

# Ohlone College Program Review Report

## • Program Description and Scope:

1. *Program Review Title:* Ombudsperson
2. *Academic year:* 2012/2013
3. *Review Type:* Student Services Program Review - Directors
4. *Program/Departments:* Campus Activities (69601)
5. *Authority Code:* 82-Director, EOPS, CARE, Calworks
6. *External Regulations:* Yes\_\_ No X
7. *Provide a brief narrative that describes the services provided.*

This position was implemented 7/15/12.

The functions of an Ombudsperson were added to the duties of the Director of EOPS & Campus Activities during July and August of 2012. It was done to meet an increasing demand for personalized problem solving that could assist students (and faculty) across the organization. This effort is in its pilot stage for Fall 2012.

The Office of the Ombudsperson assists the students in garnering disputes, (academic and otherwise), as well as Administrative complaints. The ombudsperson office can direct students to the appropriate channels to be used in requesting a review of an action or decision.

The program exists within the Student Services Division, however it's interactions reach across the campus. It is solely funded through the district's general fund. There are no state mandates for its services.

8. *Describe how the program specifically serves students, faculty and staff.*

### **STUDENTS**

The Ombudsperson provides a safe and comfortable environment for students to discuss complaints, concerns or problems confidentially.

### **FACULTY/STAFF**

The Ombudsperson provides assistance in mediating situations

between the faculty/staff and Administration.

9. *Describe how the program or service needs are addressed (how the program/service accomplishes what it's supposed to do.) How are current technologies applied?*

### **Accessibility and Awareness**

The Ombudsperson's office now has visibility on the college web page and awareness has started on campus with staff, dean and faculty presentations. This has been built up over the months of September and October and will continue Spring 2013.

### **Direct Service**

The Ombudsperson offers an alternative opportunity to resolve complaints, concerns or problems in a timely and private manner. Users of the office are provided a confidential place to explore options to make informed decisions. The Office of the Ombudsperson does not replace or substitute for formal grievance, investigative or appeal processes made available by the College. Also, the office does not have any authority to make decisions or enact policy.

Use of the Office of the Ombudsperson is not a substitute for formal procedures, such as filing a final grade grievance. The Ombudsperson follows no prescribed sequences of steps, and do not participate in any formal grievance process. The Ombudsperson does not advocate for either party and cannot assist a student who is represented by legal counsel.

An ombudsperson does not make, change, or set aside policy or previous administrative decisions, nor does an ombudsperson serve to determine the rights of others or to unilaterally resolve conflicts. Rather, knowledge of the facts of a situation, using reason, persuasion, and familiarity with the system are adequate to resolve those problems in which a mistake was made, where a practice was applied unfairly, or where poor judgment was exercised in reaching a decision.

### **Peer Mentors, ASOC and student leadership**

The Ombuds program provides services to the college which alleviate the stress of students and empowers them to find their own answers. These opportunities empower students

and provides mediation between students staff and faculty. These programs have the propensity to slow down or stop issues from becoming discipline problems.

10. *Discuss the impact of the program on the college and/or other programs. Highlight any services, reports or functions supplied, in whole or in part, by this service area that supports state or federal compliance mandates for the College.*

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11. *Discuss the impact of the program on the community and the impact of the community on the program.*

Knowing this program exists, will be a "draw" to the college, from prospective students and the general public.

#### • **College Mission**

1. *Mission Statement*

The mission of Ohlone College is to serve the community by offering instruction for basic skills, career entry, university transfer, economic development, and personal enrichment for all who can benefit from our instruction in an environment where student learning success is highly valued, supported and continually assessed.

2. *Vision Statement*

Ohlone College will be known throughout California for our inclusiveness, innovation and superior rates of student success.

3. *Core Values, Goals & Objectives:*

#### **College Core Values**

- We provide life-long learning opportunities for students, college personnel and the community.
- We promote diversity and inclusiveness.
- We maintain high standards in our constant pursuit of excellence.
- We value trust, respect and integrity.
- We promote team work and open communication.
- We demonstrate stewardship for our human, financial, physical and environmental resources.

#### **College Goals/Objectives**

**1. Through innovative programs and services, improve student learning and achievement.**

**7. Increase access to higher education of under-served and under-represented demographic groups in the District and local communities.**

4. *Briefly describe how the program supports the college mission, vision selected college values.*

The Office of the Ombudsperson can help serve the community by offering services which enhance personal enrichment from all who participant with its services.

The program fosters Personal Responsibility for academic and personal conduct matters, respect for the college processes and integrity in satisfactorilly complying with college procedures.

5. *Briefly describe how the program supports selected college goals.*

GOAL ONE:

The program provides opportunities for students to identify and learn responsible ways to reach their academic goals. Students will be assisted in finding ways to manuever through college and problem-solve their issues in an appropriate manner by learning and adhering to the co-curriculum processes of various Student Servcies departments and programs.

GOAL SEVEN:

Provide leadership opportunities in buildidng relationships with staff and faculty when working through situations of conflict.

These will be accomplished through one-to-one mentoring and making connections with student leaders such as ASOC & Peer Mentors.

6. *Briefly describe how the program supports selected college objectives.*

Same as the above

**• Program SLOs & Assessment**

## 1. Student Services SLO -

**The OBP office will help students to develop personal responsibility by teaching them to:**

- **Advocate for themselves appropriately**
- **Research all relevant information & documentation**
- **Present all information in a professional and respectful manner**

a. *List Activities/Action Plan.*

- A checklist of activities will be provided to each student requesting services
- A meeting will be held with the OBP to assess student progress

b. *Indicate your planned method of assessment.*

- When all data from the Checklist and Information Sheet is submitted, completed and closed by student and OBP.

c. *Enter assessment results and analyze student success in achieving this SLO.*

TBD

d. *Future Action*

### • **Student/Program Achievement**

1. *List area-specific outcomes.*

Peer Mentors have been recruited to help in the development as Peer coaches and mentors to help assist students who are unsure What to Do, Who to speak with, or When to Speak in order to get their needs met.

Approximately 8 mentors were involved in a two-hour Servant Leadership training in Fall 2012. They will begin Customer Service training in Spring 2013.

Outcomes will be tracked and reported at a later date, as they occur.

2. *Identify internal and/or external benchmarks and regulations.*

TBD

3. *Enter assessment results for area-specific outcomes and analyze trends.*

TBD

4. *Analyze program budget trends and expenditures. Comment on how the program can best use budget resources.*

Currently, there are no budget trends or expenditures.

5. *Analyze the program's current use of staff, equipment, technology, facilities, and/or other resources. Comment on how the program can best use these resources.*

Salary is met by the current and continued employment of a Student Services manager.

6. *Describe any additional notable program achievements(optional).*

7. *Additional Program Table Data*

8. *Future Action*

Current level of focus maintained. Describe.

### • **Program Analysis**

After assessing student learning outcomes/impacts, student/program achievement, and the status of previous program improvement objectives (PIOs), analyze the data and any identified trends, and summarize you findings. Use these data and trends to prioritize, revise, or develop new PIOs

1. *Describe program achievements and successes.*

- To date, we have had three formal cases, with supporting documentation
- We have had one informal case, with no formal documentation. Student was assisted in submitting proper documentation to faculty members and a dean.
- Three cases were completed to the full satisfaction of the student, one was not.

While case number are low at the current time, it should be noted that each one of these cases took approximately 2-4 hours of the ombudsperson's time. It is estimated that without the presence of the Ombudsperson serving as a central point for the students' concern, the load on staff, faculty and administrators time, would likely be 3 to 4 times this amount.

Nine peer mentors have been trained to assist students in a variety of service and matriculation areas and continue to be coordinated with the counseling department.

A location and desk has been identified and ordered to provide a peer mentor station which is both visible and

functional for students. This will not only provide a presence for this group but will also serve as a referral and contact point for Ombudsperson services. It is noteworthy that the ASOC is choosing to support the furniture cost associated with this improvement and has also expressed a desire assist in staffing the area during peak times.

2. *According to the evidence, what are the areas needing improvement?*

Again, this program and function has only been in effect for a few months. The foundation of training, space, web presence and campus presentations have been established and will be evaluated after Spring term.

<http://www.ohlone.edu/org/ombudsperson/>

• **Outside Review Results**

1. List each team members name and title.  
None.
2. Discuss key feedback provided by team and how it was incorporated into the report.  
None.

• **Attached Files**