



2014-15 ASOSU Office of Advocacy Annual Report

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Office Overview

Areas of Assistance

The Office of Advocacy assists students with academic and personal issues that involve a misunderstanding with the university or any of its administrative units. We handle disputes within a broad spectrum of issues.

The following are some of the areas with which the Office of Advocacy assists:

- Academic Dishonesty
- Financial Aid
- Privacy
- Student Conduct
- Tuition, Fees, Business
- On-Campus Disputes with OSU Security Officers/Oregon State Police
- Faculty Misconduct
- Grade Appeals
- Parking
- Residency Appeals
- Student Health Insurance
- University Housing & Dining Services/The Gem
- INTO OSU

The Office of Advocacy does not handle immigration, taxes, copyright, patent, small business or real estate issues.

COST

Our services are offered to students at no charge. The ASOSU Office of Advocacy is funded by student incidental fees and is a service offered by the ASOSU. Because we are student fee-funded and all students pay fees, we are unable to assist in disputes between students.

Our Purpose: Mission & Vision

Mission Statement:

The Office of Advocacy's mission is to protect and support Oregon State University students' rights and to empower their voices. The responsibility of our office is to research issues prominent in student life at Oregon State University. The Office of Advocacy collaborates with Oregon State administration, various OSU departments, student-led groups, and within ASOSU itself to offer support and guidance for every student. We are a Safe Space. We are Confidential. We Advocate.

Vision:

The Office of Advocacy strives to provide students with the best possible service to ensure they receive the greatest return on their investment in the university. We hope to make our services known to all students in order to maximize their representation at OSU.



Message from the Director

Patricia Lacy, Director, ASOSU Office of Advocacy



What a momentous year this has been for the Office of Advocacy! After fourteen years in Snell Hall with water and mold between the interior and exterior walls, we have moved up the hill to the Student Experience Center. What a difference a short distance can make. We are now in a LEEDS (Leadership in Energy and Environmental Design) Platinum Building. Both beautiful and energy efficient, the SEC enhances our ability to serve needs at the highest level. We are located on the third floor in Suite 325. Drop by for a visit!

Throughout this 2014-2015 Annual Report, you will see in aggregate the number of students who visited our office, and the issue types and demographics that those students represented. On behalf of the students, we serve all sectors of the university and find that the collaboration built through working with other departments and auxiliary units creates an atmosphere of joint concern and caring for our students.

We assist students in appealing grades, allegations of academic dishonesty, and the result of any university decision-making body for whom an appeals process is in place. We work with students to file residency applications and to address issues arising from financial aid, tuition, fees, and the business office. We accompany them to Student Conduct Committee hearings and other meetings at which they would like to have an advocate present.

Our goal is to ensure not only that the student receives a fair process in the current situation, but also that they develop the skills to self-advocate should an issue arise in the future where pursuing due process is needed. If the student is better equipped to meet life's challenges as she or he moves beyond the university and into their careers, the Office of Advocacy has accomplished its mission.

So much of the work we do on behalf of our students would not be possible without the assistance of the very dedicated group of advocacy interns working in our office. Their creativity and purposefulness carry us forward into ever higher and more effective levels of service. Be sure to read their bios in the report to follow.

Intern Profiles

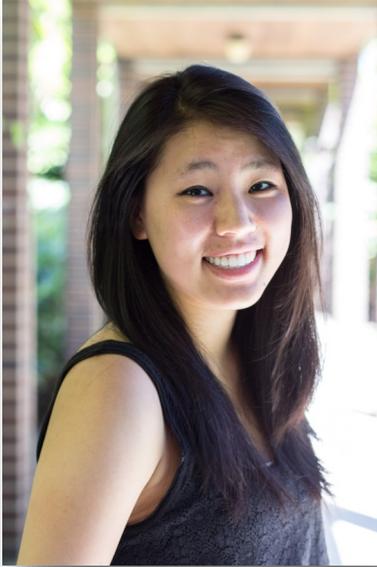
The 2014-15 academic year saw the arrival of three new interns: Samantha Trunkett, Catherine Mina, & Ryan Khalife. At the end of year, two interns also left the office and went out into the real world, as Danielle Kohler & Fiona Bai both graduated with Marketing degrees in the Spring of 2015.

Danielle Kohler (2013-2015)



Throughout the 2014-2015 school year, the ASOSU Office of Advocacy made many accomplishments. Beginning in the fall, we went through the training for our 3 new interns. Two of these interns were hired in fall 2014 and one had been hired at the end of spring term 2014. The training duties, accomplished by Fermin and me, allowed us to prepare new interns for the future of our office while simultaneously improving our own skills as interns. One of our goals for the 2013-2014 school year had been to transition successfully into the Student Experience Center (SEC). The hiring of new interns allowed this to be a smooth and successful move. The transition into the SEC was a major accomplishment for our office and allowed us the space to exceed our regular office duties. We now have private conference rooms, intern workspaces, and are able to collaborate more with our student advocate, Patricia Lacy. One project that has been ongoing throughout this school year has been preparing to hire a new 2nd advocate to assist Patricia and the interns. The 2nd advocate's duty will help increase our level of outreach and availability to the OSU student body. The 2nd advocate will also encourage our office to take a "preventative" view instead of a "reactive" view when it comes to assisting students with issues on campus. This prevention will increase the awareness of on-campus issues before a student has to learn about them the hard way. Our mission is to advocate for the student body and we can't do so without implementing prevention and awareness.

Fiona Bai (2013-2015)



This year was also a transitional year as our office moved into the new Student Experience Center and welcomed three new interns to the office. As a student intern, I helped in outreach through participating in INTO presentations and organizing the SEC Grand Opening for our office. A lot of my work was also focused on hiring a second advocate and figuring out the procedures for that process. By the end of this term, I hope to have gathered and interpreted all supporting statistics, finalized a position description and secured funding for this position in the 2016-2017 school year. Overall, our office has focused on training the three new interns, moving to the Student Experience Center, and establishing a vision for the future of this office. In the following year, I hope that the office will go through a smooth transition as two senior interns graduate, continue to do outreach activities and grow in size.

Samantha Trunkett (2014-Present)

The 2014-2015 school year has been my third year at Oregon State University and my first year working at the Office of Advocacy. I applied for the intern position May of 2014 and was hired in June of 2014. I am a political science major with aspirations of going to law school after finishing my undergraduate studies at Oregon State University. I applied for this job because I felt like it would give me experience working in a legal setting. Even though I have only worked at the Office of Advocacy for a short period of time I feel like I have learned a lot through the experiences I have had and it will benefit me in the future.



Two noteworthy changes happened this year. The first was switching over from Amicus Attorney Small Firm to Amicus Cloud. The second was moving from our old office in Snell to the new Student Experience Center. Our new office has given us more room to move around and the opportunity for all of the interns to clock in more hours. The new office is absolutely beautiful and it is a privilege to work here.

A personal accomplishment of mine was joining the Phi Sigma Alpha honors society at Oregon State University. I believe that the knowledge I have gained at the Office of Advocacy has helped me immensely in my academic studies. My next goal is to get a high score on the Law School Admissions Test.

Fermín Martínez (2013–Present)

Throughout the 2014-2015 school year, our office has accomplished many of its goals including transitioning to our new home, the Student Experience Center. We are now located in a location that allows for more students to know about our services. Our office focused on presenting to various groups of people including the American Survival part of INTO. I was given the opportunity to present to the newly hired ASOSU staff, CAMP Orientation Community Luncheon at the beginning of the school year with my supervisor about our office's commitment to helping students. Throughout my time at the office, I have gained a better understanding of the purchasing of equipment and the different departments it takes in order for requests to be completed.



Catherine Mina (2014–Present)



The 2014-2015 school year has been my second year at OSU and my first year working as an intern at the Office of Advocacy. The position was referred to me by a family friend who worked at the office during her undergraduate education at OSU. I am a political science major with the intentions of pursuing law school after graduation and was drawn to a position that worked with legal dealings at the university level. Interning at the office has been a great learning experience and a valuable benefit to my short- and long-term educational endeavors.

As an office, one of the more significant changes made during this year was the move from Snell Hall to the brand new Student Experience Center. The moving process proved to be tedious and time consuming but we were able to work well as a group and complete the transition smoothly. Our new space has improved the flow of the office and has created a more open and spacious environment for both clients and staff.

A personal accomplishment of mine during this school year has been completing my Political Science internship requirement using my internship at the Office of Advocacy. I was able to get one step closer to finishing my degree while learning valuable information that I hope to apply to creating an even more effective office.

Ryan Khalife (2014–Present)

This year was both my first year at OSU and the Office of Advocacy. While learning all the office tasks at the beginning was a little overwhelming, it has been wonderful to learn more about how the office works and its function within the university as the year has progressed.

One noteworthy change we made was switching our online database for client files from Amicus Attorney Small Firm to Amicus Cloud. The older version of Amicus was slowly being phased out by the company, and was much less intuitive to use. The newer Amicus Cloud provides a simpler user interface, and is continuously updated by Amicus so that it can carry out more functions. Additionally, it allows us to use the program from any of our office computers, as it is cloud-based. In order to make training future interns easier, we also all worked together on updating the Intern Manual so it reflects Amicus Cloud.

Another noteworthy change for the office has been the physical change of scenery. In February, we moved from our old home in Snell 133 to the third floor of the beautiful new Student Experience Center. Moving the office was a group effort, and went about as smoothly as we could have hoped for. A few days after arriving in the SEC, we were up and running as usual. This new space allows for us to grow in the future, as well as being a place for meetings, work, and studying.



Photo Credit: Cynthia Sprenger, OSU IMC Network

Office Events

- 3 End of Term Celebrations.
- New interns (Catherine, Ryan, & Samantha) participated in Strength Finders training with Melissa Yamamoto.
- Moved from Snell 133 to the Student Experience Center (SEC), suite 325.
- Gave presentations to INTO students on academic integrity Fall, Winter, & Spring terms.
- Participated in SEC Grand Opening. Office had a table with free desserts, as well as a display about what our office does.
- Had our own “Intern Grand Opening” for past & present interns and friends of the office.
- Fermín & Samantha gave informational presentations about the office to Greek houses during Fall 2014.
- Had a staff meeting training on triggers lead by Jeff Kenney of Diversity & Cultural Engagement.



Photo Credit: Cynthia Sprenger, OSU IMC Network

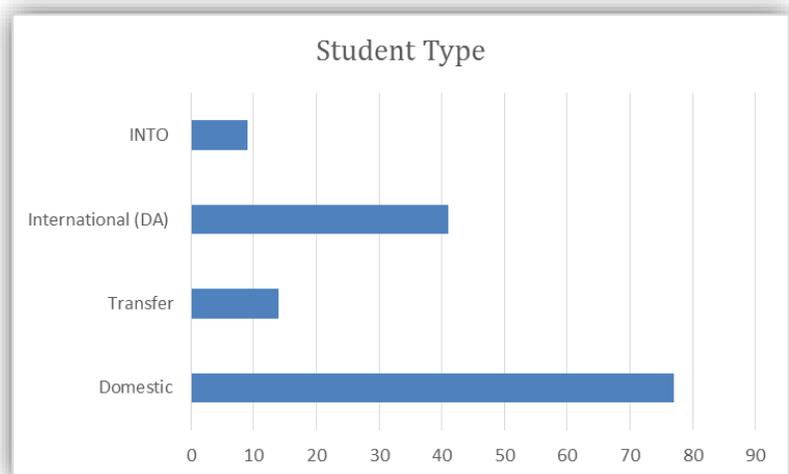
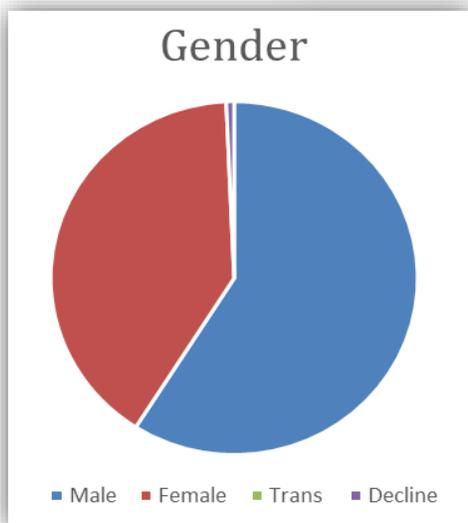
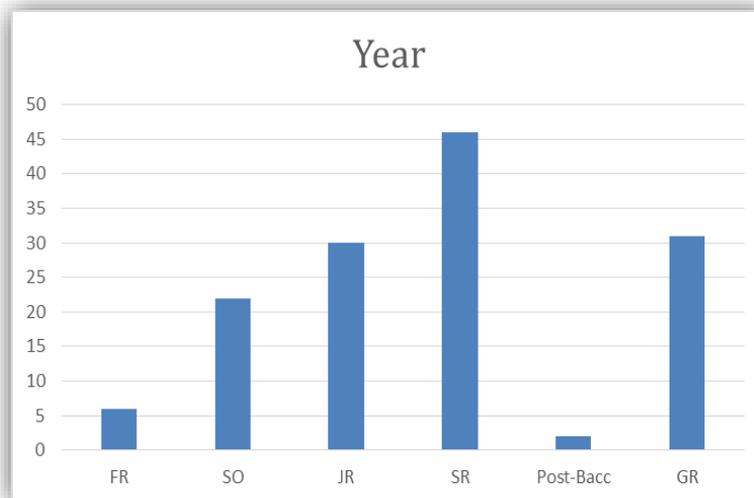
Office Initiatives

- Made the switch from Amicus small firm to the newer, easier-to-use, Amicus Cloud. Updated intern manual as well to reflect this change.
- Began process of hiring an associate student advocate: Wrote position description and began compiling client statistics from the past decade to prove need for a second advocate. Fiona & Danielle spearheaded this project.
- Worked to strengthen our relationship with INTO via our presentations and meetings with Emily Lawton. Also added to our INTO presentations by explaining possible consequences of academic dishonesty, and included a Jeopardy! quiz game at the end of presentations.
- Fiona & Danielle conducted an academic dishonesty survey using Qualtrics to gauge student knowledge and opinions regarding academic dishonesty at OSU.
- Upgraded our office technology by purchasing two new computers, a new copier, and a new printer.
- Continued promotional efforts by displaying table tents at the dining halls periodically throughout the year, as well as seeing through the completion of the office brochure and a new office video
- With the help of Daniel Newhart, the office became one of the first on campus to adopt a “swipe system,” allowing students to swipe their ID cards when they come here for appointments. This will better allow us to track client statistics, and we may be able to shorten our intake forms in the future if we find the system to be effective. Samantha led this project.
- Began hiring process for two new interns for 2015-16 school year. Hired one new intern, Mallory Temple, who we are excited to have joining us!



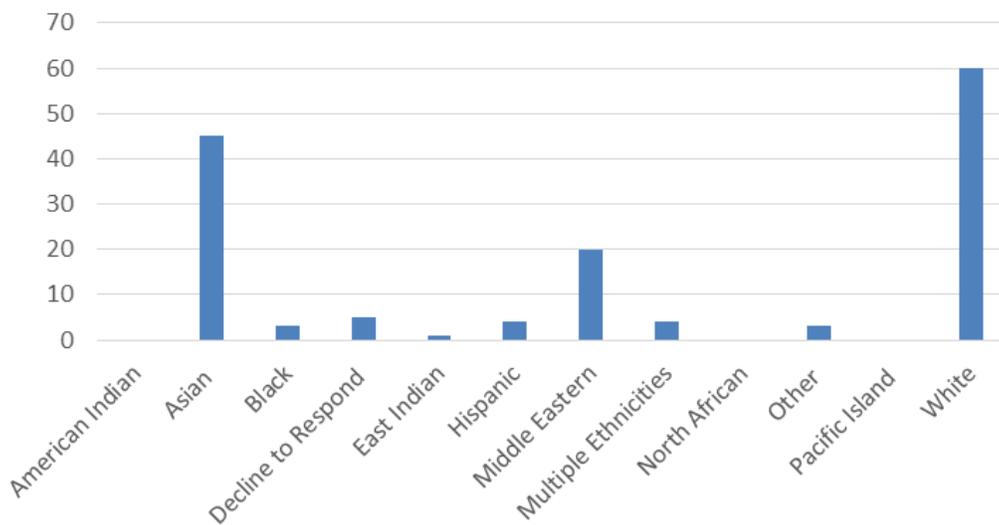
Client Statistics

Below and on the following two pages are the client statistics for the 2014-15 academic year at the Office of Advocacy. A total of 150 student files were opened during the year, but because students can decline to fill in any information, not all figures total to 150. Our office reached out to many more students than this, however. An estimated 100 INTO students were reached through our 10 American Survival presentations. We also presented about our services to various Greek life houses, reaching an estimated 600 students. Additionally, numerous students that came to the office were referred to a more appropriate resource, or did not have a formal file opened.

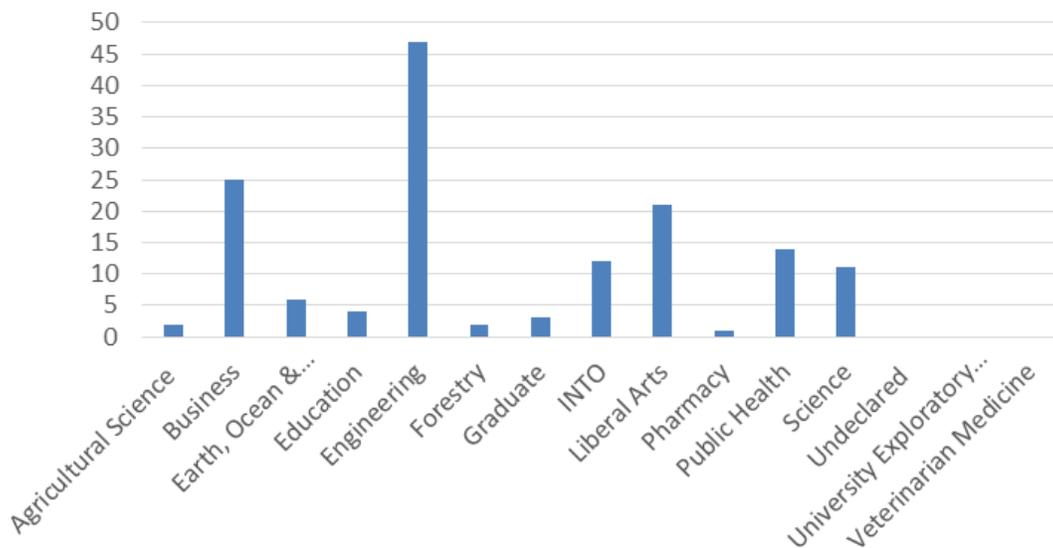


Client Statistics

Ethnicity

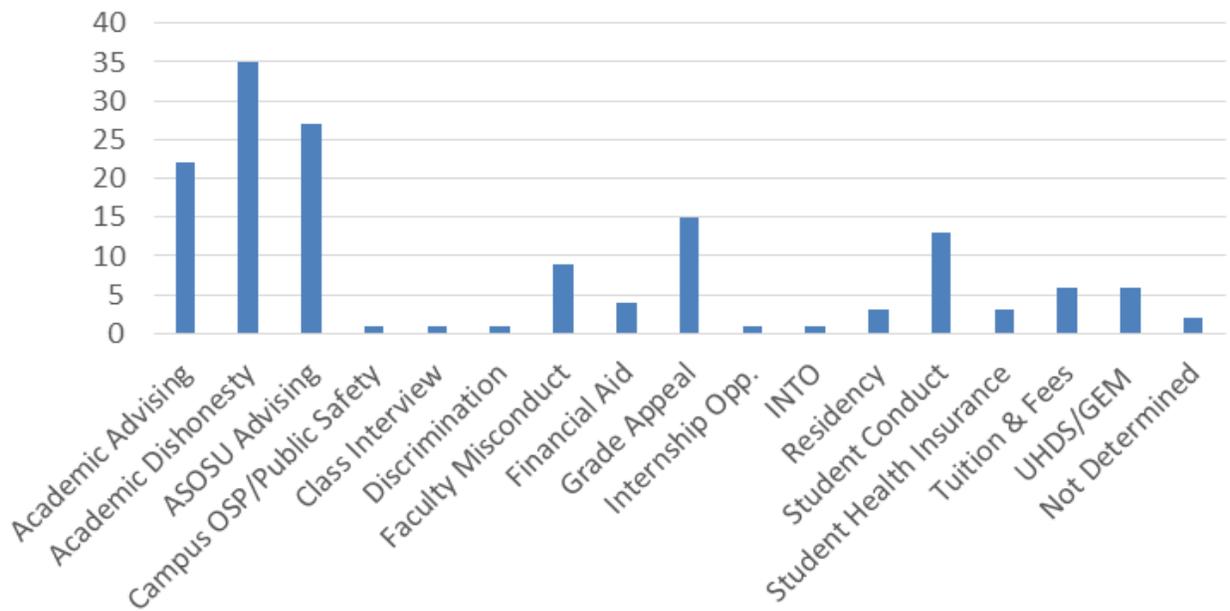


College

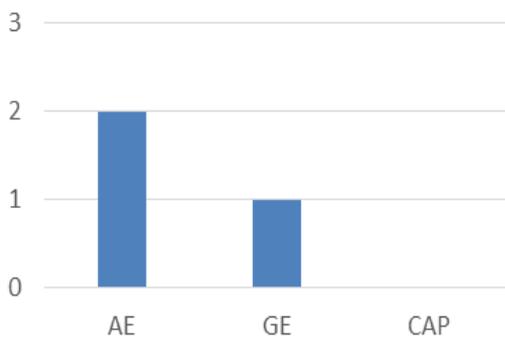


Client Statistics

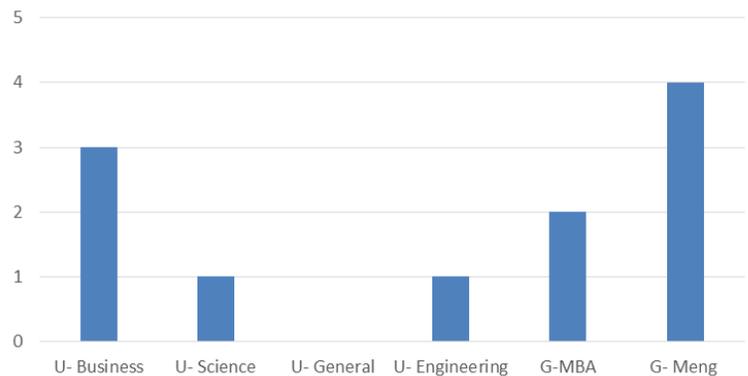
Issue Type



INTO OSU



INTO Pathways



Office Goals

- Continue working toward hiring an Associate Student Advocate for the Office of Advocacy.
- Increase student awareness of the Office of Advocacy and the services that it provides through various promotional materials & events.
- Maintain or increase the number of students we assist each year, so the office can continue serving as many students as possible.
- Ensure that the Office of Advocacy is the last stop for students seeking a service, or that we can refer them directly to the correct resource.
- Avoid scheduling conflicts as much as possible, so that all student clients can meet with Patricia at their scheduled appointment time.
- Smoothly integrate new technology such as the swipe system with our existing procedures, enabling us to better quantify aggregate client data.



Client Quotes

“Whenever I met with you (Patricia) I felt confidence that my issues would be resolved.”

“Lacy is the kindest adviser I never had.”

“I was very pleased with the assistance that I received I felt that everyone was professional, courteous and kind.”

“You all do a tremendously wonderful job, keep up the great work!”

