

IOA OMBUDS REPORT

July 2022

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Notes on being the inaugural IOA Ombuds...

- Proud and pleased that the IOA has created and invested in the permanent establishment of the Ombuds program
- Felt I have been uniquely positioned to address issues that IOA Visitors brought
- Hope that a new IOA Ombuds will bring new ideas and possibilities to the program



Final Themes and Observations

- Case/Visitor activity feels low – what does the level of activity mean?
- Visitors nearly always express appreciation for the Ombuds Office – now that it is a fixture of the IOA, how to unleash its value and contribution to improving the organization?
- Legacy of tension between IOA Leadership and membership – lessening over the last few years?



Considerations for the future (reprise)...

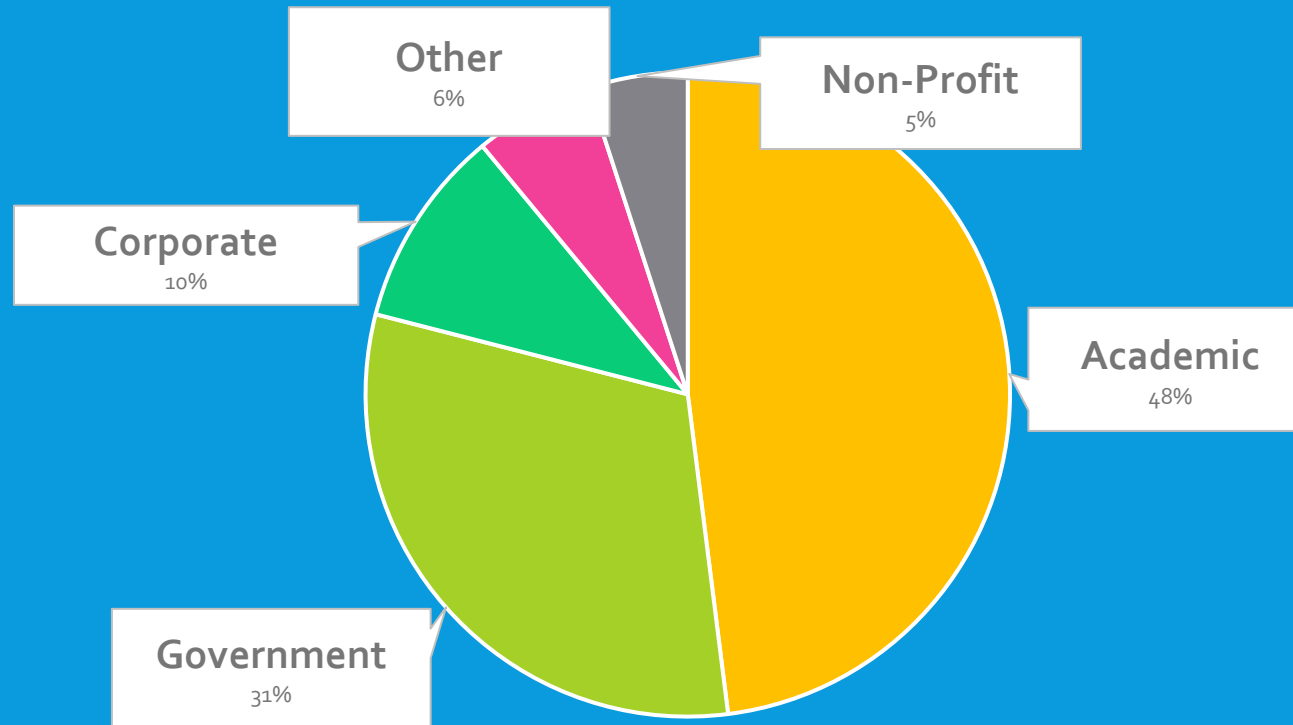
- Selection and assessment of IOA volunteer leaders
- Provide a feedback “loop” for Committee member volunteers
- Maximize ROI in the IOA Ombuds program
- Define and model innovative ways to utilize the IOA Ombuds to promote organizational health



By the numbers:

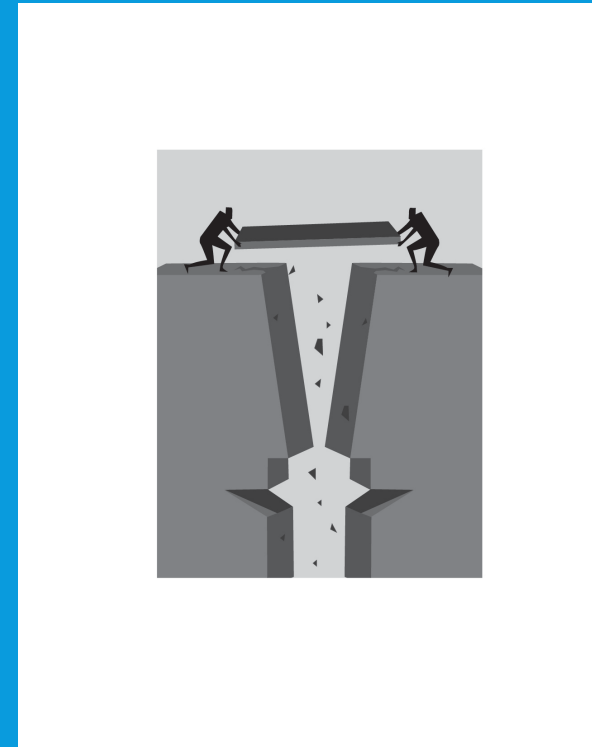
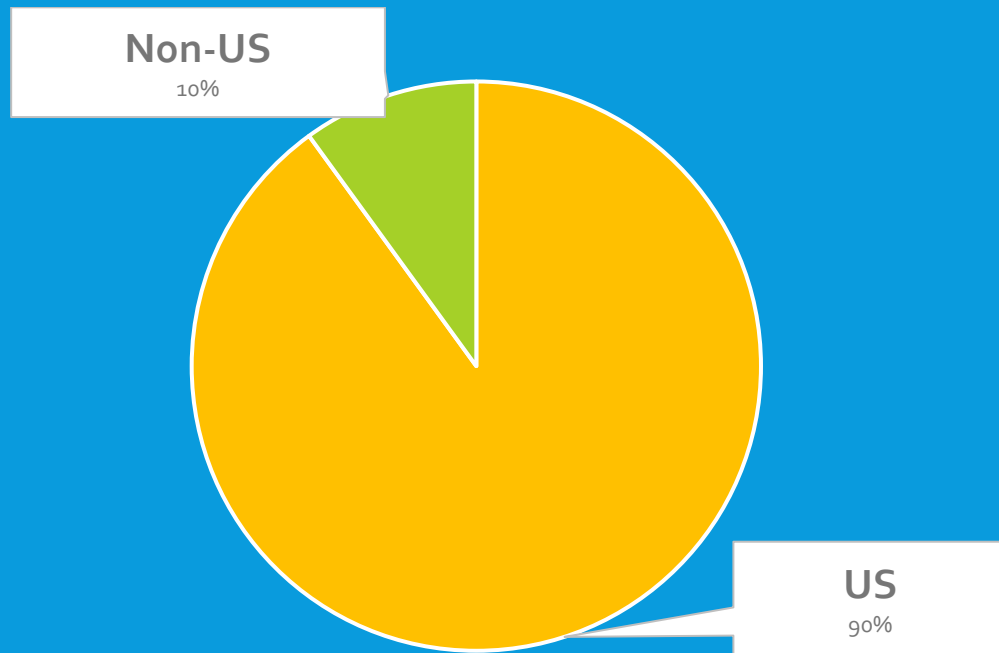
- Total Cases – April 2020 – June 2022: 64 (~6% of IOA Membership)

Visitors by Sector:



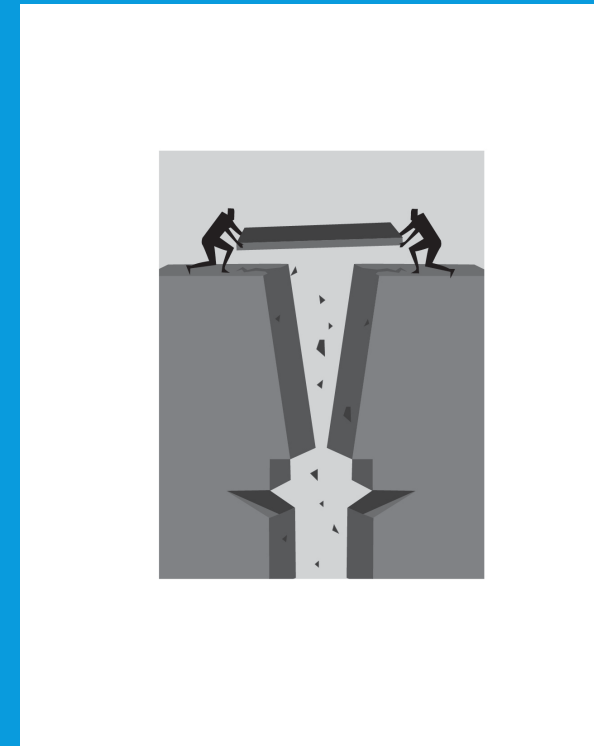
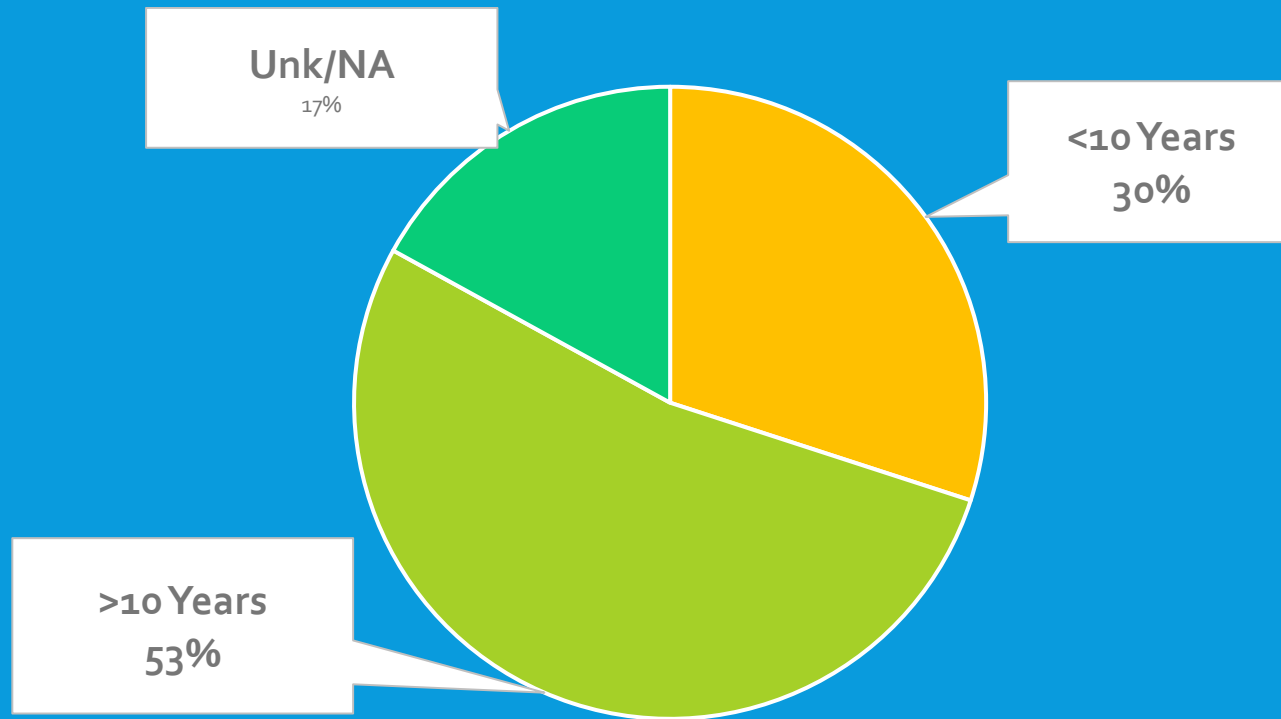
By the numbers:

Visitors by Location (US/Non US): 58 US Visitors; 6 Non-US Visitors



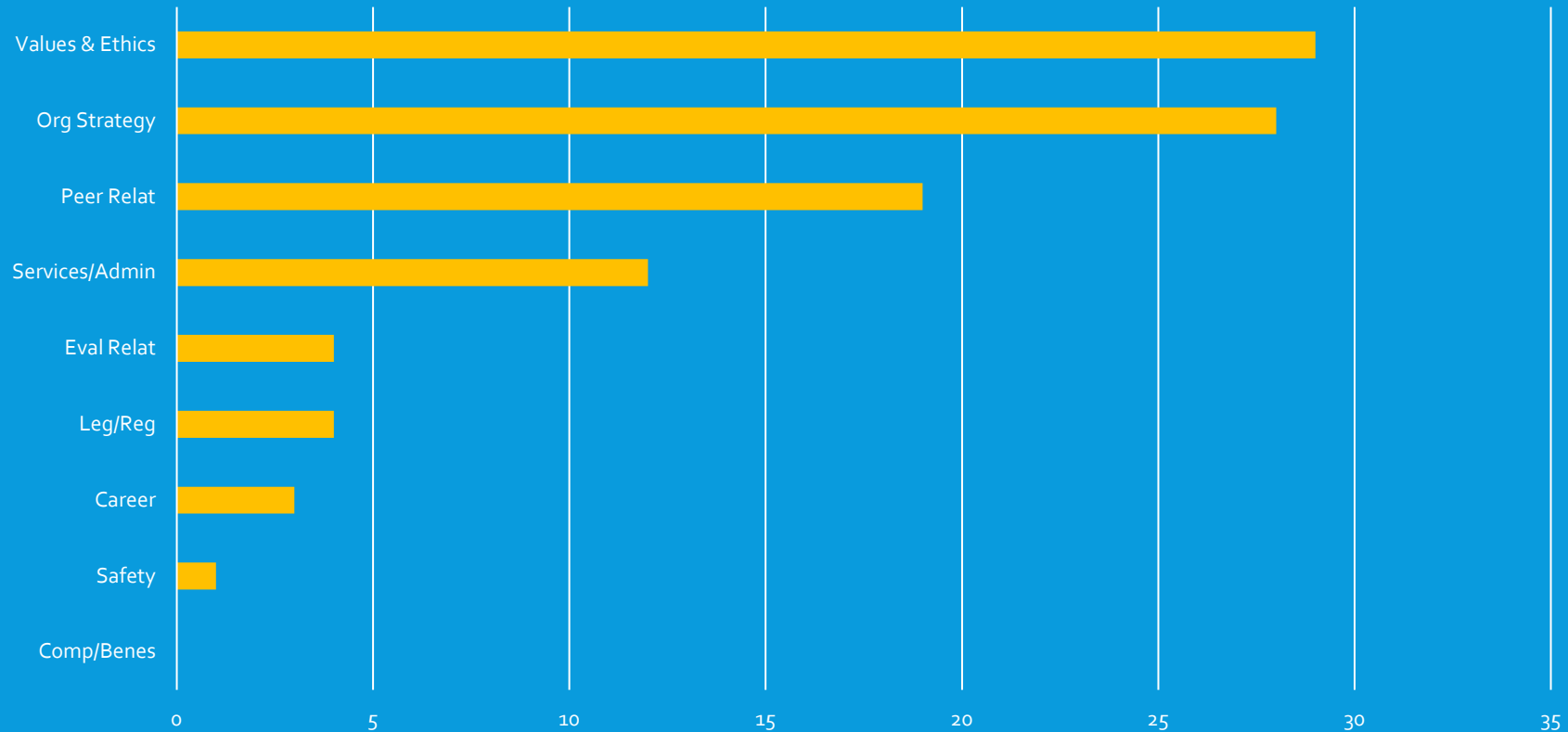
By the numbers:

Visitors by Ombuds' Experience:



By the numbers:

Issues by Category:



By the numbers:

Cases by General Subject of Inquiry:

