

MC OFFICE OF THE OMBUDS

FY18 SUMMARY DATA REPORT

MC Office of the Ombuds Overview

Established in 2013, the Montgomery College Office of the Ombuds is an independent department that provides informal conflict resolution, referrals, and problem-solving services for all administrators, staff, and faculty at Montgomery College. The Office of the Ombuds is confidential and a safe place to voice and clarify concerns, understand conflict situations, and find effective ways to respond.

Services include providing:

- A listening ear
- Resource referrals
- Strategies to resolve and prevent disputes
- Identification of options and information
- Effective communication coaching
- Facilitated conversations/mediations
- Shuttle diplomacy
- Group facilitation
- Tailored trainings in conflict resolution
- Conflict analysis and coaching

As a designated neutral, the Ombuds does not take sides or advocate on behalf of any individual or group.

The Office the Ombuds is not an office of notice for Montgomery College.

The Office of the Ombuds abides by the International Ombudsman Association Standards of Practice, including:



Confidentiality. The Office of the Ombuds holds all communications with those seeking assistance in strict confidence unless there is an imminent risk of serious harm. Communications made to the ombuds person do not place the college on notice.

Impartiality. The ombudsman is neutral, impartial, and unaligned in the handling of conflicts, disputes, or issues.

Independence. The Office of the Ombuds is independent from other college entities or authorities. The Office of the Ombuds reports to the Chief of Staff/Chief Strategy Office for administrative purposes only and does not report on the substance of individual cases or concerns. Only aggregate statistics are reported to the college for the protection of confidentiality.

Informality. The Office of the Ombuds assists individuals in resolving conflicts at informal levels. While the Office of the Ombuds may refer individuals to formal grievance resources, it does not participate in any internal or external investigative or adjudicatory procedures.

Office Activity

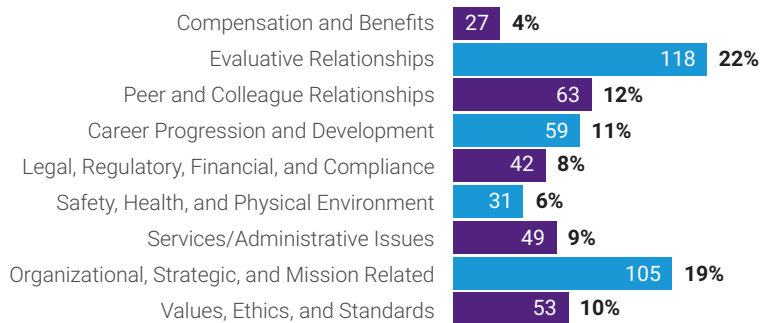
Concerns for FY18

- Total concerns: 547
- Most prevalent concerns:
 - Evaluative Relationships
 - Organizational, Strategic, and Mission Related
 - Peer and Colleague Relationships

Visitors for FY18

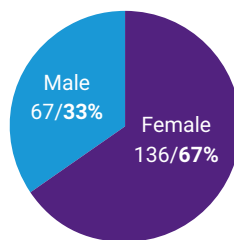
- Total visitors: 203
- Repeat visitors: 49 (those returning with new concern)
- Percentage of employee population who visited the Ombuds: 7%

Visitor concerns by category (visitor can have multiple concerns—total 547)



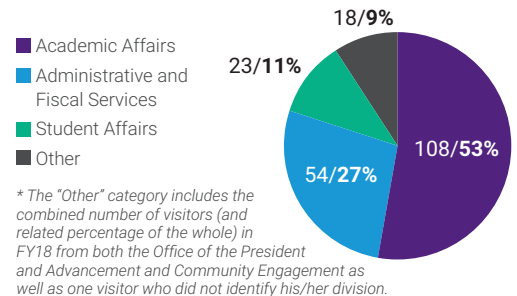
Visitors by gender

(number and percentage of 203)



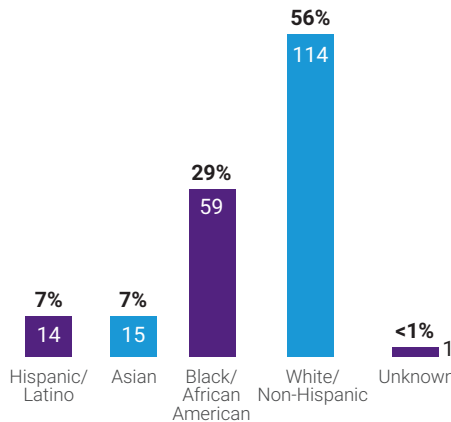
Visitors by division*

(number and percentage of 203)



Visitors by race

(number and percentage of 203)



Visitors by role

(number and percentage of 203)

