

Joint ENOHE / ACCUO Virtual Conference 2021

21 September 2021

Time (CEST / UTC+1)	Zoom Meeting Room 1	Zoom Meeting Room 2
1500	<p>Opening Plenary</p> <p>Opening <i>(President Josef Leidenfrost, Vice-President Jean Grier & ACCUO president Natalie Sharpe)</i></p> <p>Higher Education Ombuds and the Bottom Line: How Much is an Ombuds Worth? <i>(Natalie Sharpe, Carolyn Brendon and Jean Grier)</i></p>	
1600	Break	
1615-1705	<p>A: The dilemma of international students in a pandemic context <i>(Paulo Peixoto, Joana Almeida and Dominik Drexel)</i></p> <p>Chaired by Doris Kiendl</p>	<p>B: A glimpse into the post-COVID crystal ball: How can Ombuds Offices use predictions for the future of higher education to highlight their value to academic institutions? <i>(Heather McGhee Peggs)</i></p> <p>Chaired by Martine Conway</p>
1705-1715	Bio break	
1715-1805	<p>C: The 'Coronavirus Generation' and the need to improve the world of online higher education <i>(Doris Kiendl, Felicity Mitchell and Mirjam Meindl)</i></p> <p>Chaired by Natalie Sharpe</p>	<p>D: What is our work as Ombuds about? – two experiences <i>(Wolf Hertlein and Jorge António Ribeiro Pereira)</i></p> <p>Chaired by Emilio Olías Ruiz</p>
1815	<p>Closing notes <i>(Josef Leidenfrost and Jean Grier)</i></p>	

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1400	<p>Plenary Session for ENOHE Participants (and anyone else who wants to participate)</p> <p>Governance and Ombuds Offices in Europe <i>(Josef Leidenfrost)</i></p>	
1500-1550	<p>E: Privacy and GDPR compliance in a Social Media age <i>(Jean Grier, Guadalupe Barrena, Ryan Smith and Martine Conway)</i></p> <p>Chaired by Julie Boncompain</p>	<p>F: How to be influencers in Higher Education #2 <i>(Anna-Katharina Rothwangl and Michael Gruber)</i></p> <p>Chaired by Jenna Brown</p>
1600	Break	

1615-1705	<p>G: Has the COVID-19 pandemic changed our work at the Ombuds's Office? <i>(Emilio Olías, Jose Antonio Gonzales De La Peña and Jorge António Ribeiro Pereira)</i></p> <p>Chaired by Wolf Hertlein</p>	<p>H: Ombuds and ...: positives and pitfalls of adding tools to the Ombuds toolbox <i>(Jenna Brown, Thomas Brown and Ryan T. Smith)</i></p> <p>Chaired by Bo Gad Køhlert</p>
1705-1715	Bio break	
1715-1805	<p>I: Roma Constantinopolim et Claudiopolim retroque (From Rome to Istanbul and Babes-Bolyai and back) <i>(Gizem Güray, Dégi László Csaba and Josef Leidenfrost)</i></p> <p>Chaired by Anna Cybulko</p>	<p>J1: Managing the fall out <i>(Felicity Mitchell)</i></p> <p>J2: What a difference a year and a half has made or has it? <i>(Karen Stulka)</i></p> <p>Both chaired by Jean Grier</p>
1805-1815	Bio break	
1815-1900	<p>Closing Plenary Q&A <i>(Josef Leidenfrost, Jean Grier & Natalie Sharpe)</i></p>	