

—Institutional Effectiveness Summary for Administrative Units—

“The institution must demonstrate planning and evaluation in its administrative and educational support services ... Each unit, in its planning and evaluation processes, should consider internal and external factors and develop evaluation methods which will yield information useful to the planning processes of that unit.” SACS 1998

Date Submitted: June 23, 2000 revision
Division Name: President’s Office
Unit Name: Ombuds Office
Unit Head: Vicky Brown
Participating Staff: N/A

| Approved by UAC <input type="checkbox"/> Date _____ Initials _____ | Approved by UAC <input type="checkbox"/> Date _____ Initials _____ | Approved by UAC <input type="checkbox"/> Date _____ Initials _____ | Approved by UAC <input type="checkbox"/> Date _____ Initials _____ | Approved by UAC <input type="checkbox"/> Date _____ Initials _____ |
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| Unit Mission: | Performance Indicators (Objectives) | Performance Measurements | Measurement Results | Use of Results |
| 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 authorized by the complainant, or otherwise required by applicable law, including without limitation, Chapter 119, Florida Statutes. | 1. Provide timely resolution of cases to types of complainants 2. Provide timely quarterly reports to the President, Provost, and VP for A&F. | 1.a. Number of days to resolution for each case involving students. Target = 90% of cases resolved within 30 days. 1.b. Number of days to resolution for each case involving faculty. Target = 90% of cases resolved within 30 days. 1.c. Number of days to resolution for each case involving staff. Target = 90% of cases resolved within 30 days. 2.a. Number of days to completion of 1 st quarterly report. Target = within 90 days of the end of the quarterly period. 2.b. Number of days to completion of 2 nd quarterly report. Target = within 90 days of the end of the quarterly period. 2.c. Number of days to completion of 3 rd quarterly report. Target = within 90 days of the end of the quarterly period. 2.d. Number of days to completion of 4 th quarterly report. Target = within 90 days of the end of the quarterly period. | 1.a. [Click here and type] 1.b. [Click here and type] 1.c. [Click here and type] 2.a. [Click here and type] 2.b. [Click here and type] 2.c. [Click here and type] 2.d. [Click here and type] | 1.a. [Click here and type] 1.b. [Click here and type] 1.c. [Click here and type] 2.a. [Click here and type] 2.b. [Click here and type] 2.c. [Click here and type] 2.d. [Click here and type] |
| 3. Ensure that the University community is aware of the services provided by the Ombuds Office. | 3.a. Percent of graduating students that indicate a high level of awareness of the existence of the Ombuds Office (question to be added to the graduating student surveys by OEAS). Target = 90% | 3.a. [Click here and type] | 3.a. [Click here and type] | 3.a. [Click here and type] |

| Unit Mission: | Performance Indicators (Objectives) | Performance Measurements | Measurement Results | Use of Results |
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| | | <p>3 b. Percent of faculty that indicate a high level of awareness of the existence of the Ombuds Office (question to be added to a new faculty survey by OEAS). Target = 90%</p> <p>3 c. Percent of staff that indicate a high level of awareness of the existence of the Ombuds Office (question to be added to a new staff survey by OEAS). Target = 90%</p> <p>3 d. Percent of branch campuses that make use of the services offered. Target = 100%</p> | <p>3 b. [Click here and type]</p> <p>3 c. [Click here and type]</p> <p>3 d. [Click here and type]</p> | <p>3.b. [Click here and type]</p> <p>3.c. [Click here and type]</p> <p>3.d. [Click here and type]</p> |
| | <p>4. Provide high quality service.</p> | <p>4 a. Percent of students satisfied with the service provided by the Ombuds Office (survey to be developed by OEAS). Target = 85%</p> <p>4 b. Percent of faculty and staff satisfied with the service provided by the Ombuds Office (survey to be developed by OEAS). Target = 85%</p> | <p>4 a. [Click here and type]</p> <p>4 b. [Click here and type]</p> | <p>4.a. [Click here and type]</p> <p>4.b. [Click here and type]</p> |
| | <p>5. Maintain a high level of knowledge about ombudsing and continue to stay current on national trends and best practices.</p> | <p>5 a. Number of national meetings attended. Target = 2 per year.</p> <p>5 b. Number of Ombuds training programs attended. Target = 2 per year.</p> <p>5 c. Number of leadership positions in Ombuds organizations. Target = 1 per year.</p> | <p>5 a. [Click here and type]</p> <p>5 b. [Click here and type]</p> <p>5 c. [Click here and type]</p> | <p>5.a. [Click here and type]</p> <p>5.b. [Click here and type]</p> <p>5.c. [Click here and type]</p> |
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