

Evaluation Form for Faculty Ombuds University of Houston-Downtown

This form is used by the Faculty Senate to evaluate the effectiveness of the person holding the position of Faculty Ombuds. All responses are anonymous but the tallied results of the completed forms and any written comments will be used as part of the evaluation and training process.

Please complete and return this form in a sealed envelope to the President of the Faculty Senate in Suite S-630B, 6th Floor, One Main Building.

I interacted with the ombuds in the following way:

- as a faculty member who consulted with the ombuds
 as a respondent to a situation under review with the ombuds
 as a resource for the ombuds

Please rate the following 14 statements using the 1-5 scale given below.

	1 Definitely Agree	2 Somewhat Agree	3 Somewhat Disagree	4 Definitely Disagree	5 Not Applicable
1. Contacting the Faculty Ombuds was easy and convenient.	①	②	③	④	⑤
2. The Faculty Ombuds was able to accommodate my schedule to make an appointment or communicate with me.	①	②	③	④	⑤
3. The Faculty Ombuds listened to my questions and concerns.	①	②	③	④	⑤
4. The Faculty Ombuds assisted me in determining the overall context of my dispute, concern, or problem and whether the matter should be pursued.	①	②	③	④	⑤
5. The Faculty Ombuds directed me to the appropriate office, department, or organization involved with or able to assist in resolving my dispute, question, or problem.	①	②	③	④	⑤
6. At my request, the Faculty Ombuds conducted informal inquiries into my complaint, question, or problem.	①	②	③	④	⑤
7. The Faculty Ombuds kept me informed about the actions he or she took to assist me.	①	②	③	④	⑤

More questions on the back of this page. Please continue...

<i>continued....</i>	1 Definitely Agree	2 Somewhat Agree	3 Somewhat Disagree	4 Definitely Disagree	5 Not Applicable
8. The Faculty Ombuds made clear efforts to assist me in obtaining documents I had difficulty obtaining on my own.	①	②	③	④	⑤
9. The Faculty Ombuds has maintained appropriate confidentiality related to my consultation.	①	②	③	④	⑤
10. I was treated fairly by the Faculty Ombuds.	①	②	③	④	⑤
11. I was treated respectfully and professionally by the Faculty Ombuds.	①	②	③	④	⑤
12. I would consult with the Faculty Ombuds again if the occasion arose.	①	②	③	④	⑤
13. If another faculty member could benefit from the services of the Faculty Ombuds, I would refer that colleague to the Faculty Ombuds.	①	②	③	④	⑤
14. I was satisfied with my overall experience with the Faculty Ombuds.	①	②	③	④	⑤

Please feel free to add any additional comments below or typed as an attachment.

Thank you for offering your input.