

ENOHE 2017

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

Edited by: Rob Behrens & Josef Leidenfrost

Report on the 13th ENOHE Annual Conference in Strasbourg, France 28 - 30 June 2017

Preview



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Conference Theme:

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

In times of austerity, populism and protest across Europe, ombudsmen are beacons of light for citizens.

This year's ENOHE conference brings together 24 speakers from different European countries and overseas. The formats are pre-conference workshops on techniques and policies derived from best practices as well as keynote speeches by renowned experts in the fields of complaint handling and higher education – among them the European Ombudsman Emily O'Reilly and the director for higher education at the Council of Europe, Sjur Bergan. During the topical sessions, practitioners in their respective fields are offering presentations and engage in discussion with the audience.

The topics dealt with include current challenges for higher education ombudsmen with examples from four specific countries. Conference strands include ombudsmen and diversity on campus, students as customers, consumers or co-learners, ombudsmanship as a profession and innovative approaches to it. The former independent adjudicator of higher education for England and Wales and now the UK Parliamentary and Health Ombudsman Robert Behrens will present his most recent study on “Being a Higher Education Ombudsman”, elaborating on what needs analysis suggests for the profession.

The conference will examine the aforementioned topics and potential consequences for institutional relationships between students and “their” universities. Case studies from countries present at the conferences will provide examples, discussions will include their experiences. An ERASMUS+ funded trans-European project on ombudsmen in higher education will be presented which aims to extend the concept to even more countries within the European Higher Education Area.

Yet other phenomena to be dealt with are the current challenges facing higher education institutions like rising populism and the potential of growing hostility towards certain groups for economic or even religious reasons. Yet another phenomenon still and more and more so facing higher education is the continuing trend towards marketization and therefore privatization.

As the ministers of higher education of the 48 Bologna countries will convene in Paris in May 2018 to review the implementation of the Yerevan Bologna work program 2015-2018 and to define the new priorities to be dealt with, delegates to the ENOHE Strasbourg conference will discuss and finally pass a motion on a joint declaration as an input document for the Paris ministerial summit.

Welcome Address by Othmar Karas, MEP

Dear Ladies and Gentlemen!



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As Member of the European Parliament since 1999 and one of the former Vice Presidents of the European Parliament I am happy to extend a very warm welcome to you, here in the beautiful city of Strasbourg, the official seat of the European Parliament, the chamber of European citizens. Our plenary sittings take place here once a month and I am sure that the premises of the European Parliament are going to be the perfect venue for your conference in the upcoming three days.

Having been the federal chairman of the 'Schülerunion' and the 'Junge Volkspartei' in Austria during the late 1970s respectively 1980s and holding several political functions during times of major changes in education in general and higher education in particular I monitored such important developments as the growing autonomy for higher education, the beginning of its digitalization, and the increasing impact of web based mass communication.

Since higher education is contributing to the better development of society and economy as a whole a assured quality of all higher education providers is vital. Hence, higher education ombudspersons are a key element and important player in order to ensure the needed quality on institutional level. Here I also would like to mention the implemented national higher education ombudsman systems - like the Austrian Student Ombudsman, restructured by the former minister of higher education Elisabeth Gehrler in 2001 when tuition fees were (re)introduced in Austria. In this regard I would like to thank the Federal Ministry of Science, Research and Economy for its great support of the European Network of Ombudsmen in Higher Education.

As the title of your conference perfectly states: Towards a fair and transparent European higher education area. You are serving as 'beacons' in order to reach this important goal. This is why I am pleased that you have gathered here to jointly look for practical common answers to make the European higher education area more transparent and fair.

Let me wish you a successful conference with many fruitful discussions and interesting exchanges of views. I am looking forward to hearing from the outcome!

All the best!

Othmar Karas

Former Vice-President of the European Parliament

Head of the Austrian EPP-Delegation

Head of the EU-Russia Delegation

Curricula Vitae of Speakers

Marta Elena Alonso de la Varga,

Ex-Ombudswoman of the University of Leon, Castilia y Leon, Spain



ex-ombudswoman of the University of León (ULE), Spain, ombudsperson at the ULE for 7 years. Has a PhD in Veterinary Science and has been working as a full professor in the Veterinary Faculty of the University of León since 2001. Previously she did her the Doctoral Thesis and was Assistant Professor in the Department of Animal Production from 1990. She was elected as Ombudswoman for the University of León in December 2009 and was re-elected in September 2012 and she finished on the 22 of February 2017. She gave presentations at the ENOHE Conferences in Madrid in 2011, in Oxford 2013, in Warsaw 2014, in Innsbruck 2015 and in the Webinar 2017 and at the XV Conferencia Estatal de Defensores Universitarios (CEDU) in September 2012 in Almería(Spain), at the XVI CEDU October 2013 meeting in Seville (Spain) and at XIX CEDU October 2016 meeting in Cordoba (Spain). She was a member of

the Executive Committee of CEDU from December 2011 until October 2013 and Vice-President of this Executive Committee during 2012-13. She is member of the ENOHE Steering Committee since 2013.

Sjur Bergan

Head of the Education Department of the Council of Europe, Strasbourg, France



represents the Council of Europe in the Bologna Follow-Up Group and chaired three successive working groups on structural reform 2007 - 15. Sjur chairs the current Council of Europe project on Competences for Democratic Culture. He was on the editorial group for the Council's White Paper on Intercultural Dialogue and a main author of the Lisbon Recognition Convention as well as of recommendations on the public responsibility for higher education; academic freedom and institutional autonomy; and ensuring quality education. Sjur is series editor of the Council of Europe Higher Education Series and the author of *Qualifications: Introduction to a Concept and Not by Bread Alone* as well as of numerous book chapters and articles on education and higher education policy. He was one of the editors of the Raabe Handbook on Leadership and Governance in Higher Education (2009 – 15).

Rob Behrens,

Parliamentary and Health Service Ombudsman in the United Kingdom, London



is 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.

Sophie Béjean,

Rectrice de l'académie de Strasbourg, Chancelière des universités d'Alsace, Strasbourg, France



a été nommée Rectrice de l'académie de Strasbourg, Chancelière des universités d'Alsace, sur proposition de la ministre de l'éducation nationale, de l'enseignement supérieur et de la recherche, en conseil des ministres du 2 mars 2016. Elle succède à Jacques-Pierre Gougeon. Sophie Béjean est professeur des universités en sciences économiques. Formée à l'université de Bourgogne à Dijon, elle y est devenue maître de conférences en 1993, puis professeur en 2003. Spécialiste de l'économie de la santé, elle est l'auteur de nombreuses publications dans ce domaine. De 2007 à 2012, elle a été présidente de l'université de Bourgogne, ainsi que du PRES (pôle de recherche et d'enseignement supérieur) Bourgogne Franche-Comté, de 2010 à 2012. Elle a été nommée en 2013 présidente du conseil d'administration de Campus France ainsi

que du conseil d'administration du Cnous (Centre national des oeuvres universitaires et scolaires). Elle a présidé le processus d'élaboration de la StraNES (Stratégie nationale de l'enseignement supérieur) dont les travaux ont conduit à la présentation d'un rapport co-signé par Bertrand Monthubert rapporteur général du comité StraNES et remis au Président de la République le 8 septembre 2015.

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.

Judy Clements OBE,

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



is the Independent Adjudicator and Chief Executive of the Office of the Independent Adjudicator for Higher Education (OIA). The OIA is the independent student complaints ombudsman for higher education in England and Wales. Judy has over 25 years experience in the public sector, having served as The Adjudicator for Her Majesty's Revenue and Customs, the Valuation Office Agency and The Insolvency Service; as a Director at the Independent Police Complaints Commission; and as Head of Diversity and Equality at HM Prison Service. Judy is a member of the Senior Women in Public Policy network. She is also an independent adviser to Victim Support's Equality, Diversity and Inclusion Committee and a governor at two independent schools.

Martine Conway,

Ombudsperson of the University of Victoria, British Columbia, Canada



has been the ombudsperson at the University of Victoria since 1999 and has over 20 years of experience as an educator and mediator on university and college campuses. Her work has extended to workplace and community settings, restorative justice initiatives and human rights education. Martine is interested in building ties across sectors and models of ombuds practice. She previously served two terms as president of the Association of Canadian College and University Ombudspersons (ACCUO). She is a member of the Forum of Canadian Ombudsman (FCO), the North West Ombuds Group (NWOG), and part of the steering committee for the European Network for Ombuds in Higher Education (ENOHE). In 2006, Martine received the Pete Small Award from the California Caucus of College and University Ombudspersons.

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).

Hugues Dreyssé

Ombudsman University of Strasbourg, Strasbourg, France



is the ombudsman of the university of Strasbourg since this year. 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's 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 (Institut de Physique et Chimie des Matériaux de Strasbourg). He has been chair or involved in various national and international networks. Since 1998 he is 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 the Human Resources.

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.

Jean Grier,

Investigations Manager and Research and Projects Officer for the Vice Principals, University of Edinburgh, Scotland, UK



is Investigations Manager at the University of Edinburgh, a large (37,000 students) university in the UK. Complaint handling in Scottish universities comes under the jurisdiction of the Scottish Public Services Ombudsman (SPSO), and universities in Scotland work within a sector-wide two-stage complaint handling procedure (CHP) which emphasizes early resolution of complaints, and learning from complaints. Always keen to share experience with colleagues, Jean has recently participated in an Erasmus work-shadowing visit abroad, and until recently was Chair of the Scottish Higher Education Complaints Forum, a group of practitioners set up to look at the challenges in working within the model CHP and to share expertise.

Eugène van der Heijden

Ombuds Officer for students at the Leiden University, Leiden, The Netherlands



started in 2015 as Ombuds Officer for students at Leiden University. He has a background of legal advising, counseling and mediating. Eugene has worked for almost 25 years at several Dutch universities and other educational organizations. Since 2017 Eugene is combining his work at the Leiden University with two ministerial complaint committees; member of a complaint committee at the Ministry of the Interior and Kingdom Relations and independent chair of a complaint committee at the Ministry of Health, Welfare and Sport

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, 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 themselves. 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.

Elisabeth Rieder,

Manager of the Administrative Department, Office for the Disabled Students and Handi- capped Trust Personal, Leopold Franzens University Innsbruck, Innsbruck, Tyrol, Austria



studied Political Science at the University of Innsbruck, is the Head of the disabled advisory board in the City of Innsbruck, a Skilled Lay Justice in the Federal Administrative Court, a Certificated Expert/Consultant for Non-Disability Access Building/ Construction without barriers and author of different books.

Wolf Hertlein,

Complaint Manager, Technische Universität Darmstadt, Darmstadt, Germany



is some years older now than in this photo and has participated at ENOHE Meetings ever since Madrid 2011. He has been the complaint manager at Technische Universität Darmstadt in Germany 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 press officer at Technische Universität Darmstadt and at the University of Oldenburg. 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.

Patty Kamvounias,

Senior Lecturer in Law at the University of Sidney, Sidney, 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 and Program Director, Graduate Commerce. 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.

Daniel More,

Ombudsperson of Tel Aviv University, 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.

Othmar Karas,

Member of the European Parliament and Head of Delegation of the Austrian People's Party in the European Parliament, Strasbourg, France



is Member of the European Parliament and Head of Delegation of the Austrian People's Party in the European Parliament. Mr. Karas is Chairman of the Delegation to the EU-Russia Parliamentary Cooperation Committee and an active Member of the Committee for Economic and Monetary Affairs, on Internal Market and Consumer Protection, for Foreign Affairs as well as for Security and Defense. Since 2016 Mr. Karas is Member of the Committee of Inquiry to investigate alleged contraventions and maladministration in the application of Union law in relation to money laundering, tax avoidance

and tax evasion. Mr. Karas is also Member of the Financial Assistance Working Group in the European Parliament. Furthermore, he is Board Member of the Austrian Association for Insurance Knowledge and Professor/Lector at Danube University Krems and Lector at the Vienna University for Economics and Business. From 2012 to 2014 Mr. Karas was cross-party elected Vice-President of the European Parliament. Prior to his first election to the European Parliament in 1999, he was Member of the Austrian Parliament and Secretary-General of the Austrian People's Party.

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 of-

ficer. 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 for Ombudsmen in Higher Education (ENOHE). He is the editor of ENOHE's occasional papers and of the ENOHE News newsletter.

Paula Cristina Martins,

Ombudsman of University of Minho, Portugal



has a degree in Psychology, a Master in Psychology and a PhD in Child Studies. She is Assistant Professor at the Department of Applied Psychology of the School of Psychology in the field of Psychology of Justice. From March 2006 to July 2009 she was Vice Chairman of the Institute of Child Studies. Between 2009 and 2013 she was Pro-Rector for Education at the University of Minho. Since 2015 she is the Ombudsperson of the University of Minho – Portugal.

Nathalie Podda,

Assistant, Office of the Austrian Student Ombudsman, Vienna, Austria



obtained a Master's degree in media and communication from the Alpen-Adria-University of Klagenfurt. Her previous experience includes working as a journalist for a German publishing house. Nathalie Podda now works for the Office of the Austrian Ombudsman at the Federal Ministry for Science, Research and Economy in Vienna. She is responsible for advising students, liaising with higher education institutions, public relations and the compilation of the annual report.

Emily O'Reilly,

European Ombudsman, Strasbourg, France



became Ireland's first female Ombudsman and Information Commissioner in 2003. In 2007 she was also appointed Commissioner for Environmental Information. As former political editor, broadcaster and author, her career attracted significant domestic and international recognition including a Harvard University Fellowship in 1988 and multiple national awards. She has written three critically acclaimed books on Irish politics and media and is a current member of the International Advisory Board of Harvard's Nieman Foundation for Journalism. Ms O'Reilly is a graduate of University College

Dublin with a Degree in European Languages and Literature (1979) and holds a Graduate Diploma in Education from Trinity College Dublin (1980). She was conferred with an Honorary Doctorate in Laws by the National University in Ireland in 2008 for her work in promoting human rights throughout her career as a journalist and through her work as Ombudsman. In 2014 she was conferred a second time with an Honorary Doctorate of Law from University College Dublin in Ireland.

José Palazón,

University Ombudsman of the University of Murcia, Murcia, Spain



University Ombudsman of the University of Murcia since 2009, President of CEDU since 2015 (Conferencion Estatal de Defensores Universitarios), Spain. CEDU is the association for 61 ombudspersons of Spanish private or public universities. José Palazón is University Professor of Inorganic Chemistry and was elected by the Senate, in 2009, as University Ombudsman of the University of Murcia for students (33062), academic staff (2517) and administrative or technical staff (1221). He was elected again for a second period in 2013 and he will finish in December 2017 the maximum time of 8 years allowed for the Ombudsman. He was elected to the Executive Committee of CEDU between 2013 and 2015. At present he combines his work as an Ombudsman with his work as a teacher, in 2018 he will return full time to his academic work.

Daniela Senk,

Public Relations Officer at the Strasbourg Office of the European Parliament, Strasbourg, France



since 2016 Public Relations Officer at the Strasbourg Office of the European Parliament 2012-2016 Political Adviser, EPP Group for the EP Committee on “Women’s Rights and Gender Equality; Sept 2009 – Jan 2012 Political Adviser (Member of Cabinet) in the Cabinet of EP President Jerzy Buzek, Jan 2007 – Aug. 2009 Adviser Chairman’s office & service for the relations with National Parliaments, Group of the European People’s party in the European Parliament; Feb 2002 - Jan 2007 Adviser (Member of Cabinet of the President of the European Parliament (under Presidents Cox and Borrell) July 2000 - Jan 2002 Deputy Head of Office with own project: „The development cooperation with third countries“ (Konrad-Adenauer-Foundation, Brussels office); Nov 1998 - June 2000 Assistant to the Director Konrad-Adenauer-Foundation, Brussels office; Jan 1995 - Nov 1998 PR attaché European People’s Party

Josef Siegle,

Secretary General of the European Ombudsman Institute, Innsbruck, Tyrol, Austria



was born on 29 May 1960, in Zams; is Roman Catholic and Austrian. He studied for 3 years at “Handelsschule” (commercial school), followed by 4 years of “Handelsakademie” (Commercial College) for working people. He studied jurisprudence in the form of evening courses at the University of Innsbruck and graduated in 2002 as Magister iuris and in 2004 graduation as Doctor iuris. since June 16th. 1986: employed at the board of the Tyrolean provincial government in Innsbruck; since March 21st, 1987, released resp. attached to the Club of the Diet of the Austrian’s People’s Party ÖVP as the secretary of the club (political activity); since 2004: in position as national people bar Tirol; since 2005: UNCAV (United Nations correspondents association Vienna), Member of the board; since 2006: Deputy regional chairman of the journalist trade union KMSfB (art, media, sport and free one journalistic occupations) and journalism since April 2006; since 2009: Secretary General of the European Ombudsman-Institute (EOI); from 2013 to 2014 – Training representative Auditor proficient at the Universities of Kiev and Rivne, Faculty of Law - Ukraine

Nirupa Shantiprekash

Policy officer at the Diversity Office of Leiden University, Leiden, The Netherlands



is Policy Officer at the Diversity Office of Leiden University (29.600 students, 7 faculties and 6.500 staff members). She works on the core values diversity and inclusiveness and cooperates in this work with the Ombudsfunctionaris. She has a broad experience in the social sector and worked as a trainer and consultant on social issues with social organizations and local authorities. Nirupa has specific expertise in intercultural issues. She finds her passion in building inclusive communities where diversity of people is used as a wealth for growth and development.

Natalie Sharpe,

Ombudsperson at the University of Alberta, Edmonton, Alberta, Canada



has a BA First Class Honours Degree and Master's Degree in Socio-Cultural Anthropology, certificates in negotiation, mediation, arbitration, and the Osgoode/Forum of Canadian Ombudsman "Essentials for Ombuds" Certificate. Natalie is the Director of the Office of the Student Ombuds and launched a student ombuds internship program three years ago. The office handles a caseload of 1200 students annually. Natalie continues to teach part-time in Alternative Dispute Resolution, Labor Studies, and the Social Sciences. She has conducted research on indigenous land claims, edited for The Canadian Encyclopedia, and held executive roles in an educational union. Natalie is the President of the Association of Canadian College and University Ombudspersons (ACCUO/AOUCC). The discipline

of anthropology has informed Natalie's holistic approach of listening to diverse cultural perspectives; this adapts well to using the ombuds lens of fairness. Natalie is also contributing a chapter to an international study on cyberbullying in higher education, due to be published in late fall 2017.

Michel Villiard, Ombudsman,

Ombudsman of Polytechnique Montréal, Montréal, Canada



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 three years ago.

Mary Tupan-Wenno

Executive director of ECHO, Center for Diversity Policy, The Hague, The Netherlands



is the executive director of ECHO, Center for Diversity Policy in The Hague, the Netherlands. Her professional involvement on diversity and inclusion developments in (higher) education started when she was working for the government. She worked for the Dutch Ministry of Education Culture and Science as a policy advisor at the Department of Higher Education. Mary has more than 20 years of experience with policy and program development on the area of improving access and success of underrepresented groups in higher education, in particular ethnic minority students. Mary is a founding member of the European Access Network (1991) and is currently the President of the Executive Board of EAN. Mary is also a founding member of GAPS, the Global Access to Postsecondary Education initiative. ECHO is a not for profit organization focusing on the development of new strategies, policy and practice to improve access and success of groups in society that are underrepresented in higher education and at the labor market. ECHO collaborates with schools, universities, businesses, governments, students- and community organizations.

Aleksandra Zhivkovikj,

Researcher at Youth Educational Forum, Skopje, Macedonia



did her degree in legal studies, in 2016 master thesis on Corruption in Higher Education with special focus on the work of the University “Ss. Cyril and Methodius”-Skopje. Her main focus is academic work in the field of student rights in secondary and higher education, discrimination in academia, student participation and organizing, malpractices in HE. She also has been active in student movements, most notable the Student Plenum, an initiative that achieved Government’s agreement on bringing new Law on Higher Education. 2016 member of statutory commission at University “Ss. Cyril and Methodius” for changing its legal acts in regard to student participation matters. She took part in the consultation processes for the new National Program for Education and Strategy for Youth.

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The European Ombudsman

Introduction



The European Union provides many benefits to EU citizens, residents, businesses, and associations. Nationals of EU Member States are also EU citizens, and enjoy a range of rights as a result of European citizenship. You may encounter problems, however, when it comes to exercising your rights. Ever wondered who could help you?

It may not always be clear whether the problem is caused by the EU administration, the authorities of a Member State, or a private entity. Even if you do know who is at fault, it may not be obvious where you can turn for help. In a Union based on the fundamental principle of the rule of law, it is of vital importance that there should be a quick and effective remedy for any problems you encounter in obtaining your rights.

What does the European Ombudsman do?

The European Ombudsman is an independent and impartial body that holds the EU administration to account. The European Ombudsman investigates complaints about maladministration in EU institutions, bodies, offices, and agencies. Only the Court of Justice of the European Union, acting in its judicial capacity, falls outside the Ombudsman's mandate. The Ombudsman may find maladministration if an institution fails to respect fundamental rights, legal rules or principles, or the principles of good administration.

This covers administrative irregularities, unfairness, discrimination, abuse of power, failure to reply, refusal of information, and unnecessary delay, for example. Any citizen or resident of the EU, or business, association, or other body with a registered office in the EU, can lodge a complaint. You need not be individually affected by the maladministration to complain. The European Ombudsman can only deal with complaints concerning the EU administration and not with complaints about national, regional, or local administrations, even when the complaints concern EU matters.

What does the European Ombudsman not do?

The European Ombudsman cannot investigate:

- complaints against national, regional, or local authorities in the
- EU Member States, even when the complaints are related to EU matters;
- the activities of national courts or ombudsmen;
- complaints against businesses or private individuals.

Who can help you? When and how can you complain?

You should submit your complaint:

- within two years of becoming aware of the facts on which your complaint is based;
- after having first contacted the EU institution concerned to try to resolve the matter;
- in writing, including via the online complaint form available on the European Ombudsman's website. The form can be submitted electronically or printed out and sent by post. It is also available in paper format from the European Ombudsman's office on request. You may submit your complaint in any of the 24 official languages of the EU.

<https://www.ombudsman.europa.eu/en/atyourservice/whocanhelpyou.faces#/page/1>

Public consultation on the European Ombudsman's Strategy Towards 2019

Informing the public of the review of the European Ombudsman's Strategy Towards 2019 and inviting feedback and ideas for its future development

The consultation will be open until 28 July 2017

In November 2014, the European Ombudsman adopted the Strategy Towards 2019, which sets out the European Ombudsman's roadmap for her mandate. It identifies the European Ombudsman's strategic objectives and related priorities.

The Strategy also provides for a review to be conducted at midterm following a public consultation.

In preparation for the midterm review of the Strategy, we invite contributions from the public through the present consultation. Its aim is to gather feedback from stakeholders on their experience and perception of the effectiveness of the strategy, to take stock of the delivery at midterm and to invite ideas for improving and possibly refocusing our work.

The results of the public consultation, together with other stakeholder input, will feed into the review. The public is invited to submit views on the implementation and relevance of the Strategy Towards 2019 and to provide us with any comments or suggestions they may have by completing the following questionnaire.

The consultation is available in all EU official languages and will be open until 28 July 2017. Should you require any further information, please contact Ms Murielle Richardson, Administrator in the European Ombudsman's Secretariat-General (tel: +33 3 88 17 23 88).

The European Parliament



The European Parliament is an important forum for political debate and decision-making at the EU level. The Members of the European Parliament are directly elected by voters in all Member States to represent people's interests with regard to EU law-making and to make sure other EU institutions are working democratically.

The European Parliament is the legislative assembly of the European Union (EU). Inaugurated in 1958 as the Common Assembly, the European Parliament originally consisted of representatives selected by the national parliaments of EU member countries. Beginning in 1979, members of the European Parliament (MEPs) were elected by direct universal suffrage to terms of five years. There are more than 700 members.

The number of members per country varies depending on population; for example, France, Germany, Italy, and the United Kingdom have more than 70 MEPs each, while Cyprus, Estonia, Luxembourg, and Malta each have fewer than seven.

Over the years and with subsequent changes in European treaties, the Parliament has acquired substantial legislative and budgetary powers that allows it to set, together with the representatives of the governments of the Member States in the Council, the direction in which the European project is heading. In doing so, the Parliament has sought to promote democracy and human rights – not only in Europe, but also throughout the world.

The Parliament acts as a co-legislator, sharing with the Council the power to adopt and amend legislative proposals and to decide on the EU budget. It also supervises the work of the Commission and other EU bodies and cooperates with national parliaments of EU countries to get their input.

<http://www.europarl.europa.eu/aboutparliament/en>

This Conference is co-organized by:



European Ombudsman Institute



UiO : University of Oslo

ENOHE STRASBOURG DECLARATION

Proposal by the European Network of Ombudsmen in Higher Education (ENOHE) to the Ministerial Conference and Bologna Forum 2018 in Paris, France - as agreed upon at the 13th ENOHE Annual Conference in Strasbourg, France on June 30, 2017

Quality assurance and public responsibility are growing issues for higher education institutions as they seek to align to the social and political challenges of modern society.

Making the higher education system inclusive is a key priority within the European Higher Education Area as population profiles adjust to demographic change and social movement across national borders. Within this context, pan-European cooperation in higher education has two main goals: the preparation of students for life as active citizens in a democratic society; and their preparation for successful participation in the labor market. To achieve these goals, EHEA countries are adapting their structures to make universities more open to participation in decision processes through changes to governance.

Hence the European Network of Ombudsmen in Higher Education [ENOHE], first established up in 2003 and now consisting of affiliates in more than 20 countries, endorses the further extension of the institution of higher education ombudsmen as beacons for safeguarding a fair, inclusive and transparent higher education system throughout the continent. Ombudsmen can also contribute to an improvement of the governance and the quality process of our universities.

The participants in ENOHE's 13th annual conference in Strasbourg in June 2017 respectfully propose to the ministerial meeting in Paris in May 2018 that their closing documents include a recommendation on the installation, by law or respective national regulations, of ombudsmen in higher education.

This is in order to help individuals (mostly students, but also staff) to have resources at their disposal to access: support, listening capacity, and help through appropriate procedures for the independent adjudication or mediation of disputes; and to resolve upcoming issues in daily university life fairly, consistently, and efficiently.



ENOHE Occasional Papers

The ENOHE Occasional Papers are a series of publications intended to inform its readers about current trends, recent developments, and scenarios for the future in the development of academic ombudsmen within European and international higher education.

ENOHE Occasional Paper Nr. 1: Kristl Holtrop/Josef Leidenfrost (eds.)

Student – Institutional Relationships in Times of New University Management:
Academic Ombudsmen in European Higher Education

ENOHE Occasional Paper Nr. 2: Josef Leidenfrost (ed.)

Change Management and New Governance in European Higher Education:
Ombudsing as a Contribution to Quality Assurance

ENOHE Occasional Paper Nr. 3: Hans M. Eppenberger/Markus Kägi/Josef Leidenfrost/Eugen Teuwsen (eds.)

Complications Arising from Interpersonal Dependency - The Ombudsman's Role in Avoiding and Solving Upcoming Problems and Conflicts in Institutions of Higher Education

ENOHE Occasional Paper Nr. 4: Patrick Cras/Josef Leidenfrost (eds.)

Ombudsmen in Higher Education: Counsellor, Student Advocate, Watchdog?

ENOHE Occasional Paper Nr. 5: Michael Reddy/Josef Leidenfrost (eds.)

Universities, Students and Justice

ENOHE Occasional Paper Nr. 6: Ulrike Beisiegel/Josef Leidenfrost (eds.)

Lost in Transition? Defining the Role of Ombudsmen in the Developing Bologna World

ENOHE Occasional Paper Nr. 7: Martine Conway/Josef Leidenfrost (eds.)

Common Objectives, Different Pathways: Embedding Ombudsman Principles and Practices into Higher Education Institutions

ENOHE Occasional Paper Nr. 8: Gerlinde Sponholz/Josef Leidenfrost (eds.)

Curriculum "Good Scientific Practice"

ENOHE Occasional Paper Nr. 9: Ewa Gmurzyńska

Benefits of Dispute Resolution Systems in Organizations; The Example of the University of Warsaw Conflict Resolution System

ENOHE Occasional Paper Nr. 10: Maria De Pellegrin/Ian Eisteter/Josef Leidenfrost (eds.)

(In-House) Mediation as a Tool in Higher Education Conflict Management: A Study from Austria

ENOHE Occasional Paper Nr. 11: Josef Leidenfrost / Anna-Katharina Rothwangl

The Austrian Student Ombudsman, "student rights" and "student obligations" in the Austrian Higher Education Area: Between soft administrative control and proactive syntegeation – Paul Herfs: Ombudsing at Canadian universities through the eyes of a Dutch ombudsman

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