

## **Scope of the Dalhousie University Review of Office of the Ombudsperson for Students**

**March-May 2019**

### **Scope of the Review**

In general terms, the review will focus on the mandate of the Office of the Ombudsperson and measures to improve the effectiveness of the Office. It will examine the record/practices of the Office in carrying out its mandate since 2016, the visibility, identity and awareness of the Office within the University community, its accountability structure and reporting relationships, the adequacy of its policy framework/Terms of Reference, and appropriate future directions. The review will be informed by stakeholder perceptions gathered through in-person consultation and written submissions, by taking account of written reports and relevant documentation within Dalhousie and by reference to Ombuds models and practices at other U15 universities.

In particular, and without limiting the above, the review will consider the following:

- the degree of impartiality, independence and accessibility of the Office;
- the development by the Office of collaborative relationships with academic units, support service offices, senior administrators, the Dalhousie Student Advocacy Services, Human Rights and Equity Services, and other relevant offices and bodies within the University;
- the level of student and other stakeholder satisfaction with the assistance and services provided by the Office, and the practices of the Office;
- the governance and accountability structures and reporting relationships pertaining to the Office, including the Ombuds Advisory Committee and the exercise of its functions;
- the visibility, awareness, understanding and acceptance of the Office within the University and the DSU, and possible measures to enhance these outcomes;
- efforts of the Office to identify, and make recommendations concerning, changes to University and DSU policies and procedures;
- the adequacy and sufficiency of the Terms of Reference of the Office and the alignment of practice with the Terms;
- the mechanisms for review and evaluation of the Office;
- the qualifications, skills, experience and attributes to be sought in the next Ombudsperson;
- the appropriateness and sufficiency of budgetary resources, personnel and physical location of the Office;

The reviewer may make any additional observation or comment on related matters raised during the consultations or otherwise in the course of the review.

Approved:  
Ombuds Advisory Council  
February 2019