

UCF ADMINISTRATIVE UNIT PERFORMANCE REPORT

FY: 1995-1996

Unit: Ombuds Office *48*

Division: President's Division

Unit Mission	Performance Indicators	Performance Measurements	Measurement Results	Result Utilization Plan
<p>The University Ombuds Office provides all members of the University community an informal, neutral office that offers assistance and impartial advice regarding concerns related to the University. The University Ombuds Officer will listen to concerns and facilitate resolution of problems by referring individuals seeking his/her services to appropriate offices, clarifying University policies and procedures, and exploring options to address the problem. He/She shall not have authority to take disciplinary action, reverse decisions, or circumvent existing University rites and procedures; however, may recommend procedural changes with the University in response to experience acquired in investigating individual cases. All proceedings in individual cases will be held confidential by the Ombuds Officer unless otherwise authorized by the complainant, or otherwise required by applicable law, including without limitation, Chapter 119, Florida Statutes.</p>	<p>1. Number of Ombuds cases resolved within academic year will be 90% of total intake cases.</p> <p>2. Will track all Ombuds Office cases and compile statistical quarterly reports for the President of the University.</p>	<p>1. Records will be kept to track number of cases resolved within academic year.</p> <p>2. Statistics were compiled for each quarter and reports were issued.</p>	<p>Of 694 cases, only 2 were pending at the end of academic year.</p> <p>Quarterly reports were issued as follows:</p> <p>Date issued: Quarterly report ending:</p> <p>12/18/95 9/30/95</p> <p>4/29/96 12/31/95</p> <p>8/01/96 3/31/96</p> <p>8/01/96 6/30/96</p>	<p>No action required.</p> <p>No action required.</p>
<p>3. Will communicate to all members of the University community availability of and services offered by the Ombuds Office.</p>	<p>3a. Student Orientation Presentations:</p> <p>1) To Orientation Student Staff.</p> <p>2) To parents at Parents Orientation Receptions.</p> <p>3b. Inclusion of Ombuds Office information in:</p> <p>1) Undergraduate catalog.</p> <p>2) Graduate catalog.</p> <p>3) Golden Rule handbook.</p> <p>4) Faculty handbook.</p> <p>5) USPS handbook.</p> <p>3c. Develop brochure regarding Ombuds services to UCF community.</p> <p>3d. Communication with BOR office regarding office activities.</p> <p>3e. Communication with FL Student Government Association regarding office activities.</p> <p>3f. UCF Divisions/Deans and Directors.</p>	<p>1) Spoke on June 4, 1996 at 3:45 PM.</p> <p>2) Attended: July 6, 13, 17, 20, 1995; August 23, 1995.</p> <p>Attended: June 13, 25, 1996 July 1, 9, 15, 18, 23, 1996.</p> <p>Availability dates:</p> <p>1) 1995-1996</p> <p>2) 1996-1997</p> <p>3) 1996-1997</p> <p>4) Fall of 1996</p> <p>5) Memo sent to Human Resources requesting inclusion in the next USPS handbook</p> <p>Brochure not yet developed.</p> <p>Periodic telephone conversations and E-mail messages regarding cases and office activities.</p> <p>Telephone conversations and E-mail communication with Linda Real, FSGA representative in Tallahassee.</p> <p>Continued communications with UCF Deans and Directors re: cases and info.</p>	<p>No action required.</p> <p>No action required.</p> <p>No action required in 1, 2, 3, and 4; however, in</p> <p>5) Ensure inclusion of Ombuds Office info in USPS handbook</p> <p>Will develop during 1996-1997 academic year.</p> <p>No action required.</p> <p>No action required.</p> <p>No action required.</p>	<p>No action required.</p> <p>No action required.</p> <p>No action required in 1, 2, 3, and 4; however, in</p> <p>5) Ensure inclusion of Ombuds Office info in USPS handbook</p> <p>Will develop during 1996-1997 academic year.</p> <p>No action required.</p> <p>No action required.</p> <p>No action required.</p>