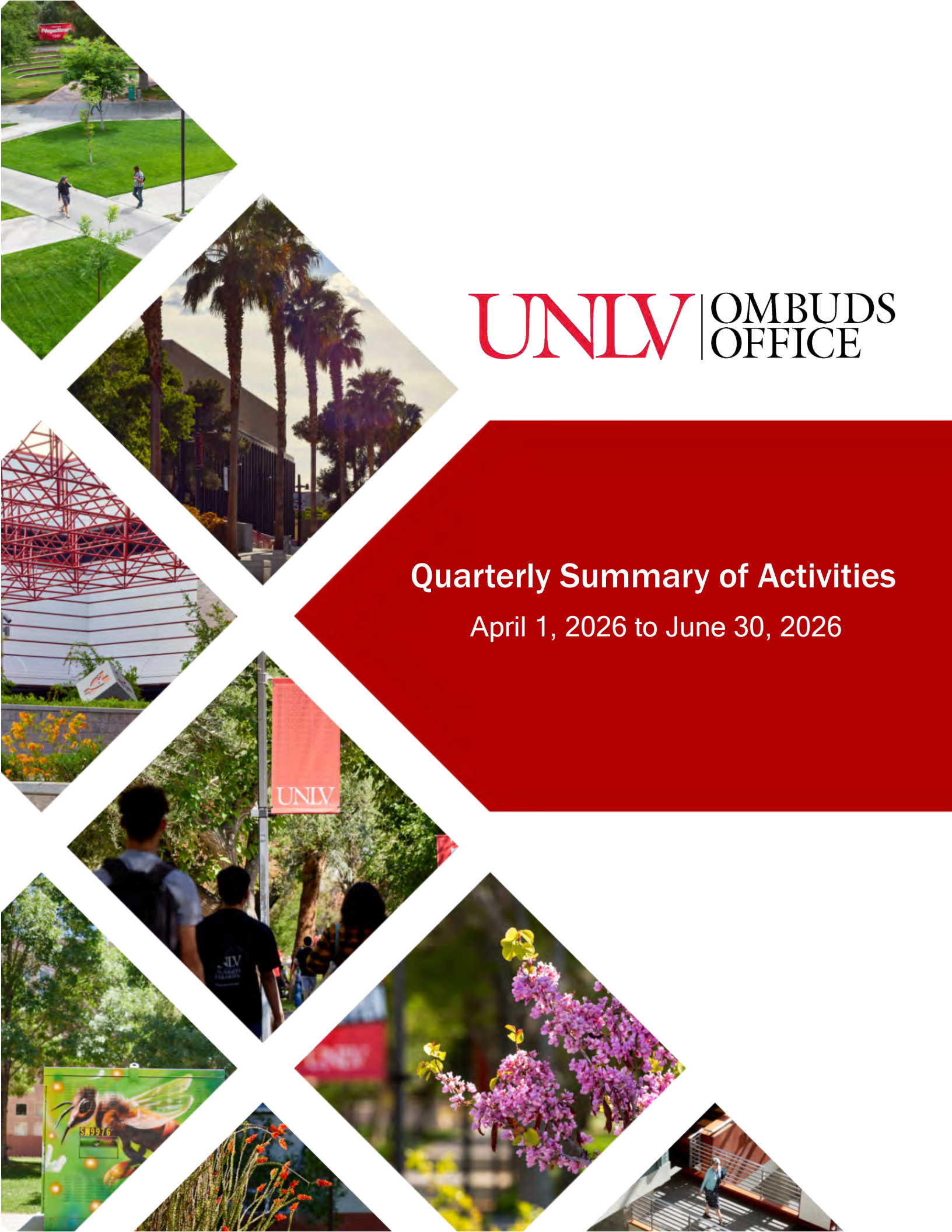




UNLV | OMBUDS OFFICE

Quarterly Summary of Activities

April 1, 2026 to June 30, 2026

INTRODUCTION

This report summarizes the activities of the University of Nevada, Las Vegas (UNLV) Ombuds Office in the second 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 second quarter of calendar year 2026 (April 1 to June 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.

WELCOME TO THE OMBUDS OFFICE



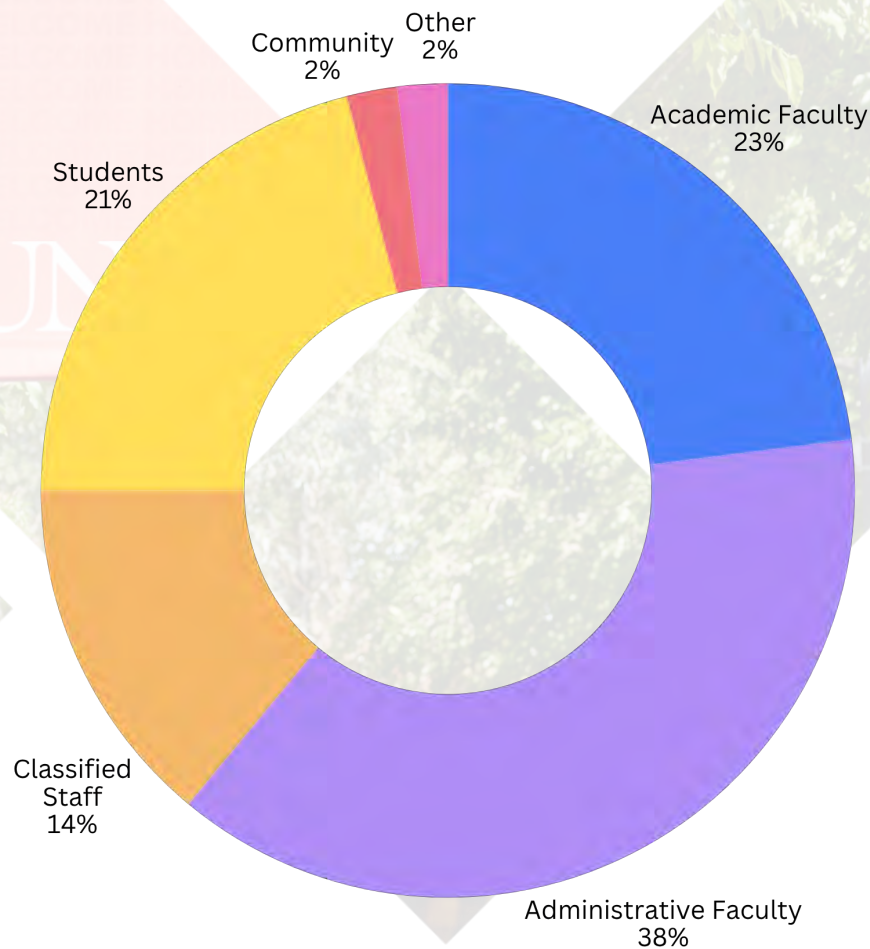
VISITORS AND CONTACTS

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 114 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 184 contacts this quarter.

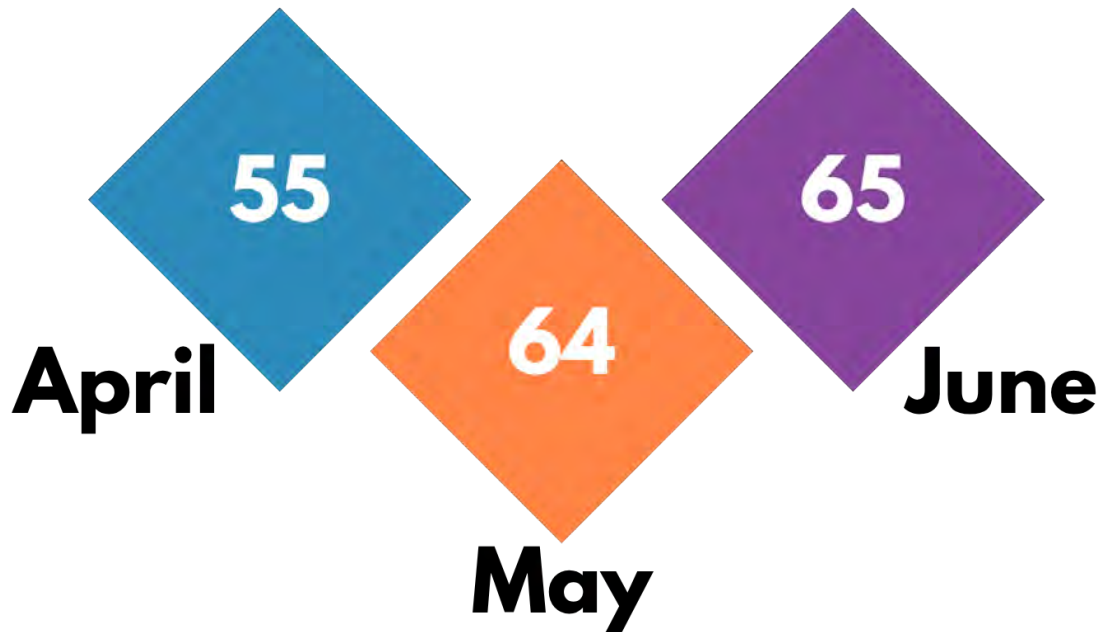
This quarter’s visitors fell in the following categories:



- ◆ 35% Administrative Faculty
- ◆ 3% Administrative Leadership
- ◆ 18% Academic Faculty
- ◆ 4% Academic Leadership
- ◆ 14% Classified Staff

- ◆ 21% Professional, Graduate, and Undergraduate Students
- ◆ 3% Temporary Clerical/Letter of Appointment Faculty or Resident
- ◆ 2% Community: parents/community

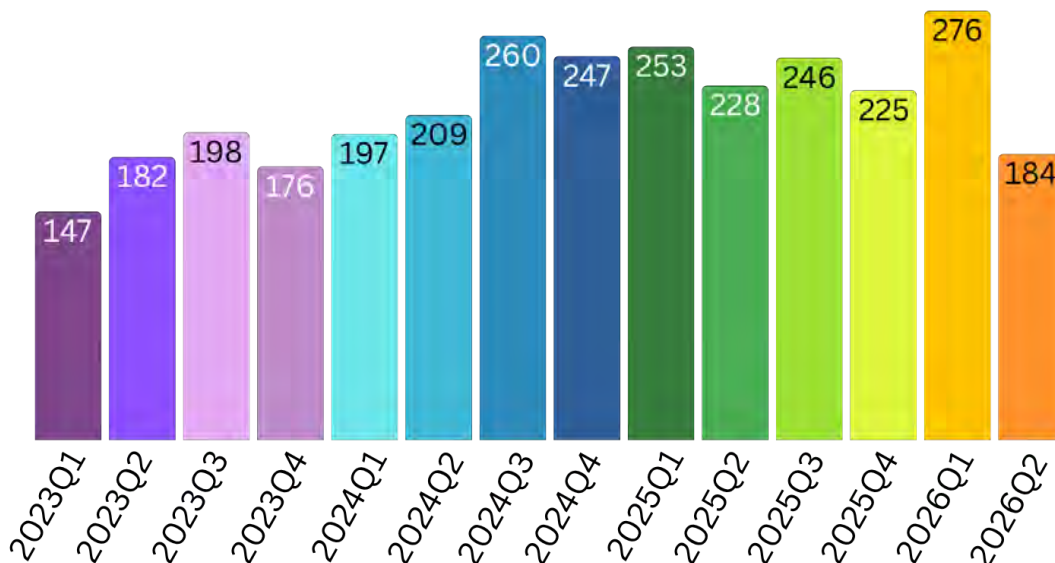
CONTACTS BY MONTH



June had the highest number of contacts during Q2 of 2026 with 65 contacts, closely followed by May with 64 contacts.

Contacts by Quarter

Ombuds Office Quarterly Contacts



The Ombuds Office saw a decline of client contacts during the second quarter of 2026. Compared to Quarter 1 of 2026, Quarter 2 saw 184 contacts, a decline of 92 contacts.

VISITOR DEMOGRAPHICS

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

**Female
62%**

**Male
36%**

**Other
2%**

Visitor Gender

Keeping with previous visitor trends, visitors to the Ombuds Office during Q2 of 2026 were more likely to be women than men and individuals who identify as another gender.

Visitor Reported Race

During Q2 of 2026, visitors who identified as White made up the largest demographic of office visitors, which mirrored past quarter patterns. However, compared to Q1 of 2026, Q2 saw an increase in visitors identifying as Asian, making it the second-largest demographic. Visitors identifying as Black and mixed race or another race both tied as the smallest demographic groups of the quarter.

**White
53%**

**Black
11%**

**Asian
25%**

**Other/Mixed
11%**

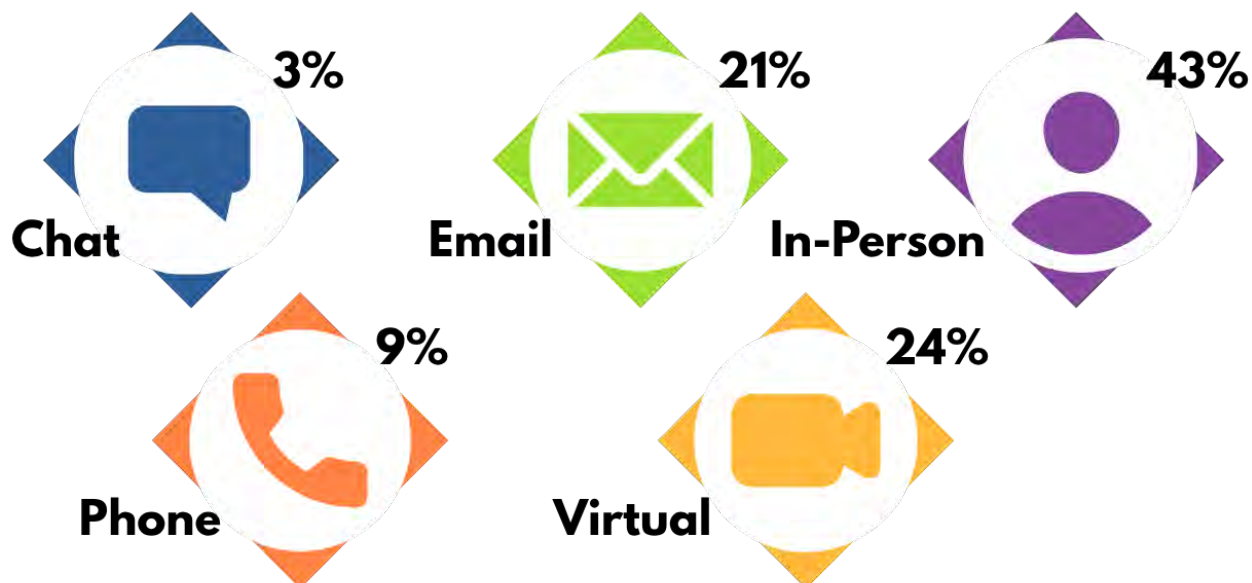
**Not
Hispanic/Latino
87%**

**Hispanic/Latino
13%**

Visitor Reported Ethnicity

One out of 8 visitors to the Ombuds Office reported being Hispanic or Latino.

VISITATION MODES



IN-PERSON

The majority of visitors opted for in-person consultations during Q2 at 43%, a slight increase of 2% from Q1 and consistent with trends from previous quarters. 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 similar to figures from the first quarter. While virtual consultations saw a slight decrease of 5% and made up 24% of all consultations, phone consultations remained the same at 9%.

EMAIL CORRESPONDENCE & CHAT

Both email correspondence and chat saw slight increases compared to Q1. Email rose from 19% in Q1 to 21% in Q2. Chat rose from 2% in Q1 to 3% in Q2. 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.

ORGANIZATIONAL, STRATEGIC, AND MISSION RELATED - OTHER: 14.7%

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

EVALUATIVE RELATIONSHIPS - PERFORMANCE APPRAISAL/GRADING: 14.7%

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 - RESPECT/TREATMENT: 13.6%

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

PEER AND COLLEAGUE RELATIONSHIPS - COMMUNICATION: 13.6%

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 - QUALITY OF SERVICE: 12.5%

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

EVALUATIVE RELATIONSHIPS - COMMUNICATION: 9.2%

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

EVALUATIVE RELATIONSHIPS - RESPECT/ TREATMENT: 8.7%

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

EVALUATIVE RELATIONSHIPS - DISCIPLINE: 7.6%

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

ORGANIZATIONAL, STRATEGIC, AND MISSION RELATED - INTERDEPARTMENT/ INTERORGANIZATION WORK TERRITORY: 6%

This category concerns disputes about which department/organization should be doing what/taking the lead.

LEGAL, REGULATORY, FINANCIAL AND COMPLIANCE - DISABILITY, TEMPORARY OR PERMANENT REASONABLE ACCOMMODATION: 5.4%

Concerns in this area relate to accommodations such as extra time on exams, provision of assistive technology, interpreters, or Braille materials including questions on policies, etc. for people with disabilities.

WORKSHOPS & DISCUSSIONS

During the second 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. A popular workshop this quarter was "Why Busy Makes You Lonely: How to Repair Your Stress-Induced Relationships".

In the first quarter, we did 12 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 second quarter, we facilitated 1 discussion.

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 second quarter, we did 4 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 8 outreach events in the second quarter, including 6 New Student Orientations, one Transfer New Student Orientation, and the UNLV Open Enrollment Fair and Wellness Day. In total, we connected with over 300 people 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 INSTAGRAM!

Our office is excited to announce the expansion of our social media presence! Following last quarter's debut of our LinkedIn page, we have also launched an Instagram account. Follow us for the latest information on our services, as well as to increase your knowledge on conflict resolution.



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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