

15th ENOHE Conference

„Defending and Protecting the Rights within Higher Education: Stocktaking, Looking Ahead”

25 – 28 June 2019 in León, Spain



The 15th European Network for Ombuds in Higher Education conference will be held in León, Spain in June 2019. Spain has the biggest and most active national ombuds network: CEDU (in its self-description: defending and protecting rights within higher education in Spain).

The Conference ENOHE 2019 is generously hosted by the Defensoría [Ombuds Office] of the University of León in Spain.

Conference Venue:
Edificio Centro de Idiomas de la Universidad de León
Plaza Jardín de San Francisco sn, 24004, León. Spain



Imprint:
Office of the Austrian Student Ombudsman, Minoritenplatz 5,
A-1010 Wien, Austria,
info@hochschulombudsmann.at; www.hochschulombudsmann.at
Design and Layout: Alberina Nuka

¡Bienvenidos a León!

León, the capital:

León, the capital of the province of León, with today almost 130.000 inhabitants, is a foundation by the Romans as the military encampment of the Legio VI Victrix around 29 BC., after their victory against the iberian population of Lancia (archaeological site, with ruins of buildings and palisades, ovens, tombs..., remains open to the public).

In 910 AD it became the capital of the Kingdom of León, one of the fundamental kingdoms of medieval Spain. In 1188, the city hosted the first Parliament in European history under the reign of Alfonso IX, due to which it was named in 2010 as the cradle of Parliamentarism, and the Decreta of León were included in the Memory of the World register by UNESCO in 2013. Since the reign of Alfonso X the Wise (1252-1284), there existed in the territories of the Kingdom of Leon and Castile several figures whose mission was 'to confront the injustice and to amend the bad things', such as the "Alguacil del Rey" ("Delegate of the King") that is at the origin of contemporary Procurador del Común (Ombuds of Castile and León).

After a period of stagnation during the early modern age, León was one of the first cities to hold an uprising in the Spanish War of Independence, and some years later, in 1833 acquired the status of a provincial capital.

At the end of the 19th and the 20th century the city became an important communications hub of the northwest due to the rise of the coal mining industry and the arrival of the railroad. During the 1960s, León experienced much growth due to in-migration from the rural zones of the province. In 1983 León was joined to the neighbouring region of Castile, to form the Autonomous Community of Castile and León.

Today's main sights are the Rayonnant gothic Cathedral, the Basilica of San Isidoro, the Convent of San Marcos, the neogothic styled Casa Botines, a neogothic styled building designed by Antoni Gaudí and from most recent times the MUSAC, the contemporary art museum which opened in 2005. And of course the University of León.

Closed to León, Astorga is a remarkable place, with interesting Roman's rests and another wonderful Gaudi's building, the Episcopal Palace. Near to Ponferrada, Las Médulas, is a magical landscape that results of Roman gold mining works (s. III), it was declared UNESCO site World Heritage in 1997.

León, its university:

The early roots of the Universitas legionensis, this is the Latin name for the University of León, originally date back to the 1840s, when the Normal School for Teachers or Masters Seminar of Public Instruction and the subaltern school of Veterinary Medicine were created. Officially founded as a public university in 1979 as a splitting of the University of Oviedo, the University of León celebrates its 40th birthday this year.

Today's university tries to fulfill its obligation to aid in developing and serving the society of its immediate surroundings and on its aspirations to universality.

From the very beginning internationalization was important, for reaching out across frontiers. The figures speak for themselves as recent years have seen a sustained presence of students from more than forty different countries.

The University of León offers a range of degrees and other qualifications in which the so-called Earth Sciences, such as Veterinary Studies, Biology and Agricultural Engineering, may have pride of place, but also other areas are represented, like Law or Economics. There are thirty-seven undergraduate and eighteen postgraduate degree programs offered, running from long-standing qualifications in languages and literature to more recent newcomers such as the degree in International Trade, joint degrees with universities in other countries (as Central Washington University) or attractive postgraduate courses such as the Master's degree in Renewable Energies, the European Master's degree in Business Studies or Aeronautic Engineering.

León, the Defensoría universitaria:

The Defender of the University Community is the commissioner of the Senate, elected by the same, whose task is the defence of the interests and rights of all sectors and members of the University.

The Defender acts as a receiver of complaints against institutional functioning, as a mediator and conciliator of disagreements and confrontations that occur between different sectors of that community and, last but not least, to take its own initiatives to propose rules for their approval by the Senate. The position of the Defender of the university community is elected every two years.

The Senate of the University of León, in session held on May 30, 1988, approved the Regulation that regulates the exercise of the position of Defender of the University Community. Hence, the Defender of the University Community of León is the longest serving institution within the Spanish higher education area. Since the implementation of the office, nine different persons have held this position. Since some years now the defenders also have been active within the European Network of Ombuds Offices (ENOHE). In 2018, University of León was a founding member of RIdDU (Iberoamerican Network of Ombuds in Higher Education).

It is a great honor and pleasure for us now to host this year's ENOHE conference in our beautiful city and University.



Mrs. Marta Elena Alonso de la Varga



Mr. Paulino César Pardo Prieto

Tuesday, 25 June 2019

- 09:30 - 16:30** Hostal Real Colegiata de San Isidoro
- 21:00** Dinner at Zuloaga Restaurant (Training day participants and ENOHE conference participants, pre-booking essential via the conference booking form)

PRE-CONFERENCE TRAINING DAY FOR ENOHE MEMBERS

Complaint resolution case-study

Join ENOHE members for a pre-conference training day. The full-day workshop will allow us to consider the complaint submitted by a fictional student, and exercise our investigative powers. From the initial ‘presenting complaint’ through to the final investigation, decision and follow-up action, we will follow the [mis-]fortunes of Mary, whose University-organised field-trip was a big disappointment to her. What happened? What should have happened? What do we need to find out to make a decision on this complaint? Could Mary have been more proactive? Should staff have been more proactive? Is our pastoral support adequate? Are our systems as robust as they should be? As the day unfolds, we’ll see the email correspondence between Mary and her tutor, and between various staff members. We’ll be able to reach a conclusion on the complaint submitted by Mary – and on ways in which it might have been avoided or resolved at an early stage. We’ll also look at the wider implications for our internal systems, and how we might avoid a similar situation arising for other students in the future.

OUTLINE PROGRAMME

10:00 Welcome and brief introductions

10:30 Who we are and what we do – open-house on participants’ roles in our different countries and institutions

11:30 Introducing Mary... - the complaint as presented. Initial thoughts, what do we know, what do we need to find out, how might we tackle this complaint?

12:00 The plot thickens – considering the correspondence. Where do we go from here?

13:00 *Lunch and networking*

13:30 Quick re-cap and stock-taking

14:00 Continuing with our investigation – who else do we need to consult? What new information emerges? How might this change our views?

15:00 Reaching a decision, based on all the evidence – drafting the report, considering follow-up action, analysing what our institution has learnt from this complaint

16:00 Final thoughts and feedback – how did this exercise fit with our day-jobs back home?

16:30 *Close*

Whatever your role in your institution, this exercise has been designed to help us look at practical ways of resolving complaints, and using them as a tool for institutional improvements.

26-28 June 2019

**„Defending and protecting the Rights within Higher Education:
Stocktaking, Looking Ahead”**

Wednesday, 26 June 2019

- 10:00** Registration
- 10:30** **Welcome to León – Putting ourselves on the map** Rector of the Leon University, Juan Francisco García Marín; Procurador del Común (Ombuds of Castile and Leon), Tomás Quintana López and Subdelegado del Gobierno en León, Faustino Sánchez Samartino. [all welcome, including partners]
- 11:00** **Plenary facilitated** by Anabelén Casares Marcos. Adjunta Procurador del Común
The regional Ombuds of Castile and Leon and technological innovation
- Break
- 11:45** **Working session A: Ombudswork unlimited? How to be influencers in Higher Education** Speakers: Anna-Katharina Rothwangl and Michael Gruber (Office of the Austrian Student Ombudsman, Vienna, Austria)
- Working session B: Like walking on eggshells - Maximizing the student ombud's impact on The University of Copenhagen** Speaker: Bo Gad Køhlert (University of Copenhagen, Denmark)
- 13:15** Lunch and networking
- 14:00** **Working sessions C: Network of Experts on Student Support in Europe – NESSIE: The Benefits of Interaction within the European Higher Education Area** Speaker: Hermann Holubetz (Office of the Austrian Student Ombudsman, Vienna, Austria). **Improving the University's Capacity for Conflict: The Overlooked Field of Action of the Ombuds.** Speaker: Wolf Hertlein (TU Darmstadt, Germany)
- Working sessions D: Structure of staff in the Spanish public universities: Professional career (access, promotion and mobility)** Speakers: M. Sánchez-Pinilla, P. Mayor-Gutiérrez, E. Olías-Ruiz (University Carlos III, Madrid, Spain)
- 15:00** Coffee break and networking
- 15:30** **Working sessions E: Ombudsing in the digital age – How do we adapt to the digital generation** Are we prepared? Speaker: Sindre Dueland (Norway).
- Working sessions F: The development of a basic course for Ombuds in the Netherlands** Speakers: Paul Herfs (Utrecht University; the Netherlands), Stephen Querido (The Hague University of Applied Sciences; the Netherlands)

- 16:45 Close
- 17:00 Social music and poetry event (half an hour maximum; partners welcome)
- 18:00 Visit to the Museum of “Panteón de los Reyes” (Real Colegiata de San Isidoro)
- 19:30 “Ruta de vino y tapas” around the old town

Thursday, 27 June 2019

- 09:00 – 11:00 Election process
- 09:15 **Working sessions G: Confronting Privilege to Achieve Equitable Fairness: An Intersectionality Approach to Ombudsing** Speaker: Natalie Sharpe (Athabasca University, Canada)
- Working sessions H: Is small (really always) beautiful? On different ways of complaint handling in large and not quite so large institutions** Speakers: Wolfram Aigner (University of Linz, Austria), Anna Cybulko (University of Warsaw, Poland), Josef Leidenfrost (Office of the Austrian Student Ombudsman, Vienna, Austria), Felicity Mitchell (Office of the Independent Adjudicator for Higher Education, Reading, UK)
- 10:15 Coffee break and networking
- 10:30 **Plenary session: From the past to the future, through the present, with an Ombuds Spanish perspective** Speakers: Marta Elena Alonso de la Varga (University of León, Spain) and Emilio Olías Ruiz (University Carlos III of Madrid, Spain)
- 11:30 **Working sessions I: Tips and Traps for New Ombuds – The Sherriff or The Lone Ranger?** Speaker: Franco Parrella (University of South Australia).
- Working sessions J: The Recent and Rapid Development of the Ombuds for Students in Norway – A Glance at the Past and some Reflections on what Lies Ahead** Speaker: Marianne Høva Rustberggard (University of Oslo, Norway).
- 12:15 Official receptions, lunch and networking
- 14:45 **Working sessions K: Grievances Concerning Pure Academic Matters Part 2** Speaker: Daniel More (University of Tel Aviv, Israel)
- Working sessions L: Engagement with service users** Speaker: Rob Behrens (Parliamentary and Health Service Ombudsman, UK)
- 15:45 Coffee break and networking

- 16:00** **Working sessions M: We want more complaints!** Speaker: Jean Grier (University of Edinburgh, Scotland)
- Working sessions N: The Innsbruck Descriptors 2015: A Reality Check 2019 with Insights from Spain and Canada** Speakers: Marta Alonso de la Varga (University of León, Spain), Nora Farrell (Ryerson University, Canada; via Skype), Paulino César Pardo Prieto (University of León, Spain), Natalie Sharpe (President of the Canadian Ombuds Network)
- 17:00** Business meeting / General Assembly for ENOHE members
- 18:00** Spanish medieval music event
- 20:30** Reception and gala dinner: Hostal Real Colegiata de San Isidoro (partners welcome at cost, pre-booking essential via the conference booking form)

Friday, 28 June 2018

- 09:15** **Working sessions O: The principles of good complaints handling and sharing good/best practice** Speakers: Felicity Mitchel / Rosemary Agnew (Scottish Public Services Ombudsman, Edinburgh, Scotland), Siobhan Hohls (Office of the Independent Adjudicator in England and Wales, Reading, UK)
- Working sessions P: Los necesarios marcos legales para la defensoria en la enseñanza superior portuguesa** Speaker: Irene Portela (IPCA, Portugal). Acción proactiva ombudsman de los estudiantes. Speaker: Pedro de Matos Gonçalves (Polytechnic of Leiria, Portugal)
- 10:45** Coffee break and networking
- 11:15** **Plenary session: International relation between Ombuds networks** Institutional representatives of ENOHE (European Network of Ombuds in Higher Education), RIdDU (Red Iberoamericana de Defensorías Universitarias), CEDU (Conferencia Estatal de Defensores Universitarios Españoles) and REDEPEES (Rede de Provedores do Estudante do Ensino Superior)
- 12:15** **Working sessions Q: When Ombuds offices close** Speaker: Jenna Brown (University of Denver, USA)
- Working sessions R: Students on the university front line: Why aren't your institutions using graduate student staff to support early resolution efforts?** Speakers: Heather McGhee Peggs (University of Toronto, Canada), Natalie Sharpe (University of Alberta, Canada)
- 13:15** Lunch and networking

- 14:15** **Working sessions S: Establishment of Ombuds Offices - an added value to student-oriented educational environment in Georgia** Speaker: Tamta Demetradze (ATSU, Georgia)
- 15:15** Closing remarks: invitation for Athens 2020 – Josef Leidenfrost and Panagiotis Kavouras (via Skype)
- 16:00** Final coffee and farewell
- 17:00** Optional event: visit to León Cathedral (guests welcome at cost)

This programme is subject to changes due to (un) availabilities of speakers
on certain conference days

What is so special about the Gala Dinner on 27 June 2019?

The Decreta or Decrees of León of 1188 contain the oldest known written information regarding the European parliamentary system. It originated in mediaeval Spain and was based on the celebration of a Curia Regia (Royal council) during the reign of Alfonso IX of León (1188-1230). They reflect an original model of government and administration within the framework of Spanish mediaeval institutions, where the institutional presence of the common people in higher-level decision making, together with the king, the church and the nobility, occurs for the first time through the elected representatives of the towns and cities. The Decreta include (UNESCO.ORG):

- **Scrupulous respect for judicial procedure. No one may take the law into their own hands. In the case of disagreement or violation of rights, the parties would have recourse to royal justice.**
- **Society's respect for the judges and their decisions and the obligation of the government's legal officers to carry out their duties faithfully.**
- **Guaranteeing and maintaining justice, particularly by ensuring public order as an essential element for peace in the kingdom.**
- **Reinforcement of the figure of the 'good person' as arbiter and witness in disputes, as a precursor of the legal representatives of subjects and townsmen.**

This facts will be continuing in other kingdoms of Europe in the following decades (The Magna Carta of King John of England -1205-, The Code of Jutland -1241 -, etc.).

We shall devote the gala dinner to recall that time of nascent democratic institutions, wearing medieaval garb. This is a voluntary activity and is offered for free.

More information at the conference desk!

Past ENOHE Conferences

2003: 1st Annual Conference: University of Amsterdam, Netherlands

2004: 2nd Annual Conference: Universidad Complutense de Madrid/Universidad Autonoma de Madrid, Madrid, Spain

2005: 3rd Annual Conference: Various ENOHE members, Vienna, Austria

2006: 4th Annual Conference: ETH Zürich University of Zurich, Zurich, Switzerland “The Ombudsman’s Role in Avoiding and Solving upcoming Problems and Conflicts in Institutions of Higher Education”

2007: 5th Annual Conference: University of Antwerp, Antwerp, Belgium “The Ombudsman in Higher Education: counselor, student advocate, watchdog?”

2008: 6th Annual Conference: OIA, London, England “Universities, Students and Justice”

2009: 7th Annual Conference: University of Hamburg, Hamburg, Germany “Lost in Transition? Defining the Role of Ombudsmen in the Developing Bologna World”

2010: 8th Annual Conference: ACCUO and the Austrian National Agency for Lifelong Learning, Vienna, Austria „Common Objectives, Different Pathways: Embedding Ombudsman Principles and Practices into Higher Education Institutions“

2011: 9th Annual Conference: Universidad Europea de Madrid, Madrid, Spain

2013: 10th Annual Conference: OIA, Oxford, England “Rising Tuition Costs, Rising Complaints: Alternative Approaches to Dispute Resolution”

2014: 11th Annual Conference: University of Warsaw, Poland, Warsaw, Poland “Higher Education Ombudsmen and Empowerment: how to make it work”

2015: 12th Annual Conference: Austrian Student Ombudsman, Innsbruck, Austria “30 years of solitude? University Ombudsmen’s Pioneering Past, Confident Present, Challenging Future”

2016: ENOHE Webinar: Various members of ENOHE, Zoom, ENOHE Webinar

2017: 13th Annual Conference: Strasbourg, France “Higher Education Ombudsmen as Beacons: To- wards a Fair and Transparent European Higher Education Area”

2018: 14th Annual Conference: University of Edinburgh, and ACCUO, Edinburgh, Scotland “Resolving Conflicts on Campus: Strategies for Enhanced Policies and Effective Operations”

You can find the reports of the last ENOHE Conferences under www.enohe.net/

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/ Paul Herfs

"Student rights" and "Student Obligations" in the Austrian Higher Education Area: Between soft administrative control and proactive synte-gration / Ombudsing at Canadian universities through the eyes of a Dutch ombudsman

ENOHE Occasional Paper Nr. 12: Paul Herfs / Jenna Brown / Nora Farrell / Ursula Meiser

PhD Students and Ombuds: How Ombuds Contribute to Civil, Fair and Productive PhD Trajectories

Save the Date

16th ENOHE Conference in Athens
27-29 May 2020



National Technical
University of Athens