

ENOHE

European Network of Ombuds in Higher Education

Webinar:
Comparing concerns in Covid-times

10 June 2020

1500 CET

Chair: Jean Grier, Vice President ENOHE

Facilitator: Doris Kiendl

Before we start...

- Please mute your microphone and turn off your camera – or we will do it for you!
- Ask a question or make a comment at any time using the ‘chat’ function on Zoom
- To access chat, hover over the lower part of your screen, find the speech bubble and click on that...
- For technical help, use chat

SHARING A WORLDWIDE CRISIS

- IN-COUNTRY HANDLING OF HIGHER EDUCATION ARRANGEMENTS DURING COVID-19
- Opening remarks:
- Josef Leidenfrost, President

Introduction

Jean Grier,
Head of
Investigations and
Student Casework,
The University of
Edinburgh UK – and
ENOHE Vice
President



THE UNIVERSITY
of EDINBURGH



FORMAT and CONTENT

- Four international speakers
- Five minutes each
- Three 'hot spots' for ombuds work in-country
- ...and the 'hottest spot' for each ombud
- Questions (using the typed 'chat' function)
- Concluding remarks

Four international speakers

- Guadalupe Barrena, Mexico
- Emilio Olias Ruiz, Spain
- Wolf Hertlein, Germany
- Anna Cybulko, Poland

Speaker 1: Guadalupe Barrera



Guadalupe Barrera

- Representing UNAM Defensoría de los Derechos Universitarios;
 - Public schools are closed since March 16th; non essential trade and industry are shut down;
 - Some activities reopened on June 1; but not schools.
 - Mexico's large economic informal sector, has been hit hard.

Three hot topics...

- Deep inequality: unknown portions of students and professors lack skills and conditions to work from home;
- Infrastructure is unequally distributed: deep diversity among schools re tech / pedagogy resources;
- Uncertainty: online work in a paper-dependent culture;
- Govt lockdown dates have changed 3 times so far.

...And the hottest topic is...

- Feeling alone: it seems like people felt isolated for a while, far from the reach of support from Uni authorities;
- Facing domestic hardship issues due to loss of income, violence, confinement in small spaces;
- Within the past month, more people have reached out seeking for help.

Speaker 2: Emilio Olías Ruiz

- Ombudsperson, University Carlos III of Madrid
- University closed **since 11 March**, and all the University Community **started working from home since 11 March**



Three hot topics...

- **Suddenly** - from one day to the next - Students, Staff and Professors had to start adapting their work **online** so as **not to miss the semester or the course**
- New **procedures and instructions from different levels of authority** (Government of Spain, Government of Madrid, Rector, Vice-rectors, Manager) which generate a **pressure and burden on people**
- Many days in a **State of Alarm declared for all citizens of Spain on March 14, 2020**. Exceptional situation with significant **influence on personal and professional life**. Many insecurities about the future in the medium and long term

...And the hottest topic is...

- **New procedures and instructions from different levels of authority** (Government of Spain, Government of Madrid, Rector, Vice-rectors, Manager) which generate a **pressure and burden on people**
- **Very fast transformation of the operating rules while maintaining the quality levels required by the Accrediting Agencies**
 - **Students and Professor react well** except for isolated cases that are being attended
 - **New methods** of teaching, evaluation, research are being debated for the next course
 - For **studies with high experimentality** (engineering) new models are being analyzed

Speaker 3: Wolf Hertlein

- Complaint manager at Technical University of Darmstadt
- Germany:
 - Distance Rules,
 - Universities closed since Mid-March,
 - Staff in home office



Wolf's three: Students had problems ...

- finding information about and access to courses and
- with technical access to the courses.
- Students criticized also the use of Zoom in general

My hottest topic:

- Students with children face major problems:

Childcare facilities and the university are closed, but teaching and studying goes on.



Speaker 4: Anna Cybulko

In-country situation (since 11.03):

- university working online (partly released on 24.05)
- teaching is done online
- exams are done online (also Bachelors, M.A., PhD)
- all the schedules have changed
- students were advised to return home, rigors in dormitories.

Anticipated duration: till the end of academic year (30.09).



University of Warsaw
Poland



Three hot topics...

- Teaching and exam arrangements
 - Technological/security problems
 - Psychological well being of students and staff
 - Changes of some programs and schedules
- Fees/refunds
- Arrangements concerning on-line work

...And the hottest topic is...

- Arrangements concerning on-line work



Questions and comments



Concluding remarks

- Thank you to our speakers, Guadalupe, Emilio, Wolf and Anna
- To our facilitator, Doris
- And to Alberina and Stefan for technical support!

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- ENOHE website www.enohe.net
- ENOHE email hello@enohe.net
- Comments and feedback on today's session will be welcomed!
- THANK YOU!

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