

**OBERLIN COLLEGE
OMBUDS OFFICE EVALUATION**

The Ombuds Office provides confidential, impartial, informal, and independent assistance for students, staff, and faculty in resolving College-related problems and conflicts. In the recent past, you have contacted this office for assistance. In order for us to evaluate the effectiveness of our service to you or individuals you referred to our office, we need your help! Please take a few minutes to complete the following questionnaire and return it to Daub House. All responses will be kept confidential. Thank you.

First we would like to obtain some demographic data about individuals we served. Remember your comments will remain anonymous.

Constituent Group(s): select the appropriate affiliation

Student Administrator Staff Member Faculty Member

Other _____

Gender: Male Female

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
The Administrative Assistant was courteous and respectful to me.	1	2	3	4	5	
The Administrative Assistant provided clear answers to my questions.	1	2	3	4	5	
The Administrative Assistant explained the Office role clearly.	1	2	3	4	5	
The Ombudsperson was courteous and respectful to me.	1	2	3	4	5	
I was able to meet or speak with the Ombudsperson within a reasonable period of time.	1	2	3	4	5	
The Ombudsperson provided accurate information	1	2	3	4	5	
The Ombudsperson returned my phone calls in a timely manner.	1	2	3	4	5	
The Ombudsperson kept her promises with regard to what she agreed to do after speaking with me.	1	2	3	4	5	

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
The Ombudsperson was knowledgeable regarding pertinent institutional policies and procedures.	1	2	3	4	5	
The Ombudsperson helped me identify and evaluate the options to address my concerns.	1	2	3	4	5	
I trust the Ombuds Office to maintain confidentiality.	1	2	3	4	5	
The Ombudsperson appeared to remain neutral throughout our conversations.	1	2	3	4	5	
I feel that the Ombudsperson did all she could to facilitate a fair process for the resolution of my dispute, conflict, or complaint.	1	2	3	4	5	
I would seek the assistance of the Ombuds office if I experienced another personal or institutionally related concern.	1	2	3	4	5	
I would refer others to the Ombuds Office for help in resolving disputes, conflicts, or complaints.	1	2	3	4	5	
My dispute, conflict, or complaint has been resolved.*	1	2	3	4	5	

* If your dispute, conflict, or complaint was NOT resolved, why not?

What services, if any, would have been more helpful: