

General Assembly
held online via Zoom 13 October 2020 4 pm - 6 pm CET

Attendants:

Anna Cybulko, Treasurer	Marit Elizabeth Sand Solvik
Anne Courtney	Martine Conway, board member
Bo Gad Køhlert, Elected Secretary	Natalie Sharpe
Csaba László Dégi (from 5 pm)	Panagiotis Kavouras
Emilio Olias Ruiz, board member	Paul Herfs, board member
Felicity Mitchell, board member	Rina Meyer
Hugues Dreyse, board member	Ryan Smith
Jean Grier, Vice-president	Stephen Querido
Jenna Brown, board member	Stine Lerche Øilo
Josef Leidenfrost, President	Wolf Hertlein, board member
Josef Siegele	Yolanda Farnández Vivas
Lies Poesiat	

1. Elect chair of General Assembly

President Josef Leidenfrost started out by welcoming members from five continents. He then referred to e-mail invitation sent to the General Assembly stating that the Board of ENOHE has suggested him as chair of the General Assembly.

The General Assembly did not suggest other persons as chair.

The General Assembly unanimously elected Josef.

As chair of the General Assembly Josef Leidenfrost went through the invitation e-mail sent to each ENOHE member personally on 10 September and found that the General Assembly had been called in accordance with the statutes (§ 6, item 3).

2. Elect person writing minutes of General Assembly

Josef Leidenfrost again referred to the e-mail invitation to the General Assembly stating that the Board of ENOHE has suggested that Elected Secretary to the Board of ENOHE Bo Gad Køhlert writes the minutes of the General Assembly.



The General Assembly did not suggest other persons to write the minutes.

The General Assembly unanimously elected Bo.

3. Approve minutes from General Assembly 2019

The minutes from the General Assembly 2019 were approved without changes.

4. Approve reports regarding fiscal years 2019 and 2020

Treasurer Anna Cybulko summed up information in the Auditor's report.

A copy of the Auditor's report will be circulated to the General Assembly with the minutes draft as soon as possible after the General Assembly.

The Auditor's report of the full fiscal year 2020 will be presented for approval at the General Assembly 2021.

Anna Cybulko mentioned that she is currently working on:

- providing online membership fee payment through PayPal or another trusted solution
- Budget for 2021

Anna Cybulko also mentioned that ENOHE on the day of the General Assembly has 23 members in good standing.

Natalie Sharpe will send information to Anna about the instant online payment solution that Association of Canadian College and University Ombudspersons (ACCUO) uses.

Josef Leidenfrost thanked Anna for all the hours in 2019 and 2020 that she has put into starting an ENOHE bank account, formalising payment of membership fees, formalising approval of expenses etc.

5. Approve amendments to statutes

Member of the Board of ENOHE Felicity Mitchell summed up the amendments to the statutes as suggested by the Board in appendices 5.1 and 5.2.

Josef Leidenfrost thanked Felicity Mitchell for the thorough preparation of the document and for the introduction to the General Assembly.



Lies Poesiat suggested a further amendment of the Statutes (regarding quorum § 6, item 6) based on the Statutes for the Dutch Ombuds association.

Bo Gad Køhlert informed that according to the current ENOHE Statutes, § 14, item 3, applications or petitions has to be put at the disposal of the Elected Secretary to the Board of ENOHE at least fourteen calendar days before the General Assembly meeting.

The General Assembly discussed Lies' suggestion.

Josef Leidenfrost thanked Lies for her suggestion and summed up that he will take up the suggestion at the board meeting in November.

The General Assembly then unanimously approved the amendments to the Statutes as suggested by the Board of ENOHE in appendices 5.1 and 5.2.

6. Approve generic elections Q&A document

Bo Gad Køhlert summed up why the Board of ENOHE is asking for the General Assembly's approval of the generic elections Q&A document in appendix 6.1.

Josef Leidenfrost thanked Bo for the thorough preparation of the document and for introducing it to the General Assembly.

The General Assembly had no comments to the generic elections Q&A document.

The General Assembly unanimously approved the document.

7. Applications and petitions from members

Josef Leidenfrost informed that ENOHE had received petition from ENOHE member Ursula Meiser (not present) in due time before the General Assembly, which summed up into these three items:

- The statutes only seem to make room for the members of The Board of ENOHE to exchange information through ENOHE on a regular basis.
- Does ENOHE want to support the exchange between the national networks?



- Or should the national networks organize their own exchanges of information?

Josef then informed that together with Vice-president Jean Grier he had gotten back to Ursula both via e-mail and over the phone and assured her, that it is one of ENOHE's top priorities to support exchange of information between the national networks. Among others, the [2019 León declaration](#) is an agreement between CEDU, REDEPEES, RIIDDU, ACCUO and ENOHE to support this.

The General Assembly discussed information flows of national and international news within the national networks in The Netherlands, Scotland, Germany, Austria, Spain and Canada.

Josef summed up the discussion by stating, that as soon as possible Jean and he will ask the national network chairs to appoint contact persons.

8. Strategic Plan 2021-2024

The invitation to send in topics or comments during the last General Assembly in June 2019 had not shown any results. Josef Leidenfrost summed up a rough strategic plan that had been drafted since then. The draft has not been discussed yet. Josef informed that he will refine the draft and circulate it to the Board first and then to the General Assembly attendees as soon as possible for information.

9. Conference 2021 and 2022

Josef Leidenfrost welcomed conference host in Athens 2021 Panagiotis Kavouras as member of ENOHE and as General Assembly attendee.

Panagiotis informed about the decreasing chances of hosting the Joint ACCUO / ENOHE conference in Athens in 2021. The final decision about this will have to be taken jointly at the beginning of 2021.

The General Assembly discussed suggestions for the possibility of a two-day virtual conference during 2021.

Josef Leidenfrost informed that for an annual conference in 2022 contacts have been made with higher education institutions in Tbilisi/Kutaisi (Georgia) and Rome (Italy).



10. Any Other Business

Historical content on www.enohe.net

Lies Poesiat asked about any information and/or documents about the ENOHE 2016 webinar on www.enohe.net.

Bo Gad Køhlert answered that he will try to retrieve the documents and will have them put online as soon as possible. Since the launch of the new website design spring 2020 the ENOHE Secretariat has started focussing on presenting current and future content in ways that more directly and more intuitively targets specific needs of:

- persons who want to become a member
- current ENOHE members
- persons/organisations seeking information about ENOHE.

Personal announcement

Member of the Board of ENOHE Paul Herfs announced that he is going to retire after Christmas 2020. Paul thanked Josef Leidenfrost for his many years of creating a wonderful atmosphere for both newcomers and experienced and he thanked all ENOHE colleagues for many deeply inspiring collaborations over the past 15 years. An invitation for a “virtual farewell party” in mid-January will follow.

Webinars in June and November/December 2020

Vice-president Jean Grier informed about webinar in June 2020 on COVID-19 related challenges at higher education institutions and a coming webinar during the autumn on similar topics. The latter one will be co-hosted with ACCUO and speakers will participate from Greece, Austria, Canada and a fourth country.

Lies Poesiat suggested that the autumn webinar is also announced through the national networks to introduce new persons to ENOHE.

ENOHE e-mail discussion list launches early 2021

Josef Leidenfrost informed that an ENOHE e-mail discussion list will be launched at the beginning of 2021. It will help to intensify the inter-communication between registered participants.

Higher education ministers meeting November 2020

Josef Leidenfrost informed that according to [Rome Ministerial communiqué draft of 10 September 2020](#), as prepared by the Bologna Follow-Up Group, the Higher



Education Ministers of all “Bologna-participating” countries (48 at the moment) will approve a communique on 19 November 2020 that contains this paragraph:

“We recognize the importance of safeguarding student right through legislation; we commit to instituting and supporting in our national systems dedicated measures and structures to further them, such as student ombudspersons or similar solutions that already exist in many EHEA countries. We commit to enabling such arrangements within our countries and higher education systems and will encourage cooperation within the European Network of Ombuds in Higher Education (ENOHE).”

Member of the Board of ENOHE Wolf Hertlein noted that this is an important achievement for both ENOHE, the ENOHE Presidency and Ombudspersons in higher education.

Decrease or increase in complaints during the COVID-19 months?

Stephen Querido informed that he as a staff ombudsperson has received less complaints during the covid-19 months so far and he asked if this is a development that the General Assembly attendees recognise.

The General Assembly shared experiences of both decreases and huge increases in complaints due to local situations.

The next General Assembly will be held during 2021.

Josef Leidenfrost ended the General Assembly at 5:50 pm CET.

Bo Gad Køhlert
17 November 2020

(Minutes draft sent by e-mail on 22 October to attendees at General Assembly for approval within deadline 1 November 2020.

Minutes with changes from General Assembly attendees were discussed and agreed with by the Board of ENOHE at meeting 17 November 2020.)

