



**REPORT OF THE OMBUDSMAN
ON SERVICE DELIVERY
AT
“NAKHCHIVAN” UNIVERSITY**

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Introduction

The Office of the University Ombudsman was established in December 2017. This report covers the period from January 1, 2018 ending May 31, 2019.

The Office provides independent, impartial and confidential advice. The Office also may facilitate the informal resolution of concerns and complaints in support of university policies and procedures, in accordance with best practices in organizational conflict management. Persons who, acting in good faith, have filed a complaint or sought the assistance of the Office of the Ombudsman or participated in an investigation/inquiry or made an effort to resolve a problem must be able to do so without fear of reprisal.

Role of the University Ombudsman

The Ombudsman interacts with all levels of administration including Deans, Head of Departments, Vice-rector, Student Youths Organization, and Campus Security to provide expert advice and recommendations on a wide variety of complex matters related to those and other portfolios. All activities within the Office of the Ombudsman shall be free of influence by any element of University administration, including matters of case/investigation, selection, scope, procedures, frequency, timing, or report content.

The University Ombudsman was contacted by the following:

Number of cases and distribution them among the body's of the university

Pedagogy faculty	10
Economy faculty	7
Management faculty	8
Foreign Languages Faculty	6
International Relations Department	4
Education Department	7
Accounting department	5
IT department	8
Student Youth Organization	3
University Dormitory	14

Distribution of complaints

Distribution by gender	
Complainants female	35
Complainants male	30
Data not collected	7

Constituency

The visitors to the Ombudsman Office represent the following constituency groups:

- Bachelor degree students
- Master degree students
- Other (Anonymous)

Academic behavior	14
Non-academic behavior	5
Teacher Competence	10
Administrative staff related problems	14
Study related problems	14
Personal problems	17
Accommodation (dormitory) related problems	12

Many student questions or requests for assistance can be addressed within a one-hour meeting, although a follow-up meeting or a review of a draft appeal document is requested by students. These requests are often accomplished by email. This works efficiently where the issues are relatively straightforward and the route of appeal is clearly set out. Several cases were more complex and required multiple meetings with the student involved and with related parties in an effort to monitor/manage a situation or to avoid a more formal dispute resolution process.

Ombudsman involvement rate

Self - referral	43
Referred by staff	20
Referred by other students	4
Other	5

The complaints of the students also help university administration to find out the weak points or the fields which have to be improved. In terms of the development of academic integrity policies, procedures, and practices, there are still areas for improvement including:

Lack of progress particularly in areas of awareness and education

Lack of coordination among Faculties and Departments

The limited sense of forward-looking direction in developing and enhancing the culture of academic integrity

Lack of coordination and behavior in Dormitory
