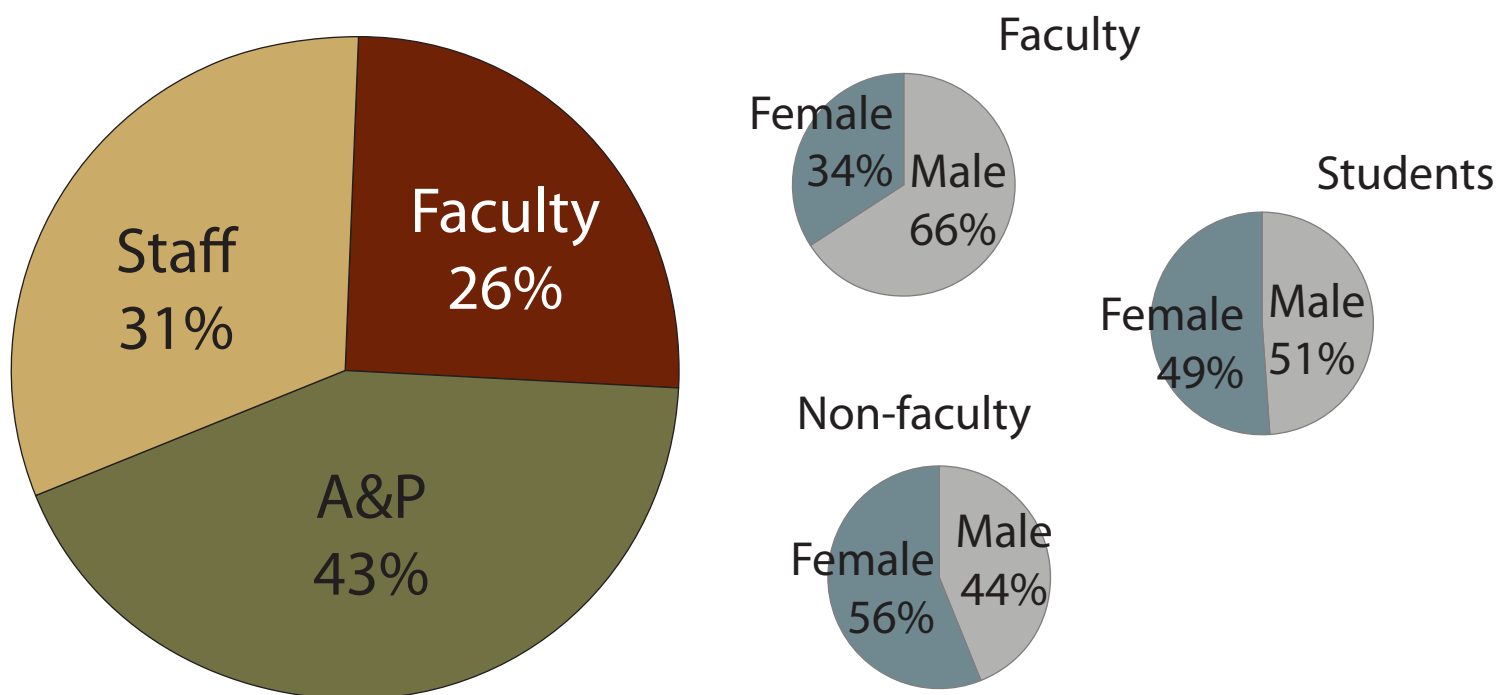


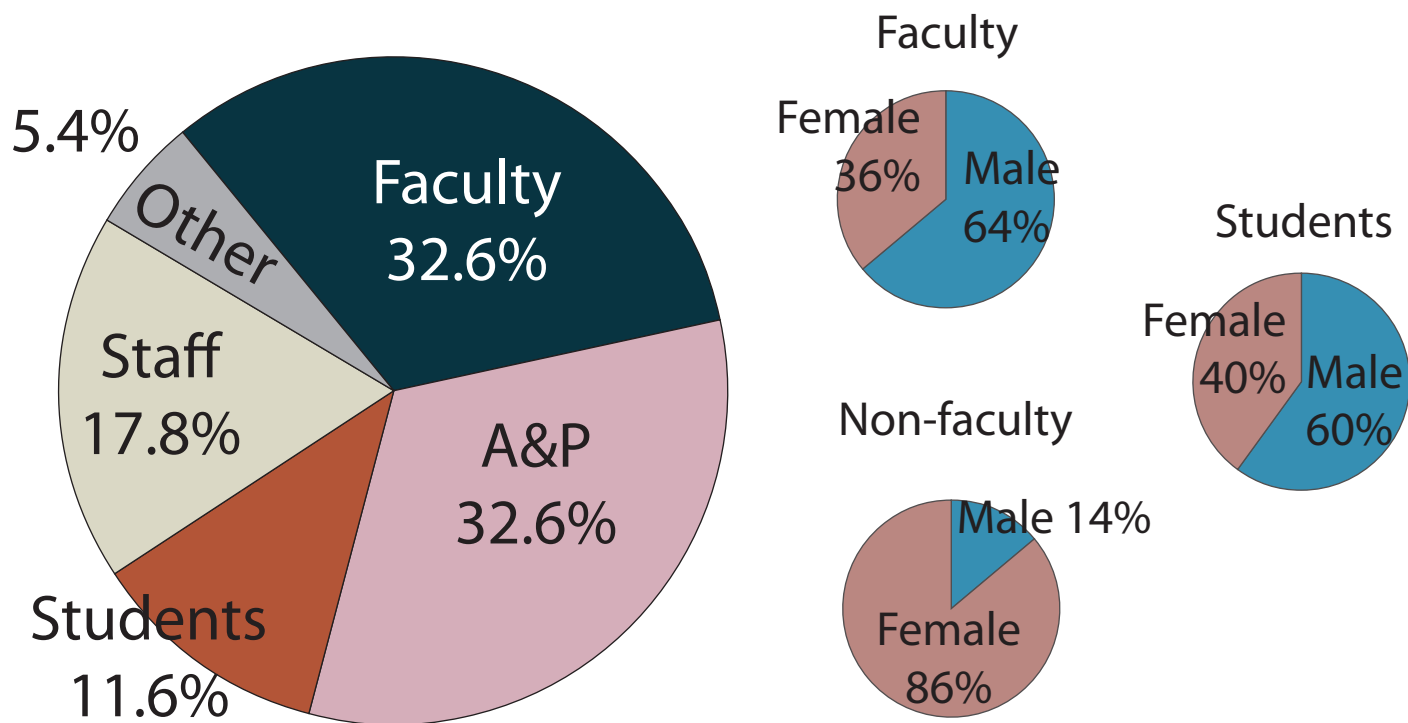
# 2011–2012 Ombuds Report: Executive Summary

## 1. Total Estimated Employees (excluding TES): ~ 4610



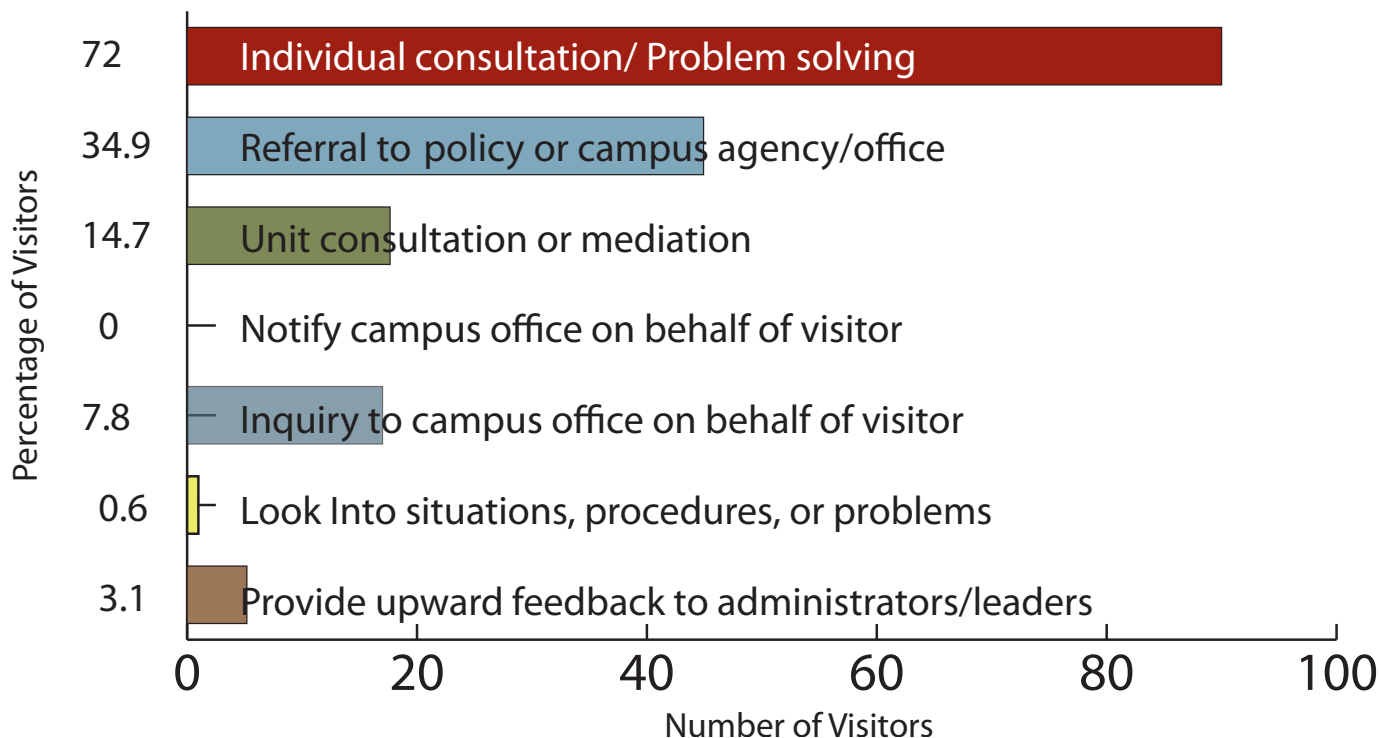
## 2. Ombuds Office Visitors by Gender & Visitor Classification

Total visitors = 129



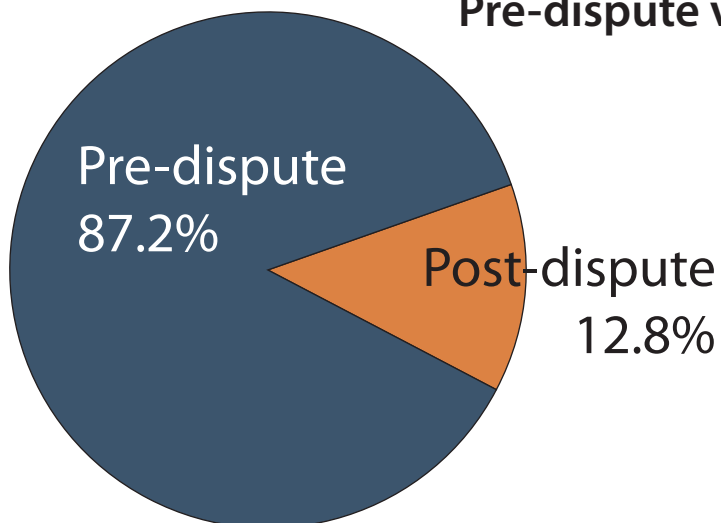
# 2011–2012 Ombuds Report: Executive Summary

## 3. Ombudsperson Actions in Response to 129 visitors. (multiple actions may be taken with any given visitor)



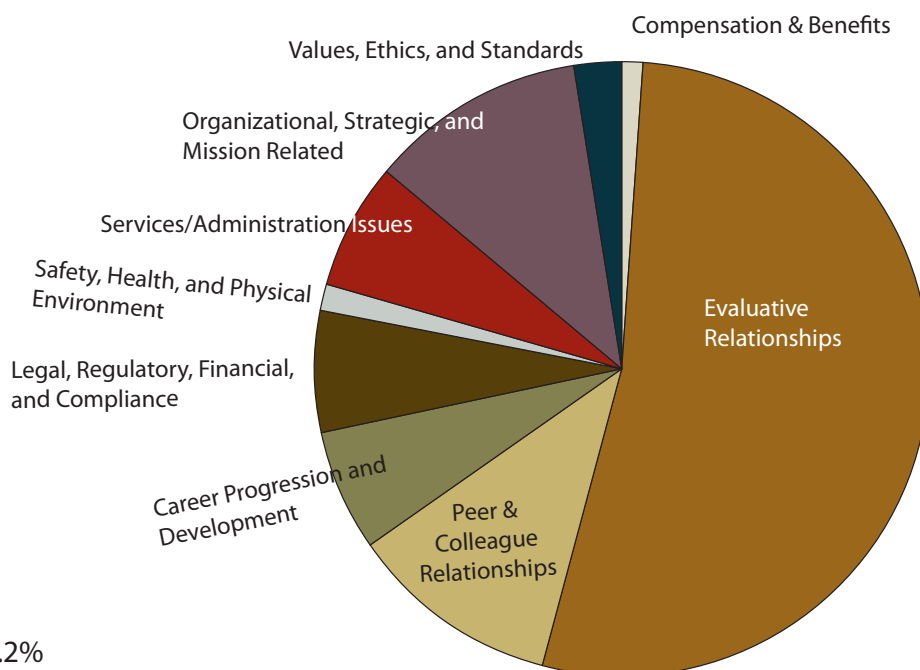
# 2011–2012 Ombuds Report: Executive Summary

## Pre-dispute versus Post-dispute



## 4. Total Issues Raised by Visitors — IOA Categories

N = 656 issues raised by 129 visitors (mean = 5.1 issues per visitor)



### IOA Issues Category

- Compensation & Benefits — 1.2%
- Evaluative Relationships — 53%
- Peer & Colleague Relationships — 11.2%
- Career Progression and Development — 6.2%
- Legal, Regulatory, Financial, and Compliance — 6.5%
- Safety, Health, and Physical Environment — 1.4%
- Services/Administration Issues — 6.8%
- Organizational, Strategic, and Mission Related — 11.3%
- Values, Ethics, and Standards — 2.3%