II.

***Written procedures for making modifications and improvements to the institution as a result of information obtained in handling student complaints.***

There are several ways that the Ombudsman’s office uses the information gathered in the handling of students situations to improve and modify institutional processes and policies. It is important to note, that the Office of the Student Ombudsman is not a complaint center where institutional complaints are logged, its processes are confidential, but a place where students can present their particular situations and receive orientations about the policies that govern the situation, or ask for the direct intervention of the ombudsman.

Having said that, the Student Ombudsman does use the experience of the situations it helps solve to recommend modifications and improvements to the institution. It does so in the following ways:

1. The Student Ombudsman is nonvoting member of our Academic Senate and a member of its student affairs committee. When the office receives and evaluates a situation that does not relate to any of our current policies or bylaws, after a careful analysis and without disclosing confidential information about the situation, we bring the issue to the attention of the student affairs committee with concrete recommendations for the creation, modification or overhaul of regulations or processes.
2. The Student Ombudsman, in the management of all situations, makes recommendations to the authorities in charge of the offices it interacts with so that processes that generate complaints can be reevaluated and modified. These recommendations can or cannot be considered depending on the administrator that oversees the process in question.
3. As required by Certification 119 2014-2015 of the Board of Trustees, the Ombudsman makes direct and formal recommendations to Department chairs, Deans and the Chancellor, supported by the statistics it gathers yearly, in its Annual Report. The Annual Report is public and is distributed through institutional means. The report is widely circulated and is open to comment.
4. The Student Ombudsman is constantly invited to meetings to evaluate institutional processes and discuss possible modifications.
5. The Ombudsman also holds periodical meetings with the Chancellor and the Deans