### Assessment Review/Update Form for Student Affairs
(Complete after assessment)

<table>
<thead>
<tr>
<th>Department:</th>
<th>Dean of Students Office</th>
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<tbody>
<tr>
<td>Assessment Title:</td>
<td>Ombudsman 2008-2009</td>
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<tr>
<td>SAAT Liaison:</td>
<td>Kathy Weiser</td>
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**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 nine Ombudsman cases initiated during FY09 and six of those cases are still open at the time of this report. Students involved in the three completed cases were mailed surveys and there was one returned for a return rate of 33%. On a scale of 1-10 with 10 being the highest, the only respondent rated the quality of services received as 10.*

**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 2009.*

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

*Modification should be considered regarding the distribution and collection surveys. The rate of return is inflated and the method may be outdated.*

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

*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 majority of students who utilize Ombudsman Services will learn the appropriate processes (University Policies and Procedures Statements, etc.) to address their concerns and where to find the information to address future university related concerns.*
Students were informed, with the goal of learning where to find appropriate University Policies and Procedures which may assist (self-help) them with addressing concerns in the future. The question was stated as, "As a result of the Ombudsman process, do you know how and where to find information to address future concerns you could encounter as a student?" The one respondent indicated “yes” to the question.

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.

Modifications to the delivery of the assessment must be considered in an effort to increase the rate of return.

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