



ENOHE/ACCIO JOINT VIRTUAL CONFERENCE 2021 – CALL FOR PAPERS

LOOKING FORWARD: THE ROLE OF THE OMBUDS IN POST-COVID RECOVERY

21 and 22 September 2021, online from 1500 – 1900 CET

ENOHE and ACCIO are delighted to be working together on a further joint conference. Our conference format in 2021 will be online and will be delivered in two half-day slots over two days, 21 and 22 September. The format and timing will, we hope, enable participation by delegates from around the world, regardless of time zones. Deadline to submit papers is **30 June 2021 at 1700 CET at conference2021@enohe.net**.

Abstract: There are many clichés about the turbulence of the past year. At the time of writing (May 2021) it looks as if higher education may be returning to some sort of normality in the coming academic year. But what will that look like, and how will higher education institutions adapt? After a busy year, the role of Ombuds offices in higher education is arguably more vital than ever. During the pandemic, we handled unique challenges and complaints on behalf of students. Universities and students now contemplate the return to study in an environment which may be quite changed from the ‘traditional’ model of academic life which had been in place for generations. Will ‘the student experience’ ever be the same again? Might it even be better, with blended learning being a positive benefit to some students? What is the role of Ombuds offices as we look forward to the post-Covid era?

Possible topics: focusing on post-Covid recovery, the following broad topics are likely to be of interest to delegates but proposals on other topics will be welcomed:

- What has changed – for the better, or for the worse?
- Are those changes permanent/long-term/transitory?
- How have students coped/adapted?
- How have staff coped/adapted?
- How have HEI leaders reacted?
- How has Covid impacted the Ombuds in daily practice - and is the human connection still pivotal in a virtual world?
- What hopes and plans are institutions making for ‘the new normal’ in the coming academic years?
- From student focus to systemic change: is the pandemic an opportunity to return to our roots?
- How is your practice impacted by equity/equality diversity and inclusion?

Call for papers: We invite contributions from speakers who will each deliver a short and focused talk for a maximum of 10 minutes (suggested maximum of six slides), sharing the virtual platform with two or three other speakers, with time for discussion after the speakers' presentations. The organisers will place the speakers into cognate or complementary groups, so please ensure that you will be able to attend the full conference as you will be allocated to a session slot nearer the time.

Proposal format: Your proposal must include:

- Title: this should succinctly reflect your proposed topic
- Presenter(s): name, your e-mail address, name of institutions, your function, country
- Category: case study, practice-oriented or policy-oriented
- Topic: Select from the general or specific topics above (applicants may suggest an additional topic of their interest, related to the work of ombuds)
- Time allocated: Speakers' presentations will last a maximum of 10 minutes (maximum of 6 slides)
- Proposal format: Word format, 500 words

Deadline and timeline: The deadline for receipt of proposals is **30 June 2021 at 1700 CET**. You will be advised no later than 31 July of the decision on your proposal.

For further information or to submit: If you wish to discuss your proposal before submitting it, please email conference2021@enohe.net. This is also the address to use for submission of proposals.

Conference fee: To be finalised, but not more than €80 for ENOHE/ACCUO members, €130 for non-members.

We look forward to hearing from you!