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:

- **Academic**: 48%
- **Government**: 31%
- **Corporate**: 10%
- **Non-Profit**: 5%
- **Other**: 6%
By the numbers:

Visitors by Location (US/Non US): 58 US Visitors; 6 Non-US Visitors
By the numbers:
Visitors by Ombuds’ Experience:

- >10 Years: 53%
- <10 Years: 30%
- Unk/NA: 17%
By the numbers:
Issues by Category:

- Values & Ethics: 30
- Org Strategy: 28
- Peer Relat: 22
- Services/Admin: 17
- Eval Relat: 5
- Leg/Reg: 5
- Career: 4
- Safety: 2
- Comp/Benes: 0
By the numbers:
Cases by General Subject of Inquiry:

- IOA: 89%
- None: 5%
- Institution: 6%