



**14<sup>th</sup> ENOHE Annual Conference**  
**2<sup>nd</sup> ENOHE / ACCUO Joint Conference**

**Resolving Conflicts on Campus:  
Strategies for Enhanced Policies  
and Effective Operations**

**Edinburgh**  
**6-8 June 2018**



**Conference Venue:**  
ECCL, The University of Edinburgh, High School Yards, Infirmary Street,  
Edinburgh Scotland, United Kingdom

This Conference is co-organized by:



Ombudsstelle  
für Studierende

hochschulombudsmann.at



Bundesministerium  
Bildung, Wissenschaft  
und Forschung



UiO : **University of Oslo**



THE UNIVERSITY  
*of* EDINBURGH

ENOHE

European Network of  
Ombudsmen in  
Higher Education



ACCUO

ASSOCIATION OF CANADIAN  
COLLEGE AND UNIVERSITY  
OMBUDSPERSONS

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### Imprint:

ENOHE, Office of the Austrian Student Ombudsman, Minoritenplatz 5, A-1010 Wien, Austria,  
[info@hochschulombudsmann.at](mailto:info@hochschulombudsmann.at); [www.hochschulombudsmann.at](http://www.hochschulombudsmann.at).

Design and Layout: Alberina Nuka

## Welcome to Edinburgh!

**Jean Grier (Edinburgh, Scotland),  
Natalie Sharpe (Edmonton, Canada) and  
Josef Leidenfrost (Vienna, Austria)**

When Edinburgh, this year's venue of our joint conference, was founded in the early 12th century as an important port town, Edmonton, the current ACCUO / AOUC "headquarters", was a prairie on an ice-free East-West corridor sparsely populated with nomadic indigenous cultures. Vienna in those days was a merchant city at the crossroads of the main communication lines in the heart of Europe.

Today, in 2018, many centuries later, history and / or geopolitical positioning no longer isolate us from each other. We now live in a **"global village"** (© Marshall McLuhan; an -actually- Canadian, in Edmonton! born philosopher and public intellectual, 1911-1980).

**Edinburgh, Edmonton and Vienna have become next door neighbours.**

This ENOHE conference travels to its furthest northern destination. The flying time from Europe to the Canadian Atlantic Coast is less than six hours. We were never that close to each other.

Thanks to ACCUO International Committee Chair Martine Conway's initiative we are holding our second joint ENOHE / ACCUO conference here in Edinburgh. The conference planning committee through several electronic meetings, with participants from **within nine time zones across the Channel, the Irish Sea and the North Atlantic Ocean** have prepared a rich, diverse program. We met and dialogued in our "global village".

Here are the results: A program with three full days of engaging presentations and keynotes to inspire best practices in our work as ombudsmen in higher education.

There are **special social events** planned so that we can enjoy the best of Edinburgh together.

This year we welcome our greatest number of Scandinavian participants so far. We also have new and returning colleagues from far overseas in Canada, in the United States, and in Australia. We also welcome newcomers from Georgia.

A very warm welcome to all of you! Keep the ENOHE and ACCUO spirit alive!

## Wednesday 6 June 2018

Atrium, ECCI

- 10:00** Registration and refreshments
- 10:30** Welcome to Edinburgh / Scotland / UK - [Jean Grier](#), Conference Host (all welcome, including partners)
- 10:50** Welcome to the Conference – [Rob Behrens](#), [Josef Leidenfrost](#), [Natalie Sharpe](#)
- 11:15** Putting ourselves on the map - plenary facilitated by [Jenna Brown](#) and [Wolf Hertlein](#)
- 11:45 - 13:00** [Working Sessions A and B](#)

Breakout Room Working Session A
<p><b>Chair: Hugues Dreyse</b> Building a community of practice: the work of the Scottish Higher Education Complaints Forum</p> <p><a href="#">Karen Stulka</a>, <a href="#">Keith Mackle</a> and <a href="#">Clare Barnes</a> Scotland</p>

Conference Room Working Session B
<p><b>Chair: Lies Poesiat</b> Four readers, two countries, one book: an international experiment in professional engagement for ombudsmen in higher education</p> <p><a href="#">Jenna Brown</a>, <a href="#">Wolf Hertlein</a>, <a href="#">Stefanie Spöth</a> and <a href="#">Jim Wohl</a> USA / Germany</p>

- 13:00 - 13:45** Lunch and Networking – please use this time to sign up for optional social events for this evening / Friday evening

- 13:45 - 15:00** [Workings Sessions C, D1 and D2](#)

Breakout Room Working Session C
<p><b>Chair: Josef Leidenfrost</b> Establishment of ombudsperson offices at Georgian HEIs</p> <p><a href="#">David Gegetchkori</a> and <a href="#">Tamta Demetradze</a>, Georgia</p>

Conference Room Working Session D1	Working Session D2
<p><b>Chair: Doris Kiendl</b> Conflict management through coaching and connection in the graduate community</p> <p><a href="#">Heather McGhee</a> <a href="#">Peggs</a>, Canada</p>	<p><b>Chair: Doris Kiendl</b> Handling grievances concerning pure academic matters</p> <p><a href="#">Daniel More</a>, Israel</p>

15:00 - 15:30 refreshments and 'hot spot' networking

15:30 - 16:45 **Working Sessions E, F1 and F2**

Breakout Room Working Sessions E	Conference Room Working Session F1		Working Session F2
<p><b>Chair: Robert Behrens</b> How to start an ombuds office</p> <p><b>Wolf Hertlein and Hugues Dreysse,</b> Germany / France</p>	<p><b>Chair: Josef Leidenfrost</b> General Data Protection Regulation: Chance or roadblock?</p> <p><b>Anna-Katharina Rothwangl and Michael Gruber,</b> Austria</p>	<p><b>Chair: Josef Leidenfrost</b> Exploited by a global neoliberal education market?</p> <p><b>Marc Johnson and Natalie Sharpe,</b> Canada</p>	

16:45 Close

17:00 optional informal walking tour of central area of University of Edinburgh (an hour maximum; partners welcome) – meet in the Atrium ECCI

18:30 onwards optional evening meal at a local Indian restaurant, costs payable locally – sign up in advance

## Wednesday, 6 June Working Session Abstracts

### Plenary

**Putting ourselves on the map – facilitated** | Jenna Brown and Wolf Hertlein

We invite all participants to join with us in answering some brief questions about our roles and experience, and to place ourselves on a virtual 'map' with fellow delegates. No knowledge of geography is necessary!

### Working Session A

**Building a community of practice: the work of the Scottish Higher Education Complaints Forum** | Karen Stulka, Keith Mackle and Clare Barnes

This session will showcase the 19 Higher Education Institutions (HEIs) in Scotland ranging from small and specialist colleges to world-leading universities offering a broad range of degrees and multi-disciplinary research. Discussion will follow on the challenges faced by HEIs when adopting the Scottish Public

Services Ombudsman's model Complaints Handling Procedure (CHP) in 2013. We shall also discuss the success we have achieved following the formation of our Scottish HE Complaints Forum where members meet to share good practice, develop arrangements such as 1:1 work shadowing and provide a support network in what is often a solitary and demanding role.

## Working Session B

**Four readers, two countries, one book: an international experiment in professional engagement for ombudsmen in higher education** | Jenna Brown, Wolf Hertlein, Stefanie Spoth and Jim Wohl

Opportunities for professional engagement may be few, limited to local and national networks, and courses or conferences provided by professional organizations and associations. But ombudsmen may not need to rely on others to create opportunities for meaningful engagement and professional development. Over several months, four readers from two countries read a provocative book, *On Being Included: Racism and Diversity in Institutional Life* by Sara Ahmed. In this session, the readers reflect on the book and their experiences, provide observations and lessons learned, and suggestions for those considering this approach to professional engagement and development.

## Working Session C

**Establishment of ombudsperson offices at Georgian HEIs** | David Gegetchkori and Tamta Demetra

This session gives a presentation of achievements of the Erasmus + CBHE Project Advocacy Establishment for Students through Ombudsman Position (AESOP). Based on the study visits and best practice of three EU partner universities and the Austrian Student Ombudsman, HEIs of Georgia successfully established the first University Ombudsman Offices and the post of the ombudsperson. In Eastern Partnership Countries, Georgia together with Ukraine and Azerbaijan became the country where the first university ombuds offices were set up as a voluntary act that can be considered as an important step on the way that leads to the democratization of higher education and its compliance with the Bologna Principles.

## Working Session D1

**Conflict management through coaching and connection in the graduate community** | Heather McGhee Peggs

Conflicts that arise in graduate school can be among the most complex and challenging to resolve. The Graduate Conflict Resolution Centre ([www.gradcrc.utoronto.ca](http://www.gradcrc.utoronto.ca)) helps all members of the graduate community to navigate conflict earlier and more effectively. Learn how the Grad CRC works alongside existing formal and informal mechanisms for resolving conflict and invites all members of the graduate to build and support best practices in conflict management. Consider how a team of trained masters and doctoral students who provide conflict-coaching services and run workshops for their fellow students are uniquely positioned to develop connections across departmental

and divisional boundaries.

## Working Session D2

**Handling grievances concerning pure academic matters | Daniel More**

Many of the grievances submitted to the ombudsperson concern pure academic decisions. Students often disagree with the way teachers evaluate their academic performances. In some cases they claim that the teacher was unfair or even vindictive or they question their teachers' academic competence. At times the grievances deal with substantial or procedural mistakes of the academic bodies of the institution. The shield of "academic freedom" enables teachers to prevent any interference in their academic judgments. Is it an impregnable wall? Should the ombudsperson avoid altogether such grievances? I do not think so. I will describe cases in which I was able to be instrumental in effecting changes in academic decisions

## Working Session E

**How to start an ombuds office | Wolf Hertlein and Hugues Dreysse**

The two speakers will report on their experiences in setting up and developing their ombudsman offices, also incorporating the experience of other universities. Crucial questions should be answered, such as: How did we build our offices? Which kind of relations have been built with the stakeholders? Which mistakes should be avoided? What are the guiding principles? Which qualifications should an ombudsman have? What is it like to be an ombudsman? Will ombudsman activity be a full-time or part-time job? Participants can network with each other and benefit from other participants' experiences. Interested parties are invited to address questions and discuss with the presenters during or after the session.

## Working Session F1

**General Data Protection Regulation: Chance or roadblock? | Anna-Katharina Rothwangl and Michael Gruber**

With the implementation of the General Data Protection Regulation at the end of May 2018, conditions for the handling of personal data have been changed considerably. With the new regulations on a European level, also national legislations had been adopted. In Austria this had been performed by also changing several laws effecting higher education. This includes the protection of natural persons with regard to the processing of their personal data and the explicit basis of data handling and data application. The main aim of the General Data Protection Regulation is to create legal certainty throughout the European Union.

## Working Session F2

**Exploited by a global neoliberal education market?** | Marc Johnson and Natalie Sharpe

A recent Canadian study found that international students are exploited by skyrocketing, unregulated tuitions to feed underfunded public universities; it concludes this neoliberal approach to higher education funding is unsustainable. In Canada, international students face tuition fees three times higher than domestic students. Their families struggle to help with tuition. Recent cuts to postsecondary funding in Alberta, Canada followed with an immediate increase in international tuition and residence fees contribute to the precariat of international students' lives. No wonder international students visit the Ombudsman at twice the rate of domestic students. We explore 2-3 case studies exposing these inequities.

Thursday 7 June 2018

09:15 - 10:30

Working Sessions G, H1 and H2

<p>Breakout Room <b>Working Sessions G</b></p> <p><b>Chair: Suzi Leather</b> PhD students and ombuds: How do ombuds contribute to civil, fair and productive PhD trajectories?</p> <p><b>Jenna Brown, Nora Farrell, Ursula Meiser, Paul Herfs,</b> USA / Canada / The Netherlands / Germany</p>	<p>Conference Room <b>Working Session H1</b></p> <p><b>Chair: Wolf Hertlein</b> Getting out of the box</p> <p><b>Michel Villiard,</b> Canada</p>	<p><b>Working Session H2</b></p> <p><b>Chair: Wolf Hertlein</b> Resolving conflicts and complaints about postgraduate supervision</p> <p><b>Patty Kamvounias,</b> Australia</p>
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10:30 - 11:00

refreshments and hot spot

11:00 - 12:15

Conference Room

Chair: Robert Behrens

**Plenary**

The university ombuds in the wake of a societal call-to-  
action against campus sexual violence: a perspective from  
two Canadian provinces

**Natalie Sharpe and Carolyn Brendon,** Canada

12:15 - 13:15

Conference Room

**Business meeting for ENOHE members**

13:15 - 13:45

Lunch and networking

13:45 - 15:00

Working Sessions I, J1 and J2

<p>Breakout Room <b>Working Session I</b></p> <p><b>Chair: Marianne Rustberggard</b> How is your situation compared to the situations in Sweden, Norway and Denmark?</p> <p><b>Sindre Rødne Dueland, Juval Pruitt and Bo Gad Køhlert,</b> Sweden / Norway / Denmark</p>	<p>Conference Room <b>Working Session J1</b></p> <p><b>Chair: Jenna Brown</b> Translating the ombuds recommendations into institution-wide practices – examples from the Ombudsman of the University of Warsaw</p> <p><b>Anna Cybulko,</b> Poland</p>	<p><b>Working Session J2</b></p> <p><b>Chair: Jenna Brown</b> Systems and simple rules</p> <p><b>Jan Morse,</b> USA</p>
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# 14<sup>th</sup> ENOHE Conference in Edinburgh

15:00 - 15:30 refreshments and hot spot

15:30 - 16:45 **Working Sessions K and L**

Breakout Room <b>Working Session K</b>
<b>Chair: Anna Cybulko</b> Sexual harassment and abuse – a topic for the ombudsman?  <b>Wolf Hertlein, Germany</b>

Conference Room <b>Working Session L</b>
<b>Chair: Ursula Meiser</b> Investigating complaints matters and reporting outcomes: a critical reflection  <b>Barrie O'Connor, Australia</b>

16:45 - 17:45 **Conference Room**  
**Business meeting for ACCUO members**

16:45 close for others/informal networking

18:00 optional history tour of Old College Quad and information about the archaeological excavations (partners welcome) – meet in Atrium

19:00 reception and gala dinner, Playfair Library Hall (partners welcome at cost, pre-booking essential via the conference booking form)

**Playfair Library Hall, Old College, South Bridge**



## Thursday, 7 June Working Session Abstracts

### Working Session G

#### **PhD students and ombudspersons: How do ombuds contribute to civil, fair and productive PhD trajectories?** | Jenna Brown, Nora Farrell, Ursula Meiser, Paul Herfs

During this session four ombudspersons will discuss if ombudspersons can play a role in reducing the attrition rates among PhD's. And if so, what contributions ombudspersons can offer to address these alarming attrition rates.

The following questions will be dealt with:

- What are the major problems presented by PhD's?
- Why does a PhD come to discuss his/her problems with an ombudsperson?
- Is there a role for the ombudsperson in contributing to more productive environments for PhD's at universities in the USA, Canada, Germany and the Netherlands?
- If so, what tools does an ombudsperson use to address PhD's concerns?
- When asking support from an ombudsperson are the expectations of a PhD realistic?
- At the end of the presentations we will summarize and highlight the similarities and differences in styles and approaches.

### Working Session H1

#### **Getting out of the box** | Michel Villiard

Dealing with issues presented by graduate and post graduate students, we are often confronted in situation where we have few tools to help them; either because of the timing of their demand or the gravity of their situation that most of the time means that their student project is at risk. Is there another way we can help them? In this presentation, you will find other ways, other paths, which will guide you to shift from curative to prevention. You will be giving also some guide lines to make this move.

### Working Sessions H2

#### **Resolving conflicts and complaints about postgraduate supervision** | Patty Kamvounias

This paper will provide an overview of policies in Australian public universities dealing with supervision of higher degree by research students and an analysis of how complaints about supervision have been resolved by the courts and public sector ombudsmen. The paper will also discuss the recent initiative of the New South Wales Ombudsman to start a consultation with universities, publish a discussion paper and invite submissions and comments from interested parties about the supervision of postgraduate students.

## Plenary

**The university ombuds in the wake of a societal call-to-action against campus sexual violence: a perspective from two Canadian provinces** | Natalie Sharpe and Carolyn Brendon

We will look at the traditional culture and practices on university campuses in relation to sexual violence as well as the paradigm shift that is well underway. We will examine the impact of these changes and consider what work may still need to be done. Finally, we will consider the sometimes seemingly conflicting roles that ombuds play in relation to this issue and consider how ombuds can best position themselves to assist in the positive transformation of our campuses in way that achieves the right balance of rights and responsibilities in relation to the critical issue of eradicating sexual violence.

## Working Session I

**How is your situation compared to the situations in Sweden, Norway and Denmark?** | Sindre Rødne Dueland, Juval Pruitt and Bo Gad Kølert

Often in the Scandinavian countries, we experience that the world looks at us as one coherent region. And although there are many similarities there are also quite a few both eye catching and subtle differences in legislative and societal norms between the countries. Colleagues in Sweden, Norway and Denmark have been meeting once a year since 2013 learning about our situations and reflecting on differences and similarities in practices and legislative frameworks. During this session we will share five learnings from our conference in October 2017 at Stockholm University and invite all session participants to reflect on each learning based on your local situations.

## Working Session J1

**Translating the ombudsman recommendations into institution-wide practices – examples from the Ombudsman of the University of Warsaw** | Anna Cybulko

The aim of the presentation is to discuss the impact ombudsmen might have on the practice and paradigm of his/her university. Starting point of the discussion will be a case study, concerning the anti-mobbing policy introduced as a result of the ombudsman's activity in the problem area. The presentation describes all the necessary stages of introducing new solutions: identification of the problem, diagnosing and reporting it, working on the recommendations, presenting the propositions and lobbying for change. The presentation will elaborate on the sources of practical difficulties with respect to translating the ombudsman recommendations into institution-wide practices and the possibilities to overcome them.

## Working Session J2

### Systems and simple rules | Jan Morse

As an ombudsman you talk every day with members of your institution about problems and concerns. In doing that work, it's possible to detect patterns and recurring themes in the kind of cases you are hearing.

Using a systems approach to address complex problems within your organization will help you: 1) get 'unstuck' when the usual methods are unsuccessful and 2) move 'up-stream' to the site of sources that generate numerous problems year after year.

Using a case study and systems theory, this session will introduce a few simple tools that will enable participants to identify strategies for working with entrenched parties and intractable conflicts to create real, sustainable change.

## Working Session K

### Sexual harassment and abuse – a topic for the ombudsman? | Wolf Hertlein

About two years ago the TU Darmstadt adopted guidelines against sexual discrimination and assaults which are now being implemented. The ombudsman office for students acts as a contact point for students affected by discrimination and abuse. In this session, the experiences made so far with the directive and with cases of discrimination as well as the public relations are presented and discussed. Participants can get a deeper insight into the activities at the TU Darmstadt on this topic and thus compare it to the activities of their own institutions.

## Working Session L

### Investigating complaints matters and reporting outcomes: a critical reflection | Barrie O'Connor

Framed within state and national compliance regimes, this presentation critically explores approaches used to investigate and report student complaints in a 3-step (informal, formal, review) process adopted by one Australian university. The Student Ombudsman's review includes: identifying core issues; collecting evidence/establishing relevance; resolving ambiguities, checking outliers; keeping auditable records; observing procedural fairness; generating/testing hypotheses; managing confidentiality. Findings are reported with clear explanations linked to university policies and relevant government legislation and addressed in a fair and reasonable manner respectful of all participants. Outcomes and recommendations tackle core issues and appeal avenues are advised. Processes are subjected to continuing critical review.

Friday 8 June 2018

09:15 – 10:30

Working Sessions M and N

Conference Room <b>Working Session M</b>
<b>Chair: Suzi Leather</b> Keeping the complaint on track: ensuring fairness and efficiency in the face of challenging behaviour  <b>Felicity Mitchell</b> , England & Wales

Breakout Room <b>Working Session N</b>
<b>Chair: Natalie Sharpe</b> You learn more from mistakes than from successes!  <b>Lies Poesiat</b> and <b>Stephan Querido</b> , The Netherlands

10:30 - 11:00

refreshments and hot spot

11:00 - 12:00

Conference Room

Chair: Jean Grier

**Keynote**

The impact of complaints on public service employees

**Rosemary Agnew**, Scottish Public Services Ombudsman

12:00 - 13:00

Working Sessions O and P

Conference Room <b>Working Session O</b>
<b>Chair: Rob Behrens</b> Values of the 'millennial' youth generation: what are the implications for conflict resolution in higher education?  <b>Doris Kiendl</b> , Austria

Breakout Room <b>Working Session P</b>
<b>Chair: Wolfram Aigner</b> Dealing with 'the powers that be' (Romans 13:1): a case study  <b>Josef Leidenfrost</b> , Austria

13:00 - 13:45

lunch and networking

13:45 - 15:00

Working Sessions Q and R

Breakout Room <b>Working Session Q</b>
<b>Chair: Nora Farrell</b> The ombudsman without an office  <b>Sindre Dueland</b> , Norway

Conference Room <b>Working Session R</b>
<b>Chair: Jenna Brown</b> Ombudsman in an era of social movements: providing assistance when policies are not necessarily violated  <b>Jim Wohl</b> , USA

15:00 - 15:30	refreshments and hot spot
	Conference Room
	Chair: Suzi Leather
15:30 - 16:30	Plenary debate – Developing the Ombuds Learning Community Rob Behrens
16:30 - 16:45	Closing remarks, invitation for León 2019 Josef Leidenfrost and Paulino Cesar Pardo Prieto
16:45	close
17:00	optional event, extra cost, guests welcome - Scotch Whisky Experience – sign up in advance, meet in Atrium

## Friday, 8 June Working Session Abstracts

### Working Session M

**Keeping the complaint on track: ensuring fairness and efficiency in the face of challenging behavior** | Felicity Mitchell and Alison Walker

As complaints handlers we often have to deal with the challenging behavior of our service users. In this session we will look at what "good service" looks like in this context; how we balance the need to ensure that all students can access our scheme, with the need to protect our staff and maintain an efficient review process; and the systems we put in place to help students help us. There will be an opportunity to discuss some OIA case studies.

### Working Session N

**You learn more from mistakes than from successes!** | Lies Poesiat and Stephan Querido

Probably most of us have been educated in a system that focuses on knowledge, some practice and foremost: doing the right thing. In education, one is bound to say that we are allowed to make mistakes. We learn more from our mistakes than from things we do right. But how do we know that we are actually learning? As ombudsmen, do we grant ourselves the same rights; do our clients grant us these rights; the accused; the board? What kind of mistakes are tolerated? And maybe most important, do you allow yourself to make mistakes?

## Working Session O

**Values of the ‘millennial’ youth generation: what are the implications for conflict resolution in higher education? | Doris Kiendl**

The “Millennials” have entered Higher Education. (persons born between 1982 and 2001). This group is not homogenous and there is not (yet) evidence that their character traits impact their process of learning as a whole. The main objectives of this session are to Inform participants about research on youth values of the Millennials their, Highlight how these current youth values impact the behavior of students, Trigger an interactive discussion on how universities can/should adapt their dispute resolution procedures to the value system of students in the 21st century.

## Working Session P

**Dealing with ‘the powers that be’ (Romans 13:1): a case study | Josef Leidenfrost**

The Austrian Court of Auditors, due to public accusations between professors, is investigating “moonlighting” (i.e. secondary employment) at two Austrian public universities. In this context the Austrian Student Ombudsman was contacted and asked about cases of either cancelled or postponed lectures by these professors. Searching its data base the Ombudsman found more than 100 issues with “lecture(r)s” (Austrian-wide), yet none on the known persons. The Ombudsman’s annual report 2016/17 suggested a central register by all institutions of all courses, containing also ex post details of whether courses were held or not. The session will analyze the dialogue with the “powers that be” as well as issues of data handling by the Ombudsman as a quasi public authority.

## Working Session Q

**The ombudsman without an office | Sindre Dueland**

Western Norway University of Applied Sciences covers five towns and villages in Western Norway. Traveling distance being up to five hours by boat. Managing an ombuds office with equal access in all locations is complex, but non the less fun. In this session I will give a brief history of how it has been setting up an ombuds office that in essence is without an office.

## Working Session R

**Ombudsman in an era of social movements: providing assistance when policies are not necessarily violated | Jim Wohl**

Social movements raise new perspectives and interpretations of university policy and procedures. In the United States, issues are coming to ombudsmen as a result of the #metoo movement and controversies involving free speech on campus. This session explores how ombudsmen can alert decision makers on social issues where no policies exist while still serving the needs of students and staff. In these functions, the ombudsman can be an important player in helping universities adapt to changing social ideas. Examples will be presented from a US institution and attendees are encouraged to share experiences from their institutions.

## Curricula Vitae of Speakers (in alphabetical order)

### Rosemary Agnew

Scottish Public Services Ombudsman, Edinburgh, Scotland

has been the Scottish Public Services Ombudsman since 1 May 2017. Her role includes final stage of complaints about (most of) the Scottish public sector, independent reviewer of applications to the Scottish Welfare Fund, Complaints Standards Authority (including developing model complaint handling procedures for the Scottish public sector). Up to 2017, Rosemary was the Scottish Information Commissioner. Previously involved in public service complaints with the Scottish Legal Complaints Commission and Local Government Ombudsman in the UK. Rosemary is committed to transparent, sustainable improvement in Scottish public services and sees complaints, and what is learned from them, as integral to the improvement landscape. Equally, she recognises the importance of being the final stage of the complaints process in Scotland for most public services, and in ensuring that where things go wrong for individuals, action is taken to put things right as far as possible.



### Wolfram Aigner

Student Ombudsman at the Johannes Kepler University Linz, Austria

Graduate of English, History and Law of Vienna and Linz Universities; University Assistant at the University of Economics Vienna 1979-1985; Desk Officer at the Legal Department of the Federal Ministry of Science and Research 1991-1994; Director of Studies at the Faculty of Law at Johannes Kepler University Linz 1994-2016, responsible for the Faculty's teaching and study programs (law degree, doctoral degree in law, bachelor degree in business law, master degree in law and business for technicians); since 2017 the first ombudsman for students at the University of Linz, Upper Austria.



### Clare Barnes

Senior Academic Policy Manager, University of Glasgow, Glasgow, Scotland

joined the University of Glasgow in 2013, has been managing complaints for four years. Member the Scottish Higher Education Complaints Forum and values the opportunity it brings for sharing experiences and good practice with fellow members. Clare has extensive knowledge of the UK Higher Education Sector having previously worked in roles encompassing planning, policy, strategy, student engagement, quality enhancement and quality assurance at the universities of Glasgow Leeds and Cardiff.



## Rob Behrens

Parliamentary and Health Service Ombudsman in the United Kingdom, London

is the Parliamentary and Health Service Ombudsman in the UK. He is also Visiting Professor at UCL Institute of Education, Chair of ENOHE, and a member of the Board of the Local Government Ombudsman Service in England. He was Independent Adjudicator and Chief Executive of the OIA (the Office of the Independent Adjudicator for Higher Education in England and Wales) between 2008 and 2016, and a member of the Bar Standards Board between 2012 and 2017.



## Carolyn Brendon

University Ombuds, McMaster University, Hamilton, Ontario, Canada

Prior to beginning this role in a jointly-held position in 2003, Carolyn was an Employee Ombudsperson and Harassment Advisor at Brock University in St Catharines, Ontario. She holds a law degree from Osgoode Hall Law School, an M.A. from McMaster University, and an Honors B.A. from York University. She has several certifications including the FCO-Osgoode Certificate in “Essentials for Ombuds”, as well as ones in Adjudication for Administrative Boards, Agencies and Tribunals; Advanced Investigations; and Human Rights: Theory and Practice. She is the Eastern Representative on the Executive for the Association of Canadian College and University Ombudspersons, and a member of the Board for the Forum of Canadian Ombudsman.



## Jenna Brown

University Ombuds, University of Denver, Colorado, USA

is the University Ombuds at the University of Denver, serving all sectors of this private American university since starting the office in May 1999. A trained mediator, Jenna has designed, developed and directed innovative programs introducing and incorporating conflict management skills and dispute resolution services within organizations in the USA. Jenna has received training in negotiation, mediation, conflict resolution, and investigation in the USA and Europe. Jenna is a member of the International Ombudsman Association and a contributor to the California Caucus of College and University Ombuds. She has been an ENOHE conference attendee and contributor since 2003.



## Anna Cybulko

Ombudsman, University of Warsaw, Warsaw, Poland

was appointed as Ombudsman of the University of Warsaw in 2011. As ombudsman she assists the academic community in dealing with organizational and interpersonal disputes and finding the solutions for delicate and complicated matters. She specializes in the field of conflict resolution, interpersonal communication and small group dynamics. She graduated from the Faculty of Law and Administration and from the Faculty of Psychology at the University of Warsaw. She mediates and facilitates agreements in civil, family, commercial, and labor disputes. Her expertise includes facilitating discussions and debates, also ones that for different reasons have a complicated communication background. As a trainer, she conducts trainings and workshops in the area of conflict management and resolution, interpersonal communication, mediations and negotiations. She collaborates on permanent basis with Center for Disputes and Conflicts Resolution at the Faculty of Law and Administration, at the University of Warsaw (Centrum Rozwiązywania Sporów i Konfliktów, WPiA, UW).



## Tamta Demetradze

Foreign Affairs and Strategic Development Office at Akaki Tsereteli State University ATSU, Kutaisi, Georgia

is coordinating international projects and grants for the purpose of enhancing the quality of education and performance of different services at ATSU. She is the Deputy Coordinator of the Projects: Enhancement of Quality of Education at ATSU, funded by the Czech Republic Development Cooperation, implemented by Czech University of Life Sciences Prague and Akaki Tsereteli State University, and Erasmus+ Key Action 2 CBHE Project: Advocacy Establishment for Students through Ombudsman Position – AESOP. Ms. Demetradze is an itsLearning Educational Trainer, is trained in “Recognition and Transfer of Credit Allocation and Grading Systems”. She participated in TEMPUS Projects: TNE-QA -Promoting Quality and Recognition of Transnational Education in Armenia and Georgia and SSDS - Students Support and Development Services. At the same time she is a lecturer at the Faculty of Humanities, was a teacher of Preparatory courses for San Diego State University (SDSU)-Georgia English Language Academy (ELA) in collaboration with the Center for International Education (CIE), Kutaisi, Georgia. Member of the Council of John Dos Passos Association of Georgia.



## Hugues Dreyssé

Ombudsman University of Strasbourg, Strasbourg, France

is the ombudsman of the University of Strasbourg since 2017.

He has obtained a PhD in 1980 in Strasbourg in physics and a « Doctorat d'Etat » in 1984 in Mulhouse. From 1981 to 88 he has been « Maitre de Conférences » in Mulhouse, then he moved to the University of Nancy where he became Full Professor. Since 1993 he is Professor at the University of Strasbourg. His research interests are theoretical solid state physics and particularly the studies of electronic and magnetic properties of complex systems, low dimensional systems and nanostructures in the IPCMS (Institute de Physique et Chimie des Matériaux de Strasbourg). He has been chair or involved in various national and international networks. Since 1998 he is also the director of the Jardin des Sciences (<http://jardin-sciences.unistra.fr/>). This original structure combines science center activities, heritage (museums, collections) responsibility and dialog "between science and society". From 2010 to 2016 he has been chairman of the International Committee of ICOM UMAC (University Museums And Collections - <http://umac.icom.museum/>). He has been strongly involved in the evaluation of the research policy at the national level, for instance as Chairman of a physics section in the French agencies (CNU, 1998-2002) and then in the CNRS (2003-2007). He has also been from 2007 to 2016 Vice-President of the University Louis Pasteur and then the University of Strasbourg in charge of Human Resources.



## Sindre R Dueland

Ombudsman for students at Western Norway University of Applied Sciences, Bergen, Norway

opened the ombuds office at HVL in March 2017. He has formerly worked in student politics as a student representative and has experience in student rights and university law in Norway. Sindre holds a master of laws from the University of Oslo and a master of Administration and Organization theory from the University of Bergen. He is currently working on his doctoral thesis on public university law in Norway.



## Nora Farell

Ombudsperson of the Ryerson University, Toronto, Canada

is currently the Ombudsperson at Ryerson University located in Toronto (Canada); previously, the Ombudsman for the Canadian Franchise Association and International Franchise Association, and prior to that Manager of Complaint Resolution/Investigations for the Ombudsman for Ontario. As an active member of the Ombuds community Nora is the Past-President of the Board for the Forum of Canadian Ombudsman. Nora has earned a Ph.D. as well as a LL.M. from Osgoode Hall Law School at York University and a M.Ed. (Master of Education) from the University of British Columbia. Nora authored "The Evolution of the Idiosyncrasy of the Role of Ombudsman/person in Canada" in *The Nature of Inquisitorial Processes in Administrative Regimes*, Laverne Jacobs & Sasha Bagley, eds. (Surrey, England: 2013) at 325.



## George Gvartadze

Rector of Akaki Tsereteli State University ATSU, Kutaisi, Georgia

Professor. Dissertation on: The role of local budgets in implementing state regional policy. Field of Research - European Integration; Regional Policy, Local Budgets, Investment, Regional finances, post crisis financial reforms in different countries and regions of the world. He is a member of Editorial Board of Scientific-practical journals "Business and Legislation" and "Economics Profile" and the President of "Regional Initiatives Support Fund". Mr.Gvartadze is a participant in seminars aimed at learning Tuning Educational Structures in Europe, Universities contribution to the Bologna Process (Groningen University, Netherlands), learning of High Education Management principles in the US within the framework of the project financed by the Department of State of USA (Universities of USA), and learning University management system (University of Wales College, New-Port, UK). He was an expert at Regional Development Office at State Representative-Governor's Apparatus in Imereti Region, Georgia. Participated in the establishment of new special offices at Kutaisi State University according to the needs and demands of Imereti Region, Georgia (with the focus on the faculty of Economics) based on advanced management course "Management of Technical and Vocational Education and Training (TVET) Institution" (training center of InWEnt, Mannheim, Ministry of Economical Cooperation and Development, Germany)



### David Gegetchkori

Head of Foreign Affairs and Strategic Development Office at Akaki Tsereteli State University ATSU, Kutaisi, Georgia

is Professor in International Relations. He conducts research in the field of international relations. Mr. Gegetchkori has experience in project management and team leadership. In 2006 he was a member of the Bologna Supporters Georgian National Team. He is a participant and coordinator of national and international higher education projects. At present is the Coordinator of Erasmus+ CBHE Project Advocacy Establishment for Students through Ombudsman Position – AESOP, is a local coordinator of Erasmus+ KA1 ICM and KA2 CBHE Projects including INTEGRITY - Academic Integrity for Quality Teaching and Learning in Higher Education Institutions in Georgia, and PAWER – Paving the way to Interregional Mobility and Ensuring Relevance, Quality and Equity of Access. He is an implementer of Tempus MAHATMA Project – Master in Higher Education Management: Developing Leaders for Managing Educational Transformation.



### Jean Grier

University of Edinburgh, Edinburgh, Scotland

is Investigations Manager at the University of Edinburgh, and is delighted to be hosting this year's conference. Jean has worked in higher education (primarily at the University of Edinburgh) for over three decades. In her current role – which was created in 2012 – Jean is responsible for overseeing the management of complaints to the University. Beyond that role, Jean is the author of several books including three on the history of the University. Active in her professional association, AUA (Association of University Administrators), Jean was awarded AUA's Lifetime Achievement Award in 2018.



## Michael Gruber

Federal Ministry of Science, Research and Economy, Vienna, Austria

employee of the Federal Ministry for Science, Research and Economy (Austria), Department IV/6 (judicial subjects, legal development and student union law), law expert in the public administration. Law degree from the University of Vienna. His remits include on the one hand the processing of general legal issues, particularly in the areas of the Universities Act, 2002 and the University Students and Student Union Act 2014, and on the other hand the creation of views on law and regulations proposed by the Federal and State law. A focus of his work is legal affairs of the department and includes the participation in the drafting of legislation and draft regulations, the formulation of explanations and the creation of effects-based assessments.



## Paul Herfs

Ombudsman for Faculty & Staff at Utrecht University, Utrecht, The Netherlands

is the ombudsman for faculty and staff at Utrecht University in the Netherlands since 2005. This position was created in 1977. The ombudsman helps faculty and staff with problems that could not be solved by them. Some of the issues he discusses with faculty and staff are: performances difficulties, supervision problems of PhD-students, dismissal issues, consequences of long-term illness, etc. The ombudsman advises and mediates between colleagues. Paul Herfs has been trained as a mediator. Before becoming an ombudsman he worked as an educational researcher. He continued his career as a student counsellor (legal and aliens issues, financial issues, admission of students with foreign diploma's, etc.) and as vice director of the International Office at Utrecht University. His PhD-thesis dealt with International Medical Graduates in the Netherlands.



## Wolf Hertlein

Complaint Manager, Technische Universität Darmstadt, Darmstadt, Germany

has participated at ENOHE Meetings ever since Madrid 2011. He has been developing the complaint management office at Technische Universität Darmstadt since 2009 and sees his role as a challenge and as a privilege. He helped establishing the German network of ombudsmen in higher education BeVeOm and received an advanced training as a mediator in 2010/2011. He worked most of his life at or in institutions of higher education, e.g. as a scientist at the Alfred Wegener Institute for Polar and Marine Research Bremerhaven and as a press officer at Technische Universität Darmstadt. Wolf studied mathematics, biology and other fields of his personal interdisciplinary interest from 1981 to 1989 at the universities of Konstanz, Ulm, and Oldenburg in Germany. He was born 1962 in Trier, he loves his wife and three daughters, likes people and being alone, dancing and pilgrimage, conflicts and harmony.



## Marc Johnson

Undergraduate Ombudsman at the University of Alberta, Edmonton, Canada

is the Undergraduate Ombudsperson in the Office of the Student Ombuds at the University of Alberta. After completing his Bachelor of Commerce degree, Marc worked as an Academic Advisor at MacEwan University in the Bachelor of Commerce program. Thereafter, Marc achieved Chartered Mediator status and is currently pursuing an MEd in Educational Policy Studies at the University of Alberta. Marc helps students with academic and non-academic appeals; he also supports students in situations in which they feel they have been treated unfairly. He has garnered experience in mediating through the Alberta Civil Claims mediation program.



## Patty Kamvounias

Senior Lecturer in Law at the University of Sydney, Sydney, Australia

has been admitted to practice as a solicitor of the Supreme Court of New South Wales and the High Court of Australia and is now a Senior Lecturer in Law at The University of Sydney Business School. Patty teaches a range of undergraduate and postgraduate subjects including competition and consumer law. She has a research interest in higher education and the law and her work has been published in leading academic and professional journals in Australia and overseas.



## Doris Kiendl

FH JOANNEUM University of Applied Sciences, Graz, Austria

is the chair of the Institute of International Management at FH JOANNEUM University of Applied Sciences in Graz, Austria. In her capacity as chair she is responsible for student selection, student counselling, HR management and development as well as teaching and research. She is the chair of the committee of teaching and learning at FH JOANNEUM and a member of the academic board. Her research and teaching focuses on international and European law and on university management. In addition, she serves as evaluator of universities and study programs on behalf of university accreditation agencies and the German Academic Exchange Service DAAD in Germany.



## Bo Gad Køhlert

Student Ambassador at University of Copenhagen, Copenhagen, Denmark

rejoined the University of Copenhagen (UCPH) April 1 2017. Before being appointed as Student Ambassador, he has since 2003 worked at the IT University of Copenhagen and at Roskilde University. Beginning his career as Student Administration Officer and moving on to three different management positions. Bo Gad Køhlert holds a master's degree in humanities from UCPH (musicology and rhetoric) and has since completed a number of public administration and leadership development courses. The student ambassador at UCPH is currently the only student ombud in Denmark and available to all 38,600 students at UCPH.



During 2017, the Student Ambassador received 424 inquiries and the [function's website](#) had almost 20,000 visitors. In accordance with national legislation students' applications, complaints etc. are processed by the university's study boards, student administration and student counseling service. The Student Ambassador is usually involved when a student experiences that something in the processing doesn't appear right. The Student Ambassador is appointed by a committee consisting of members of management, academic staff, administrative staff and students. The university's Rector appoints the committee. As stated in the university's [Rules of procedure for the University of Copenhagen's Student Ambassador](#) it must be taken into account in the appointment process that the Student Ambassador shall be able to function independently.

### Suzi Leather

Chair of the Board of Directors of the Office of the Independent Adjudicator for Higher Education (OIA), Reading, UK

was chair of the Charity Commission from 1 August 2006 to 31 July 2012. Previously she chaired the Human Fertilization and Embryology Authority. She was created a Dame Commander of the Order of the British Empire in January 2006. She was educated at St Mary's, Calne, Tavistock School, and Exeter University where she received a BA degree with honors in Politics in 1977, followed by a BPhil degree in social work. She then took an MA degree in European politics in 1978 from Leicester University. 1979–84 she was a senior research officer for Consumers in Europe. In 1984–86 she was a trainee probation officer. In 1988–97 she was a freelance consumer consultant. In 1997–2001, she was chair of Exeter and District NHS trust. 2000–02, she was first deputy chair of the Food Standards Agency. March 2002 – July 2006, she was chair of Human Fertilization and Embryology Authority. She joined the board of the United Kingdom Accreditation Service in 2006 to improve their quality standards regulation. May 2005 – July 2006 she was chair of the School Food Trust. Since October 2016 she is the Chair of the Board of Directors of the Office of the Independent Adjudicator for Higher Education (OIAHE).



### Josef Leidenfrost

Austrian Student Ombudsman, President and Convenor of ENOHE, Vienna, Austria

joined the Austrian Ministry of Higher Education in 1988; he served as adviser to three ministers in the 1990s and early 2000s on such issues as academic internationalization, higher education, national and European scholarship programs, and students' rights and duties. Head of the Office of the Austrian Student Ombudsman since 2001, enshrined in law 2011.



Josef started his professional career as a television journalist in the early 1980s, including in-depth research on Austrian contemporary history and publications on post-war relations. He was awarded a doctorate by the University of Vienna in 1986. In 2012 he completed his MA in mediation. Beginning in 2001 he played a pivotal role in setting up a complaint and acceptance management system for Austrian higher education institutions and a central agency for students' complaints at the Ministry. He is a co-founder of the European Network of Ombudsmen in Higher Education (ENOHE). He is the editor of ENOHE's occasional papers and of the ENOHE News newsletter.

## Keith Mackle

Assistant Director (International & Student Well-being), Student Services, University of Dundee, Dundee, Scotland

joined the University's Department of Continuing Education in 1994 first as Marketing Officer and later leading the department as Director. After 13 years he moved to the University Registry managing the offices responsible for student records and tuition fees. In 2012 Keith moved into Student Services managing pastoral support for research students and took up his current post as Assistant Director in 2014. He is a member of the Scottish Higher Education Complaints Forum.



## Heather McGhee Peggs

Manager, Graduate Conflict Resolution Centre, University of Toronto, Toronto, Canada

After specializing in mediation/ADR at law school (University of British Columbia, 2001), Heather practiced commercial litigation with Stikeman Elliott LLP in Toronto. In 2005, Heather became the Assistant Ombudsperson at Ryerson University, and over the next 10 years she advised hundreds of students on strategies for complaints resolution and fair process. In the fall of 2015, Heather joined the University of Toronto (U of T) community to develop a conflict resolution service to help U of T's 18,000+ graduate students to navigate conflict at the institution earlier and more effectively.



The Graduate Conflict Resolution Centre ([www.gradcrc.utoronto.ca](http://www.gradcrc.utoronto.ca)) is now recognized as a valuable resource for best practices in early conflict management for the entire graduate community. Heather works with a team of 14 trained graduate student peer advisors to provide conflict-coaching services and offer workshops for students, as well as faculty and staff. The Grad CRC's approach emphasizes the importance of effective communication and embracing conflict management as a graduate *community* issue, not simply a graduate *student* issue.

## Ursula Meiser

Ombudsperson, University of Stuttgart, Stuttgart, Germany

started in 2011 as the first Ombudsperson for studies and teaching at the University of Stuttgart. Before that she worked at the International Office of the University of Stuttgart, establishing partnerships on several continents and setting up double degree programs. In 2011 she was awarded a doctorate in Political Science. She is a trained mediator and a member of the speaker's team of BeVeOm, the German Ombuds Network in Higher Education. As a licensed Yoga Teacher she loves to travel the world with her yoga mat.



## Felicity Mitchell

Office of the Independent Adjudicator for Higher Education, Reading, United Kingdom

was appointed as Independent Adjudicator on 1 April 2018. She has oversight of the OIA's good practice and case-handling work, and of legal claims against the OIA, including judicial review. She also chairs the Good Practice Framework Steering Group. She has led work on the OIA's Rules, and on the OIA's approval as the Alternative Dispute Resolution body for higher education complaints and as a member of the Ombudsman Association. Felicity joined the OIA in 2004, and became a Deputy Adjudicator in 2009. She had worked as a consultant for the OIA before its designation as the student complaints scheme in 2005. Felicity was called to the Bar in 1992 and, after some years in private practice, moved to the ombudsman sector, working at the Banking Ombudsman and the Financial Ombudsman Service.



## Daniel More

Ombudsperson of Tel Aviv University, Tel Aviv, Israel

is the current ombudsperson of Tel Aviv University. He is also a member of ENOHE. He obtained his J.S.D from Yale Law School. He taught law in Tel Aviv University, in Peres Academic Center and in other universities in Israel and the U.S. He is the author of many articles in various legal fields and chapters in law books. He was for many years the president of the high disciplinary court of Tel Aviv University. Professor More is also the president of the high court of the Israeli chess federation and a chairperson of a national ethical committee of the Ministry of Health.



## Jan Morse

Ombudsman and Director of the Student Conflict Resolution Centre, University of Minnesota, Minneapolis–Saint Paul, USA

is an ombudsman and the director of the Student Conflict Resolution Center (SCRC) at the University of Minnesota. She completed her university education at the U of M with an MPA at the Humphrey Institute of Public Affairs. She is the convener and chair of The Dignity Project Work Group, concerned with fostering academic excellence by promoting civil and respectful relationships in the learning environment. In addition, Jan is a dance educator and performed with a local dance company featuring international dance for many years. She has performed and taught dance in China, India, Egypt, France, Hungary, Bulgaria, Korea, Norway, and the Czech Republic. She is also a past board member and officer of the International Ombudsman Association (IOA).



## Barrie O'Connor

Student Ombudsman, Griffith University, Gold Coast, Meadowbrook, Qld, Australia

was appointed the inaugural student ombudsman at Griffith in March 2016, following an extensive career in higher education teaching, research and administration at QUT, Deakin and Griffith, in areas of teacher education and disability studies; awarded a doctorate from The University of Queensland in 1994, investigating inter professional teamwork in disability services; provided state and national leadership in higher education initiatives for students with disabilities, including the development of a National Code of Practice for Tertiary Institutions in 1998. Barrie was a Marie Curie Research Fellow at the National Institute for Intellectual Disability, Trinity College Dublin in 2009 and is currently an Honorary Associate Professor at the University of Sydney Medical School – Centre for Disability Studies.



## Paulino C. Pardo

University of León León, Spain

is a full time Professor at the Public Law Department of the University of Leon (Spain). He was awarded a doctorate by the University King Juan Carlos (Madrid) in 2003. He has been published two books and many articles in scientific journals His research interests include subjects as diverse as human rights, freedom of conscience, freedom of speech, historical and modern agreements between State, Catholic Church and other denominations, multiculturalism, food beliefs and cultural diversity, agrofood democracy and transgenic, gender, transsexualism or, last but not least, innovation in education and active learning. At the Faculty of Law he served as Board Member (April 2002 - hold), -Vice-head of Public Law Department (April 2008 to March 2009), Chairperson of the Public Law Department (March 2009 to January 2012), Coordinator of the Freedom of Conscience Programme (since 2004) and of the Legal and Social Implications of Biotechnology Programme (from 2010 to 2017). Since February 2017 he is serving as the Ombudsperson at his University.



## Lies Poesiat

Ombudsman for students and staff, VU-University Amsterdam,  
Chairman of the Dutch Association of Ombudsmen in Higher Education (VOHO),  
Amsterdam, The Netherlands

started in 2005 as ombudsman for students and also within a year for employees of the University of Amsterdam (UvA). In 2007 Poesiat transferred to the Amsterdam VU-University, which holds 25.000 students and 3400 employees. She handles complaints by giving advice on the complaint, uses mediation to informally solve problems and can formally decide whether a complaint is well-founded or not. The ombudsman combines these judgements with recommendations to the organization. At VU-University she is also a member of the expert team Disturbing Behavior. In 2014 she was one of the founders of VOHO and since then chair. In this role she pleads for the installation of Ombudsmen in every institution of higher education in the Netherlands. Besides these activities, Poesiat is also a member of several complaints committees within youth care. Occasional member of a complaints committee in the field of sexual harassment, discrimination and improper behavior.



## Juval Pruitt

Student Ombudsman at Karlstad Student Union, Karlstad University, Karlstad, Sweden

joined the Student Union at Karlstad University in 2010 and was elected in to Karlstad Student Unions General Assembly in 2011. During his time at the student union he represented students on the teacher's education board and the board of disciplinary actions at the university as well as at Sweden's united student unions (SFS). In 2016 Juval was appointed as Student Ombudsman by the Student Union board. The Student Ombudsman is available to all students at Karlstad University free of charge and under secrecy.



The Student Ombudsman works closely together with the university and regularly attends meetings with university staff on a broad range of topics regarding student's rights like GDPR, application process and other. The Ombudsman also occasionally assists staff in student rights. Most Student Ombudsmen in Sweden work for the local student unions or student organizations at every university and the situation is very different at every university. The Student ombudsmen in Sweden meet annually to discuss, inspire and reflect on current situations and there are about 40 student ombudsmen.

## Stephen E. Querido

Staff Ombudsman, The Hague University of Applied Sciences, The Hague, The Netherlands

is a trained social- and organizational psychologist and counselor. He started his career in education in 1989, teaching and training students in the field of applied psychology. Started his own practice for counseling and organization development in 1992, from which he served numerous companies and governmental bodies.

As an occupational psychologist, his focus is on the perks of people (dis-) functioning and the role of HRM. In his current (part-time) position he combines first-hand experiences (in the past, Stephen has been a lecturer at THUAS for 11 years). This year, he joined the board of the Association for Right to Complain. Stephen is a passionate contributor to furthering the profession.



## Mag. Anna-Katharina Theres Rothwangl

Austrian Student Ombudsman, Vienna, Austria

studied law at the University of Vienna; during her studies she participated in the EU mobility program ERASMUS and spent six months at the Université de Franche-Comté in Besançon, France. After her graduation she was involved in a so-called « court year » in the Higher Regional Court District Vienna. Upon graduating a trainee program in fashion management, she became head of department at Peek & Cloppenburg KG. Since April 2016, she has been working as a legal expert at the Office of the Austrian Student Ombudsman in the Federal Ministry of Education, Science and Research in Vienna.



## Natalie Sharpe

Director of the Ombuds Office

University of Alberta, Edmonton, Kanada

is the President of the Association of Canadian College and University Ombudspersons (ACCUO). Natalie has extensive training in negotiation, mediation, and arbitration; she completed the Osgoode / Forum of Canadian Ombudsman (FCO) “Essentials for Ombuds” Certificate and the Canadian Union of Public Employees (CUPE) national ombuds training program. She is the Director of the ombuds office at the University of Alberta in Edmonton, Canada and runs a unique intern ombuds training/mentoring program where students complete annual paid internships and receive university credits. Natalie’s office receives almost 1200 cases annually, and her staff include specialized Undergraduate and Graduate Ombudsman. Natalie has actively contributed to Canadian FCO / ACCUO conferences; California Caucus of College and University Ombudsperson Conferences and the Cal Caucus Ombuds Journal, and many ENOHE conferences. She also teaches part-time in the Social Sciences (Labour Studies, Anthropology, and Sociology) and Alternative Dispute Resolution, and has researched precarious academic labor. Her past research on indigenous land claims and the anthropology discipline inform her holistic approach to ombudsing. Natalie has contributed to research on cyberbullying in higher education. Her article: “The Fairness Lens: A University Ombudsperson’s Perspective on Building a Kinder Online Culture on Campus”, will be published in *Cyberbullying at University in International Contexts*, ed. Wanda Cassidy, Margaret Jackson and Chantal Faucher (Simon Fraser University), Routledge and Kegan Paul Publishers, May 2018. Finally, Natalie has provided critical feedback on the development of the sexual violence policy at the University of Alberta, and has presented at two international conferences on this topic.



## Stefanie Spöth

TH Köln - University of Applied Sciences, Köln, Germany

Stefanie Spöth is responsible for 'Zentrales Feedbackmanagement' at TH Köln (complaint management and ombudsperson for students) and member of the quality management team at TH Köln since 2011. At the moment she is mainly responsible as project manager for system accreditation. Education: Master in Adult Education (Dipl. Päd.) at University of Cologne, Mediator, Systemic Coach



## Karen Stulka

Compliance Manager (Student), University of Dundee, Dundee, Scotland

her role involves dealing with all matters in relation to student compliance issues with University processes and procedures including complaints, appeals and discipline. Karen joined the University of Dundee in 1992. Since joining she has held a variety of roles within the governance team at the University and is a qualified Paralegal. Karen has over five years' experience in managing student complaints and liaising with the regulator, the Scottish Public Services Ombudsman, with extensive knowledge within the Higher Education Sector developing best practice procedures, processes and training for the University, staff and its students. Karen is active within the Scottish Higher Education Complaints Forum working alongside fellow complaints managers from other Scottish Universities and is keen to promote and share best practice.



## Michel Villiard

Ombudsman of Polytechnique Montréal, Montréal, Canada

as a graduate in social work, Mr. Villiard has always been concerned with the well-being of others, no matter their background or status. That concern led him first to work in public organizations dedicated to child protection, followed by work in employee counselling while he completed mediation training. Later, he acted as Human Resources consultant for more than ten years before being appointed Ombudsman at Polytechnique Montréal in 2014.



### Jim Wohl

University Ombudsman, University of Connecticut, Storrs, USA.

is the University Ombudsman at the University of Connecticut, USA and serves graduate students and staff. Prior to 2013, he served as University Ombudsman and Professor at Auburn University. Jim has a certificate of Workplace Conflict Management and ADR and was a mediator in the power industry in the USA. Jim was a professor of Veterinary Medicine for 18 years before joining the University of Connecticut. He has been involved with ENOHE since 2010.



## Information for Conference Participants

### Conference Emergency Telephone Hotline:

- 1) ECCI Reception Desk (Jo) - +44 (0)131 650 5326
- 2) Deputy Secretary's Office (Joyce) - +44 (0)131 650 9561

### Conference Planning Committee:

Marta Elena Alonso de La Varga, Robert Behrens, Jenna Brown, Martine Conway, Hugues Dreysse, **Jean Grier**, Wolf Hertlein, Suzi Leather, Josef Leidenfrost, Mari Skogheim Møst, Lies Poesiat, Marianne Høva Rustberggard, Natalie Sharpe

### Conference Secretariat:

Victoria Bennett, Mari Skogheim Møst, Alberina Nuka, Marianne Høva Rustberggard

### Conference Venue & Catering:

The city centre venue is wheelchair accessible.

Wifi is available throughout the venue via Eduroam.

The conference fee includes refreshment breaks and lunches on days 1, 2 and 3 and the conference dinner on day 2.

Vegetarian options will be available as standard at all meals; other dietary restrictions can be catered for with advance notice.

**Do not bring food or drinks into the lecture halls!**

### Conference Participation Certificates:

These will be included in your conference packages.

### Conference Presentations:

There will be no hand-outs available during the conference. Presentations will be on-line at the conference website <http://www.enohe.net/edinburgh-2018/> after the conference.

### Conference Dress Code:

**Casual** during all conference meetings, semi-**formal** for the Conference Dinner on Thursday night; **leisure wear** for the post conference activities.

### Conference Netiquette:

We encourage conference participants to share their impressions of, thoughts about and experiences with the conference via **Twitter** and other forms of social media. However, out of courtesy to the speakers, it is recommended to wait with "cyber spacing" until the conference breaks.

**WIFI** is available in the conference rooms.

## About the Conference Venue

The **Edinburgh Centre for Carbon Innovation (ECCI)** is at the heart of an active community of organisations, professionals, students and members of the public who are working towards, or interested in, creating a thriving zero carbon future.

The Edinburgh Centre for Carbon Innovation, located in central Edinburgh is an award-winning, diverse events and work space where meetings, workshops and professional networking are hosted. This historic building has been transformed into a vibrant low carbon hub with modern interiors and the latest technology.

## Accessibility

ECCI is fully wheelchair accessible and induction loops are installed for people with hearing impairments.

## Green credentials

As low carbon leaders, the ECCI made sure that its base sets an excellent example of how to achieve energy efficiency. ECCI is the first of its kind in the UK to win the building sustainability BREEAM Outstanding Award. It has an exceptionally low energy demand for a listed building, and an impressive haul of accolades to its name.

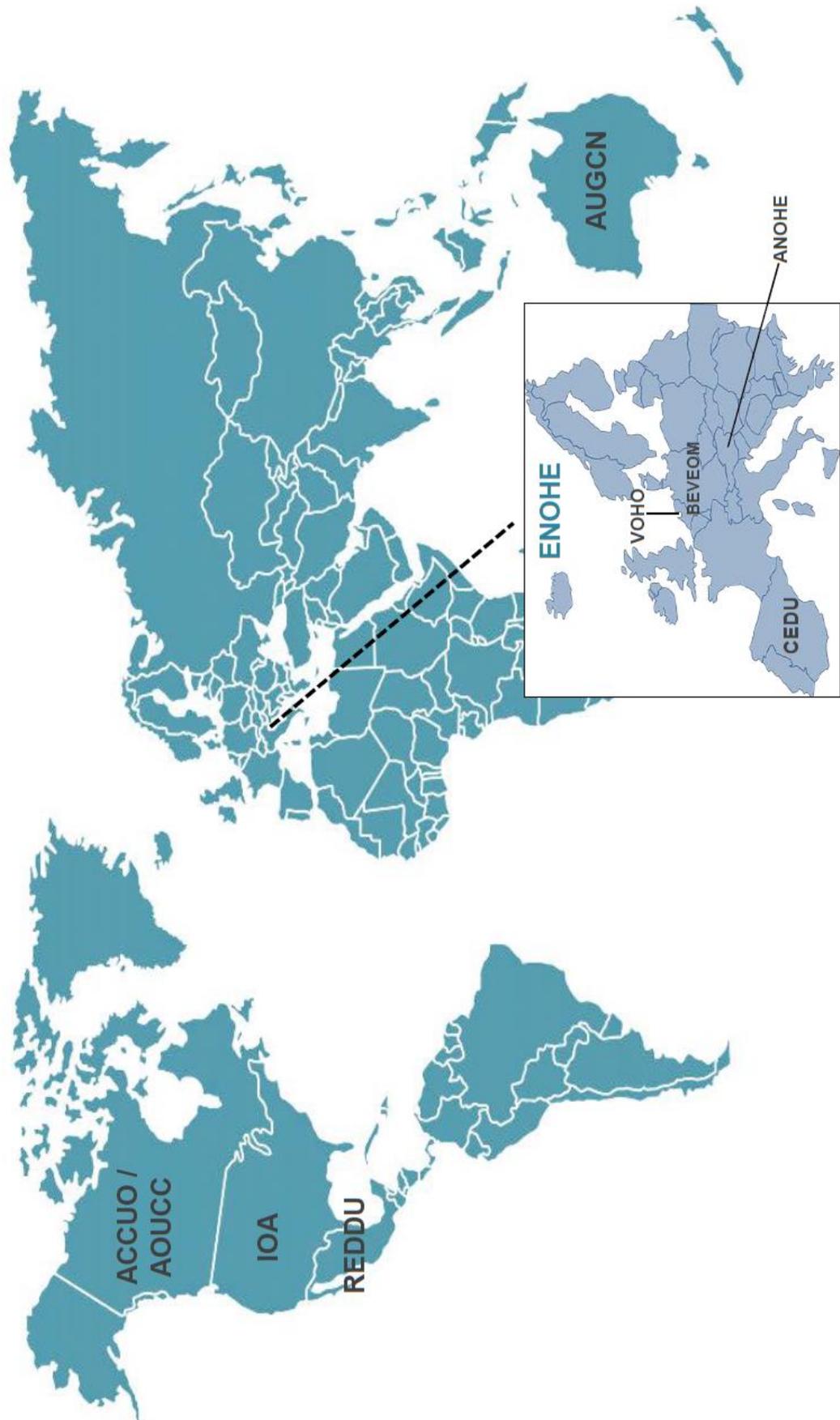


## ENOHE is cooperating with ombudsman networks like:

- the Dutch network of ombudsmen in higher education / De Vereniging Ombudsmannen in het Hoger Onderwijs (VOHO)
- the Spanish network of university ombudsmen / conferencia estatal de defensores universitarios (CEDU)  
[www.defensores.es](http://www.defensores.es)
- the Mexican University Ombudsmen Network / Red de Defensores, Procuradores y Titulares de Organismos de Defensa de los Derechos Universitarios (REDDU) [www.reddu.com.mx](http://www.reddu.com.mx)
- the Association of Canadian College and University Ombudspersons (ACCUO)/Association des ombudsmans des universités et collèges du Canada (AOUCC) <http://accuo.ca/>
- the Australian University Grievance and Complaint Network (AUGCN)
- the European Ombudsman Institute (EOI) [www.eoi.at](http://www.eoi.at)
- the International Ombudsman Association (IOA)  
[www.ombudsassociation.org](http://www.ombudsassociation.org)
- the German network (BEVEOM) [www.http://www.beveom.de/](http://www.beveom.de/)
- the Austrian network (ANOHE) [www.hochschulombudsnetz.at](http://www.hochschulombudsnetz.at)
- The Norwegian Network

There are also contacts with ombudsmen in Central and South America as well as in Asia.

Ombudsman Networks Worldwide



# SAVE THE DATE

**26th to 28th June 2019**  
**15th ENOHE Annual Conference**  
**León, Spain**

