

Trend Analysis: Data, Pattern, Standouts to Find Stories form Data
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Breakout Activity 1

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Breakout Activity



Think of a time you learned something from data

- Share your name and where you work.
- Think of a time you learned something from data at work or in your personal life.
- Share in breakout group what the data told you.
- In whole group, person with earliest birthday, share in chat something interesting from breakout discussion.

Valid Numerical Data

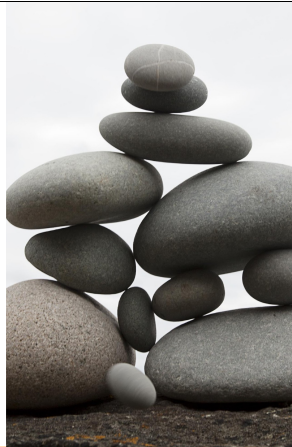


Constructs/ideas **represented** as metrics and defined in **observable behavioral terms**.

You and others agree that the metrics are a **strong representation** of constructs/ideas.



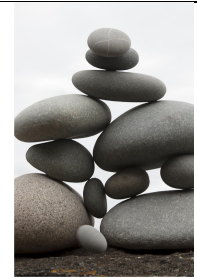
Tip: Be precise with your words, so that your metrics represent constructs/ideas you want to keep track of.



Valid Numerical Data Example



P. 2



Reflect: Do you agree with the definition of a visitor? If not, what would you add or take out?



Example

Visitor

An individual, who may or may not be from the constituent population, who contact the ombuds to discuss confidential matters.

Reflect: Do you agree to this definition of a visitor? If not, what would you add or take out?

Notes

Reliable Numerical Data

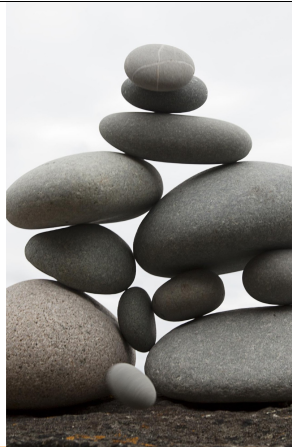


Definition of metrics are **mutually exclusive** from one another.

Metrics can be **consistently tallied** by you and others across **multiple instances**.



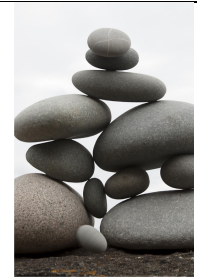
Tip: Be crisp, clear, and distinct with your definition of each construct/idea that your metrics represent so that they are unique.



Reliable Numerical Data Examples



P. 3



Reflect: What metric(s) piques your interest? What is missing?



Example



Individuals Served: the number of unique individuals who have contact with the ombuds as visitors during the fiscal year.



Visitor Contacts: the number of contacts that ombuds have with visitors, which includes both new visitors for the month and repeat visitors for the month.



New Situations: the number of unique situations that visitors share with an ombuds during the fiscal year; and share with an ombuds.

Reflect: What metric(s) pique your interest? What is missing?

Notes

 <h3>Demonstrate Systematic Approach</h3> <ul style="list-style-type: none"> Share what you did with your data to uncover trends. <p>Tip: Say what you did in a way that another ombuds can do the same if they wanted to.</p> <p>OFFICE OF OMBUDS SERVICES ombuds.utk.edu</p>	 <h3>Demonstrate Systematic Approach</h3> <p>P. 4</p> <p>Reflect: What sounds systematic?</p> <p>OFFICE OF OMBUDS SERVICES ombuds.utk.edu</p>
<h3>Example</h3>	
<h4>Maintaining Confidentiality in Ombuds Data Collection and Analyses</h4> <p>Ombuds staff identified quantitative metrics and qualitative themes to examine visitor experiences while relying on Stake's (2010) knowledge framework for statistical and professional/clinical knowledge. The ethical and practical commitments to independence and confidentiality in the IOA Code of Ethics and Standards of Practice does not allow ombuds to follow traditional methodologies for research (Yamagata-Lynch, 2024). Therefore, while protecting these commitments, the strategies listed below were put into place for data collection and analysis related to visitor support services.</p> <ul style="list-style-type: none"> When collecting statistical data, we do not track individuals through multiple months, and instead simply count the number of visitors to the office per month. When collecting and analyzing qualitative data about visitor experiences, we do not create in-depth records. When collecting both quantitative and qualitative data we do not associate data with information that would reveal visitor identity. 	
<p>Reflect: What seems like being systematic?</p>	
<h3>Notes</h3>	

 <h2>Transparent about Challenges</h2> <ul style="list-style-type: none"> • Share your challenges. <p>Tip: Much better to be upfront, rather than questioned later.</p> <p>OFFICE OF OMBUDS SERVICES ombuds.utk.edu</p>	 <h2>Transparent about Challenges</h2> <p>P. 5</p> <p>Reflect: What seems like a challenge?</p> <p>OFFICE OF OMBUDS SERVICES ombuds.utk.edu</p>
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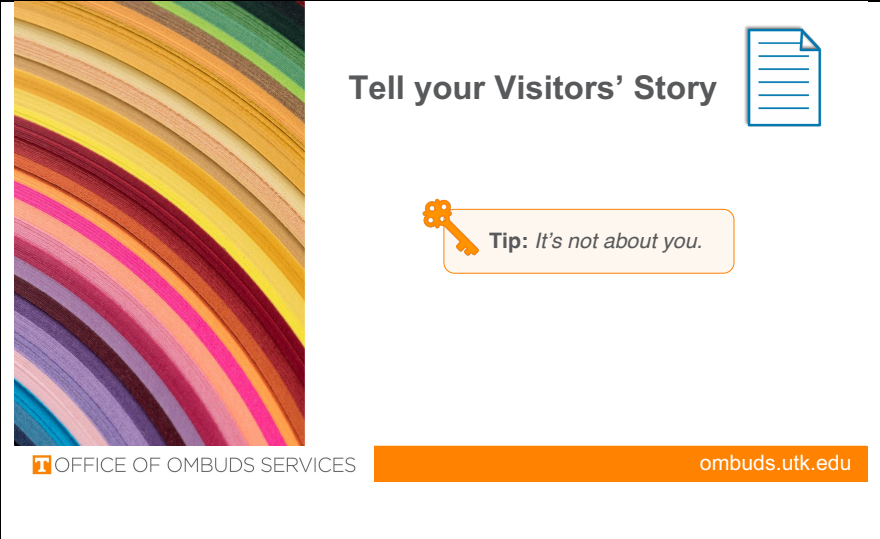


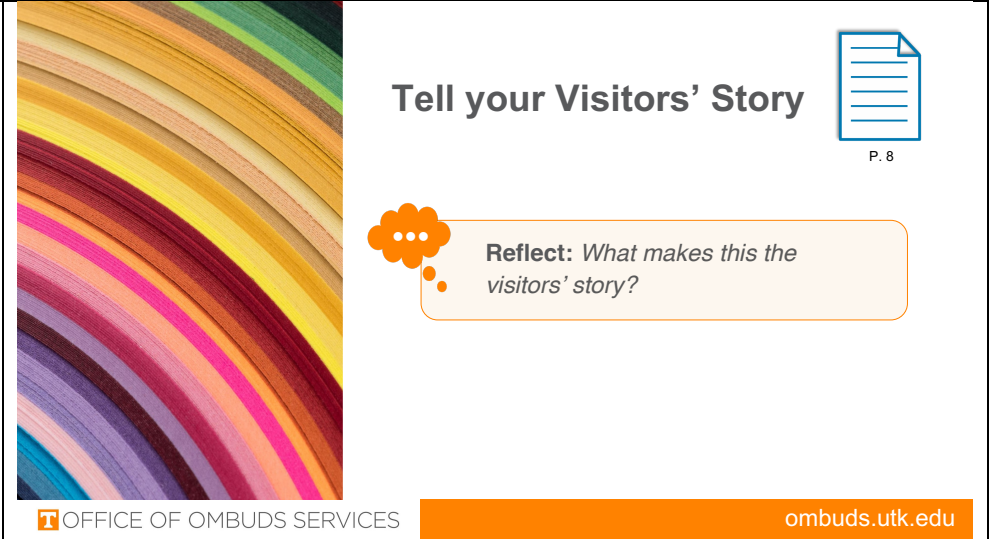


 <h3>Present Existing Knowledge</h3> <ul style="list-style-type: none"> In what context did you uncover your narrative data? <p>Tip: Share information that help others examine your narrative data within the context of existing knowledge in the literature.</p> <p>OFFICE OF OMBUDS SERVICES ombuds.utk.edu</p>	 <h3>Present Existing Knowledge</h3> <p>P. 6</p> <p>Reflect: What existing knowledge in the literature may help others examine the narrative data?</p> <p>OFFICE OF OMBUDS SERVICES ombuds.utk.edu</p>
<p>Example</p>	
<p><i>Non-Exempt Staff Challenges with Dignity and Psychological Safety</i></p>	
<p>Non-exempt staff frequently met with the ombuds when they were concerned about being treated by others in ways that violated their dignity and disrupted their psychological safety. These concerns often were related to:</p>	
<ul style="list-style-type: none"> communications with supervisors, interactions with colleagues, and the department climate. 	
<p>We observed that non-exempt staff visitors with the above concerns often worried about job security, shared a desire to leave their unit, and expressed feelings of being stuck and powerless.</p>	
<p>Reflect: What theory may help you understand your findings?</p>	
<p>Notes</p>	




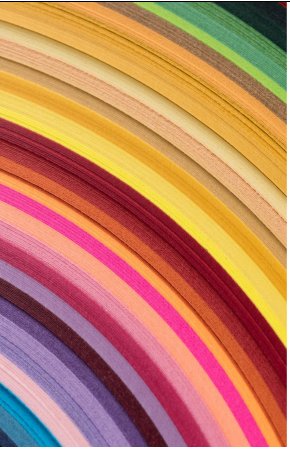


Breakout Activity




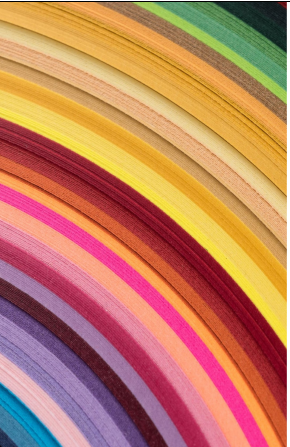




What data might you collect for your ombuds work?

- What type of data might you collect for your ombuds work?
- Share in breakout group.
- In whole group, person with latest birthday, in chat type up to 5 different data points shared.

 <p>Tell your Visitors' Story </p> <p> Tip: <i>It's not about you.</i></p> <p>OFFICE OF OMBUDS SERVICES ombuds.utk.edu</p>	 <p>Tell your Visitors' Story </p> <p>P. 8</p> <p> Reflect: <i>What makes this the visitors' story?</i></p> <p>OFFICE OF OMBUDS SERVICES ombuds.utk.edu</p>
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<p>Reflect: <i>What makes this your visitors' story?</i></p>	
<p>Notes</p>	

 <h2 style="text-align: center;">Be a Humble Storyteller </h2> <div style="border: 1px solid orange; border-radius: 15px; padding: 10px; margin: 10px auto; width: 80%;">  <p>Tip: <i>When sharing narrative trends, you can't be too confident. Being tentative can be powerful.</i></p> </div> <p style="font-size: small; text-align: center;">OFFICE OF OMBUDS SERVICES ombuds.utk.edu</p>	 <h2 style="text-align: center;">Be a Humble Storyteller </h2> <p style="text-align: right; font-size: x-small;">P. 9</p> <div style="border: 1px solid orange; border-radius: 15px; padding: 10px; margin: 10px auto; width: 80%;">  <p>Reflect: <i>What makes this storytelling humble?</i></p> </div> <p style="font-size: small; text-align: center;">OFFICE OF OMBUDS SERVICES ombuds.utk.edu</p>
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<p>Reflect: <i>What makes this storytelling humble?</i></p>	
<p>Notes</p>	

 <h2>Share Worthwhile Trends </h2> <p> Tip: When sharing narrative trends, don't get caught up on everything you find, communicate what is likely to be important to others.</p> <p>OFFICE OF OMBUDS SERVICES ombuds.utk.edu</p>	 <h2>Share Worthwhile Trends </h2> <p>P.10</p> <p> Reflect: What makes this storytelling worthwhile, and who may think that it is worthwhile?</p> <p>OFFICE OF OMBUDS SERVICES ombuds.utk.edu</p>
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<p>We observed that non-exempt staff visitors with the above concerns often worried about job security, shared a desire to leave their unit, and expressed feelings of being stuck and powerless.</p>	
<p>Reflect: <i>What might be worthwhile in this narrative?</i></p>	
<p>Notes</p>	