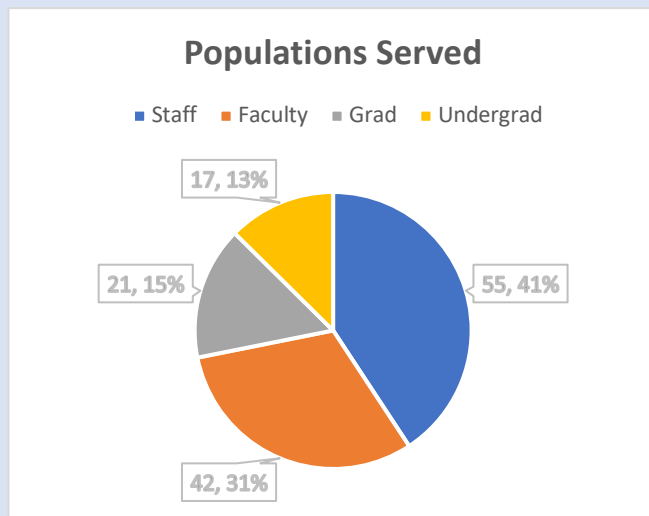


Introduction:

The UC Santa Cruz Office of the Ombuds re-opened in January 2023, after being closed for over a decade, with the hiring of the University Ombuds, De Acker. The Office of the Ombuds provides **independent, confidential, neutral, and informal** dispute resolution services for the entire UC Santa Cruz community. **Visitors** are any students, staff, faculty, or other academic employees that utilize the services of the Office of the Ombuds. In the first 6 months of operation, **135 unique visitors** reached out to the office for services.



- 44% of all visitors were concerned with an Evaluative Relationship
- 34% of all visitors were concerned with a Peer or colleague relationship
- 13% of all visitors were concerned with Career Progression and Development
- 5% Legal, Regulatory, Financial and Compliance
- 3% Safety, health, and Physical environment
- Less than 1% had a primary concern about Compensation & Benefits

Visitor Issues as categorized by the International Ombuds Association's "Uniform Reporting Categories"

The most frequent issues for **staff** were:

	Primary Category	Sub-Category
1	Evaluative Relationships	Respect/Treatment (demonstrations of inappropriate regard for people, not listening, rudeness, crudeness, etc.)
2	Peer and colleague relationships	Respect/Treatment (demonstrations of inappropriate regard for people, not listening, rudeness, crudeness, etc.)
3	Evaluative Relationships	Bullying, Mobbing (abusive, threatening, and/or coercive behaviors)

The most frequent issues for **faculty** were:

1	Peer and colleague relationships	Respect/Treatment (demonstrations of inappropriate regard for people, not listening, rudeness, crudeness, etc.)
2	Peer and colleague relationships	Diversity-Related (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)

The most frequent issues for **graduate and undergraduate students** were:

1	Evaluative Relationships	Performance Appraisal/Grading (job/academic performance in formal or informal evaluation)
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Context:

The Office of the Ombuds was and is in a developing stage. Despite providing service to a significant number of visitors, outreach to the campus community was limited during this timeframe (particularly to the student population). The hiring of the Associate Ombuds, Anthony Keen-Louie, in mid-August 2023, will address more direct student outreach efforts.