

**FY 2014 Comply Line Calls
Mid-Year Summary**

<u>Call Type</u>	<u>Number</u>	<u>Definition</u>
Total	99	All calls / emails to Comply Line are reported to the University.
Duplicate	14	Caller(s) is following-up regarding previous call(s). These calls are not included in detail below.
General	21	Caller(s) is requesting or providing information regarding general matters.
Reportable	64	Caller(s) is reporting a concern that requires action or follow-up.

GENERAL COMPLY-LINE CALLS

Area of Concern	Academics	Finance and Administration	Administration	HealthCare	Campus Operations	Unknown	Total	Comments / Concerns
General	2		6	4	3	6	21	Policy guidance, ticket information, protocol for reporting concerns and wrong number(s)

REPORTABLE COMPLY-LINE CALLS

Area of Concern	Academics	Finance and Administration	Administration	HealthCare	Campus Operations	Unknown	Total	Comments / Concerns
Sensitive Information			1	7			8	Discussing and accessing HIPAA records
Compensation				5		1	6	Compensation for testing and screening, Unit procedures and possible employee violation
Work Environment	5	1		15			21	Unprofessional Unit practices, possible harrasment allegations, and not promoting fair / ethical work environment
Employee Concern				9			9	Possible inappropriate and unprofessional employee behavior
Human Resources				2			2	Allegations of improper Unit hiring practices
Patient Concern				14			14	Reporting of incidents
Substance Abuse				3			3	Allegations of employee substance abuse
Vendor Concerns				1			1	Concerns for improper bid award
TOTAL REPORTABLE CALLS	5	1	1	56	0	1	64	