



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 Concurrent Workshop 1
Jenna Brown, Wolf Hertlein "How should I ...? And why do you ...?" Professional Development through Case Consultation

Room N 1.2 Concurrent Workshop 2
Josef Leidenfrost, Doris Kiendl 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 Concurrent Workshop 3
Jean Grier, Michel Villiard Students and Supervisors: Supporting Professional Relationships in Challenging Circumstances

Room N 1.2 Concurrent Workshop 4
Judy Clements, Josef Leidenfrost, Marta Elena Alonso de la Varga, Martine Conway 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

08:30	Arrival, security check Registration
09:00	Welcome Coffee, Galerie Nord
09:30 – 10:00 Room N 1.4.	Plenary I and Opening Ceremony Welcome Addresses <ul style="list-style-type: none">• Lotte-Madlen Tittor, European Parliament• Othmar Karas, Member of the European Parliament• Josef Siegele, Secretary General of the European Ombudsman Institute• Madame Sophie Béjean, Rectrice de l'Académie de Strasbourg (to be confirmed)
10:00 – 11:00	Keynote I Emily O'Reilly, European Ombudsman, Strasbourg <i>The European Ombudsman: For an Ethical and Transparent EU Administration</i>
11:00 – 11:15	Coffee Break, Galerie Nord
11:15 – 12:15	Plenary II Current Challenges for Ombudsmen in Higher Education: A Round Table Anna Cybulko 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 Patty Kamvounias Challenges for Higher Education: Is there a Communication Gap between Ombudsmen and Students? Comments from Australia Judy Clements 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 Concurrent Session 1
Chair: Jean Grier
Martine Conway Dealing with Sexualized Violence: Problems, Solutions and New Challenges
Nirupa Shantiprekash, Eugène van der Heijden Diversity, Equal Opportunity and Inclusiveness – a Shared Approach at Leiden University

Room N 1.2 Concurrent Session 2
Chair: Josef Leidenfrost
Elisabeth Rieder 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
Daniel More 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 Concurrent Session 3
Chair: Anna Cybulko
Nathalie Podda National and Local Ombudsman Offices in Austria: Similarities and Differences in their Activities and Responsibilities
Aleksandra Zhivkovikj Student Ombudsman as Mechanism for Protecting Student Rights in Macedonia
Nora Farrell How the Consumer Protection Act has been Applied in a Canadian Higher Education Institution

Room N 1.2 Concurrent Session 4
Chair: Jean Grier
Michael Gruber Students' Rights and Duties - Who Defends them Better: Student Unions or Student Ombudsmen?
N. Martins 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

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**

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

Room N 1.2 Concurrent Session 6
Chair: Marta Elena Alonso de la Varga
Paul Herfs Experiences of a Dutch Ombudsman at Canadian Universities
Natalie Sharpe 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

Room N 1.4 Concurrent Session 7
Chair: Nora Farrell
Nicole Föger, Josef Leidenfrost, Roberto Sanchez Castañeda (to be confirmed) Crowd Intelligence among Academic Complaint/Issue Handlers: Views from Both Sides of the Atlantic
Rima Mammadova AESOP: The Importance of the Advocacy Establishment for Students at Universities in Azerbaijan, Georgia and Ukraine

Room N 1.2 Concurrent Session 8
Chair: Robert Behrens
Marta Elena Alonso, José Manuel Palazón, Argimiro Rojo Working Professionally Without Being a Professional Ombudsperson: The Spanish Model
Wolf Hertlein The Professional Ombudsman in Higher Education: An Attitude and Action

15:15 – 15:30

Coffee Break, Galerie Nord

ROOM N 1.4.
15:30 - 16:00

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

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