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Report on the Ombudsman Activities

Khazar University Ombudsman Office was established on February 7, 2018 based on the proposed strategy of the center. On 9th of February, 2018 Ombudsperson was appointed for the position. Since the establishment the center occasionally conducts information sessions for students, academics as well as for the administrative body of the university. Main information session is conducted during the Induction for the first year students. Series of trainings were conducted for all stakeholders mentioned above. The office of the Ombudsperson is favorably located, and all conditions are created for students to feel comfortable for sensitive conversations. Above all, current Ombudsperson is well-known among students, the head of the student registration office, who is dealing with student issues on the daily basis.

The Ombudsperson Office is managed by Ombudsperson. The person is selected by the **Selection Committee consisting of the University administration staff** (i.e. Chairman of Board of Directors and Trustees, rector and vice-rectors) among the alumni of Khazar University or among the candidates who have worked, at least, for two years at Khazar University. The term of the service is 4 years and report to directly to the rector. The Ombudsperson can be entitled to re-election and serves to the students of Khazar University

Khazar University with its democratic internal regulation always created a condition where students had an easy access to university management to solve their issues. Up until now students directly go to the dean's office, to the department heads to appeal with their issues. In some of the cases, they are directed to the Ombudsperson office. Although number of students appeals is large in general, the number of documented cases within Ombudsman Office is only 6.

Students are appealing with variety of issues, but mainly they appeal with:

- Financial Issues
- Examination problems (results, fairness)
- Administrative Issues
- Quality of class (teaching)

Almost all cases were solved positively, except one. In all cases, the university took the issue seriously and organized a committee to investigate it.

For Ombudsperson office to become more functional it should turn into the strategic partner in decision making process so that the reliance is built. This process will take some more years. Taking into consideration the short time of its establishment, the substantive result is achieved.

