



FRANCIS MARION UNIVERSITY
OFFICE OF OMBUDSMAN
IE DEPARTMENTAL ASSESSMENT PLAN

ASSESSMENT PLAN PERIOD: July 1, 2018- June 30, 2019

DEPARTMENTAL MISSION STATEMENT: The Student Ombudsman helps students address and resolve non-academic conflicts, concerns, and other problems they may experience while attending Francis Marion. The Ombudsman assists the student in navigating the university procedures that will help them resolve their issue, and directing them to the appropriate school office or official.

The Ombudsman acts as a neutral and impartial resource for the student and advocates for fair processes. The Ombudsman does not replace other school offices or officials who bear responsibility for particular issues.



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Goal	Desired Outcome	Assessment Methods and Procedures	Results	Planned Improvements Based on Assessment Results/Action Items
<p>Goal #1 - Increase Awareness of the Office of the Ombudsman and its services.</p>	<p>Increase the students' awareness of the office through marketing and use of office's services.</p>	<p>Baseline - There were no previous records submitted to Katherine Barnette when she assumed the role of Ombudsman in July 2018.</p> <p>Benchmark – My goal for this year was to increase awareness of the Ombudsman Office and its services in order to help students better utilize the office.</p> <p>Target – In the next three years, I would like to continue to increase the awareness and presence of the Ombudsman Office to Francis Marion University undergraduate and graduate students by regularly advertising services via on campus posters, The Patriot Newspaper (on campus student paper), the FMU website, speaking to University Life 101 classes and at Orientation sessions.</p>	<p>Over the course of 2018 our benchmark was met. The Ombudsman attended both Freshman and Transfer Student Orientation sessions to present a presentation about the office and it's services. Students had the opportunity to ask questions and speak with the Ombudsman.</p> <p>We established a webpage on the Francis Marion University website to increase student and parent awareness about the services offered and create a point of contact. The ombudsman@fmarion.edu email and phone numbers were created giving students a direct line to the University Ombudsman. A physical office space was established in the Stokes Administration Building allowing students to meet with the Ombudsman in a confidential space.</p> <p>An online appointment booking system was setup via Calendly for students to book appointments.</p>	<ul style="list-style-type: none"> • Create advertising items for 2019-2020 to inform students about services (ads, posters, email to students through University Communications Office.) • Speak to the University Life Classes to reach +/- 25% of the incoming freshman. • Continue to improve the interior décor of the office to make it feel like a safe space for students to share concerns by adding comfortable seating area, warm colors and soft lamp lighting.



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<p>Goal #2 – Connect student(s) with available resources within the University.</p>	<p>SLO - Teach and inform students who visit the office about the resources available at Francis Marion University.</p>	<p>Assess students knowledge about resources during preliminary intro questions in each session.</p>	<p>80% of the students were unaware of which resource they needed to utilize for their issues. Students were provided with information about the resource best suited for their need verbally and by follow-up email.</p>	<p>Create a single one sheet of resource information that can be handed to a student during their visit.</p>
<p>Goal #3 - Learn more about the policies and procedures at Francis Marion University and the Ombudsman Standards set forth by the International Ombudsman Association.</p>	<p>Increase my knowledge of the policies and procedures at Francis Marion University and IOA standards of practice.</p>	<p>Baseline - Minor knowledge of the policies and procedures at FMU.</p> <p>Benchmark – Increase knowledge by meeting with FMU department deans & chairs to learn about policies and their procedures.</p> <p>Target – In the next three years, I would like to establish and build relationships with each department dean/chair to create open lines of communication with the Ombudsman Office.</p>	<p>Over the course of the year, my bench mark was met. I established key relationships with the Registrar's Office, Admission's Office, Provost, Associate Provost and deans of each department. The lines of communication were established and they began referring students to the Ombudsman Office.</p>	<p>Action Items: Continue to learn FMU processes. Stay up to date with process changes through regular communication with FMU faculty and staff members.</p>



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<p>Goal #4 - Learn more about the Standards of Practice for an Ombudsman set forth by the International Ombudsman Association.</p>	<p>Increase my knowledge of the IOA standards of practice.</p>	<p>Baseline - No knowledge of the IOA standards.</p> <p>Benchmark – Attend an IOA conference and complete Ombudsman training.</p> <p>Target – In the next three years, I would like to complete my hour requirements (100+) to become an IOA certified Ombudsman.</p>	<p>My benchmark was met as I attended the 2018 International Ombudsman Conference hosted by the International Ombudsman Association. I completed 3 days of training for my IOA ombudsman certification and passed the intro level class.</p>	<p>Action Items: Continue to watch IOA virtual sessions and participate in online classes to achieve hours needed for certification.</p>
<p>Goal #5 – Address problems and concerns within the University and identify options to reach resolutions.</p>	<p>OOP - Identify performance & policy adherence issues based on information presented during Ombudsman meetings with students.</p>	<p>Baseline - Knowledge of issues within several incoming student processes.</p> <p>Benchmark – Identify issues and recommend process changes to upper university officials.</p> <p>Target – In the next three years, I would like to decrease repeating process & policy issues students face during their time at FMU.</p>	<p>The Benchmark was met. The Ombudsman Office identified multiple performance & policy adherence issues during visits from incoming freshman and graduate students. After reviewing the information and identifying the issue(s), a recommendations was made to the individual department about the issue and how they could improve. Improvements were implemented by the Financial Aid Department, Office of Admissions, Accounting and Industrial Engineering program.</p>	<p>Action Items: Continue to identify ways to improve the student processes and policies by surveying students who visit the Ombudsman Office.</p>



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Goal #5 – Improve Student Satisfaction of Services Rendered	OOP - Improve performance of the Ombudsman Office and its services to FMU students	Strategy - Create a brief survey (3-5 questions) students will receive at the end of their meeting with the Ombudsman to measure student satisfaction.	It was hard to gauge student satisfaction at the end of the cases we saw this year without a formal way to collect the data. We realized that we need the formal data to assess our performance (OOP) and make changes as needed.	Strategy - Create and implement a brief survey (3-5 questions) to students at the end of their meeting with the Ombudsman to measure student satisfaction.
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