Ombuds Office Annual Report, 2022-23

The Johns Hopkins Ombuds Office launched in fall of 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 2022-September 2023, 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.

2022-23 Visits and Cases

- Individual Meetings: 379 cases
- Total Cases: 164 cases

- 64% increase from '21-22

Number of Visits Per Case

- Median visits per case: 1

<table>
<thead>
<tr>
<th>Number of Visits</th>
<th>Percent of Cases</th>
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</thead>
<tbody>
<tr>
<td>15+</td>
<td>1%</td>
</tr>
<tr>
<td>10-14</td>
<td>0%</td>
</tr>
<tr>
<td>6-9</td>
<td>6%</td>
</tr>
<tr>
<td>2-5</td>
<td>36%</td>
</tr>
<tr>
<td>1</td>
<td>57%</td>
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</tbody>
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Identity of Those Initiating Ombuds Visits

- PhD Students: 50%
- Postdoctoral Fellows: 13%
- Masters Students: 4%
- External to University: 2%
- Johns Hopkins Medicine Patient: 3%
- Medical Residents/Students: 4%
- Non-PhD Doctoral Student: 2%
- Staff: 6%
- Clinical Research Fellow: 1%
- Doctoral Advisor: 1%
- Other Faculty: 7%
- Postdoc Program Administrator: 1%
- JHU Student or Postdoc: 35%
- Other: 7%
- Faculty, Staff, Administration: 30%

How Visitors Learned of Office

- Communications (website, article, newsletter, email, social media, etc.): 18%
- Counseling Services: 10%
- JHU Student or Postdoc: 35%
- Other: 7%

Case Length

- Average days case open: 15
- Median days case open: 1

2 Workshops

3 Facilitated Conversations/Informal Mediations

23 Outreach Meetings/Presentations
Breakdown of Initiating Visitors by School

- School of Medicine: 32%
- Krieger School of Arts and Sciences: 25%
- School of Education: 7%
- School of Advanced International Studies: 3%
- School of Nursing: 7%
- Carey Business School: 1%
- Other University Services: 3%
- Whiting School of Engineering: 10%
- Bloomberg School of Public Health: 12%

Inquiries With No Jurisdiction

- Faculty: 13
- Staff: 10
- Masters: 6
- Johns Hopkins Medicine Patient: 6
- Medical Student: 3
- Resident: 2
- External to JHU: 1
- Clinical Research Fellow: 1

Visitor Reported Gender Identity

- Male: 23%
- Female: 65%
- Transgender: 1%
- Non-Binary: 1%
- No Response: 11%

Visitor Reported Racial Identity

- White/Caucasian/European American: 44%
- African American/Black/African: 16%
- Asian/Asian Indian/Asian American: 30%
- Latino/Hispanic/Spanish American: 11%
- Mexican/Mexican American/Chicano: 22%
- Middle Eastern/Middle Eastern American/North African American/Arab American: 10%
- Multi-Racial: 4%
- No Response: 11%
- Prefer not to state: 3%
- None of the Above: 1%

Ombuds Services Provided

- Confidential Information Gathering with Visitor: 139
- Coaching: 89
- External Information Gathering/Sharing: 80
- Exploration of Options: 75
- Policy Explanation/Clarification: 20
- Feedback re: Systemic Issues: 18
- Mediation/Facilitation: 3

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