



UNLV | OMBUDS OFFICE

Quarterly Summary of Activities

July 1, 2026 to September 30, 2026

INTRODUCTION

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

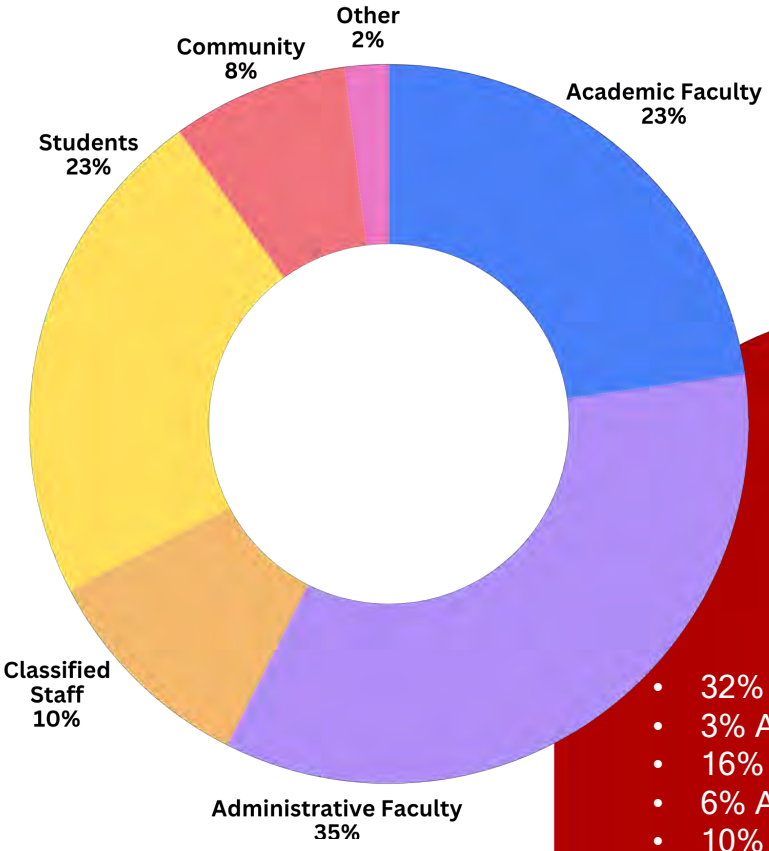
WELCOME TO THE OMBUDS OFFICE



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



182 UNIQUE VISITORS

- 32% Administrative Faculty
- 3% Administrative Leadership
- 16% Academic Faculty
- 6% Academic Leadership
- 10% Classified Staff
- 23% Professional, Graduate, and Undergraduate Students
- 2% Temporary Clerical/Letter of Appointment Faculty or Resident
- 8% Community: parents/community

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 182 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.

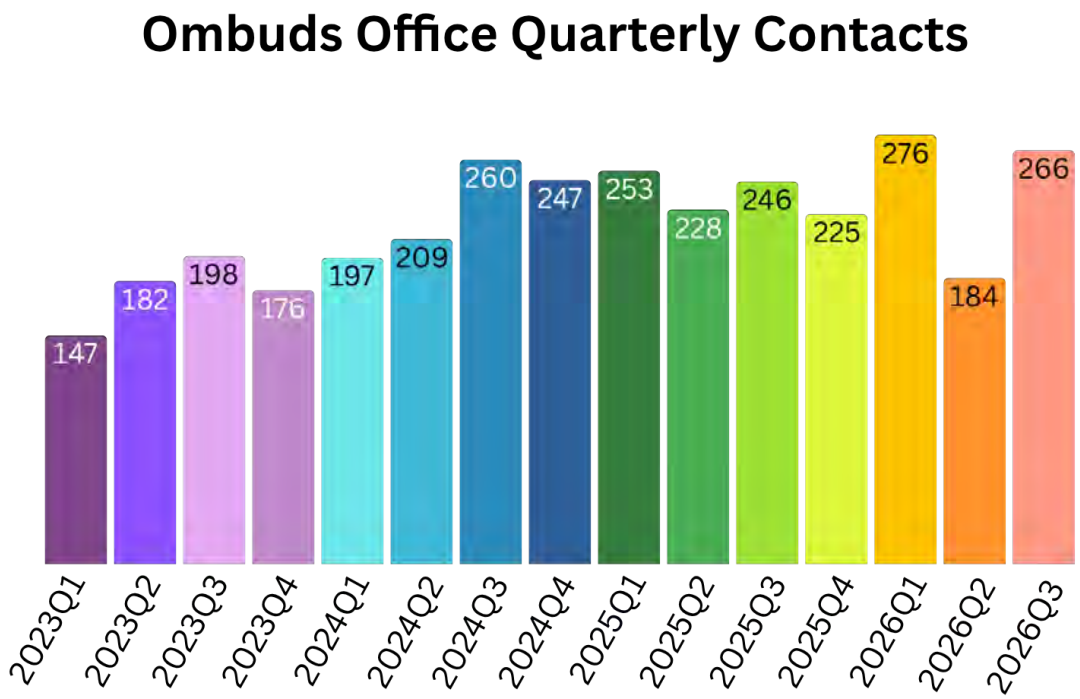
The Ombuds Office recorded 266 contacts this quarter.

CONTACTS BY MONTH



July had the highest number of contacts during Q3 of 2026 with 96 contacts, followed by August and September with 87 and 83 contacts respectively.

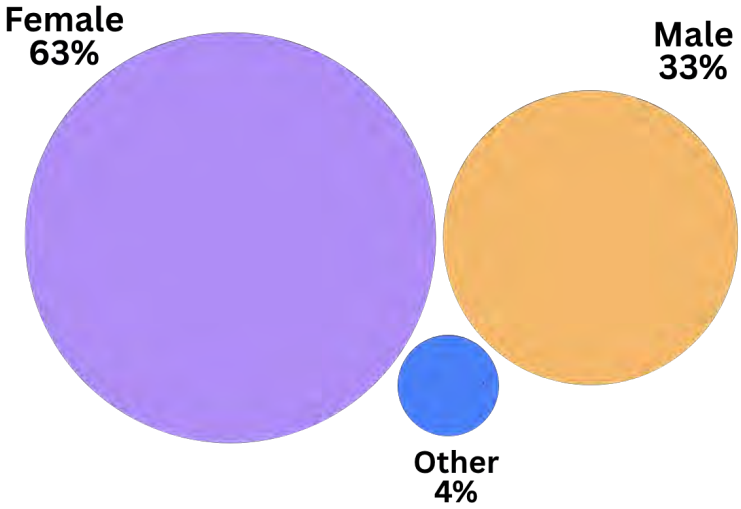
Contacts by Quarter



The Ombuds Office saw a near record of client contacts during the third quarter of 2026. With 266 contacts, Quarter 3 of 2026 was the second bussiest quarter ever for the office, only surpased by Quarter 1 of 2026 which saw 276 contacts.

VISITOR DEMOGRAPHICS

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

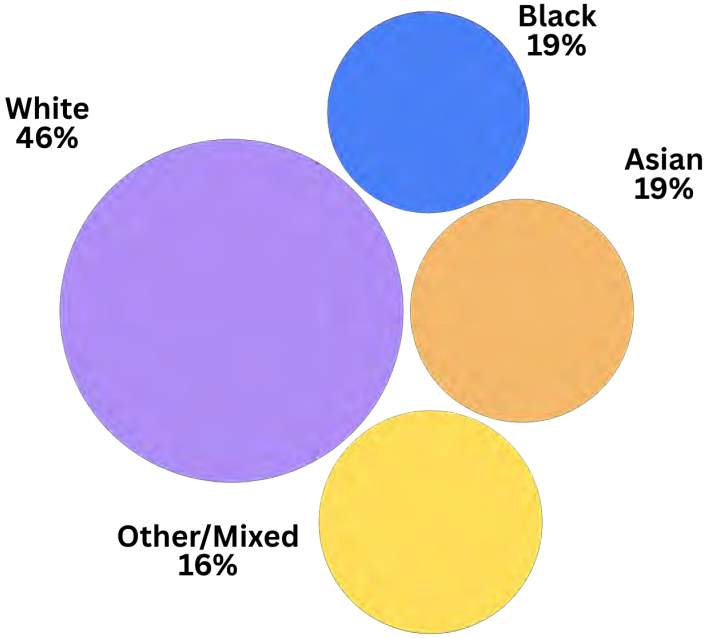


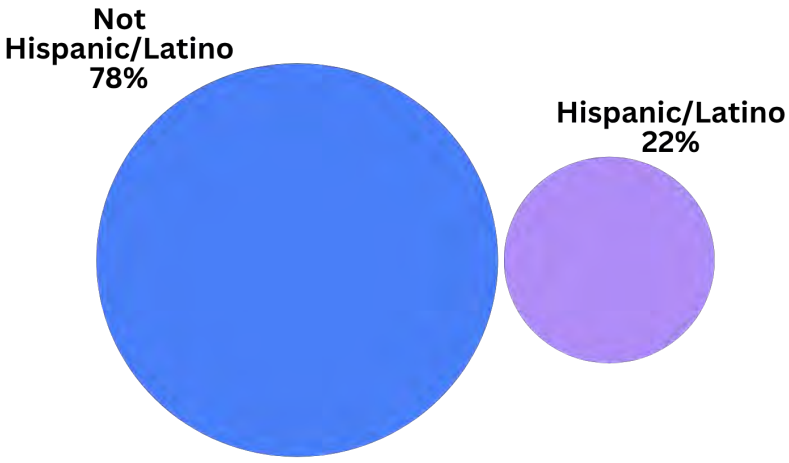
Visitor Gender

Similar to previous visitor trends, more female visitors visited the Ombuds Office during Q3 of 2026 than men and individuals who identify as another gender.

Visitor Reported Race

During Q3 of 2026, visitors who identified as White made up the largest demographic of office visitors, mirroring past quarter patterns. While the number of visitors identifying as Black and mixed race or another race both rose this quarter compared to Q2 numbers, visitors identifying as Asian decreased during Q3. Q3 also saw visitors who identified as Black and those who identified as Asian as being tied for second largest demographic of office visitors to the office at 19% each.





Visitor Reported Ethnicity

One out of 5 visitors to the Ombuds Office reported being Hispanic or Latino.

VISITATION MODES











IN-PERSON

The majority of visitors prefered in-person consultations during Q3 at 47%, an increase of 4% from Q2 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 and second quarters of 2026, and both categories had a 1% increase from the second quarter specifically. Virtual consultations made up 25% of all consultations and phone consultations made up 10%.

EMAIL CORRESPONDENCE & CHAT

While email correspondence saw a decrease compared to the second quarter, chat remained the same as Q2 at 3%. Email decreased from 21% in Q2 to 15% in Q3. Overall, email appears to have decreased in popularity among visitors. The office notes 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



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

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 (see left).

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 supervisoris 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. The last three of the categories listed tied for 10th most frequent.

EVALUATIVE RELATIONSHIPS - COMMUNICATION: 19.6%
Relates to quality and/or quantity of communication

PEER AND COLLEAGUE RELATIONSHIPS - COMMUNICATION: 17.3%
Relates to quality and/or quantity of communication

PEER AND COLLEAGUE RELATIONSHIPS - RESPECT/TREATMENT: 16.2%
Relates to demonstrations of inappropriate regard for people, not listening, rudeness, crudeness, etc.

ORGANIZATIONAL, STRATEGIC, AND MISSION RELATED - OTHER: 14.3%

EVALUATIVE RELATIONSHIPS - RESPECT/ TREATMENT: 13.5%
Relates to demonstrations of inappropriate regard for people, not listening, rudeness, crudeness, etc.

SERVICES/ADMINISTRATIVE ISSUES - QUALITIVE OF SERVICE: 10.9%
Relates to how well services were provided, accuracy or thoroughness of information, competence, etc.

EVALUATIVE RELATIONSHIPS - PERFORMANCE APPRAISAL/GRADING: 9.8%
Relates to job/academic performance in formal or informal evaluation

LEGAL, REGULATORY, FINANCIAL AND COMPLIANCE - DISABILIT, TEMPORARY OR PERMANENT REASONABLE ACCOMMODATION: 6%
Relates to extra time on exams, provision of assistive technology, interpreters, or Braille materials including

CAREER PROGRESSION AND DEVELOPMENT - CAREER DEVELOPMENT, COACHING, MENTORING: 4.5%
Relates to classroom, on-the-job, and varied assignments as training and developmental opportunities

COMPENSATION AND BENEFITS - COMPENSATION: 4.1%
Relates to rate of pay, salary amount, job salary classification/level

ORGANIZATIONAL, STRATEGIC, AND MISSION RELATED - ORGANIZATIONAL CLIMATE: 4.1%
Relates to issues related to organizational morale and/or capacity for functioning

ORGANIZATIONAL, STRATEGIC, AND MISSION RELATED QUESTIONS - INTERDEPARTMENT/INTERORGANIZATION WORK/TERRITORY: 4.1%
Relates to disputes about which department/organization should be doing what/taking the lead

WORKSHOPS & DISCUSSIONS

During the third 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 "Navigating Conflict: Talking and Acting to a Better Tomorrow".

In the third quarter, we did 10 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 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 third 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 7 outreach events in the third quarter, including 4 New Student Orientations, one Transfer New Student Orientation, one New Faculty Orientation, and the Fall 2026 Involvement Fair. In total, we connected with over 250 individuals 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: REBEL CONNECT

Moving Beyond Our Silos



In partnership with UNLV's Institutional Engagement & Experience office and HR Learning & Organizational Development, our office is proud to announce the launch of Rebel Connect, a professional develoment series aimed at bringing together UNLV employees accross campus. Participants will explore the university's academic units, student services, research, administration and community efforts. The program runs throughout the academic year.

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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