

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







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 Barrena



- 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



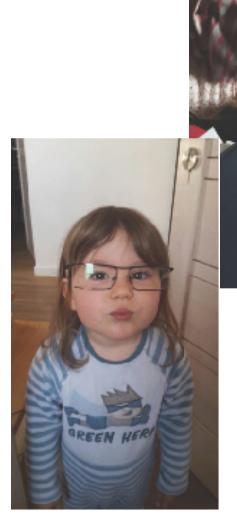
Three hot topics...

- 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!

ENOHE website <u>www.enohe.net</u>

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 Comments and feedback on today's session will be welcomed!

THANK YOU!

