



RIT Ombuds Office

Annual Report
September 2008 ~ August 2009

Institute Council
February 10, 2010

Lee Twyman
Ombudsperson



Dispute Resolution and Conflict Management

RIT Ombuds Office

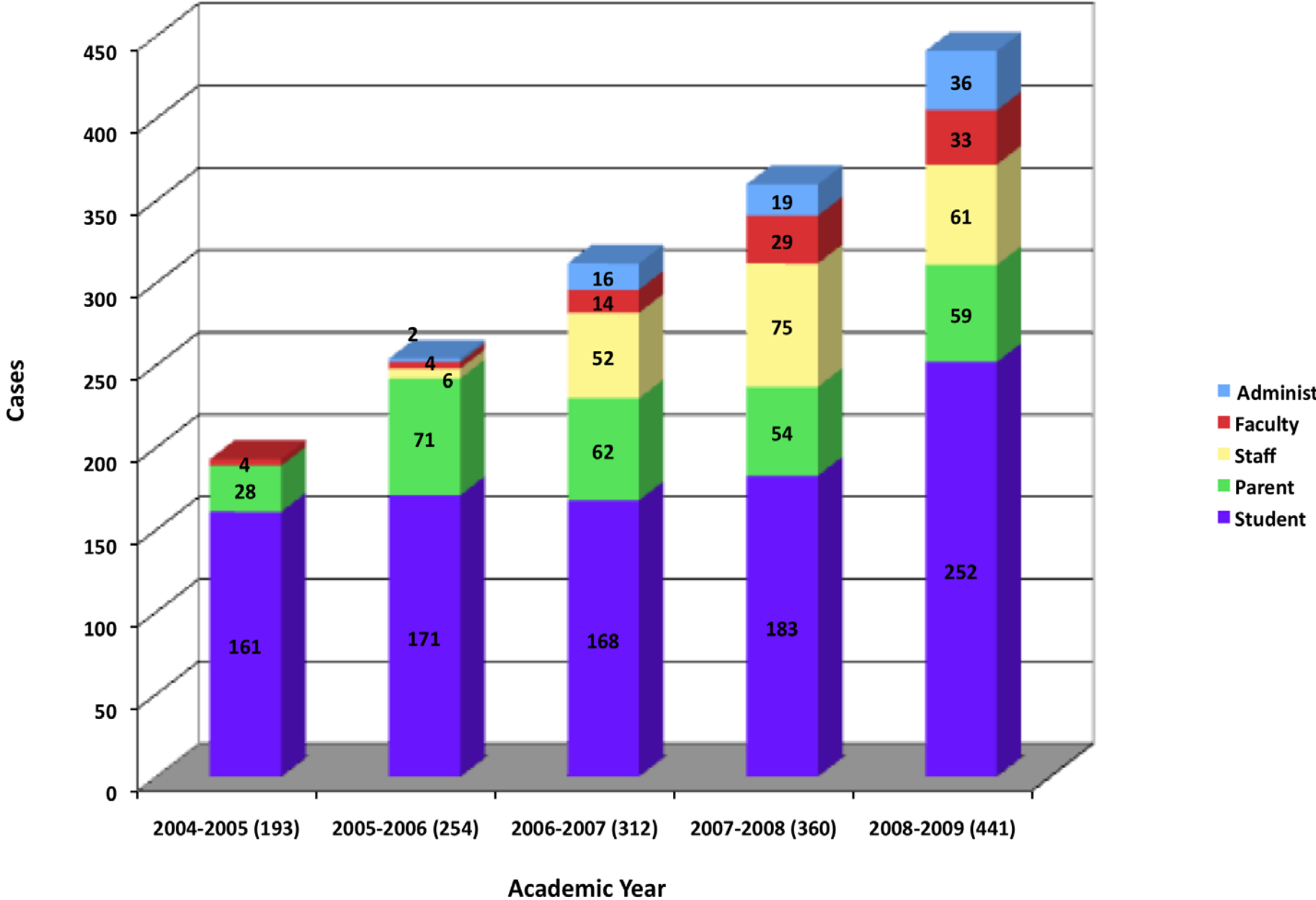
Role:

A confidential, impartial, informal dispute resolution and conflict management resource for any member of the RIT community.

Through:

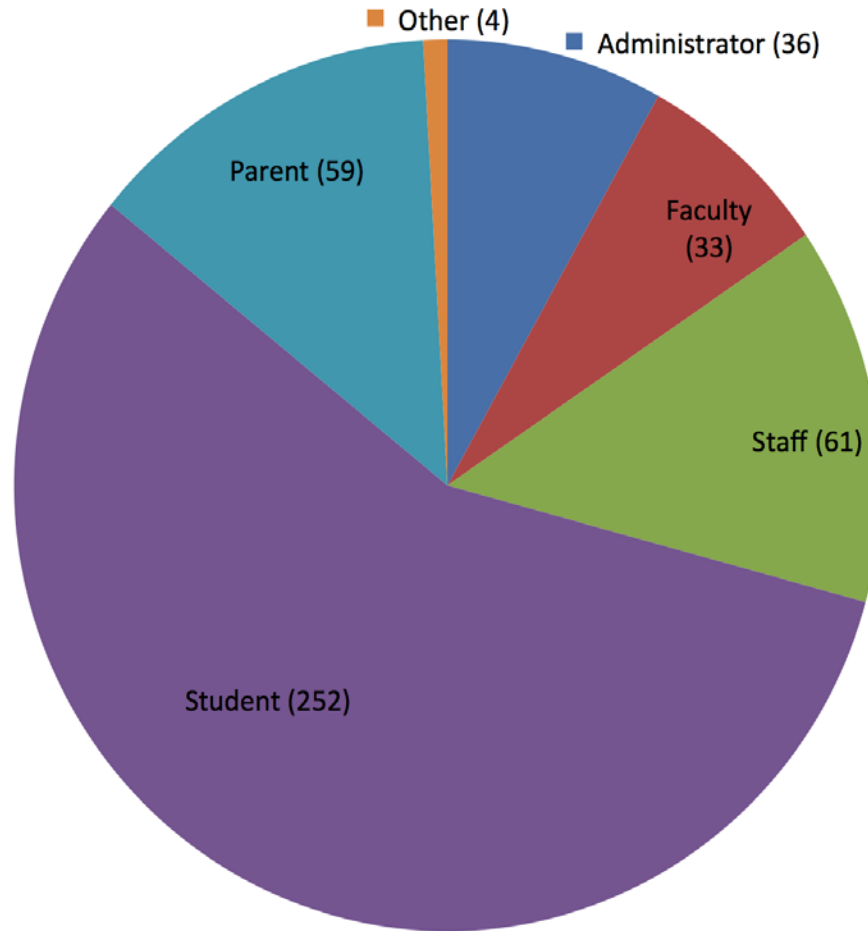
- Identification of presenting and underlying concerns
- Problem-solving ~ exploring options to resolution
- Identifying applicable policies, processes, resources
- “Shuttle diplomacy”
- Inquiries to services and resources
- Coaching
- Informal mediation
- Referrals
- Identifying and raising recurring issues to administration

Ombuds Office Cases by Year



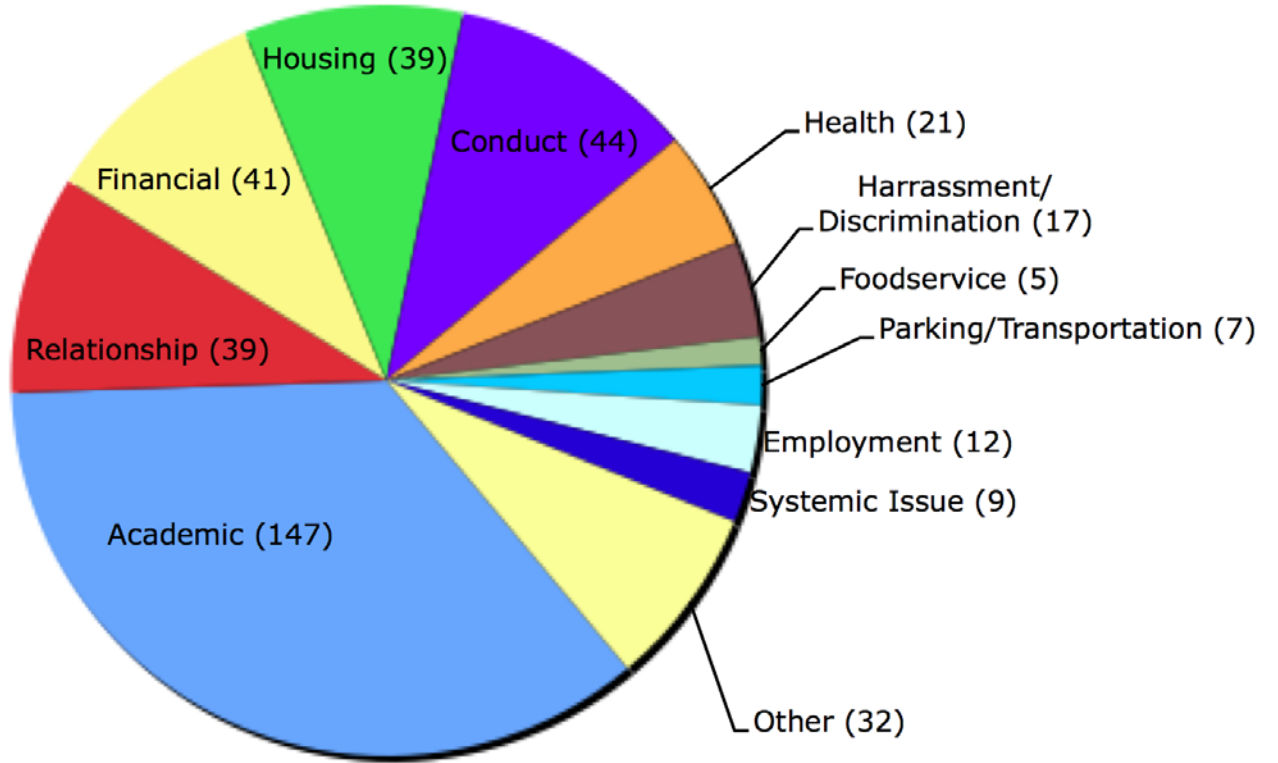
Cases by RIT Group

(441 Cases)



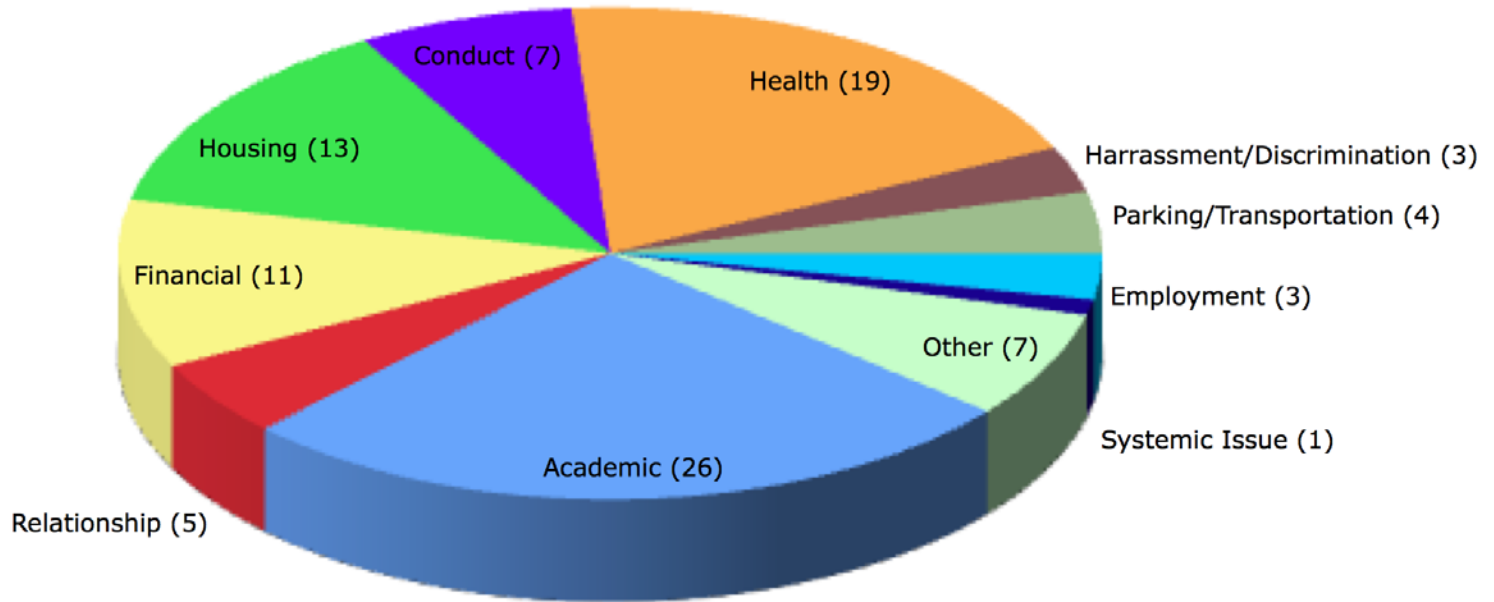
Student Cases

(252 Student Cases)

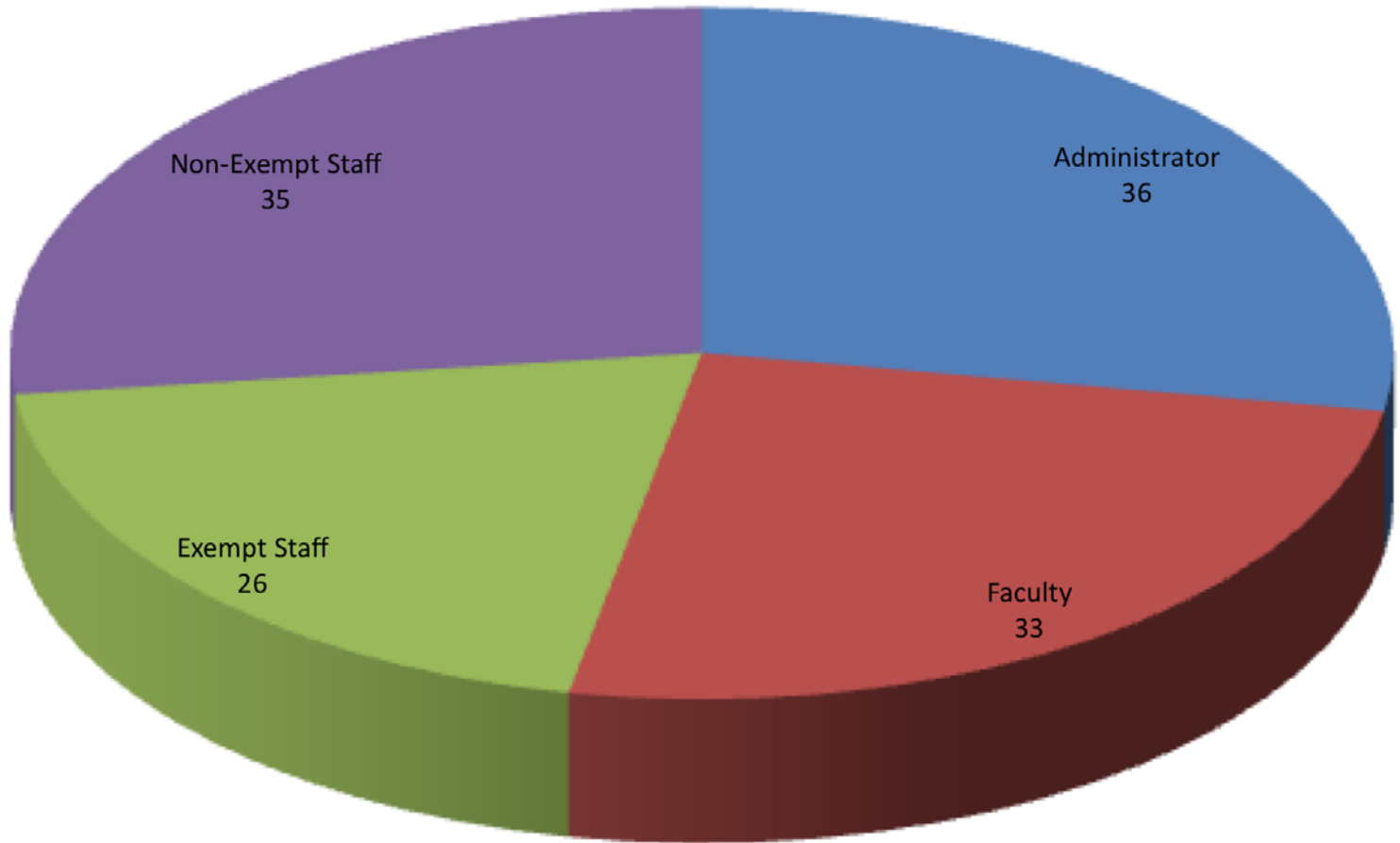


Parent Cases

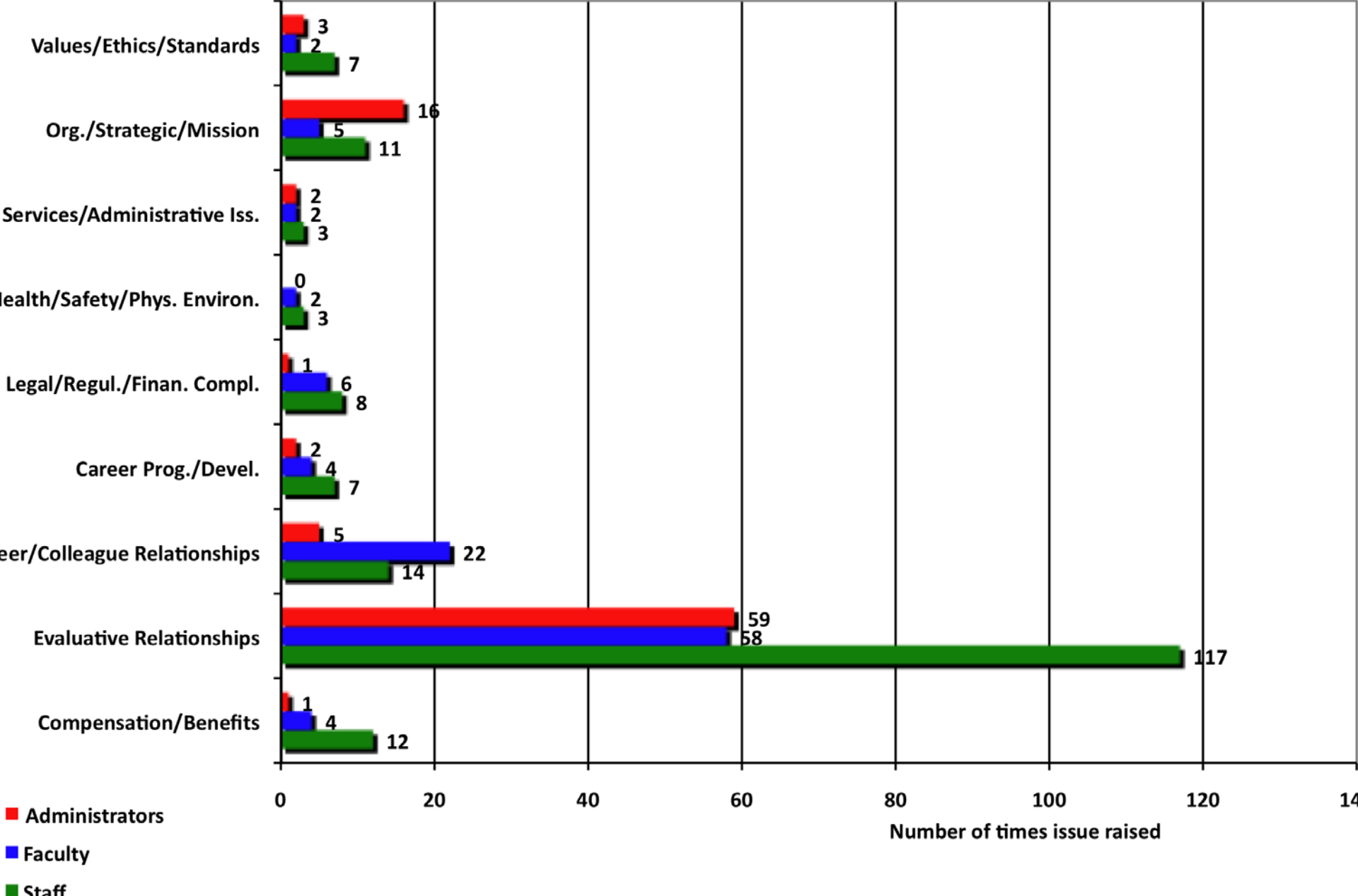
(59 Parent Cases)



Employee Cases by Employment Category (130 total cases)



Employment Issues by Employee Category



Recommendations

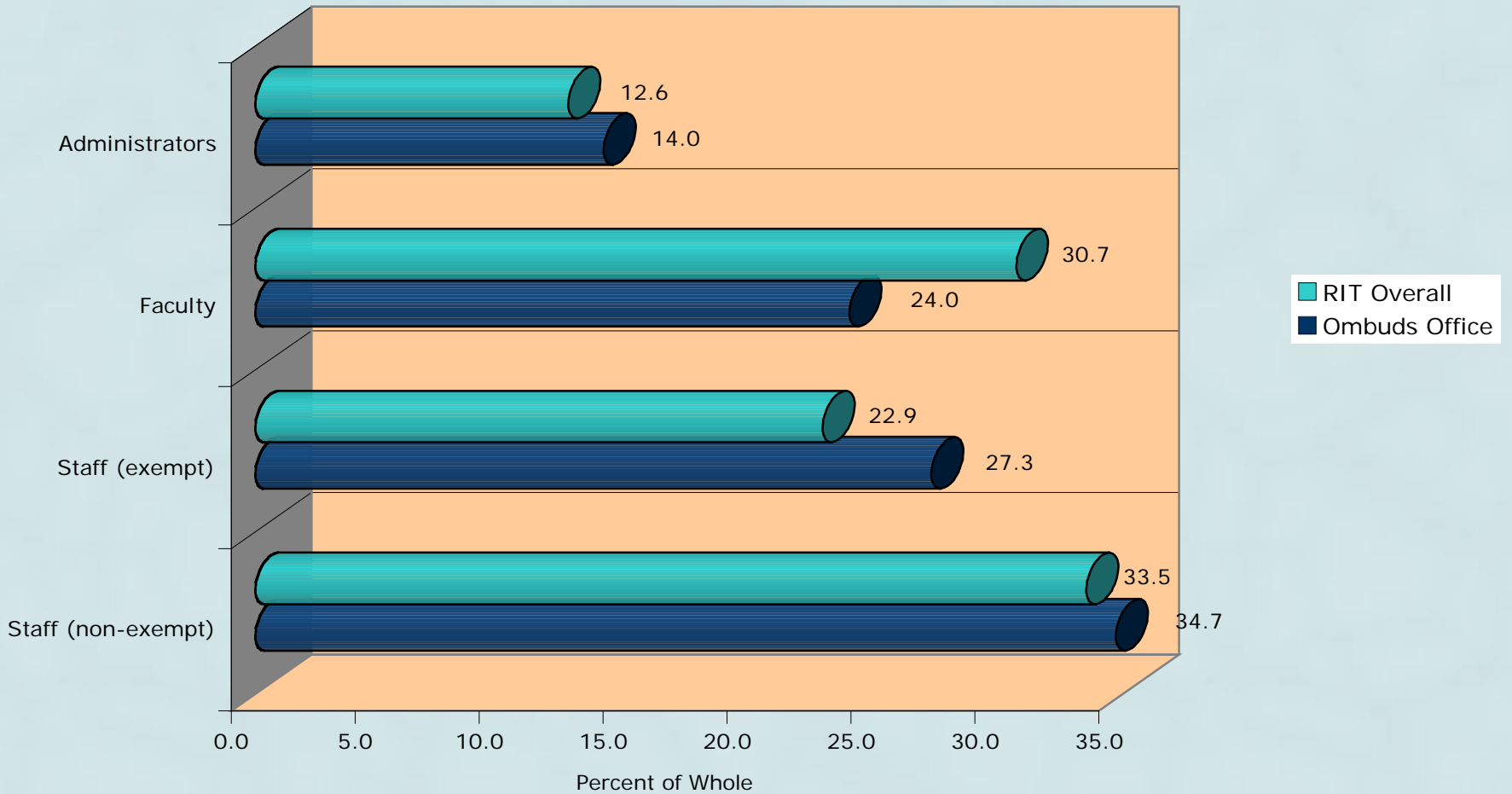
- ✧ Institute-wide civility statement/policy
- ✧ Anti-retaliation policy
- ✧ Accountability for required management/administrator professional development
- ✧ Explore feasibility and mechanism for staff to make lateral or upward position moves within RIT
- ✧ Ensure open process in hiring
- ✧ Communication of policy and procedure changes to all levels of institute
- ✧ Timely advising regarding course withdrawals
- ✧ Increase faculty use of Early Alert and MyCourses (particularly GradeBook)
- ✧ Require space flexibility and a process allowing Housing Operations/Residence Life to accommodate room moves for incompatible roommates

Discussion



Thank you

Employee Use of Ombuds Office by Employment Category



Issues Comparisons by Employment Category

