

## **Year End Faculty Ombuds Officer Report for 2016**

To: President Walter Wendler  
Faculty Senate President Meredith

From: Dr. Harry Hueston, Faculty Ombuds Officer

Date: January 3 , 2017

This is the yearly report on the activities of the Faculty Ombuds Officer, pursuant to policy 32.01.01 found in the Faculty Handbook.

During the spring, summer, and fall semester in 2016 I had a total of nine interactions with eleven faculty members who sought advice or information. Two of these interactions were with numerous faculty members involving one departmental issue during this time frame.

### **These areas as perceived by the faculty were discussed these three past semesters (spring, summer, and fall)**

*Conflict with deans and department heads, Colleges involved:*

Personnel conflicts – School of Engineering, College of Business, and College of Fine Arts

Salary Issues – School of Engineering

Department management issues- College of Agriculture Science and School of Engineering

Dean management issues- College of Fine Arts and School of Engineering \*\*

Management issues between department heads and faculty – College of Agriculture Science and School of Engineering

\*\* In the School of Engineering, one of these Ombuds issues was resolved using an outside mediator due to the length of this issue. The issue was successfully resolved after seven months.

*Conflict with faculty member*

Faculty member complaints against other faculty within a department-  
College of Education and Social Sciences

Management issues between department heads and faculty – College of Agriculture Science and Engineering

The total number of interactions I have had this year (spring, summer, and fall semester) 2016 were nine interactions by eleven faculty members.

**Yearly total in these areas as perceived by the faculty:**

*Conflict with the provosts, deans, and department heads total of 1*

*Conflict with faculty members total of 8*

During 2016 I have accomplished these actions:

Attended various dean's council meetings and college and department head meetings

Attended numerous new faculty orientation meetings

Attended a number of college and departmental meetings to explain my role as Faculty Ombuds Officer

Completed an online training program for all newly appointed department heads and associate deans. The program was a joint effort between the Director of Human Resources, the EEOC Officer, and the Faculty Ombuds Officer. The program was approved by the Provost, then the Deans Council and was implemented in May, 2016. The program has been implemented and is being monitored and coordinated through Human Resources

New faculty management appointments are now being trained using this program and Human Resources will begin an auditing process next year.

Worked with the Faculty Senate and the President of Faculty Senate on reviewing the term of office for the Faculty Ombuds Officer

Goals for next semester:

Meet with President Wendler to review my role as Faculty Ombuds Officer on our campus and discuss with him how this office was created and how this office works over the past several years

To complete an audit of all A&M System higher educational institutions determining if these schools have an Ombuds officer, if so what is the length of their term of office, can it be renewed and if so how frequently and how long then determine how those schools with an faculty Ombuds officer evaluate the performance of the Ombuds officer

To complete an audit of the International Ombudsman Association on the length of service an Ombuds officer has and how they are evaluated

To prepare a report to the President of Faculty Senate on these findings then if appropriate modify the existing faculty handbook in these two areas (term of office and yearly evaluation)

Work with the newly appointed student Ombuds officer in getting him certified in the IOA and in handling semester reports and mediation processes

Work with the new Director of Human Resources to create an Ombuds officer position for the staff on the WTAMU campus

Pursuant to policy 32.01.01 I am submitting this yearly report to both parties for review