



Virginia Tech University Ombuds Office Satisfaction Survey

Welcome to the Ombuds Office's anonymous survey. Please share your assessment about the experience and level of satisfaction with the Ombuds services we provided. Your input will be useful as both the Ombuds Office and Virginia Tech evaluate the value and effectiveness of our services. Surveys can be submitted on-line or via campus mail (Mail Code:0566).

1. Which Ombuds assisted you?

- Reese
- Serena

Strongly Agree Agree Neutral Disagree Strongly Disagree

2. The Ombuds responded in a timely manner and it was easy to set up an appointment.

3. The Ombuds listened to my concerns, issues, and needs.

4. The Ombuds was respectful in their interactions with me.

5. In your opinion, if the issue(s) you connected with the Ombuds about is not resolved does the situation impact not only you but also your team?

Yes No

6. In your opinion, if the issue(s) you connected with the Ombuds about is not resolved does the situation impact and poses a risk to Virginia Tech (for example, health & safety, reputational, operational, strategic, compliance or financial risk)?

Yes No

7. Would you use the Ombuds Program again?

Yes No

Why or why not?

8. Prior to connecting with the Ombuds office had you done any of the following (check all that apply)?

- Talked with peers
- Approached my manager/department head/Dean
- Approached HR
- Approached the Office of Equity & Accessibility
- Consulted with an attorney
- Other

9. If the Ombuds Program did not exist, what would you have done regarding your situation (check all that apply)?

- Nothing
- Gone to peers for advice
- Approached my manager/department head/Dean
- Approached HR
- Left Virginia Tech
- Applied to a different opportunity within Virginia Tech
- Consulted with an attorney
- Other

10. Do you have ideas on how we could improve the Ombuds services at Virginia Tech?

11. Additional comments:

“Helping Your Voice Matter.”

Confidential ◇ Informal ◇ Impartial ◇ Independent ◇ Voluntary