Overview & Response Rate: Provide the methods used to administer the assessment and the timeline. Identify demographics of respondents; include the number mailed or interviewed and the number completed.

There were a total of 14 Ombudsman cases during the academic year. Each student was mailed a survey, but only 3 students returned the surveys for a return rate of 21%.

Distribution: List groups that will receive reports (oral or written) from this assessment. Include timeline for when presented.

The results of this assessment will be presented to the Dean of Students by June 2007.

Summary of Findings: Include executive summary, table and figures, if applicable. What did you learn?

On a scale of 1-10 with 10 being the highest, 2 students rated their overall satisfaction with the Ombudsman process as 10, the third student gave a 9 rating. We learned that the respondents were overwhelmingly satisfied with the process.

Link to Strategic Plan: List the strategic plan supported by this assessment. Specifically identify the results which relate to strategic initiative(s).

The Dean of Students Office has a department goal of facilitating student success, development and affinity for Texas State through advising, mentoring programs and student leadership training opportunities which focus on the needs of a diverse student population.

Link to Learning Outcomes: List the learning outcome supported by this assessment. Specifically identify the results which provide evidence of learning.

The Dean of Students Office expect the students to know the appropriate university rules, policies and procedures required to address their university related problem(s).

All three respondents indicated yes to the question, “During the initial conference, did the Ombudsman clarify options for you there helpful in making an informed decision regarding pursuing your case?”
**Recommendations/Action Plan:** Describe specific actions or programmatic changes you will make resulting from this assessment. Include semester(s) of implementation and proposed follow up assessment.

*The respondent indicated that they knew the options which assisted in making an informed decision.*

Return completed form to VPSA Office, 980 J.C. Kellam, before the end of the semester in which the assessment was conducted.