



ACCUEO

ASSOCIATION OF CANADIAN  
COLLEGE AND UNIVERSITY  
OMBUDSPERSONS



**ENOHE – ACCUEO/AOUCC JOINT CONFERENCE:  
UNIVERSITY OF EDINBURGH, UK, June 6 – June 8, 2018**

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

**CALL FOR PAPERS - PROPOSAL DEADLINE: MARCH 5, 2018**

The Conference Planning Committee of the ENOHE ACCUEO / AOUCC Joint conference 2018 is now calling for proposals for presentations (including papers, workshops and roundtables).

We want to ensure the conference meets the needs of our participants and is as inclusive as possible. Hence we are planning to have workshops either on the general conference themes or sub-themes also **in French or Spanish** in order to promote global exchanges among French-speaking colleagues and Spanish-speaking colleagues as well. This will enrich our dialogue on the international experiences of ombudspersons in higher education.

Your proposals should include:

- *Title*: this should succinctly reflect what is being proposed;
- *Category*: case study, practice-oriented or policy-oriented;
- *Presentation Style*: (a) a presentation as part of a **round-table (60 minutes)**; (b) a good practice/special project **session (90 minutes)**; or (c) an interactive **workshop (200 minutes, with a integrated coffee-break)**
- *Abstract*: core idea and objective of your proposal: 300 words maximum

The ENOHE 2018 Conference has two major related themes:

**Theme One: Strategies and Perspectives**

The idea of being the social conscience of a higher education institution or set of institutions is central to the task of academic ombudspersons. Strategies for reaching this goal encompass casework, consultation, formal recommendations and committee work. Early and fair resolution of conflicts are supported by

relationship building and interacting with campus communities. We will explore the different experiences and perspectives of higher education ombudspersons in an variety of settings: campus-based, regional or national mandates. We will look at the titles we use, ombuds or other, and the rationale. Sub-themes include:

- starting a new ombuds office;
- ombuds role in campus-based settings and within national schemes;
- the challenges of working within university hierarchies;
- developing exemplary complaints handling practices

## **Theme Two: Effective Operations**

In their daily work ombudspersons are provided with unique vantage points on campus and across the higher education system remove to identify upcoming trends and potential problem areas. These may not be as easily or as quickly identified by others in academic life. The piecemeal nature of casework, however, can make its overall institutional effect difficult to measure. The translation of ombuds recommendations into institution-wide practices is also difficult to track and measure. The impact of ombudspersons' work is varied. There may be small victories from relationship building and helping to solve every-day campus problems. There may be systemic resolutions in the form of changes to sector policy and gradual shifts in practices and paradigms. Sub-themes include:

- adopting the Innsbruck Descriptors  
<http://www.hochschulombudsnetz.at/wp-content/uploads/2017/12/Innsbruck-Descriptors-1.pdf> ;
- conflict management styles of ombudspersons;
- professional development through experiential learning (national and international networks), ombuds internship training and strategies and sharing of high quality practice

**Send your proposal(s) no later than March 5, 2018 to [hello@enohe.net](mailto:hello@enohe.net)**