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

<table>
<thead>
<tr>
<th>Department:</th>
<th>Dean of Students Office-Ombudsman Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessment Title:</td>
<td>Ombudsman Services Assessment</td>
</tr>
<tr>
<td>SAAT Liaison:</td>
<td>Ms. Kathy Weiser</td>
</tr>
</tbody>
</table>

**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.

**RESPONSE:** An electronic survey was e-mailed to all students who represented 10 cases during the fall 2010 semester. An e-mail was sent to each student on Tuesday, November 23, 2010. There were 5 responses for a response rate of 50%.

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

Response: Dr. Margarita Arellano-Dean of Students and Ms. Kathy Weiser-Assistant Dean of Students will be provided written reports.
Summary of Findings: Include executive summary, table and figures, if applicable. What did you learn?

RESPONSE: Students were asked to indicate their level of satisfaction by responding to three questions (1 through 3) using a scale from 1 through 5 with explanations as follows:

1= Unacceptable  2=Poor  3=Average  4=Good  5=Excellent

Students were asked to respond to the following questions by using the scale above:
1. How would you rate Mr. Morton’s level of attention given to your concern?
   Response: Unacceptable Poor Average Good Excellent
   0 1 0 1 3

2. How would you rate the timeliness of the Ombudsman’s response to your concern?
   Response: Unacceptable Poor Average Good Excellent
   0 0 0 2 3

3. How would you rate your overall satisfaction with the Ombudsman Services?
   Response: Unacceptable Poor Average Good Excellent
   0 2 0 1 2

Students were asked to respond to the following questions by answering YES or NO.
4. Was your concern resolved to your satisfaction?
   Response: 3 students answered YES and 2 students answered NO.

5. PRIOR to using Ombudsman Services, did you know the appropriate University Policies and Procedures which directly affected your case?
   Response: 1 student answered YES and 4 students answered NO.

6. AFTER using Ombudsman Services, do you know the appropriate University Policies and Procedures which directly affected your case?
   Response: 4 students answered YES and 1 student answered NO.

Students were asked to provide comments to the following questions:
7. If there is anything you would recommend be changed which could improve Ombudsman Services. Please provide comments in the space.
   Responses:
   a. Make students more aware of being able to do something with extreme circumstances (and not made up ones) in concern with difficulty with a class/teacher.
   b. Having a neutral person as a mediator.
   c. I was only attempting to help the university police itself. This wasn't an issue that I needed addressed for my own personal gain. If the university isn't interested in fixing problems that are addressed by students, then I'm not going to expend my time and effort in doing it for them.

8. If there are additional comments, please provide in space below.
   Responses:
   a. Mr. Morton was a great help. He got me in contact with the person I truly needed to contact regarding my situation.
b. The services were really helpful and Mr. Morton was very concerned with my situation and the results. I was told what could be done, helped with what to do, and he followed-up to make sure everything was taken care of properly.
c. Assistant Dean Morton was FANTASTIC regarding my situation. He was extremely helpful!

Recommendations/Action Plan:

Response: Students seemed satisfied with the services provided to them. There were two cases where the actions or changes the students believed to be important, did not fall under the authority of the Ombudsman, such as insuring faculty names appear in the schedule of classes rather than appear as “staff”.

Plan: With the addition of Alcohol and Drug Compliance Services being added as a new component with the Dean of Students Office, we will utilize students who are completing community service hours to make phone contact, at least two times, for those students who do not respond to electronic requests for completion of the survey.

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