

UCF ADMINISTRATIVE UNIT PERFORMANCE REPORT

Division: President's DivisionUnit: Ombuds OfficeFY: 1996-97

Unit Mission	Performance Indicators	Performance Measurements	Measurement Results	Results Utilization
<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 will facilitate resolution of problems. All proceedings in individual cases will be held confidential by the Ombuds Officer unless otherwise complainant, or otherwise required by applicable law, including without limitation, Chapter 119, Florida Statutes.</p>	<ol style="list-style-type: none"> Resolve 90% of Ombuds cases resolved within the 1996-97 academic year. Track all Ombuds Office cases and compile statistical quarterly reports for the President of the University within 90 days of the end of each quarter. 	<ol style="list-style-type: none"> Track number of cases resolved within academic year. Compile statistics for each quarter and issue reports. Report ending 6/30/97 to be compiled and reported within 90 days. Track presentations made to university client groups. 	<ol style="list-style-type: none"> As of 5/30/97, of the 644 cases handled, 628 cases were resolved and 16 were pending, a 98% resolution rate. At quarters' end, reports were issued as follows: <u>Quarter ended:</u> <u>Report issued:</u> 9/30/96 1/17/97 12/31/96 3/31/97 3/31/97 5/29/97 6/30/97 TBA 	<ol style="list-style-type: none"> Target rate of resolution achieved. No action required. Target met. On schedule for 1996-97. No corrective action required at this time. Target met. Approximately 9,000 students and 500 parents informed about existence of Ombuds Office. No action required.
	<ol style="list-style-type: none"> Enhance current modes of communication to all members of the University community concerning availability of and services offered by the Ombuds Office. 		<ol style="list-style-type: none"> Student Orientation Presentations and Appearances: 1) Orientation Team: Spoke to Orientation Team June 4, 1996. The 28 members of the Orientation Team, in turn, disseminate info. about the Ombuds Office to 3000 freshmen and 6000 transfer students who go through Orientation yearly. 2) Parents Orientation Receptions on July 1, 9, 15, 18, 23, 1996. Each reception was attended by 100 parents, who, in turn, disseminate info. about Ombuds Office to their sons/daughters attending UCF. 	