



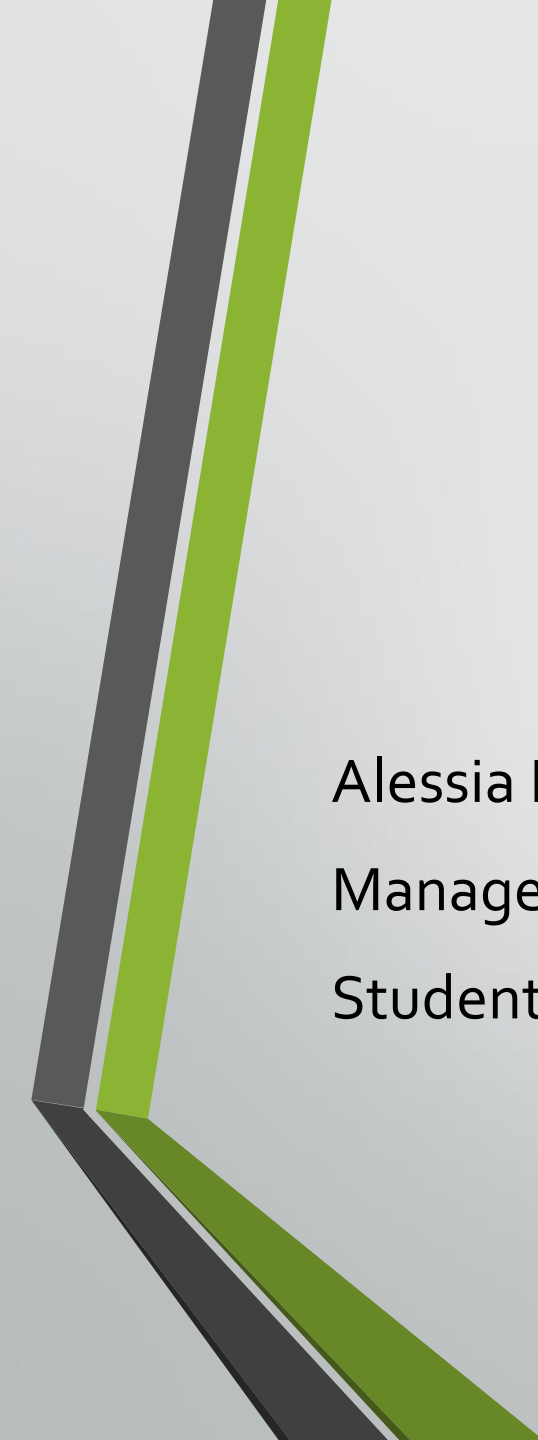
# Students' Ombudsman: Rights protection and intermediation with academic institution

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# Summary

- Students' Ombudsman: how University of L'Aquila defines this role
- Students' Ombudsman main tasks
- How this figure can support students
- How to be effective
- Main situations analyzed

# Students' Ombudsman: how University of L'Aquila defines this role

- Role regulated within University Statute

*Acknowledgement in the most important document, according to Italian organization of University rules*

- Chooosed among people coming from different environments (external from University)

*Third party between students  
and University*

- Selected by Students' Council first and then Academic Institution, to be a body to uphold the protection of students' rights

# Students' Ombudsman main tasks

- Collect and manage complaints received by students
- Interact with all the departments and all the administrative offices, according to the problem to fix, and complete access to documentation
- Ensure anonymity, if asked
- Make suggestions to improve the quality of students' life

# How this figure can support students

- When problems detection it's not easy, an Ombudsman represents a bridge between students and administration

*Have a good knowledge about how the University works and which are the rules*

- The Ombudsman has to have a clear understanding of the problem

*Manage written communication it's better! Eg by email*

- The target is to identify the proper interlocutor to clarify problems and implement solutions

*Build good relationship and have clear requests*



# How to be effective

- Provide quick response
- Make analysis of the cases to make suggestions



# Main situations analyzed

- Administrative issues (taxes, registration, career...)
- Problems related to exams (dates, registration...)
- Difficulties in communication with Professors



