



**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. In 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 I: Arrival

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 and formalities
- 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 Coffee break
- 11.15 – 13.15 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
- 19.00 Gala Dinner

7 th of April, 2017

Day V: Return

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: <ul style="list-style-type: none"> ○ The first Ombudsman – the challenges of starting out <i>António Paisana Former Ombudsperson of the University of Minho</i>
	11:30	Coffee Break
	12:00	The Office of the Ombudsman at the University of Minho: <ul style="list-style-type: none"> ○ The current Ombudsperson <i>Paula Cristina Martins Ombudsperson of the University of Minho</i>
	13:30	Lunch: Panoramic University Restaurant
	15:00	The needs of students entering HE – Implications for their integration <i>Leandro Almeida Institute of Education</i>
<i>Largo do Paço</i>	19:00	Welcome Cocktail – Porto de Honra
May 24	09:30	Meeting Point at the University to go to Guimarães
<i>Azurém</i>	10:00	The pedagogical bodies of the university - their relation with students <i>Rosa Vasconcelos President of the Pedagogical Council</i>
	11:30	Coffee Break
	12:00	Student's rights, needs and challenges in Higher Education from the perspective of Students' Union. <i>Representatives of Students' Union</i>
	13:30	Lunch: Panoramic University Restaurant
	15:00	The international students at the university <i>Carla Martins Pro-Rector: Internationalisation of Education</i>
	16:00	Visiting Guimarães
May 25	10:00	Talks with other university ombudspersons (UBI, Viseu) <i>Luis Lourenço Ombudsman of the University of Beira Interior</i> <i>Cristina Amaro da Costa Ombudsperson of the IP Viseu</i>
	11:30	Coffee break
	12:00	Talks with other university ombudspersons Augusta Mata Ombudsperson of the IP Bragança
	13:00	Lunch
	15:00	Sociability, Citizenship and Mediation at the University: how can it grow? <i>Ana Maria Silva Institute of Education</i>
	16:00	Rector of the University of Minho
	19:00	Dinner
May 26		Departure

