

**Office of the Ombudsperson: 2005-2010 Strategic Plan**  
**3/31/06**

**Mission Statement:**

The mission of the Office of the Ombudsperson is to ensure that all members of the University community receive fair and equitable treatment. The Office employs two strategies to do this: one, by helping individual visitors to address their problems; and two, by promoting systems change across campus to encourage civil and respectful interactions and conduct and behavior of the highest integrity. Office statistics and efforts are summarized in a report presented to the University President and community each year.

**Goal 1: To create a University experience that enriches the lives of undergraduates and helps them to become well-informed individuals, lifelong learners, engaged citizens, and productive employees and employers.**

Objective: Support undergraduates by helping them resolve problems that interfere with their academic, work and personal lives.

Indicator: Presentations and other educational efforts (brochures, posters, educational emails, articles, etc.) publicizing the role of the office to undergraduates or offices serving undergraduates.

*Target:* Produce a minimum of 5 publicity efforts per year.

Indicator: The number of undergraduate office visitors served per year.

*Target:* Increase from an average of 52 to an average of 60 undergraduates served per year.

**Goal 2: To cultivate excellent graduate and professional programs, and to advance the research and scholarly enterprise.**

Objective: Support graduate students by helping them resolve problems that interfere with their academic, work and personal lives.

Indicator: Presentations and other educational efforts (brochures, posters, educational emails, articles, etc.) publicizing the role of the office to graduate students or offices serving graduate students.

*Target:* Produce a minimum of 5 publicity efforts per year.

Indicator: The number of graduate student office visitors served per year.

*Target:* Increase from an average of 58 to an average of 65 graduate students served per year.

**Goal 3: To promote excellence in education by increasing the diversity of the faculty, staff, and students.**

Objective: Develop and support a welcoming, respectful and inclusive climate for all members of the community.

Indicator: Strategic partnerships with UI resources to highlight one important climate issue facing the UI community per year. Addressing each issue could include the establishment of appropriate policies and procedures. Possible issues to be addressed in the next five years include: violence prevention, gender, mental health, age and international students' issues.  
*Target:* Establish and maintain a minimum of one strategic partnership to address one community issue per year.

**Goal 4: To strengthen the University's intellectual and community vitality.**

Objective: Promote the health, wellbeing and professional growth of students, staff and faculty by helping them resolve problems that interfere with their academic, work and personal lives.

Indicator: Presentations and other educational efforts (brochures, posters, educational emails, articles, etc.) publicizing the role of the office in order to encourage staff, students and faculty to address concerns.  
*Target:* Produce a minimum of 20 publicity efforts per year.

Indicator: Direct service to visitors.  
*Target:* Increase from an average of 300 to an average of 325 visitors seen per year.

Indicator: Committees on campus which promote community health and wellbeing.  
*Target:* Participate on a minimum of 3 committees per year, including Dispute Resolution, Behavioral Risk Management, and Public Safety.

Objective: Promote the intellectual vitality of the University community.

Indicator: Conflict resolution workshops for UI staff, students and faculty.

*Target:* Deliver a minimum of 6 conflict resolution workshops per year.

Indicator: Problem-solving skills and resources provided to office visitors.

*Target:* Achieve a goal of 75% of office visitors reporting through an anonymous survey that they are better able to work through their conflicts independently as a result of their interactions with the office.

Indicator: Educational materials on common issues facing students, staff and faculty.

*Target:* Continually develop and disseminate information on timely issues.

Objective: Promote the intellectual vitality of the Office of the Ombudsperson staff.

Indicator: Continuing education, both on- and off-campus.

*Target:* Yearly participation of all office staff in learning opportunities.

**Goal 5: To broaden the University's service mission to include stronger partnerships with public constituencies.**

Objective: Provide service to the State of Iowa.

Indicator: Development of a network of Iowa ombuds from the public, educational and private sectors.

*Target:* Explore ways to facilitate communication for this new network.

*Target:* Explore the possibility of sponsoring a statewide meeting.

Objective: Serve the national and international ombuds community.

Indicator: Service activities, including participation on committees and facilitation of events.

*Target:* Maintain active membership in the International Ombuds Association.

*Target:* Engage in at least 3 service activities per year.