



The European Commission's support for the production of this publication does not constitute an endorsement of the contents, which reflect the views only of the authors, and the Commission cannot be held responsible for any use which may be made of the information contained therein.



Co-funded by the  
Erasmus+ Programme  
of the European Union

## **REPORT**

### **about the activity of the ombudsman's office of the Poltava University of Economics and Trade for 2018-2019 academic year**

#### **I. COOPERATION HAS BEEN ADVISED WITH:**

*1. DVV International Ukraine*

The Student Ombudsman was selected for an internship program under the CurriculumGlobAle Professional Education Program.

*2. IFES International Foundation for Election Systems.*

At the initiative of the ombudsman office, a memorandum on cooperation between PUET and the International Foundation for Election Systems (IFES) was signed. The partnership includes joint activity in the development and promotion of civil and democratic initiatives in Ukraine. IFES and PUET have concluded an agreement on the implementation of selective discipline in the educational process of the University "Democracy: from theory to practice". Purpose of the discipline: to strengthen the knowledge, skills, values and attitudes associated with the effective civic activity of students. PUET participated in the All-Ukrainian Information Campaign in PUET "Youth does not like! Youth Voice!" Project was held with the support of the United States Agency for International Development (USAID) and British Council Ukraine.

*3. Ukrainian Helsinki Human Rights Union.*

At the initiative of the Ombudsman's office, PUET was involved in the project "University - Human Rights Space" with the support of the "Renaissance" Foundation. The partnership agreement between the UHHRU will be signed with PUET at the beginning of June 2019. The experience of protecting the rights of the participants in the educational process at the university was recognized by the project implementers as extremely valuable, therefore, a decision was made to expand the scope of the partnership's higher educational establishments and to include PUET in the project at the second stage of its implementation.

*4. Ukrainian House of Human Rights in Chernihiv.*

During the partnership meeting on May 05-08, a plan of joint activities was agreed within the framework of the All-Ukrainian educational training program "Understanding Human Rights".



5. *The Police of Poltava. Kyiv District Police Department.*

Advisory, informational support in the work of the ombudsman's office has been established.

6. Poltava Law College of Kharkiv National Law University. Collaboration on issues of academic integrity, participation in the round table "Clean Diploma: How to Promote Academic Integrity and Prevent Corruption in Education."

## **II. TRAINING, EDUCATION PUBLICATIONS AND NORMATIVE DOCUMENTS (PROVISIONS) WERE PREPARED:**

Changes to the "Regulation on the Ombudsman" were made. Thus the range of people who may apply, the reasons/ grounds for early termination of the powers of the student ombudsman, has been expanded, the forms of appeals and response procedures have been clarified.

The training module "Protecting the rights, freedoms and legitimate interests of students of PUET" in the course "University Education", which provides for first-year students.

The educational program of the civil practice course "Information and communication technologies in the development of civil competencies and promotion of social activity" was prepared and implemented.

## **III. APPEARANCES**

The total number of applications submitted to the student ombudsman's office is 250 (information and consulting - 55%, personal appeals - 15%, not-students appeals - 5%, 10% - household appeals, 15% - appeals relating violation of rights and freedoms and legitimate interests).

Information and consulting most often concerned the following issues:

- individual training schedule: terms, mechanisms. Many of these things are unknown. As well as bringing to the attention of the teachers that they can not sign it, if the dean's office issued the relevant documents for the registration of an individual training schedule.
- terms of pre-term compilation of the examination and examination session. Students are not fully aware this procedure
- organization of educational process. A small number of classes per week, changes in the schedule of classes by a teacher without agreement with the academic group, outdated methodological and educational material.
- employment opportunities. Foreign students who do not have the opportunity to work.
- change in the place of practice / internship.
- student self-government, community and volunteer work.

Other applications that have been exhausted after providing the appropriate consultations.

### *Personal problems if students:*

Family circumstances. Conflicts in the family, domestic violence. Provision of operational advice, assistance. In a complicated case, the relevant specialist was involved.

Issues are related to the health. Students are unaware of places where confidential medical care can be obtained (check for tuberculosis, hepatitis). In cases of their detection - assistance in finding appropriate medical facilities and doctors. Accompanying the student in the process of treatment. If necessary, a specialist psychologist was involved. Help in finding psychiatric care, consultations of specialists of psychiatric institutions.



As well as ombudsman helped students to find financial ability to pay for the education. Using personal contacts with employers, 12 full-time students were formally employed, of which 8 were specialty.

### **Petition from the police:**

We have 5 appeals, where students appeared in cases of administrative violations. In the course of appeals there was communication with the members to the disputes. Conflicting and controversial issues were resolved by agreement of the participants.

### **Household appeals:**

- resettlement to other rooms without justification of the reasons.
- sanitary condition in the shower rooms of dormitories № 1,2.
- conflict situations between the inhabitants.
- involvement in discussing issues with student councils of dormitories, commandants, residents.
- justification of the cost of living;
- violation of the discipline and the rules of residence in the hostel.

#### *Appeals against violations of rights, freedoms and legitimate interests:*

- unlawful interference in the activity of student-self government;
- conflict situations with teacher staff and staff;
- students acted violators of rights, freedoms and legitimate interests - 3