ANNUAL ASSESSMENT REPORT
AND
STRATEGIC PLANNING UPDATE
Year: 2008

Area or Unit Name: OMBUDSMAN FOR STUDENTS

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Section 1. Goals and Accomplishments

Goal 1: Access and Diversity: The Office of the Ombudsman will support the outcomes of retention and graduation to create an academically prepared and diverse student body.

- A rating at 3.5 or higher of their overall experience with the Ombudsman’s Office on the User’s Survey: no data could be found to indicate satisfaction surveys took place.
- An annual comparative analysis report of usage rates with Ombudsman offices at comparable universities: no data could be found to indicate which institutions were considered “comparable institutions” by the previous Ombuds.
- While the benchmarks above were not assessed according to projected criteria, the following data provide some insight for Access and Diversity:
  - The Office of the Ombudsman for Students had a total of 597 visitors in 2007-2008 compared to 518 in 2006-07. This is an increase of 15.25%.
  - Ethnic and gender breakdowns show parity or better for visitors to the Office of the Ombudsman compared to the total population of students at Texas Tech. In fall 2007 the Texas Tech student population was 24.96% of color; 27.98% of visitors to the Ombuds Office were of color.
  - Fall 2007 Fact Book data shows that 55.05% of students were male and 44.83% were female; during that same period, 55.18% of Ombuds Office visitors were male and 44.82% were female.

Goal 2: Engagement: Provide programs and services to students and faculty that address services of the office, conflict management, and fairness and respect issues to enhance the quality of life on campus. Provide holistic support for students.

- The user’s survey will rate students’ ability to identify and resolve problems: no data could be found to indicate satisfaction surveys took place.
- Indirect feedback from campus community stakeholders using an informal log/record: no data could be found to indicate satisfaction surveys took place.
- Number of programs presented during the year: there were 27 presentations during this evaluation period.
- Number of students attending programs: there were about 1,500 students present, in total, at the above presentations.
- Repeated invitations to present programs: assessment data are unclear about which programs are repeated yearly, or are first time or one time visits.
- Informal check for student understanding of programs in a question and answer and/or comment session immediately following the presentation: no data is present to indicate whether informal data was collected.
- The following information provides further insight into Office of the Ombudsman outreach efforts:
  - The Ombudsman for Students presented a program on Civility in the Classroom and services of the Ombudsman to approximately 440 students in 22 sections of IS1100, the freshman orientation class, resulting in a modest increase in programming from the previous reporting period.
  - The Ombudsman presented a program on Professional Etiquette to 180 students in 2 classes; this is on par with the previous year’s programming for this event.
  - The Ombudsman distributed its “Syllabus Guide for Faculty: Tips for Creating a Conflict-free Syllabus” at new faculty orientation, through TechAnnounce messages and on its web site. The Guide is designed to help faculty reduce conflict writing a clear and thorough syllabus, and is a continuing effort of the Ombuds Office.
- Evaluate, update, and expand content of web site: the Ombuds Office continually updated the website to maintain its administrative and educational content, and monitored links to ensure they were functioning properly. Furthermore, the Syllabus Guide for Faculty web site has been expanded to include links to the academic calendar and other policies and information that faculty may need to refer to when creating a course syllabus.
- Record and track the number of hits per year, length of stay, and number of pages viewed: no data were found for this benchmark.
- Track the number of individuals requesting Ombuds services as a result of electronic/web based outreach: no data were found for this benchmark.

Goal 3: Partnerships: The Office of the Ombudsman will build and maintain strategic partnerships and alliances with community, government, business, industry, and schools in an effort to support the overall Mission of Texas Tech University.

- Successful universal syllabus template completion: the syllabus templates were completed.
- Successful pilot of universal syllabus template: the templates were tested and implemented.
- Critique from faculty and provost’s office: no data exists to assess this benchmark.
- Number of hits on template, length of stay, and downloads: no data were found related to this benchmark.
• The following data about the syllabus guides are relevant: • The Ombudsman's Office continued its partnership with the IT Division to expand the technology used in making the “Syllabus Guide for Faculty: Tips for Creating a Conflict-free Syllabus” available to the university community. The guide is now available in Word 2003, Word 2007 and e-learning templates in addition to the previous Microsoft Word and PDF formats. • The Syllabus Guide for Faculty web site has been expanded to include links to the academic calendar and other policies and information that faculty may need to refer to when creating a course syllabus.
• Document contacts created and activity with fellow Ombuds in Texas: no data were found to assessment this benchmark.
• Document inquiries to or from members of the Texas Legislature: no data were found to assess this benchmark.
• Passage of acceptable Ombuds Shield Legislation by the Texas Legislature: efforts for Ombuds privilege were furthered this year as legislation was introduced within the Legislature; however, no items passed through both the Senate and the House.
• In support of this objective, the Ombudsman for Students attended quarterly Texas Ombuds meetings in Austin, Texas to develop relationships and share knowledge about respective practices with other corporate, government and educational ombuds in Texas.
Section 2. Universal Quantitative Data

There are no Universal Quantitative Data for this area/unit.
## Section 3a. Quantitative Information

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<tr>
<td>User's survey satisfaction rate</td>
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<td>Number of student contacts</td>
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<td>Number of programs presented</td>
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<td>38</td>
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</table>
Section 3b. Qualitative Information.

- Kathryn Quilliam attended the International Ombudsman Association Annual Conference in Boston, MA.
- Kathryn Quilliam attended Texas Ombuds Association quarterly meetings, in Austin, TX.
- Kathryn Quilliam retired near the end of this assessment cycle.
- Andrew Canham was hired as the second Student Ombuds at Texas Tech University.
- Andrew Canham attended the International Ombudsman Association Annual Conference in Boston, MA.
- Patricia Coakley attended the International Ombudsman Association Annual Conference in Boston, MA.
Commentary:

The then Office of the Ombudsman began an assessment about the following concerns in 2007©2008:
the need for different office space to increase efficiency; the name of the office to increase usefulness;
and better use of marketing dollars. In response the office has adopted a new name, the Ombuds Office.
The Ombuds Office has discontinued its use of daily classified ad space, and has begun sponsoring the
daily crossword puzzle in hopes that a more diverse cross-section of the campus community will notice
the ad; in addition, the office will begin sponsoring the Sudoku page at the first available opportunity for
the same reason. As related to office location, the office is looking into several locations in the Student
Union Building and Wiggins Hall in an effort to determine whether appropriate and functional space is
available to increase services to the community. Objective 1.1 presents concerns as written because of
International Ombudsman Association Standards of Practice as related to retention of personally
identifiable information. This makes it difficult to assess students and comply with Standards of Practice.
The Ombuds Office is researching options to accomplish assessment while still complying with
Objective 2.1 is monitored using informal feedback; the information indicates that programming is
successful. There is a significant amount of programming that is presented on a recurring basis. The
Implementations section discusses plans for improvement in this area. There is limited opportunity to
assess Objective 2.3. This objective will be rewritten; see Implementation Plan. In addition, no data could
be found to report assessment efforts than currently could have been tracked.

Implementation Plan:

The Ombuds Office is currently serving Texas Tech University Staff, and Texas Tech University and
Texas Tech University Health Sciences Center students. There has been some university discussion
about whether Texas Tech will implement and Ombuds for Faculty position. The Ombuds Office will begin
discussions about whether it can and should begin serving Outreach & Distance Education Students or
other students who do not pay student fees. It is important to this discussion to determine what resources
are needed to manage this idea in terms of funds and personnel. The Ombuds Office has begun looking
into the usefulness of an intake form to better track demographic and trend information. This form should
in turn affect better assessment methods. In addition, the Ombuds Office is researching how much
funding it would take to purchase or develop new software so that better statistical methods would be
available to better understand how the campus community uses the Ombuds Office. It is expected that a
part-time programmer could create this program at a cost under $5000. The 2007©2008 strategic plan
will be revised in accordance with new priorities and to ensure that goals and benchmarks are being
assessed. For Objective 1.1 no survey methods were used (or could not be located) in 2007©2008. An
intake document and an assessment tool are being developed that comply with International Ombudsman
Association Standards of Practice. In addition, the Ombuds Office is looking into whether it can sponsor a
survey offered every semester than asks questions of the campus community to learn more about
students knowledge that have not yet used the office (and/or have not heard of the office). A survey
could be drafted internally at no cost and any other expenditures would be minor (less than a $1000) for
prizes and incentives. There is no data that can be found within the Ombuds Office to indicate that
assessment efforts took place in 2007©2008 related to Objectives 2.1 and 2.3. However, surveys and
other tools are being developed and will be implemented upon completion. Please see above for costs
associated with assessment. The Ombuds Office needs to upgrade its furniture to more appropriately
foster a welcoming yet professional atmosphere conducive to putting visitors at ease. This cost will likely
be $6000 © $10,000. If and when a faculty ombuds is in place at TTU, a discussion should take between
stakeholders (Faculty, Staff and Student Ombuds) to determine the need for an addition administrative
support person. Should a need be found, this expense would likely be approximately $35,000 (with
benefits), which would be shared among stakeholders. Furthermore, office setup fees would be
necessary, totaling about $7,000. This cost would also be shared among stakeholders.