



HIGHER EDUCATION OMBUDSMEN AND EMPOWERMENT:
HOW TO MAKE IT WORK

ENOHE CONFERENCE 2014 WARSAW

Programme

Thursday 15 May 2014

13.30 **Registration, coffee/tea**

Where: University of Warsaw, New Library Building (BUW), Dobra 56/66 street (room 316 and 315)

14.10-17.00 **Participative workshops**

A Developing and Maintaining Ombudsman Skills

Chair: Jenna Brown, University of Denver, USA

Where: Room 316

B Conflict Management in Higher Education: from problems to solutions through empowerment

Chairs: Doris Kiendl-Wendner, University of Applied Sciences JOANNEUM, Graz, Austria, and Josef Leidenfrost, Austrian Student Ombudsman

Where: Room 315

These are facilitated, participative workshops to which all delegates are cordially invited. Please bring along any relevant materials from your institution

Friday 16 May

08:30 **Breakfast, and registration for latecomers**

Where: Main Campus of University of Warsaw, Old Library Building, Conference Aula; Krakowskie Przedmieście 26/28 street

09.00 **Official Conference Opening**

Prof. Tadeusz Tomaszewski, Provost, University of Warsaw;

Prof. Daria Lipińska-Nałęcz, Under-Secretary of State, Ministry of Science and Higher Education;

09:20 **Plenary I**

Chair: Jenna Brown, University of Denver, USA

Empowerment, Public Trust and the Ombudsman

Rob Behrens, OIA, UK

10.20 Coffee break

10.50 **Parallel session I**

1A: Empowering Ombudsmen

Chair: Lies Poesiat, VU Universiteit Amsterdam, The Netherlands

What I learned during my mandate as Ombudsperson for Students

Spencer Boudreau, McGill University, Canada

The first Student Ambassador in Denmark: why not "Student Ombudsperson" and why not sooner?

Tina Kaare, University of Copenhagen

Where: Conference Aula, Old Library

1B: Empowering Students

Chair: Natalie Sharpe, University of Alberta, Canada

Ombudsperson as a factor for empowering autonomy: a Latin American approach.

Jorge Ulises Carmona Tinoco, National Autonomous University of Mexico, Mexico

The University Ombuds Office: An Element for Empowerment

Patricia Begne, Universidad de Guanajuato, Mexico

Where: Main Campus, Kazimierzowski Palace, Brudziński Room Krakowskie Przedmieście 26/28

12.10 Break

12.25 **Address to the participants**

Prof. Teresa Lipowicz, Polish Human Rights Defender

12.35 **Plenary session II**

Chair: Josef Leidenfrost, Austrian Student Ombudsman

A Perspective on Organisational Conflict Management

Doug Yarn, GSU College of Law

Where: Conference Aula, Old Library

13.25 Lunch

Where: Lobby of the Conference Aula, Old Library

14.15 **Parallel session II**

2A: Empowering Universities
*Chair: Wolf Hertlein, Technische Universität
Darmstadt, Germany*

The Power of Structural Impartiality
Nora Farrell, Ryerson University, Canada

University Ombudsman: tool for social innovation
*Cristina Riche, Universidade Federal do Rio de
Janeiro, Brazil*

Where: Conference Aula, Old Library

2B: Empowering Ombudsmen
*Chair: Doris Kiendl-Wendner, University of Applied
Sciences JOANNEUM, Graz, Austria*

Governance that Empowers
Ram Gidoomal, OIA Board, UK

**Empowering consistency and learning from key
resources**
Steven du Crôs, OIA, UK

Where: Brudziński room – Kazimierzowski Palace
Main Campus of the University of Warsaw,
Krakowskie Przedmieście 26/28

15.35 Coffee break

16.00 **Parallel session III**

3A: Empowering Universities
Chair: Jean Grier, University of Edinburgh, UK

**Benefits of dispute resolution systems in
organisations. Example of the University of Warsaw**
*Ewa Gmurzynska, University of Warsaw, Poland Dr
Hanna Machińska – Anti-discriminatory Committee –
University of Warsaw, Council of Europe Office*

**Fifty years of ombudsing in Canadian Colleges and
Universities: reflections on the past and challenges
for the future**

Kristen Robillard, Concordia University, Canada

Where: Conference Aula, Old Library

3B: Empowering Students
*Chair: Paul Herfs, Universiteit Utrecht, The
Netherlands*

Difficult behaviour of students
*Lies Poesiat, VU Universiteit Amsterdam, The
Netherlands*

Empowering students for fairness, not advantage
Natalie Sharpe, University of Alberta, Canada

Where: Brudziński room – Kazimierzowski Palace
Main Campus of the University of Warsaw,
Krakowskie Przedmieście 26/28

17.20 End

7:15 pm **Gala Dinner**
Where: Villa Foksal, Foksal street no 3/5

Saturday 17 May

08.45 Breakfast
Where: breakfast will be served outside of the conference rooms 102 and 254

09.15 **Parallel session IV**

4A: Empowering Students
Chair: Kristen Robillard, Concordia University, Canada

4B: Empowering Universities
Chair: Nora Farrell, Ryerson University, Canada

Students and Money? Ombudsmen! Empowering Students
Marta Elena Alonso de la Varga, Universidad de León, Spain and Josef Leidenfrost, Austrian Student Ombudsman

Working within a new model complaint handling procedure
Jean Grier, University of Edinburgh, UK

Funding in Higher Education and its Impact on Students
Jenna Brown, University of Denver, USA

Towards Early Resolution and a Good Practice Framework
Rob Behrens, OIA, UK

Where: Collegium Iuridicum III – Faculty of Law building at the Main Campus, room 102

Where: University of Warsaw , New Library Building (BUW), Dobra 56/66 street, room 254

10.35 Coffee break

10.50 **Parallel session V**

5A: Empowering Ombudsmen
Chair: Spencer Boudreau, McGill University, Canada

5B: Empowering Universities

Chair: Marta Elena Alonso de la Varga, Universidad de León, Spain

How to find, choose and appoint the correct person?
Anna Cybulko, University of Warsaw, Poland

Why should universities have ombudsmen for academic staff?

Self-empowerment for Ombudsmen: it depends on you
Wolf Hertlein, Technische Universität Darmstadt, Germany

Paul Herfs, Universiteit Utrecht, The Netherlands

Managing rising complaints: concept, implementation and sustainability
Kathy Sherlock, University of Huddersfield, UK

Where: Main Campus, Collegium Iuridicum III – Faculty of Law building, room 102

Where: University of Warsaw , New Library Building (BUW), Dobra 56/66 street, room 254

12.10 **Plenary session III**

Chair: Doris Kiendl-Wendner, University of Applied Sciences JOANNEUM, Graz, Austria

The Road to Yerevan: Selling the Ombudsman Message

13.00 **Closing remarks**

Chair: Ram Gidoomal

Ewa Gmurzyńska and Josef Leidenfrost

Where: Main Campus, Kazimierzowski Palace, I floor, Senate Room

13: 20 Lunch

Where: Main Campus, Kazimierzowski Palace, ground floor, Professors's Caffetteria
