

2020 Annual Program Review

Program Name: Ombuds Office

Program Review Author: Yvonne Ortega

I. PROGRAM DESCRIPTION: In one or two paragraphs, provide a description of the primary goals of your program or service area. Attach an appendix to describe your program or service area in more detail, if needed.

Note: If no changes have occurred, feel free to copy and paste from your last review. If it exists, feel free to copy the brief description of your program from the college catalog: <http://www.smc.edu/CollegeCatalog/Pages/default.aspx>

The Ombuds office serves as an informal and confidential service that helps students who are facing problems on campus by finding productive ways to solve their problems or have their concerns addressed. The office accomplishes this by mediating problems between students and faculty, explaining college policies to students, or helping faculty develop approaches to preventing potential problems or solving current classroom problems. The Ombuds office is not an official office of complaint for the college, and the ombuds do not take part in any formal complaint processes, such as grade appeal or Honor Council hearings.

Ombuds may clarify and explain college policies and procedures. Ombuds may coach students on how to approach their professors with concerns. Often, ombuds help students investigate how a grade was earned. In addition to supporting students, the office supports the faculty.

The ombuds regularly consult with department chairs and faculty members on issues such as classroom management and grading policies.

The ombuds office supports the mission of SMC by serving all of its diverse population and supporting each individual as a unique member of the community. The office seeks to improve communication, foster collegiality, and promote fair and equitable practices in the classroom and across campus.

II. PROGRESS SINCE LAST REVIEW (LAST YEAR'S OBJECTIVES)

Identify the original objectives from your last review, as well as any objectives that emerged during the year (if applicable). For each objective, determine status and explanation for status.

Objective	Status (Check one)	Status Explanation
Maintain the level of service that we have been able to provide to the campus.	<input type="checkbox"/> Not Completed <input type="checkbox"/> In Progress <input checked="" type="checkbox"/> Completed	The ombuds office was able to maintain the level of service during school year 2019-2020 with a slight decrease in the number of cases in Spring 2020 after the closure of the campus. The annual cases for 2018/2019 were totaled at 411 vs. 2019/2020 totaled at 341.
Adherence to the International Ombudsman Association (IOA) Standards of Practice.	<input type="checkbox"/> Not Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Completed	The IOA standards of practice are reviewed for updates through subscriptions to the IOA ombuds blog and newsletters.
So as to maintain campus wide awareness of the service, the Ombuds office will distribute its flyer to offices across campus, will visit an AS meeting to inform it about the service, and	<input type="checkbox"/> Not Completed <input type="checkbox"/> In Progress <input checked="" type="checkbox"/> Completed	The office distributed rack card (flyer) to all departments and it was utilized by campus staff for student referrals. In fall 2019, the ombuds staff visited an Associated Student meeting to discuss services. Departments were not visited in Spring 2020 due to campus closure and will

will continue to seek to visit departments, both on its own and as part of the Care and Prevention team presentations.		resume in the upcoming academic year if schedules allow. The ombuds continues to serve on the CPT.
<p>Click or tap here to enter text.</p> <p>The Ombuds office could serve the institution well by annually sharing the general trends it observes about the cases it handles with the Vice Presidents of Academic Affairs and Student Affairs, and with leaders of college initiatives that could benefit from such information. Currently, no process or mechanism exists for doing this, but we believe there should be.</p>	<input type="checkbox"/> Not Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Completed	<p>This objective reflects a standard practice in higher education. Typically, Ombuds offices report directly to the president of the university or college. They provide both the president and the public with information about overarching trends they are seeing. Because such offices do not report to any other offices on campuses and are not typically part of the college bureaucracy, the report can be seen as an impartial snap shot that can be used by the institution to reflect upon its work</p>
<p>Click or tap here to enter text.</p> <p>On a weekly basis, when the Ombuds meet to discuss cases, the International Ombuds Association Standards of Practice will be used as part of the discussion to assess the work of the office. Additionally, as the office develops its annual report of trends, it will review how well the standards of practice were used to inform its work.</p>	<input type="checkbox"/> Not Completed <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Completed	<p>To ensure the Ombuds office does its work in line with accepted standards established by professionals in the field, the SMC office should regular review and reflect upon the standards. Eric Oifer has resigned his position in the ombuds office and two new faculty members have replaced him. They include Sandra Hutchinson and Paul Klumpe. Both faculty were trained in Summer 2020 which included review of the IOA standards of practice.</p>

III. ACHIEVEMENTS

(Optional) List any notable achievements your program accomplished in the last year.

The office established an online appointment service prior to the campus shutdown. The virtual hours were used to accommodate and extend the reach of our diverse student population. This includes working students, disabled students, distance education students and also high school students.

IV. CURRENT PLANNING AND RESOURCE NEEDS

Part 1: Narrative

Broadly discuss issues or needs impacting program effectiveness for which institutional support or resources will be needed for the next academic/fiscal year.

The ombuds office has recently been relocated and will require set up for a fully functioning office upon the return to campus This includes a new printer, dual monitor, and web cam maintain continuation of virtual office hours as an option.

Part 2: List of Resources Needed

Itemize the specific resources you will need to improve the effectiveness of your program, including resources and

support you will need to accomplish your objectives for next year.

While this information will be reviewed and considered in institutional planning, the information does not supplant the need to request support or resources through established channels and processes.

Resource Category	Resource Description/Item	Rationale for Resource Need (Including Link to Objective)
Human Resources	Click or tap here to enter text.	Click or tap here to enter text.
Facilities (<i>info inputted here will be given to DPAC Facilitates Comm.</i>)	Click or tap here to enter text.	Click or tap here to enter text.
Equipment, Technology, Supplies (<i>tech inputted here will be given to Technology Planning Committee</i>)	New printer (currently are using a 15 or 20 year old printer) Dual (2 nd) monitor (run multiple programs at one time including Zoom meetings) Web cam for virtual appointment option when we return to campus.	Equipment to assist the ombuds office to run efficiently as identified in Objective 1.
Professional Development	Attendance to California Caucus of College and University Ombuds for all 3 faculty	Our new faculty should be trained on IOA standards as identified in Objectives 2 and 5. Current faculty should also maintain current practice standards

V. CHALLENGES RELATED TO SPRING 2020 COVID-19 CRISIS AND RESPONSE:

List significant challenges your program faced in Spring 2020 due to COVID-19. Please also Include your responses and solutions to this crisis.

The transition to 100% virtual appointments reduced the total number of cases for the Spring 2020 semester. We experienced many cancelled appointments perhaps due to extenuating circumstances students were experiencing during the spring semester.

VI. THE NEXT SECTION IS FOR CTE PROGRAMS ONLY

PARTNERSHIPS:

Part 1: Industry advisory meeting dates and attendance for 2019-2020.

Date of Meeting	# of SMC Attendees	# of Non-SMC Attendees
Click or tap to enter a date.	Click or tap here to enter text.	Click or tap here to enter text.
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Part 2: Employer partnerships/collaborations for 2019-2020. Identify the most salient partnerships or collaborations.

Employer Name	Type of partnership or Collaboration	Optional: Additional information about partnership or collaboration
	<ul style="list-style-type: none"> • Advisory attendance • Internship site • Donations • Job placement 	

	• Other	
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CONGRATULATIONS – that’s it! Please save your document with your program’s name and forward it to your area Vice President for review.

The following section will be completed by your program’s area VP

Vice Presidents:

First, please let us know who you are by checking your name:

- Christopher Bonvenuto, Vice President, Business and Administration
- Don Girard, Senior Director, Government Relations & Institutional Communications
- Sherri Lee-Lewis, Vice President, Human Resources
- Jennifer Merlic, Vice President, Academic Affairs
- Teresita Rodriguez, Vice President, Enrollment Development
- Michael Tuitasi, Vice President, Student Affairs

Next, please check this box to indicate that you have reviewed the program’s annual report Provide any feedback and comments for the program here:

Click or tap here to enter text; the box will expand when you enter text.

Finally, please **save the document** and email it to both Stephanie Amerian (amerian_stephanie@smc.edu) and Erica LeBlanc (leblanc_eric@smc.edu). If you have any questions, please contact us!

Thank you for your input!