

MAR 14 2007

SENATE CONCURRENT RESOLUTION

REQUESTING THE DEPARTMENT OF EDUCATION UNDERTAKE A STUDY TO
DETERMINE THE NEED FOR AN OMBUDSMAN AT EACH OF THE PUBLIC
SCHOOL DISTRICTS.

1 WHEREAS, when people have a concern or are in need of
2 information, they do not know where to start and are often
3 frustrated and angry at being referred from one person to
4 another and often reaching voicemail or having to simply leave
5 messages which may not be returned for a long period of time;
6 and

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8 WHEREAS, serious issues and problems can be lessened or
9 avoided with more timely and direct responses; and

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11 WHEREAS, the Department of Education has undertaken Project
12 Aloha, a program to increase customer service in schools and in
13 state and district education offices; and

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15 WHEREAS, ombudsmen in government agencies are charged with
16 being a one-stop contact for community concerns and questions;
17 and

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19 WHEREAS, ombudsmen will do the more time consuming
20 contacting, facilitating, tracking, and follow-up on community
21 concerns and questions; now, therefore,

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23 BE IT RESOLVED by the Senate of the Twenty-fourth
24 Legislature of the State of Hawaii, Regular Session of 2007, the
25 House of Representatives concurring, that the Department of
26 Education is requested to undertake a study to determine the
27 need for ombudsmen who would be responsible for fielding and
28 following-up on community concerns and questions; and

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30 BE IT FURTHER RESOLVED that data in the study shall include
31 the following:
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- 1 (1) The number of concerns fielded and hours spent by the
2 Ombudsman of the Board of Education;
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- 4 (2) Data from schools and complex area superintendents'
5 offices on the number of concerns and questions the
6 administrative staff fields that require referral to
7 another person or office;
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- 9 (3) The results of a pilot project conducted in a small
10 number of volunteer schools, among one district or one
11 complex area, where an ombudsman is temporarily
12 appointed and widely and constantly advertised; and
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- 14 (4) Recommendations on whether an ombudsman in each
15 district would be useful, effective, and need to be
16 full-time or part-time; and
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18 BE IT FURTHER RESOLVED that the Department of Education is
19 requested to submit its report and any findings and
20 recommendations to the Legislature not later than twenty days
21 prior to the convening of the 2008 Regular Session; and
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23 BE IT FURTHER RESOLVED that certified copies of this
24 Concurrent Resolution be transmitted to the Chair of the Board
25 of Education and the Superintendent of Education.
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OFFERED BY: Norman Sakonju

