



European Ombudsman Institute



# Higher Education Ombudsmen as Beacons: Towards a Fair and Transparent European Higher Education Area

28-30 June 2017  
European Parliament, Louise Weiss Building (LOW)  
Allée du Printemps  
Strasbourg, France

Tram E : Station Parlement Européen

Co-Hosts:

European Parliament  
European Ombudsman  
European Ombudsman Institute

**Wednesday 28 June: Workshops**

**ACCESS VIA VISITORS' CENTRE**

**11:30 – 12:30**                      **Arrival, security check Registration**

**Welcome Coffee, Galerie Nord**

**12:30 – 14:00**                      **Pre-conference Workshops I**

Room N 1.4 <b>Concurrent Workshop 1</b>
<b>Jenna Brown, Wolf Hertlein</b> "How should I ...? And why do you ...?" Professional Development through Case Consultation

Room N 1.2 <b>Concurrent Workshop 2</b>
<b>Josef Leidenfrost, Doris Kiendl</b> Diverse Clientele, Diverse Methods, Diverse Solutions: How to Deal with Vulnerable Students' Complaints

**14:00 – 14:30**                      **Coffee Break, Galerie Nord**

**14:30 – 16:00**                      **Pre-conference Workshops II**

Room N 1.4 <b>Concurrent Workshop 3</b>
<b>Jean Grier, Michel Villiard</b> Students and Supervisors: Supporting Professional Relationships in Challenging Circumstances

Room N 1.2 <b>Concurrent Workshop 4</b>
<b>Judy Clements, Josef Leidenfrost, Marta Elena Alonso de la Varga, Martine Conway</b> Managing Unacceptable Complainants' / Visitors' Behaviors in Higher Education Ombudsman Schemes: Examples from England/Wales, Austria, Spain and Canada. How to Adopt them for your Own Work Environment.

**16:00 – 17:00**                      **Networking activities**

**Social activities on individual basis**

## Thursday 29 June: Challenges I

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08:30	Arrival, security check Registration
09:00	Welcome Coffee, Galerie Nord
09:30 – 10:00 Room N 1.4.	<b>Plenary I and Opening Ceremony</b> <b>Welcome Addresses</b> <ul style="list-style-type: none"><li>• Lotte-Madlen Tittor, European Parliament</li><li>• Othmar Karas, Member of the European Parliament</li><li>• Josef Siegele, Secretary General of the European Ombudsman Institute</li><li>• Madame Sophie Béjean, Rectrice de l'Académie de Strasbourg (to be confirmed)</li></ul>
10:00 – 11:00	<b>Keynote I</b> <b>Emily O'Reilly, European Ombudsman, Strasbourg</b> <i>The European Ombudsman: For an Ethical and Transparent EU Administration</i>
11:00 – 11:15	Coffee Break, Galerie Nord
11:15 – 12:15	<b>Plenary II</b> <b>Current Challenges for Ombudsmen in Higher Education: A Round Table</b> <b>Anna Cybulko</b> Are Students Nowadays Too Demanding? Main Academic Problems Resulting from the Lack of Shared Definition of Students' Roles. An Example from the University of Warsaw <b>Patty Kamvounias</b> Challenges for Higher Education: Is there a Communication Gap between Ombudsmen and Students? Comments from Australia <b>Judy Clements</b> Current Challenges for Higher Education Ombudsmen: A Perspective from England and Wales
12:15 – 12:45	Lunch Break, Galerie Nord

## Thursday 29 June: Challenges II

12:45 – 14:00

### Concurrent Sessions I Ombudsmen and Diversity on Campus

Room N 1.4 <b>Concurrent Session 1</b>
<b>Chair: Jean Grier</b>
<b>Martine Conway</b> Dealing with Sexualized Violence: Problems, Solutions and New Challenges
<b>Nirupa Shantiprekash, Eugène van der Heijden</b> Diversity, Equal Opportunity and Inclusiveness – a Shared Approach at Leiden University

Room N 1.2 <b>Concurrent Session 2</b>
<b>Chair: Josef Leidenfrost</b>
<b>Elisabeth Rieder</b> The Austrian University Act and the UN Convention on the Rights of Persons with Disabilities: Experiences from the Department for Disability Affairs of the University of Innsbruck
<b>Daniel More</b> The Role of the University Ombudsperson in the Protection of the Rights of Students with Learning Disabilities with an Emphasis on Students with ADHD- the Israeli Experience

14:00 – 15:00

### Guided tour through the European Parliament

15:00 – 16:15

### Concurrent Sessions II Students as Customers, Consumers or Co-Learners?

Room N 1.4 <b>Concurrent Session 3</b>
<b>Chair: Anna Cybulko</b>
<b>Nathalie Podda</b> National and Local Ombudsman Offices in Austria: Similarities and Differences in their Activities and Responsibilities
<b>Aleksandra Zhivkovikj</b> Student Ombudsman as Mechanism for Protecting Student Rights in Macedonia
<b>Nora Farrell</b> How the Consumer Protection Act has been Applied in a Canadian Higher Education Institution

Room N 1.2 <b>Concurrent Session 4</b>
<b>Chair: Jean Grier</b>
<b>Michael Gruber</b> Students' Rights and Duties - Who Defends them Better: Student Unions or Student Ombudsmen?
<b>N. Martins</b> The Student Ombudsman: What We Do and How We Do It in Portugal

16:15 – 17:00

### ENOHE Business Meeting (open to all conference attendees)

20:30

### ENOHE Conference Dinner, downtown (spouses, partners welcome)

## Friday 30 June: Responses I

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**08:30**                      **Arrival, security check  
Registration**

**09:00**                      **Morning Coffee, Galerie Nord**

**09:15– 10:45**  
**Room N 1.4.**

### **Plenary III**

#### **Keynote II**

**Sjur Bergan, Head of the Education Department,  
Secretariat, Higher Education and Research in the Council  
of Europe, Strasbourg**

*The European Higher Education Area toward 2020.  
Achievements and Prospects: Structural reform, Values,  
and Governance*

#### **Keynote III**

**Hugues Dreyssé, designated Ombudsman of the Université  
de Strasbourg (to be confirmed)**

*Safeguarding Access and Quality in Higher Education:  
A French Perspective*

**10:45 – 11:15**                      **Coffee Break, Galerie Nord**

**11:15– 13:00**

### **Concurrent Sessions III** **Ombudsmen: What Needs Analysis Suggests**

<b>Room N 1.4</b> <b>Concurrent Session 5</b>
<b>Chair: Judy Clements</b>
<b>Rob Behrens</b> Ombudsmen in Higher Education: An International Survey
<b>Jean Grier and Wolf Hertlein</b> 'A Tale of Two Cities': Comparing and Contrasting Approaches from Edinburgh and Darmstadt

<b>Room N 1.2</b> <b>Concurrent Session 6</b>
<b>Chair: Marta Elena Alonso de la Varga</b>
<b>Paul Herfs</b> Experiences of a Dutch Ombudsman at Canadian Universities
<b>Natalie Sharpe</b> Internships Programs: Mentoring and Training Young Ombuds Professionals in Higher Education in Canada

**13:00 – 13:45**                      **Lunch Break, Galerie Nord**

## Friday 30 June: Responses II

13:45 – 15:15

**Concurrent Sessions IV**  
**Ombudsmen as a Profession: Innovative Approaches**

<p>Room N 1.4 <b>Concurrent Session 7</b></p> <p><b>Chair: Nora Farrell</b></p> <p><b>Nicole Föger, Josef Leidenfrost,</b> Crowd Intelligence among Academic Complaint/Issue Handlers: Austria, Europe</p> <p><b>Rima Mammadova (via video), Paula Cristina Marques Martins, Anna Cybulko</b> AESOP: The Importance of the Advocacy Establishment for Students at Universities in Azerbaijan, Georgia and Ukraine</p>	<p>Room N 1.2 <b>Concurrent Session 8</b></p> <p><b>Chair: Robert Behrens</b></p> <p><b>Marta Elena Alonso, José Manuel Palazón</b> Working Professionally Without Being a Professional Ombudsman: The Spanish Model</p> <p><b>Wolf Hertlein</b> The Professional Ombudsman in Higher Education: An Attitude and Action</p>
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15:15 – 15:30

**Coffee Break, Galerie Nord**

Room N 1.4.  
15:30 - 16:00

**Plenary IV, Chair: Jenna Brown**  
**Keynote IV**

**Mary Tupan-Wenno, Executive Director**  
**ECHO, Centre for Diversity Policy, The Hague**

*Diversity and Ombudspersons: The Way Ahead*

16.00 – 17:00

**Plenary IV and Closing Ceremony**  
**Ombudsmen and Agenda Setting**

**Higher Education Ombudsmen: a (hopefully)  
perpetuum mobile. From the 2017 Strasbourg  
ENOHE to the 2018 Paris EHEA Conference and  
Beyond**

19:00

**Boat Tour**  
**departure Departure at 7pm from Embarcadère du  
Palais Rohan**

### Abbreviations used in this Program:

ADHD: Attention Deficit Hyperactivity Disorder  
AESOP: Advocacy Establishment for Students through Ombudsman Position  
ECHO: Centre for Diversity Policy  
EHEA: European Higher Education Area  
ENOHE: European Network of Ombudsmen in higher Education  
EOI: European Ombudsman Institute  
HEI: Higher Education Institution