

Report trends

Because of the unique vantage point an Ombudsman's office has been able to report trends or issues to decision-makers and senior administrators on campus about issues that might be important to the workplace here at Auburn University. Sometimes that involves advancing the notion that there is an absence of policy where maybe a policy ought to belong. Now the Ombuds office wouldn't be involved in designing that policy, but again surfacing that issue to the appropriate bodies that are in charge of making such policy would be an example of the upward feedback type of role or function that the Ombuds office plays. So reporting trends through annual reporting that are issued which address some of the issues and concerns that are brought to the Ombuds office over the course of the year. Again, in anonymous terms, as well as periodic visits with decision-makers on campus, to let them know what sorts of issues are on the forefront of the employee community here at Auburn. So upward feedback, reporting trends is important in addition to assisting individuals with their concerns.

<http://www.aces.edu/extcomm/ombuds/reporttrends.php>