

REPORT ON THE TRAINING VISITS TO WARSAW UNIVERSITY L'AQUILA UNIVERSITY AND

MINHO UNIVERSITY

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REPORT ON THE TRAINING VISITS

TO WARSAW UNIVERSITY, L'AQUILA UNIVERSITY AND MINHO UNIVERSITY

General Data:

As planned the study visits to EU partner Universities took place in Warsaw University (Warsaw, Poland), L'Aquila University (L'Aquila, Italy) and Minho University (Braga, Portugal). The visits took place in the following sequence:

Warsaw University - April 3-7, 2017

L'Aquila University - May 1-5, 2017

Minho University - May 22-26

Objectives:

The aim of the Study Visits was the activities related to WP2 (DEV) in particular 2.2 Identification of best practices and preparation of Guidelines and Training Materials.

Participants:

The training Visits were attended by the representatives of 9 Universities from Partner Countries – Georgia, Azerbaijan and Ukraine:

Akaki Tsereteli State University (ATSU), Georgia
Caucasus University (CU), Georgia
Georgian American University (GAU), Georgia
Khazar University (KU), Azerbaijan
Nakhchivan University (NU), Azerbaijan
Nakhchivan State University (NSU), Azerbaijan
Ganja State University (GSU), Azerbaijan
Kyiv National Economic University (KNEU), Ukraine
Poltava University of Economics and Trade (PUET), Ukraine

The Attendance Lists for each working days were signed by the participants and are kept by the Coordinator of the Project.

The Programs of the Study Visits

The Programs of the Study visits given in the Agendas (Annex 1, Annex 2, Annex 3) included presentations of the Ombudsmen regarding:

- Systematic approach to academic conflict resolution
- Philosophy and Framework of Ombudsman Work;
- The first Ombudsman the challenges of starting out
- Organization of Ombudsman's office: basic procedures and work tools;
- Student's rights, needs and challenges in HE from the perspective of Students' Union. Challenges of cooperation between Students' Unions and an Ombudsman;
- Formal basis of Ombudsman position in academic structure, co-operation with other university units:
- Authorities, Administration and Ombudsman challenges and needs of cooperation;
- Academic cooperation aimed at resolving problems and taking care of preservation of students and employees' rights;

All the presentations and the related activities were interactive and valuable, all the participants were able to participate in discussions, exchange ideas especially regarding the difference between countries and systems. Examples of good practice were shared and some practical advice was provided. Talks with other university ombudspersons —representatives of other Universities in Poland and Portugal - took place as well. I addition Job Shadowing at Ombudsman Office & The Center of Dispute and Conflict Resolution that took place in Warsaw University was a valuable experience.

On behalf of all the participants, ATSU Team expresses gratitude to our Partner EU Universities for their hospitality and willingness to share their experience and expertise, and for taking into consideration the AESOP aims and the aims of WP2 in particular while delivering their presentations and during discussions.

Outcome:

Based on the information acquired during the study visits and on the actual examples of best practice Universities of GE, AZ and UA will prepare a report on

- -best practices as a result of observations
- -ideas which practices and principals can be applied directly and which will need to be adapted in order to suit the countries and cultures where they will be implemented. Later based on best practices, recommendations for university administration will be prepared by regional partner universities.

Presentations and other materials from the Study Visits

The presentations and other materials that EU Partner Universities provided us with were sent to all the Study Visit participants.

Study Visit in Warsaw, 3-7 April 2017

Program for the Study Meeting in Warsaw

3rd	of	April,	2017
Day	l:	Arriva	l

4th of April, 2017

Day II: Introduction: Philosophy and Framework of Ombudsman Work.

Tyszkiewicz-Potocki Palace, Ball Room, 32 Krakowskie Przedmieście street, Warsaw

9.00 - 9.30	Registration an	d formalities
5.00 - 5.30	negisti ation an	u ioiiiiaiities

9.30 - 10.00 Greeting and welcoming speech

Professor Jolanta Choińska-Mika, Vice-Rector for Student Affairs and Quality of Teaching.

Professor Jan Malicki, Center for East European Studies

Anna Cybulko, Ombudsman

10.00 – 11.30 Systematic approach to academic conflict resolution – perspective of the University of

Warsaw and U.S. Universities

Professor Ewa Gmurzyńska Head of The Center of Dispute and Conflict Resolution, Faculty of Law and

Administration, University of Warsaw

Proffesor Daug Yarn, Georgia State University

11.30-11.45 Coffee Break

11.45 – 14.15 Short presentation of the participants and their Universities (circa 10 minutes for each University).

Presentation of an Ombudsman of the University of Warsaw: framework and philosophy of functioning.

Anna Cybulko Ombudsman UW

14.30 – 15.30 Lunch "Fenomenalna Restaurant" New Library Building Dobra 56/66 street

15.30 – 16.30 Guided tour of the University of Warsaw: its' history and presence (meeting point: In front of

Kazimierzowski Palace, Krakowskie Przedmieście 26/28 street)

19.00 Welcome Coctail

5th of April, 2017

Day III: UW Ombudsman: rules & tools

New Library Building 56/66 Dobra street, Warsaw, room 315

9.00 – 11.00 Organization of Ombudsman's office: basic procedures and work tools. Disussion/workshop

Anna Cybulko Ombudsman UW,

Łukasz Modzelewski

11.00 – 11.15 11.15 – 13.15	Coffee break Panel: Student's rights from the perspective of Students' Union. Challenges of cooperation between Students' Unions and an Ombudsman. Discussion/workshop Representatives of Students' Union.			
13.30 – 14.30	Lunch "Fenomenalna Restaurant" New Library Building Dobra 56/66 street			
14.30 – 16.00	Job Shadowing: Ombudsman Office & The Center of Dispute and Conflict Resolution Łukasz Modzelewski, Ombudsman Office Katarzyna Drzazgowska, The Center of Dispute and Conflict Resolution			
16.00 – 17.00	Guided tour of Library of Warsaw University and its Gardens (for all interested guests) (meeting point: entry to library)			
6th of April, 2017 Day IV: Formal basis of Ombudsman position in academic structure, co-operation with other university units New Library Building, 56/66 Dobra street, Warsaw room 315				
9.00 – 11.00	Panel: Authorities, Administration and Ombudsman – challenges and needs of cooperation. Discussion/workshop Representatives of the Students' Office Representative of the Rector's Anti-Discrimination Commission			
11.00 – 11.15	Coffee Break			
11.15 – 13.15	Panel: Academic cooperation aimed at resolving problems and taking care of preservation of students and employees' rights. Discussion/workshop Bartłomiej Chludziński, Ombudsman of the Nicolaus Copernicus University In Torun, Agnieszka Siedlecka, The Center of Dispute and Conflict Resolution			
13.30- 14.30	Lunch "Fenomenalna Restaurant" New Library Building Dobra 56/66 street			
14.30 – 16.00	Job Shadowing: Ombudsman Office & The Center of Dispute and Conflict Resolution Łukasz Modzelewski, Ombudsman Office Agnieszka Siedlecka, The Center of Dispute and Conflict Resolution			

7 th of April, 2017 Day V: Return

19.00 Gala Dinner

Study Visit in L'Aquila, 1-5 May 2017

AGENDA

Meeting Venue: Dipartimento di Scienze Umane Viale Nizza 14, L'Aquila

2nd May 2017 DSU - Aula Magna

8.45-9.15 Registration

9,15-9,45 **Prof. Paola Inverardi** (Rector)

Dr. Pietro Di Benedetto (General Manager)

Institutional Greetings

9.45-10.15 **Prof. Anna Tozzi** (Pro-Rector to International Relations)

Dr. Fausta Ludovici – Dr. Alessandra Imperatori (International relations office)

Transparent Recognition of Student Mobility: Duties and Rights of the Involved Actors.

10.15-11.00 Prof. Rita Roncone (SACS: listening and counselling service)

Our University Student Counselling and Support Service: more than 25 Years of Experience

11.00-11.30 Coffee Break

11.30-12.15 Prof. Monica Mazza (Services for disabled students)

Inclusive Higher Education in Italy: Disability "Disappears"

12.15-13.00 Dr. Alessia Ettorre (Ombudsperson)

The Ombudsperson: Rights Protection and Intermediation with the Academic Institution

13.00-14.30 Lunch

14.30-15.15 Dr. Daniela Bafile - Dr. Fabrizio Antonini (Legal department)

The Ombudsperson and the University Disciplinary Proceedings

15.15-16.00 Prof. Pierpaolo Vittorini (Joint Commission Professors/Students – Dept. Life. Health and

Environmental Sciences)

Joint Didactic Commission: Composition, Duties and Few Sample Activities

16.00-18.00 Guided tour of the old town centre (Dmitri Jilin – Erasmus Student - University of L'Aquila)

> 3rd May 2017 DSU - Hall 1F

9.00-9.30 Registration

9.30-10.15 Prof. Pierluigi Beomonte Zobel (ADSU President)

Student Services provided by ADSU

10.15-11.00 Dr. Daniela Bafile - Mr. Marco Angelini (Public relations office)

Transparency and the Student's Right to Access Documents

11.00-11.30 Coffee Break

11.30-12.15 Ms. Svetlana Degan (Aquilasmus President)

Working with the Exchange Students

12.15-13.00 Prof. Giulio Antonini (Rector's representative for new student orientation. placement and the relationships with the world of work)

Prof. Federica Cucchiella (Alumni Association of the University of L'Aquila)

Recruiting. Placement and Alumni Activities

13.00-14.30 Lunch

14.30-15.15 Dr. Giacomo Ciocca - Dr. Erika Limoncin - Dr. Daniele Mollaioli (Dr. SeCS -

sexological counselling)

DottorSeCS: Role of Sexological Counselling for University Students

15.15-16.00 Dr. Rosaria Caruso (Rector's and General Director's secretary office)

Studying at the University of L'Aquila

16.00-16.45 Prof. Henry Muccini - Dr. Rocco Matricciani - Dr. Alberto Petricola (Information

technology unit - applications and databases division)

Digital Innovations and Advanced Services for Student Career Management

16.45- 17.30 Meeting with ICM students from Azerbaijani. Georgian and Ukrainian Universities

DSU - Hall 2B

9.00-9.30 Registration

9.30-10.15 Dr. Gian Luca Ricciardulli - Dr. Marco Giarrusso (Dept. of network infrastructure and phone services)

High Availability Communication Channels for Students and Staff

10.15-11.00 Dr. Grazia Di Bartolomeo – Dr. Giuliana Antonini (University libraries)

Learning and Doing Research at the University: Library is the Place where You Want to Be

11.00-11.30 Coffee Break

DSU - Hall 4A

11.30-12.15 Mr. Marco Bosica (President of the Student Council)

The Role of Student Representation for the Protection of Students' Rights

12.15-13.00 Dr. Maurizio Cironi – Mr. Roberto Mordenti (E-learning department)

The E-learning Platform in Use at UNIVAQ: Live Streaming and Audio-visual Recording Tools

13.00-14.30 Lunch

DSU - Hall 2A

14.30-15.15 Closing Session

Study Visit in Braga, 22-26 May 2017

Programme

Date	Hour	Topic		
May 22		Arrival		
May 23	09:30	Welcome session		
	10:00	Short presentation of the participants and their Universities		
	11:00	The Office of the Ombudsman at the University of Minho:		
		 The first Ombudsman – the challenges of starting out 		
		António Paisana Former Ombudsperson of the University of Minho		
	11:30	Coffee Break		
	12:00	The Office of the Ombudsman at the University of Minho:		
		o The current Ombudsperson		
		Paula Cristina Martins Ombudsperson of the University of Minho		
	13:30	Lunch: Panoramic University Restaurant		
	15:00	The needs of students entering HE – Implications for their integration		
		Leandro Almeida Institute of Education		
Largo do	19:00	Welcome Cocktail – Porto de Honra		
Paço				
May 24	09:30	Meeting Point at the University to go to Guimarães		
Azurém	10:00	The pedagogical bodies of the university - their relation with students		
		Rosa Vasconcelos President of the Pedagogical Council		
	11:30	Coffee Break		
	12:00	Student's rights. needs and challenges in Higher Education from the		
		perspective of Students' Union.		
		Representatives of Students' Union		
	13:30	Lunch: Panoramic University Restaurant		
	15:00	The international students at the university		
		Carla Martins Pro-Rector: Internationalisation of Education		
	16:00	Visiting Guimarães		
N4 25				
May 25	10:00	Talks with other university ombudspersons (UBI,		
	10.00	Viseu)		
		Luis Lourenço Ombudsman of the University of Beira Interior		
		Cristina Amaro da Costa Ombudsperson of the IP Viseu		
	11:30	Coffee break		
	12:00	Talks with other university ombudspersons		
	12.00	Augusta Mata Ombudsperson of the IP Bragança		
	13:00 15:00	Lunch Sociability Citizenship and Mediation at the		
	13.00	Sociability, Citizenship and Mediation at the University: how can it grow?		
		Ana Maria Silva Institute of Education		
	16:00	Rector of the University of Minho		
	19:00	Dinner		
May 26		Departure		