The Johns Hopkins Ombuds Office launched in September 2021, and received its first visitor in October 2021. Currently, the office is scoped to receive visitors in connection with JHU doctoral and postdoctoral students, fellows and programs. This annual report covers the 12-month period from October 2021-September 2022, and is intended to serve as a transparent year-in-review of how the Ombuds Office is serving the university community. We practice in accordance to International Ombuds Association Standards of Practice and Code of Ethics. For more information and to view the Johns Hopkins University Ombuds Office Charter agreement, please visit our website at jhu.edu/ombuds.
Breakdown of Initiating Visitors by School

- Bloomberg School of Public Health: 16%
- Whiting School of Engineering: 16%
- School of Nursing: 5%
- School of Advanced International Studies: 4%
- School of Medicine: 3%
- School of Education: 3%
- Krieger School of Arts and Sciences: 16%
- Other University Services: 4%
- Career Progression and Development (8%)
- Compensation and Benefits (2%)
- Evaluative Relationships (advising, supervising, grading, etc.) (43%)
- Values, Ethics and Standards (3%)
- Services and Administrative Issues (15%)
- Safety, Health and Physical Environment (2%)
- Peer and Colleague Relationships (11%)
- Legal, Regulatory, Financial and Compliance (16%)
- Legal, Regulatory, Financial and Compliance (16%)

Inquiries With No Jurisdiction

<table>
<thead>
<tr>
<th>Masters Students</th>
<th>Faculty</th>
<th>Staff</th>
<th>Medical Students/Residents</th>
<th>External to JHU</th>
</tr>
</thead>
<tbody>
<tr>
<td>12</td>
<td>6</td>
<td>5</td>
<td>2</td>
<td>1</td>
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</tbody>
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Visitor Concerns

- Confidential Information Gathering with Visitor (90)
- Exploration of Options (90)
- Coaching (78)
- External Information Gathering/ Sharing (51)
- Feedback re: Systemic Issues (15)
- Policy Explanation/ Clarification (7)
- Mediation/ Facilitation (7)

How Visitors Learned of Office

- Self (39%)
- Colleague/ Coworker/ Friend (14%)
- Faculty (3%)
- School/Dept Administration (7%)
- Counseling Services (3%)

Ombuds Services Provided

(Across 100 Cases and 307 Meetings)

- Confidential Information Gathering with Visitor: 90
- Exploration of Options: 90
- Coaching: 78
- External Information Gathering/ Sharing: 51
- Feedback re: Systemic Issues: 15
- Policy Explanation/ Clarification: 7
- Mediation/ Facilitation: 7

NOTE: Some visits included multiple services; e.g. both confidential information gathering and coaching in one meeting.