



Ombudsstelle
für Studierende
hochschulombudsmann.at
hochschulombudsfrau.at

12th ENOHE Annual Conference

30 Years of Solitude? University Ombudsmen`s Pioneering Past, Confident Present, Challenging Future

Innsbruck 28-30 May 2015

www.enohe.net/innsbruck2015/



Three Quinquennia: Austria!

After 2005 (Vienna) and 2010 (surprise: Vienna!) we are in Innsbruck in 2015: it looks like ENOHE has a habit of meeting in Austria every five years! It is just six quinquennia since the first ombudsman offices in higher education were set up in Europe, and in Mexico, respectively. Therefore, the general topic of this year's conference is "30 Years of Solitude? European University Ombudsmen's Pioneering Past, Confident Present, Challenging Future".

This year's co-hosts are the European Ombudsman Institute, based in the capital of the federal province, Tyrol, Innsbruck, and the Office of the Austrian Student Ombudsman with its headquarters in Vienna. It is great a pleasure and privilege, too, for both co-organizing institutions that ENOHE has chosen Innsbruck as this year's host city.

This conference programme includes all the interesting activities for ENOHE 2015: presentations on the Regional Ombudsman of Tyrol and on the EOI, two interactive workshops, more than 20 sessions with experts from four continents. During breaks and social events you can meet old friends and make new ones. The final highlight is a cable car / hiking tour up to the *Hafelekar* at 2000 mts. after the end of the conference on Saturday.

We hope that ENOHE 2015 will attract many ombudsman colleagues from around the world and friends interested in setting up ombudsman schemes within their environments! We are convinced that all conference participants will be inspired by sharing their experiences and approaches to their jobs within the world of *ombudsmania*.

Welcome to Innsbruck!



**Josef Siegele, Secretary General,
European Ombudsman Institute,
Innsbruck**

<http://www.eoi.at/>



**Josef Leidenfrost, Director, Office of the
Austrian Student Ombudsman, Vienna**

<http://www.hochschulombudsmann.at/>

European Ombudsman Institute (EOI)

The European Ombudsman Institute (EOI) is a centre of excellence for the exchange of knowledge and information between ombudsmen from more than 100 European countries and regions. Citizens of European countries will find contact details of their nearest ombudsman on EOI's webpage. Practicing ombudsmen will find almost everything that they are looking for for their work within EOI's on-line library: legal bases and activity reports by colleagues, papers from ombudsman conferences, expert opinions about particular issues etc. The EOI was founded in 1988 and has been located in Innsbruck ever since then, generously supported by the government and parliament of Tyrol.



Office of the Austrian Student Ombudsman (OASO)

The Office of the Austrian Student Ombudsman (OASO) at the Ministry of Science, Research and Economy in Vienna was first set up in 1997, relaunched in 2001 and legally consolidated under national higher education legislation in 2012. It deals with complaints and grievances from students from all Austrian higher education institutions. It supports measures to address or identify shortcomings at higher education institutions, draws attention to problem areas, collaborates with other national ombudsmen, interest groups and umbrella organisations within the higher education sector. Annual reports on its activities, statistics and cases are presented to the Minister and to parliament.



Conference Secretariat

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Conference Theme:

“30 Years of Solitude? European University Ombudsmen’s Pioneering Past, Confident Present, Challenging Future”

Spain was the very first European country back in the mid 1980s to get an ombudsman. The first ombudsman in Mexico was inaugurated in 1985.

During the last 30 years, many variants of this kind followed at higher education institutions in several other countries. They emerged in a more or less self-organized way, were installed under the respective higher education institutions’ charters or even by legislation.

Over the decades, networks were established, first ACCUO in Canada, next UCOA/TOA/IOA in the United States, REDDU in Mexico, and most recently ENOHE in Europe. They support the professionalization of the job and the exchange of ideas and comparison of working concepts.

The ENOHE 2015 Conference has three separate strands:

- Pioneering Past strand: presenters will give an insight into the history of ombudsing in HE and reflect on the main ideas of the founding generation. Speakers will draw up a balance-sheet setting out the main values still present among us today.
- Confident Present: speakers and panel members will have the opportunity to tell “the stories of their (working) lives”, with all of the good and probably also the not so good aspects.
- Challenging Future: this encourages views into the positioning of ombuds offices these days by commenting on emerging themes and redirecting their services in other jurisdictions and newly emerging (cyber space) working conditions. Scenarios on the Europ-wide initiative to strengthen the importance of the ombudsman as an indispensable internal and external player within HE will be discussed.

Conference Fee

The conference fee is **290 Euros** for ENOHE members, **340 euros** for non-members and the price for spouses for the gala dinner is **65 Euros**.

The conference fee includes:

- participation in all conference events from Thursday 28 May afternoon to Saturday 30 May afternoon;
- lunches on Thursday, Friday and Saturday and all tea and coffee breaks during the whole conference;
- the Gala Dinner on Friday night;
- all registration and conference materials;
- WLAN/Wi-Fi access at the conference venue;
- for non-members, a year’s membership of ENOHE (50 euros);

Not included:

- accommodation
- local transportation
- post conference activities

For registration please see the registration form via the following link:
<http://www.hochschulombudsmann.at/enohe2015/>

Practical Information:

How to get to Innsbruck

By plane:

Innsbruck Kranebitten Airport (German: Flughafen Innsbruck) is the largest airport in Tyrol. Regular scheduled flights are available from

- Amsterdam, Berlin, Düsseldorf, Frankfurt/Main, Hamburg, Liverpool, London Gatwick, Mallorca, Manchester, Moscow, Rotterdam and Vienna

Munich Airport is another alternative to get to Innsbruck by plane. Transfers to Innsbruck are available either by train or bus, transfer time approx. 2 hours.

By train:

Regular (direct) trains operate from Rome, Venice, Verona, Bolzano/Bozen, Zurich, Munich, Klagenfurt, Graz, Salzburg and Vienna. The main station, Innsbruck Hauptbahnhof, is located at Südtiroler Platz in the east of the city center.

Getting around / Public Transport

Conference and dinner locations and the listed hotels are all within **walking distance**.

The public transportation system consists of two different modes of transportation: buses and trams. Information about routes is available on the official website at <http://www.ivb.at/>. Fares within the city limits (inside the so-called Kernzone) are standard and do not depend upon distance traveled, except when leaving the Kernzone. City fares are less than \$2 and multi-ride and 24-hours-passes are available (day passes for suburban zones). Tickets and passes can be purchased from local vending machines mostly found at transfer stations and terminals, furthermore from tourist offices, tobacco stores and newspaper kiosks. Public transportation operates 24 hours a day.

Hotels (all hotel prices are a guideline only)

Hotel Goldene Krone ***

Maria-Theresien-Str. 46, 6020 Innsbruck

Tel.: +43 512 58 61 60

E-Mail: info@goldene-krone.at

Homepage: <http://www.goldene-krone.at/>

distance to conference venue: 190 m

prices for single rooms starting at: € 59

IBIS Innsbruck Hotel ***

Sterzinger Strasse 1, 6020 Innsbruck

Tel. +43 512/5703000

E-Mail: H5174@accor.com

Homepage: <http://www.accorhotels.com/de/hotel-5174-ibis-innsbruck/index.shtml>

Distance to conference venue: 550 m

prices for single rooms starting at: € 77

Hilton Innsbruck ****

Salurner Strasse 15, 6020 Innsbruck

Tel.: +43-512-5935-0

E-Mail: innsbruck.information@hilton.com

Homepage: <http://www3.hilton.com/en/hotels/austria/hilton-innsbruck-INNH1HI/index.html>

distance to conference venue: 190 m

double room per person starting at: € 70

Hotel Neue Post ****

Maximilianstraße 15, 6020 Innsbruck, Österreich

T.: +43 512/59 476-0

E-Mail: innsbruck@hotel-neue-post.at

Homepage: <http://www.hotel-neue-post.at/>

distance to conference venue: 350 m

prices for single rooms starting at: € 85

Hotel Central ****

Gilmstraße 5, 6020 Innsbruck

Tel.:+43 (0) 512 5920

E-Mail: office@central.co.at

Homepage: <http://www.central.co.at/>

distance to conference venue: 400 m

prices for single rooms starting at: € 108

Hotel Penz ****

Adolf-Pichler-Platz 3, 6020 Innsbruck

Tel.: +43 512 57 56 57 – 0

E-Mail: office@thepenz.com

Homepage: <http://www.the-penz.com/>

distance to conference venue: 450 m

prices for double room per person starting at: € 160

Hotel Grauer Bär ****

Universitätsstraße 5 – 7, 6020 Innsbruck

Tel: +43 512/59240

E-Mail: grauer-baer@innsbruck-hotels.at

Homepage: <http://www.innsbruck-hotels.at/hotel-grauer-baer/das-hotel/index.php?lang=de>

distance to conference venue: 700 m

prices for single rooms starting at: € 85

Hotel Schwarzer Adler ****

Kaiserjägerstraße 2, 6020 Innsbruck

Tel.: +43 512 58 71 09

E-Mail: info@deradler.com

Homepage: <http://www.deradler.com/romantikhotel/home.html>

distance to conference venue: 850 m

prices for single rooms starting at: € 109

Thursday 28 May

Conference Venue for all three conference days:

**Amt der Tiroler Landesregierung
Landhaus 1
Eduard-Wallnöfer-Platz 3**

Grosser Saal, Ground Floor, Landhaus 1

13.00 Registration opens, Welcome Drinks and Snacks

13.30 – 14.30 **Consecutive Plenary Presentations**

- **Dr. Josef Hauser**, ombudsman of the province of Tyrol: The Ombudsman of the Province of Tyrol as a Regional Ombudsman Institution

- **Dr. Josef Siegele**, Secretary General of the European Ombudsman Institute: The European Ombudsman Institute as a Coordinating Institution for European Ombudsmen

14:30 - 14:45 Coffee Break

14.45 – 17.00 **Parallel Workshops**

Grosser Saal A066, Ground Floor, Landhaus 1

Workshop A:
Josef Leidenfrost and Doris Kiendl-Wendner:
The Deadly Sins in Dispute Resolution in Higher Education

Altes Regierungssitzungszimmer A104, First Floor, Landhaus 1

Workshop B:
Jenna Brown and Wolf Hertlein:
Professional Development through Case Consultation

17.15 – 17:45 **ENOHE Side Meeting**

Friday 29 May

08.30 Registration opens

Grosser Saal, A066, Ground Floor, Landhaus 1

09.30 - 10.45

Official Opening:

Welcome Addresses by:

Günther Platter, Governor of the Province of Tyrol

Herwig Van Staa, President of the Regional Parliament

Christine Oppitz-Plörer, Mayor of the City of Innsbruck

Roland Psenner, Vice Rector of the University of Innsbruck, representing the Tyrolian Hochschulkonferenz

Keynote Address

Elisabeth Freismuth

Autonomous University Authorities and Independent Student Ombudsmen

10.45 - 11.15

Coffee Break

Grosser Saal, A066, Ground Floor, Landhaus 1

11.15 - 12:00

Plenary 1

Looking back: Pioneering Past

Josef Leidenfrost (on Europe), **Marta Elena Alonso de la Varga** (on Spain), **Jenna Brown** (on the US), **Martine Conway** (on Canada) and **Patricia Begne** (on Mexico)

12.00 – 12.15

Coffee break

12.15 – 13.30

Parallel Sessions 1 – Confident Present

Session A - Grosser Saal, A066, Ground Floor, Landhaus 1

Jenna Brown, Jim Wohl and Rob Behrens:

The Organisational Ombudsman in Higher Education: An Approach to assist Individuals AND Institutions from within the University

Nathalie Podda:

Annual Reporting with CRM® Database Software: Change Management from Theory To Practice

Session B – Room Festsaal A 101, First Floor, Landhaus 1

Anna Cybulko, :

The Status of Ombudsmen in Polish Higher Education

Marianne Høva Rustberggard:

The Ombudsmen Concept in Northern European Higher Education - A Scandinavian Tale

13.30 – 14.00

Lunch

Friday 29 May continued

14.00 – 15.30

Parallel Sessions 2 – Confident Present Part One

<p>Session C (Grosser Saal, A066 Ground Floor), Landhaus 1</p> <p>Josef Leidenfrost and Marta Elena Alonso de la Varga: <i>We don't need no Codification! How do Standards for Ombudsman Offices influence our Futures?</i></p> <p>Irene Berkel: <i>Step One: Negative Press; Step Two: Faculty Ombudspersons?; Step Three: Peaceful Coexistence</i></p>
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<p>Session D (Festsaal, Room A101 First Floor), Landhaus 1</p> <p>Nathalie Depoorter: <i>Institutional Ombuds Office: A Direct Impact on Quality Assurance of Ghent University</i></p> <p>Jean Grier: <i>Fit to study? Policy Interventions to Handle Problem Cases</i></p>

15.30 – 16.00

Coffee Break

16.00 – 18.00

Parallel Sessions 3: Confident Present Part Two

<p>Session E (Grosser Saal, Room A066), Landhaus 1</p> <p>Mathieu Heemelaar: <i>Solitude in Staff-Ombudsman's Land</i></p> <p>Elisabeth Rieder and Maria De Pellegrin: <i>Can Diversity Really be Managed? Students with Special Needs as Ombudsmen's Clients</i></p>

<p>Session F (Festsaal, Room A101), Landhaus 1</p> <p>Ram Gidoomal: <i>Effective Governance of Ombudsman Schemes: Nose in – Fingers out</i></p> <p>A Representative of the European Student Union: <i>From Bologna 1999 to Erewan 2015 to Paris 2018 – Milestones on the way to the European Higher Education Area</i></p>
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20:00

Gala Dinner

Saturday 30 May

9:00 Warm-Up Coffee

9.30 – 11.00 **Parallel Sessions 4 – Challenging Future Part One**

Session G (Grosser Saal, Room A066), Landhaus 1
<p>Patrizia Jankovic: <i>Complaints and Appeals for Researchers - The Role of „Ombudsman-Type Persons“: Fiction versus Reality</i></p> <p>Patricia Begne: The Future of the University Ombuds Office at Guanajuato: My Perspectives and Expectations</p>

Session H (Festsaal, Room A101), Landhaus 1
<p>Marco Dworschak: <i>Mediation from Students for Students: The Dworschak Paradoxon</i></p> <p>Anne Lee: <i>OIA - the Equality Challenge, 10 Years of Experience of Cases about Discrimination</i></p>

10.00 – 11.15 Coffee Break

11.15 – 12.45 **Parallel Sessions 5 – Challenging Future Part Two**

Session I (Grosser Saal, Room A066), Landhaus 1
<p>Deborah Peach: <i>Expanding the Activity of the Student Ombudsman: An Emerging Model of Service Delivery</i></p> <p>Natalie Sharpe: <i>Transition to Student Internships</i></p>

Session J (Festsaal, Room A101), Landhaus 1
<p>Patty Kamvounias: <i>Assessing the impact of parliamentary ombudsmen on administrative decisions in Australian universities</i></p> <p>Rob Behrens: <i>My Correct Predictions about Everything - a Modest Rejoinder</i></p>

Grosser Saal, Room A066, Ground Floor, Landhaus 1

12.45 – 13.15 **Plenary 2**
Concluding Session: What we have learned

13.15 Closing Lunch (Finger Food)

Suggested Post - Conference Activities

There are two options (depending on weather conditions) for post conference activities on Saturday, 30 May 2015, in the afternoon:

Visit to the Berg Isel Museum (Gigantic Panoramic Paintings)

The Munich artist Michael Zeno Diemer was commissioned in 1896 to take a canvas measuring just under 1,000 m² to create a panoramic portrayal of the historic battle on the Bergisel on 13 August 1809 between Bavarian, Saxonian and French troops against Tyrolean militiamen and Austrian soldiers. After an eventful history, the Gigantic Panoramic Paintings have now found a new home in the TIROL PANORAMA and is the museum's centrepiece.



The graphic effect of the painting enables the viewer to become part of the dramatic events of the Tyrolean struggle for freedom, with Andreas Hofer as the central figure.

Admission for adults: 7 Euros

Cable Car Trip up to the Hafelekar (2256m)

The journey begins at 560 m above sea level not far from the heart of Innsbruck's old town with its historical buildings and the world-renowned „Goldenes Dachl“ (Golden Roof). Planned and designed by star architect Zaha Hadid, the cable car Hungerburg funicular with its unique stations sets new standards in international architecture. As the journey with the Panorama cable car continues along Seegrube and Hafelekar the picture changes: Visitors attention will be drawn to the carefully renovated station originally designed by the Tyrol architect Franz Baumann.



As visitors continue their ascent, the bustle of the town is replaced with the peace and beauty of the natural surroundings. Finally, all that remains is a spectacular view of Innsbruck. On reaching the upper station at 2256 m above sea level, visitors can enjoy a breathtaking view of the city of Innsbruck on the one side and the unforgettable vista of untouched, pristine nature on the other. A visit to the Nordkette, set between the mountain range and the town, promises to be an unforgettable experience.

Ticket (Round Trip): 30,50 Euros

