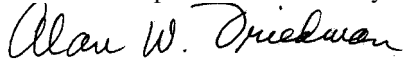


DOCUMENTS OF THE GENERAL FACULTY

ANNUAL REPORT OF THE UNIVERSITY FACULTY OMBUDSPERSON FOR 2016-2017

The annual report of the University Faculty Ombudsperson for 2016-17 is reproduced below.



Alan W. Friedman, Secretary of the General Faculty and Faculty Council
The University of Texas at Austin

Arthur J. Thaman and Wilhelmina Doré Thaman Professor of English and Comparative Literature

ANNUAL REPORT OF THE UNIVERSITY FACULTY OMBUDSPERSON FOR 2016-2017

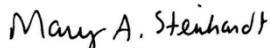
The Office of the University Faculty Ombudsperson (ombuds) provides faculty with a prompt and professional way to resolve conflicts, disputes, or complaints beyond turning to their supervisors. The office offers a confidential place to voice concerns, clarify desired outcomes, think through difficult situations, develop options, and problem-solve. Administratively, the ombuds reports to the Provost through the Senior Vice Provost for Faculty Affairs, meeting monthly to discuss any areas of concern and ideas for positive change across campus.

During the academic year 2016-2017, the faculty ombuds visited with 109 faculty from 14 different colleges or schools representing 50 different departments. Reasons for visiting with the ombuds included to seek advice related to promotion and tenure, annual or comprehensive periodic reviews, student-related concerns, professional conflicts, help having a difficult conversation, nonrenewal of appointment, disciplinary actions, compensation, concerns regarding appropriate procedures being followed, and issues related to Title IX. Informal mediation involved assistance from staff in the Office for Inclusion and Equity, the Employee Assistance Program, the Office of the Executive Vice President and Provost, Legal Affairs, other administrative officials, and faculty colleagues. The vast majority of cases were resolved through informal mediation, informational counseling, and coaching, although two grievances were submitted to the Faculty Grievance Committee. Ombuds-related activities averaged approximately ten hours a week during the fall and spring semesters, and five hours a week during the summer. The ombuds office also conducted a campus-wide Qualtrics survey seeking anonymous faculty feedback for the continuous improvement of the office.

In addition to the activities noted above, ombuds-related work included numerous telephone conferences with various University officials, faculty and staff to seek help or clarification of University policies, consultations with other Universities regarding their current or planned ombuds office, and attending the California Caucus of College and University Ombuds – a professional gathering of academic ombuds. Outreach activities included participation in several brown bag lunch sessions for faculty focused on promotion and tenure, effective communication, and having a difficult conversation, hosted by the Office of the Executive Vice President and Provost. The faculty ombuds also works closely with the staff and student ombuds, serves as *ex officio* member of the Council for Racial and Ethnic Equity and Diversity (CREED), the Title IX Task Force, and the Non-Tenure Faculty Taskforce.

Thank you for the opportunity to serve.

Submitted by Mary Steinhardt for the December 11, 2017 Faculty Council meeting.



Mary A. Steinhardt, EdD, LPC
Distinguished Teaching Professor

Distributed through the Faculty Council Wiki site
<https://wikis.utexas.edu/display/facultycouncil/Wiki+Home> on December 13, 2017.



TEXAS

The University of Texas at Austin

Office of the University Faculty Ombudsperson

Mary Steinhardt
Professor and Faculty Ombuds
Faculty Council Meeting, 12.11.17



OFFICE OF THE UNIVERSITY FACULTY OMBUDS

ESTABLISHED SEPT. 2004

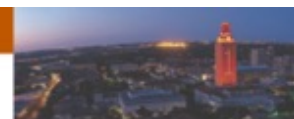
Purpose

Provide faculty with a prompt and professional way to resolve concerns and conflicts beyond turning to their supervisors.

International Ombudsman Association

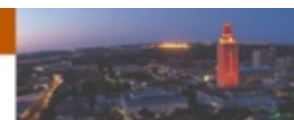
Standards of Practice & Code of Ethics

- ✓ CONFIDENTIAL
- ✓ NEUTRAL
- ✓ INFORMAL
- ✓ INDEPENDENT



How Can The Faculty Ombuds Help?

- ✓ Listens to concerns
- ✓ Offers a safe place to discuss concerns
- ✓ Explains university policies and procedures
- ✓ Explore and evaluate options
- ✓ Assists in informally resolving a concern or conflict
- ✓ Recommends changes and improvements

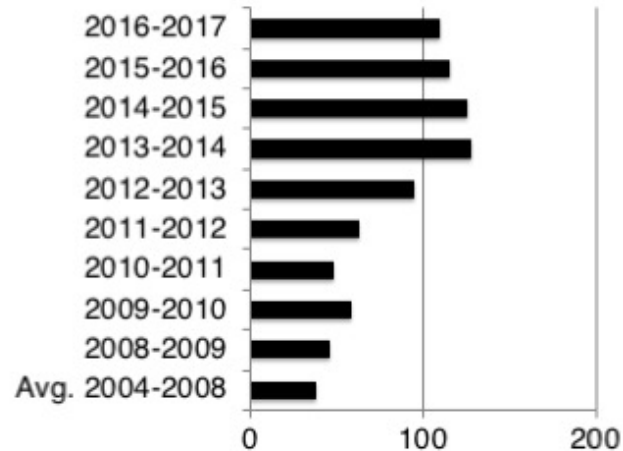


The Faculty Ombuds DOES NOT:

- ✓ Act as an advocate
- ✓ Set aside a decision of a University official
- ✓ Conduct investigations
- ✓ Take sides in a dispute
- ✓ Tell visitors what to do
- ✓ Provide psychological counseling or therapy
- ✓ Provide legal advice
- ✓ Participate in a formal process

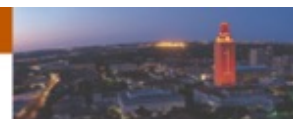


Number of Faculty Meeting With Ombuds

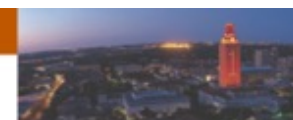
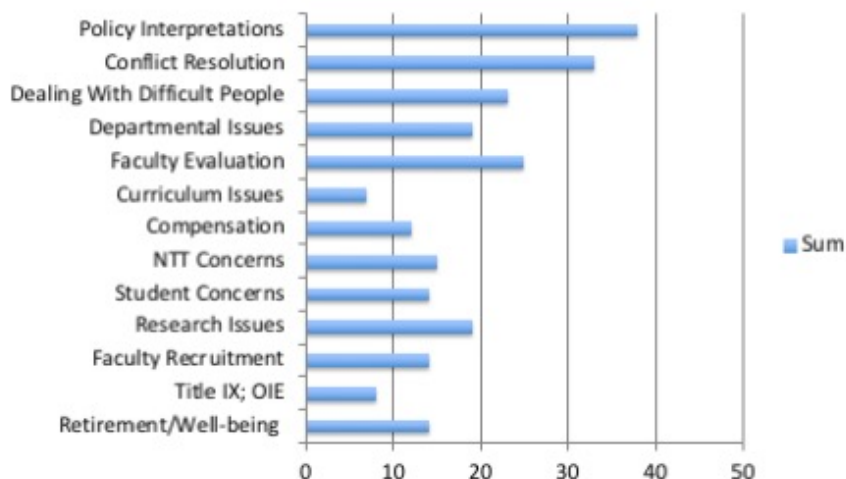


2016-2017 Academic Year

- ✓ Total of 109 Visitors
- ✓ From 14 Colleges/Schools including 50 Departments
 - 12 Lecturer, 4 Senior/Distinguished Senior Lecturer
 - 6 Clinical/Specialist/Research Position
 - 14 Assist Prof; 28 Assoc Prof; 29 Prof
 - 10 Chair/Director; 6 Dean/Assoc Dean
 - 62 Female; 47 Male
- ✓ Extraordinary cooperation from colleagues in the Office for Inclusion and Equity, Employee Assistance Program, Legal Affairs, other administrative officials, and faculty colleagues
- ✓ Faculty ombuds works approximately 10 hrs/wk fall, spring; 5 hrs/wk summer
- ✓ Most cases resolved without initiating grievance process (2 grievances filed)



Issues Discussed With Faculty Ombuds



Other Activities of the Faculty Ombuds

- ✓ Assistant and Associate Professor brown bag promotion/tenure sessions; NTT faculty brown bag promotion session
- ✓ Attended Title IX Training
- ✓ Presented at the New Administrator Workshop
- ✓ Serve as *ex officio* member, Council for Racial and Ethnic Equity and Diversity (CREED), and Non-Tenure Taskforce
- ✓ Serve in advisory capacity as needed (e.g., FGC and CCAFR)
- ✓ Attended California Caucus of College and University Ombuds

Focus Group Sessions

Sponsored by the Faculty Women's Organization & Faculty Ombuds



Purpose of Focus Groups (8-10 individuals):

- ✓ Discuss how various University policies and/or processes are implemented across colleges.
- ✓ Capture ideas for positive change across campus.
- ✓ Document any areas of concern.

Our longer-term goal is to work collaboratively with others at the university to address the themes that emerge from the focus group discussions. Focus groups will be conducted by the faculty ombuds and members of the Faculty Women's Organization Steering Committee.

When: Tues., Dec. 12, 9-10:30 a.m.
Wed., Dec. 13, 3-4:30 p.m.
Fri., Dec. 15, 1- 2:30 p.m.
Fri., Jan. 19, 10-11:30 a.m.

Location: Faculty Council Conference Room,

[WMB 2.102](#)

RSVP: Mary Steinhardt, facombud@austin.utexas.edu



Generalizations...

- ✓ Choose actions that best demonstrate **fairness** and **respect**, and where appropriate, advocacy for rewards.
- ✓ ...nonetheless, conflicts will arise (well-meaning bright people sometimes disagree), and most can be resolved amicably.

(Prof. Roux, 1st UT faculty ombuds)

E-mail: facombud@austin.utexas.edu

Phone: 512-471-5866

Office Location: WMB 2.102

Web: <https://ombuds.utexas.edu/faculty>