

# **WEBINAR: THE ROLE OF OMBUDS IN INCREASING STUDENT INPUT INTO HIGHER EDUCATION GOVERNANCE. WHAT'S BEHIND AND/OR BEYOND**

November 28th of 2022

2:00pm CET

## **INTRODUCTION**

Students are the most important reason for the existence of higher education institutions.

Since 1982 ESU, the European Student Union (and its predecessor organisations) have been fighting for students' rights around Europe. This includes the foundation and installation of student representative organisations in their respective countries. The importance of student representation within higher education governance is being recognised both in higher education and society. In 2001 at their Bologna Ministerial Conference, member countries of the EHEA (European Higher Education Area) agreed the importance of student representatives in higher education and included them in awareness raising as consultative members. But over 20 years later, not all EHEA countries have students' unions at a national level.

Student representation is also fundamental to shape Higher Education and to balance power within this system. During the 2020 Ministerial Conference in Rome the ministers endorsed the promotion of Ombudsman offices within higher education institutions for safeguarding students' rights. Thus, in this ENOHE webinar, we intend to discuss students' participation in higher education institutions regarding their representation and their wellbeing, as well as the role of Ombudsman.

- What is the influence of students and their representatives on higher education governance?
- What are the power balances between students and higher education institutions?
- Are the students satisfied with their level of participation?
- How might Ombudsman promote students' participation in higher education institution governance?
- What kind of cooperation would be fruitful?

## SPEAKER



**Iris Kimizoglu**, European Student Union, Brussels, Belgium

Iris is an M.A. Political Management, Public Policy, and Public Administration student at the University of Duisburg-Essens' NRW School of Governance.

Since 2015, she has been a student representative in higher education politics. Her primary area of interest is student social policy, in which she advocates for a more inclusive higher education system and the removal of educational barriers. She has also shifted her focus in recent years to higher education financing and governance issues, as well as international solidarity work. She has been a student representative on the local, state, national, and international levels before joining the European Students' Union's Executive Committee.



**Raúl Moreno**, Project Manager of Erasmus+ Student Participation Without Borders Project, Universidad de Huelva, Spain

Raúl Moreno has been a student leader and spokesperson for public universities in Andalusia (Spain), with extensive experience in high public university management. Recently, he has developed together with the University of Huelva the Erasmus+ project "Student Participation Without Borders (STUPS)", focused on the promotion of student participation with an inclusive perspective.

## SPEAKER



**Gizem Güray**, Altınbaş University, Istanbul, Turkey

Gizem Güray is the Deputy Head of Student Affairs at the Altınbaş University. Before that she was the Ombudsperson At Altınbaş University between October 2019 and September 2022. Overall, she has worked at the university for the past eight years in various administrative roles. In addition, she published a study of her work titled the article "Student Ombudsman in Turkey: A Case Study." She completed her bachelor's degree in Public Administration at Istanbul University. She became a member of ENOHE in May 2020 and has participated in the events actively since then.



**Jorge A. Ribeiro Pereira**, Universidade da Beira Interior, Covilhã, Portugal

Jorge A. Ribeiro Pereira is the Student Ombudsman at University of Beira Interior, in Portugal since February 2021. He has a master's in medicine at the same university, and he was as a student representative during his academic years, namely in the Students' Union, General Council and others university bodies.

Currently, he is a member of the Portuguese Network of Student Ombudsperson in Higher Education, ENOHE and RIdDU. He is an enthusiast of knowledge, good practices and experience exchanging. As a Student Ombudsperson, his work is preventive rather than reactive. The main focus is on students' empowerment, dialogue facilitation, mediation, and collaboration with students' representatives and pedagogical councils.

## OPENING REMARKS



**Josef Leidenfrost, ENOHE President**

Joined the Austrian Ministry of Higher Education in 1988; he served as adviser to three ministers in the 1990s and early 2000s on such issues as academic internationalization, higher education, national and European scholarship programs, and students' rights and duties.

Head of the Office of the Austrian Student Ombudsman from March 2001 to March 2022.

Josef started his professional career as a television journalist in the early 1980s, including in-depth research on Austrian contemporary history and publications on post-war relations. He was awarded a doctorate by the University of Vienna in 1986. In 2012 he completed his MA in mediation.

Beginning in 2001 he played a pivotal role in setting up a complaint and acceptance management system for Austrian higher education institutions and a central agency for students' complaints at the Ministry. He is a co-founder of the European Network of Ombudsmen in Higher Education (ENOHE) and its current president.

He is the editor of ENOHE's occasional papers and of the ENOHE News newsletter.

## CHAIR



**Jean Grier, ENOHE Vice President**

As of March 2021 Jean Grier has retired from the University of Edinburgh in Scotland, UK, where she worked for over three decades. For 10 years Jean headed up the complaint management function at Edinburgh – developing procedures, training staff in complaint resolution, and managing the investigation of final stage complaints.

Jean joined ENOHE in 2014, hosted the 2018 Annual Conference in Edinburgh, and was elected Vice-President of ENOHE in 2019. Following her retirement from 'the day job', Jean maintains her interest in higher education and in complaint handling, holding several complementary part-time posts in the public sector. Jean is the author of several books including three on the history of the University of Edinburgh, and regularly delivers staff development workshops and conferences sessions. Active in her professional association, AUA, Jean was awarded AUA's Lifetime Achievement Award in 2018.

## MODERATOR



### **Michaela Antonin Malanikova, ENOHE Board Member**

Student Ombudsman at the Faculty of Arts, Palacky University, Olomouc, Czech Republic (since November 2020, together with Jaroslav Šotola)

She teaches medieval history at the Department of History, Palacky University; her research interests include social urban history, family history and gender history which has also shaped her activities in the field of civic engagement. She has cooperated for several years with a human rights NGO on a campaign for women's rights, currently she is a member of the Gender Expert Chamber of the Czech Republic.

As the member of the faculty Ombudsperson team she deals with communicatively challenging situations and conflicts between students and teachers/employees and focus on the level of prevention and cultivation of the university environment in terms of establishing partner cooperation and mitigating power imbalances. In order to do so she has attended several training courses in non-violent communication (NVC) and team leadership.

She is a member of ENOHE, involved in the preparation of Training Activities Program. She is also part of the team preparing the establishment of the Czech Permanent Platform of Ombudsperson in Education.

## FEE

**Participation for ENOHE members and official student organisation representatives is free. Participation for non-members costs € 50.**

### **Sign up here:**

**As ENOHE member (if you have already paid your membership fee for 2022) or student organisation representative you just fill out the registration form.**

**As non-member, first you transfer € 50 by PayPal (Please also add your full name and email address to the PayPal transfer.)**

**Then you fill out the registration form. Zoom link will be sent out at to participants least one week before the webinar.**