



**REPORT OF THE OMBUDSPERSON
ON SERVICE DELIVERY
AT
AKAKI TSERETELI STATE UNIVERSITY
KUTAISI, GEORGIA**

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An Ombuds Office at Akaki Tsereteli State University has been successfully operating for over a year. During this time, we were able to provide assistance to students and made their university life easier. Since the beginning of the new academic year we held several meetings with freshmen, tutors, other students and university staff to introduce them to the ombudsperson. We made a presentation in which we explained all the functions and possibilities of the University Ombudsman, listed cases when they can go to and get help or advice. By the end of May 2019, 12 people contacted the Ombudsman with a written request, the remaining cases were only legal advice or advice in various fields.

Having analyzed all the cases, it is possible to say, that local female students are more active in the university environment. Most of the applicants (10 out of 12) were females. As for the essence of the problems:

7 people from 12 who applied had arguments with various structures of the university (chancellery, dean's offices, financial service, academic staff, etc.). These people needed mediator services and were able to get it. The others had personal problems, some also wanted advice on the country's legislation. Such an example was the joint appeal of a large group of students to the Academic Ombudsman regarding compulsory vaccination. According to the decision of the Georgian government, each institution of higher education should have requested from students that they have been vaccinated against Rubella infection. After studying the issue, the University Ombudsman indicated the legal ways to resolve the dispute based on the country's legislation.

The students who addressed the ombuds Office stated that they learned about the Ombudsman's office mostly through meetings and from the university website.

All who asked for help were able to get it, the only exception was a case in which a student asked for help to get a record of surveillance cameras. Due to the fact that he did it a month after the period he was interested in, and the technical capabilities of the video archive do not cover such a long period, it was not possible to provide the record.