Annual Report 2011-2012

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- Average Case Load Size
  - National Average for a college with 30,000 to 33,000 students is 120 to 250 cases per academic year
  - The University of Iowa has 31,000 students.
    - Case load size:
      - 06 to 07 - 280 cases
      - 08 to 09 - 130 cases
  - The University of Chicago has 16,000 students.
    - Case load size:
      - 05 to 06 - 99 cases
      - 06 to 07 - 60 cases
      - 07 to 08 - 82 cases.
  - The University of Kansas has 30,000 students.
    - Case load size:
      - 08 to 09 - 490 cases
        - The University of Kansas ombudsperson counts total number of contacts and not individual cases.

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- Cases by Term:
  - Fall: 73
  - Spring: 85
  - Summer I: 10
  - Summer II: 11

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- Cases by Term/ Gender:

	Male	Female
Fall:	34	47
Spring:	28	53
Summer I:	3	9
Summer II:	3	2

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- Cases by Campus:
  - Pecan: 112
  - Starr County: 0
  - Mid-Valley: 11
  - NAH: 37
  - Technology: 5
  - Internet: 14

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- Division:
  - Complaints
    - SSEM: 17
    - Academic Affairs: 45
  - Grievances
    - Academic Affairs: 6
  - Grade Appeals
    - Academic Affairs: 73
  - Individual Consultations
    - No Action/ Discussion of Policy/ Referral 38

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- Party Involved:
  - Faculty/ Instruction: 142
  - Staff: 12
  - Another Student: 2
  - Department Related: 19
  - Security: 1
  - Service Related: 1
  - Facility Related: 2

Dissatisfaction with services provides or lack of service.

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- Service Requested by Student
  - Complaint: 62
  - Grievance: 6
  - Grade Appeal: 73
  - Consultation: 38

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- Cases by Enrollment Status
  - <30hrs: 54
  - >80hrs: 57
  - 30-80hrs: 59
  - Transfer Students: 6
  - Stop Out: 3

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- Consultations: 38
  - These cases were resolved by clarifying policy or procedures, or by listening to the students concerns.
- Refer to Formal Process = 141
  - Cases Resolved Using =
    - Mediation: 46

1/3 of All cases received by the CRC are resolved by using Mediation, Shuttle Diplomacy, Conflict Coaching or another form of Alternative Dispute Resolution.

- Out of 179 cases, 84 or 47% were resolved using mediation, alternative dispute resolution techniques or individual consultations.

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- Organizations:
  - International Ombudsman Association:
    - Professional association committed to supporting organizational ombudsmen worldwide (includes the United Nations).
      - Provides a Code of Ethics and Standards of Practice for Organizational Ombudsman
  - Texas Mediators Association:
    - Multidisciplinary organization established to provide leadership and education in the field of mediation (includes Attorneys).
      - Provides a Code of Ethics and Standards of Practice for mediators threw out the State of Texas

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- The questions was asked:
  - Have we reduced the number of complaints we are seeing at the college?
    - Response:
      - We have become more efficient in how we work to resolve them.

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- Have we reduced the number of complaints we are seeing at the college?
  - Prior to 2006:
    - 1 Part-time Student Ombudsman
    - Referral services only
  - Post 2006:
    - 3 Full-time trained Professional Ombudsman
      - Certified/ Credentialed in Mediation, Facilitation and Ombuds Services
    - Mediation and Facilitation Services
    - Conflict Resolution and Diversity Awareness Training
      - Recently we added Disability Mediation Services