

1999-2000 Institutional Effectiveness Plan

Department: Office of the Ombudsperson
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Unit Mission Statement

The Ombudsperson is dedicated to assisting students with problems and concerns in any area of the college. The Ombudsperson's office is committed to the just and fair treatment of all students, faculty, and staff of South Texas Community College.

List of Clients:

1. Students _____
 2. Faculty _____
 3. Staff _____
 4. Parents _____
 5. Administration _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____

Intended Outcomes

Department: Office of the Ombudsperson

Intended Outcome: 1

Increase awareness of services.

Intended Outcome: 2

Establish or revise protocol and procedures for complaint and grievance resolution.

Intended Outcome: 3

Produce a yearly report that will give percentages and an overview of areas that give rise to confusion or concern. This report shall be submitted to the entire college community.

Intended Outcome: 4

Draft new policy on sexual harrassment.

Intended Outcome: 5

Assume the task of handling the division customer surveys, questionnaires, and focus groups.

Intended Outcome: 6

Join national organization.

Intended Outcome: 7

Participate in Professional Development Activities

Intended Outcome: 8

Intended Outcome: 9

Intended Outcome: 10

Performance Indicators

Department: **Office of the Ombudsperson**

Outcome: 1 Increase awareness of services.

Performance Indicator: A	Rise in number of students utilizing service
Performance Standard	10% rise from last year's case load
Fall Activity Plan	Perform outreach activities by conducting five presentations in the classrooms Conduct, plan, and organize focus groups Distribute informational materials and complaint forms to all information centers
Spring Activity Plan	Conduct five presentations in the classrooms
Summer Activity Plan	Complete Web Page Conduct two presentations
Data Sources: (Most recent available unless otherwise noted)	Yearly report to the institution Activity Reports Sign-in Sheets
Supporting Units:	Student Information Centers

Performance Indicator: B	
Performance Standard	
Fall Activity Plan	
Spring Activity Plan	
Summer Activity Plan	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicator: C	
Performance Standard	
Fall Activity Plan	
Spring Activity Plan	
Summer Activity Plan	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicator: D	
Performance Standard	
Fall Activity Plan	
Spring Activity Plan	
Summer Activity Plan	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicators

Department: Office of the Ombudsperson

Outcome: 2 Establish or revise protocol and procedures for complaint and grievance resolution.

Performance Indicator: A	New or revised procedures in college publications
Performance Standard	Benchmark
Fall Activity Plan	Advocate the publishing of the Student Guide
Spring Activity Plan	Provide input/suggestions for the College Catalog
Summer Activity Plan	
Data Sources: (Most recent available unless otherwise noted)	Activity Reports
Supporting Units:	Associate Dean of Student Development Public Relations and Marketing Student Affairs

Performance Indicator: B	
Performance Standard	
Fall Activity Plan	
Spring Activity Plan	
Summer Activity Plan	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicator: C	
Performance Standard	
Fall Activity Plan	
Spring Activity Plan	
Summer Activity Plan	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicator: D	
Performance Standard	
Fall Activity Plan	
Spring Activity Plan	
Summer Activity Plan	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicators

Department: Office of the Ombudsperson

Outcome: 3 Produce a yearly report that will give percentages and an overview of areas that give rise to confusion or concern. This report shall be submitted to the entire college community.

Performance Indicator: A	The report will be available after the end of each fiscal year. Example - The 99 report shall be available by 10/99/00
Performance Standard	100% complete
Fall Activity Plan	Data collection
Spring Activity Plan	On going
Summer Activity Plan	On going
Data Sources: (Most recent available unless otherwise noted)	Ombudsperson case files
Supporting Units:	

Performance Indicator: B	
Performance Standard	
Fall Activity Plan	
Spring Activity Plan	
Summer Activity Plan	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicator: C	
Performance Standard	
Fall Activity Plan	
Spring Activity Plan	
Summer Activity Plan	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicator: D	
Performance Standard	
Fall Activity Plan	
Spring Activity Plan	
Summer Activity Plan	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicators

Department: **Office of the Ombudsperson**

Outcome: 4 Draft new policy on sexual harrassment.

Performance Indicator:	A	An adopted sexual harrassment passed by the STCC board members
Performance Standard		1
Fall Activity Plan		Research the topic
Spring Activity Plan		Draft version for approval
Summer Activity Plan		Board Item
Data Sources: (Most recent available unless otherwise noted)		Policy manual Activity Reports
Supporting Units:		Office of the President Public Relations and Marketing Office of Human Resources Associate Dean of Student Development

Performance Indicator:	B	
Performance Standard		
Fall Activity Plan		
Spring Activity Plan		
Summer Activity Plan		
Data Sources: (Most recent available unless otherwise noted)		
Supporting Units:		

Performance Indicator:	C	
Performance Standard		
Fall Activity Plan		
Spring Activity Plan		
Summer Activity Plan		
Data Sources: (Most recent available unless otherwise noted)		
Supporting Units:		

Performance Indicator:	D	
Performance Standard		
Fall Activity Plan		
Spring Activity Plan		
Summer Activity Plan		
Data Sources: (Most recent available unless otherwise noted)		
Supporting Units:		

Performance Indicators

Department: Office of the Ombudsperson

Outcome: 5 Assume the task of handling the division customer surveys, questionnaires, and focus groups.

Performance Indicator:	A	Compile statistics on percentage of satisfaction of our clients
Performance Standard		80%
Fall Activity Plan		The division as a whole will have input into creating a new customer satisfaction survey or questionnaire
Spring Activity Plan		Newly drafted survey will be incorporated into the division's accountability procedures The compilation of data should be an ongoing process
Summer Activity Plan		
Data Sources: (Most recent available unless otherwise noted)		
Supporting Units:		

Performance Indicator:	B	Focus groups will provide feedback into customer service issues
Performance Standard		Benchmark
Fall Activity Plan		Conduct focus groups at all campuses
Spring Activity Plan		Conduct focus groups at all campuses
Summer Activity Plan		Conduct focus groups at all campuses
Data Sources: (Most recent available unless otherwise noted)		At the end of each series a report shall be compiled
Supporting Units:		

Performance Indicator:	C	
Performance Standard		
Fall Activity Plan		
Spring Activity Plan		
Summer Activity Plan		
Data Sources: (Most recent available unless otherwise noted)		
Supporting Units:		

Performance Indicator:	D	
Performance Standard		
Fall Activity Plan		
Spring Activity Plan		
Summer Activity Plan		
Data Sources: (Most recent available unless otherwise noted)		
Supporting Units:		

Performance Indicators

Department: Office of the Ombudsperson

Outcome: 6 Join national organization.

Performance Indicator: A	Member- The University and College Ombuds Association (UCOA)
Performance Standard	100%
Fall Activity Plan	Submit dues and application
Spring Activity Plan	
Summer Activity Plan	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	Associate Dean of Student Development

Performance Indicator: B	
Performance Standard	
Fall Activity Plan	
Spring Activity Plan	
Summer Activity Plan	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicator: C	
Performance Standard	
Fall Activity Plan	
Spring Activity Plan	
Summer Activity Plan	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicator: D	
Performance Standard	
Fall Activity Plan	
Spring Activity Plan	
Summer Activity Plan	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicators

Department: **Office of the Ombudsperson**

Outcome: 7 Participate in Professional Development Activities

Performance Indicator:	A Continue education by taking higher education courses
Performance Standard	
Fall Activity Plan	Take courses
Spring Activity Plan	Take courses
Summer Activity Plan	Take courses
Data Sources: (Most recent available unless otherwise noted)	Transcript
Supporting Units:	STCC Office of Admissions Office of Human Resources Division of Student Development

Performance Indicator:	B
Performance Standard	
Fall Activity Plan	
Spring Activity Plan	
Summer Activity Plan	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicator:	C
Performance Standard	
Fall Activity Plan	
Spring Activity Plan	
Summer Activity Plan	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	

Performance Indicator:	D
Performance Standard	
Fall Activity Plan	
Spring Activity Plan	
Summer Activity Plan	
Data Sources: (Most recent available unless otherwise noted)	
Supporting Units:	