

Advocacy Establishment for Students through Ombudsman

- ▶ Systematic approach to academic conflicts – example of the University of Warsaw and US universities



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OF WARSAW

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University of Warsaw



<https://w14s>

- ▶ is biggest university in Poland – 58.300 students, 7.200 adm.staff and academics
- ▶ is one of two best universities in Poland
- ▶ it is situated in the Center of the Capital of Poland
- ▶ it is the state institution
- ▶ number of students increased between 2000-2010 three times



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- ▶ The University of Warsaw was founded in 1816
- ▶ 21 faculties
- ▶ 30 research units
- ▶ 2,000 foreign students
- ▶ 123 building, 460.000 sq. m (three times bigger than Palace of Culture)

Mission of the University of Warsaw

- ▶ 1. The basis of the University's activity is the unity of teaching and research.
- ▶ 2. The mission of the University within society is to guarantee access to knowledge and acquisition of skill to all who are entitled.
- ▶ 3. The civic mission of the University is the formation of those elites who will in their activities serve the "imperio rationis" rather than the "ratione imperii".
- ▶ 4. The cultural mission of the University is a synthesis of universal and local values.

EU Parliament

- ▶ Directive [2008/52/EC](#) of the European Parliament and of the Council (EU) of 21 May 2008 on certain aspects of mediation in civil and commercial matters.
- ▶ Directive 2013/11/UE of the European Parliament and of the Council of 21 May 2013 r. on alternative method of consumer conflict resolution
- ▶ Recommendation 524/2013 of the European Parliament and of the Council of 21 May 2013 r. online dispute resolution in consumer disputes

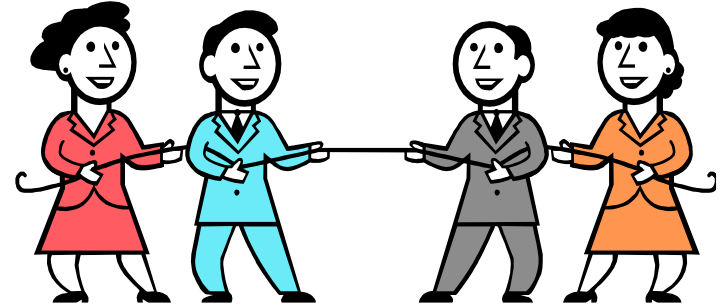
Universities are organizations

- ▶ They educate
- ▶ They have mission
- ▶ They have high ethical standards and standards of behaviour
- ▶ They come up with new discoveries, technologies and ideas

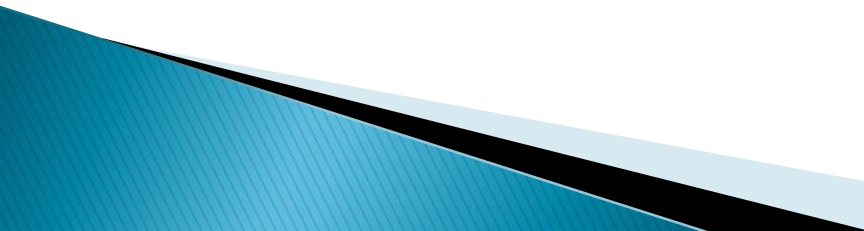


Characteristics of universities as organisations

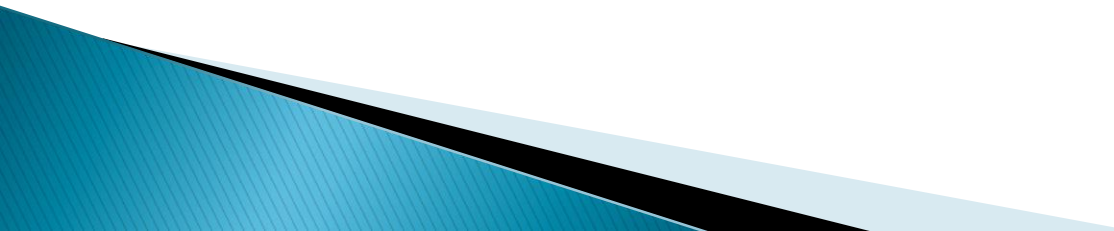
- ▶ Academic freedom
- ▶ Autonomy of participants
- ▶ Confrontation of point views
- ▶ Creative thinking
- ▶ Individualistic approach to problems
- ▶ Hierarchical system



Traditional approach

- ▶ Administration knows about conflicts but is not prepared to resolve them
 - ▶ Traditional view – resolving conflicts by approaching supervisor
 - ▶ Training is minimal
 - ▶ Dispute resolution is not highly regarded
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Approach to conflict

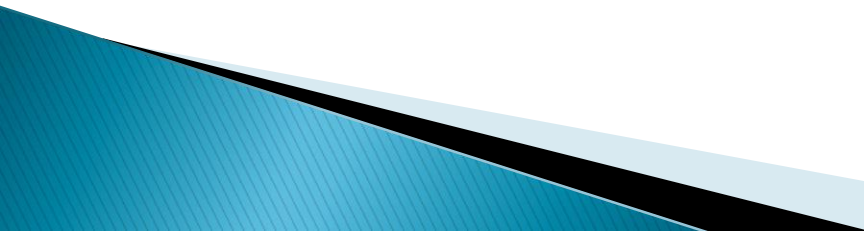
- ▶ Conflict is negative and destructive
 - ▶ or
 - ▶ Conflict is positive
 - ▶ Conflict is part of life and is not good or bad
 - ▶ Conflict can be managed
 - ▶ Conflict can be resolved
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Comprehensive system of disputes management at organisations (universities)

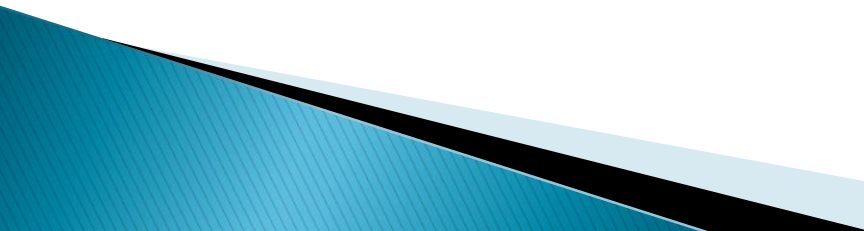
- ▶ Based on elements which are complimentary
- ▶ Reserach shows that combining different elements work best



Elements of Dispute Resolution System

- ▶ 1. Trainings and workshops
 - ▶ 2. Interest based process (negotiation, mediation, facilitation, ombudsman)
 - ▶ 3. Rights based process
 - ▶ (disciplinary proceedings, peer review, adjudication etc)
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System of conflict resolution at University of Warsaw

- ▶ Mediation Center (2006)
 - ▶ Trainings for students, academic and administrative employees since 2006
 - ▶ Promotion of ADR : e.g. International Mediation Day UW, Conference on Academic Disputes, ENOHE Conference
 - ▶ Creation of the Ombuds Office (2011)
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Challenges to introduce the ombudsperson office and the system for conflict resolution

- ▶ Where to start ?
- ▶ Overcoming the mental barriers of approach to conflicts (administration)
- ▶ Choosing an appropriate model of ombudsman
- ▶ Selection the types of cases
- ▶ Time and resources limitation
- ▶ Overcoming formal and administrative barriers
- ▶ Form integrative system and cooperation