

1999-2000 Institutional Effectiveness Report

Department: Office of the Ombudsperson
Submitted by: Angela Reyes and Debby Yoder

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
Actual Outcome	During the 1999-2000 fiscal year the Office of the Ombudsperson had over 700 visitors. The number represents a significant increase from last year's case load.
Implications for Next Year's Plan	This past year, the Division of Student Services and Development has undergone significant organizational changes. Those changes have greatly affected the Office of the Ombudsperson. The Ombudsperson is now under the direct supervision of the Coordinator for Student Judicial and Veteran Affairs. Therefore, from this point forward the Ombudsperson's I.E. Plan, Accountability Reviews and Responses will be incorporated into the department of Student Judicial and Veteran Affairs. This indicator is no longer valid.

Performance Indicator: B	
Performance Standard	
Actual Outcome	
Implications for Next Year's Plan	

Performance Indicator: C	
Performance Standard	
Actual Outcome	
Implications for Next Year's Plan	

Performance Indicator: D	
Performance Standard	
Actual Outcome	
Implications for Next Year's Plan	

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
Actual Outcome	The Ombudsperson in cooperation with Student Affairs and the Vice-President for Student Services and Development revised the procedures for student complaint and grievances. Those procedures were incorporated and published in the STCC Catalog and Student Handbook.
Implications for Next Year's Plan	This past year, the Division of Student Services and Development has undergone significant organizational changes. Those changes have greatly affected the Office of the Ombudsperson. The Ombudsperson is now under the direct supervision of the Coordinator for Student Judicial and Veteran Affairs. Therefore, from this point forward the Ombudsperson's I.E. Plan, Accountability Reviews and Responses will be incorporated into the department of Student Judicial and Veteran Affairs. This indicator is no longer valid. The focus of the Office has changed this indicator is no longer valid.

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Performance Standard	
Actual Outcome	
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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
Actual Outcome	The Ombudsperson completed a yearly report by the specified deadline and delivered to the Vice-President of Student Services and Development. Approval to publish the report is pending.
Implications for Next Year's Plan	This past year, the Division of Student Services and Development has undergone significant organizational changes. Those changes have greatly affected the Office of the Ombudsperson. The Ombudsperson is now under the direct supervision of the Coordinator for Student Judicial and Veteran Affairs. Therefore, from this point forward the Ombudsperson's I.E. Plan, Accountability Reviews and Responses will be incorporated into the department of Student Judicial and Veteran Affairs. This indicator is no longer valid.

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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
Actual Outcome	A draft of a sexual harrassment policy has completed unfortunately time constraints have kept the office from submitting them for Board approval. However, the Ombudsperson made certain that the College's existing policy on Sexual Harassment was appropriately published in the STCC Catalog and Student Handbook.
Impicatons for Next Year's Plan	This past year, the Division of Student Services and Development has undergone significant organizational changes. Those changes have greatly affected the Office of the Ombudsperson. The Ombudsperson is now under the direct supervision of the Coordinator for Student Judicial and Veteran Affairs. Therefore, from this point foward the Ombudsperson's I.E. Plan, Accountability Reviews and Responses will be incorporated into the department of Student Judicial and Veteran Affairs. This indicator is no longer valid.

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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%
Actual Outcome	Student caseload prevented the Ombudsperson from assuming this task. Additionally, this outcome might become a duplication of services being that the Office of Institutional Effectiveness and Research handles all surveys for the College. However, the Ombudsperson will continue to conduct focus groups on limited basis for a couple of the division's departments.
Implications for Next Year's Plan	This past year, the Division of Student Services and Development has undergone significant organizational changes. Those changes have greatly affected the Office of the Ombudsperson. The Ombudsperson is now under the direct supervision of the Coordinator for Student Judicial and Veteran Affairs. Therefore, from this point forward the Ombudsperson's I.E. Plan, Accountability Reviews and Responses will be incorporated into the department of Student Judicial and Veteran Affairs. This indicator is no longer valid.

Performance Indicator: B	Focus groups will provide feedback into customer service issues
Performance Standard	Benchmark
Actual Outcome	
Implications for Next Year's Plan	

Performance Indicator: C	
Performance Standard	
Actual Outcome	
Implications for Next Year's Plan	

Performance Indicator: D	
Performance Standard	
Actual Outcome	
Implications for Next Year's Plan	

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%
Actual Outcome	On March 13, 2000 the Ombudsperson was accepted as a member of UCOA.
Impliations for Next year's Plan	This past year, the Division of Student Services and Development has undergone significant organizational changes. Those changes have greatly affected the Office of the Ombudsperson. The Ombudsperson is now under the direct supervision of the Coordinator for Student Judicial and Veteran Affairs. Therefore, from this point foward the Ombudsperson's I.E. Plan, Accountability Reviews and Responses will be incorporated into the department of Student Judicial and Veteran Affairs. This indicator is no longer valid.

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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	
Actual Outcome	The Ombudsperson has continued to participate in several professional development activities including a national conference in San Fransisco, California (June 2000), numerous worshops and collaboration sessions. Additionally, she has continued to her education by enrolling in at least six semester hours every semester.
Implications for Next Year's Plan	This past year, the Division of Student Services and Development has undergone significant organizational changes. Those changes have greatly affected the Office of the Ombudsperson. The Ombudsperson is now under the direct supervision of the Coordinator for Student Judicial and Veteran Affairs. Therefore, from this point foward the Ombudsperson's I.E. Plan, Accountability Reviews and Responses will be incorporated into the department of Student Judicial and Veteran Affairs. This indicator is no longer valid.

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