

# The Higher Education Ombudsman in Austria / in Europe: Observations, Recommendations

**Educational Activities Day 2021**

**Ministry for Higher Education, Science and Research of the Czech Republic**

**Prague, 9th and 10th September 2021**

*Josef Leidenfrost, Austrian Student Ombudsman at the Ministry for Education, Science and Research, Vienna*

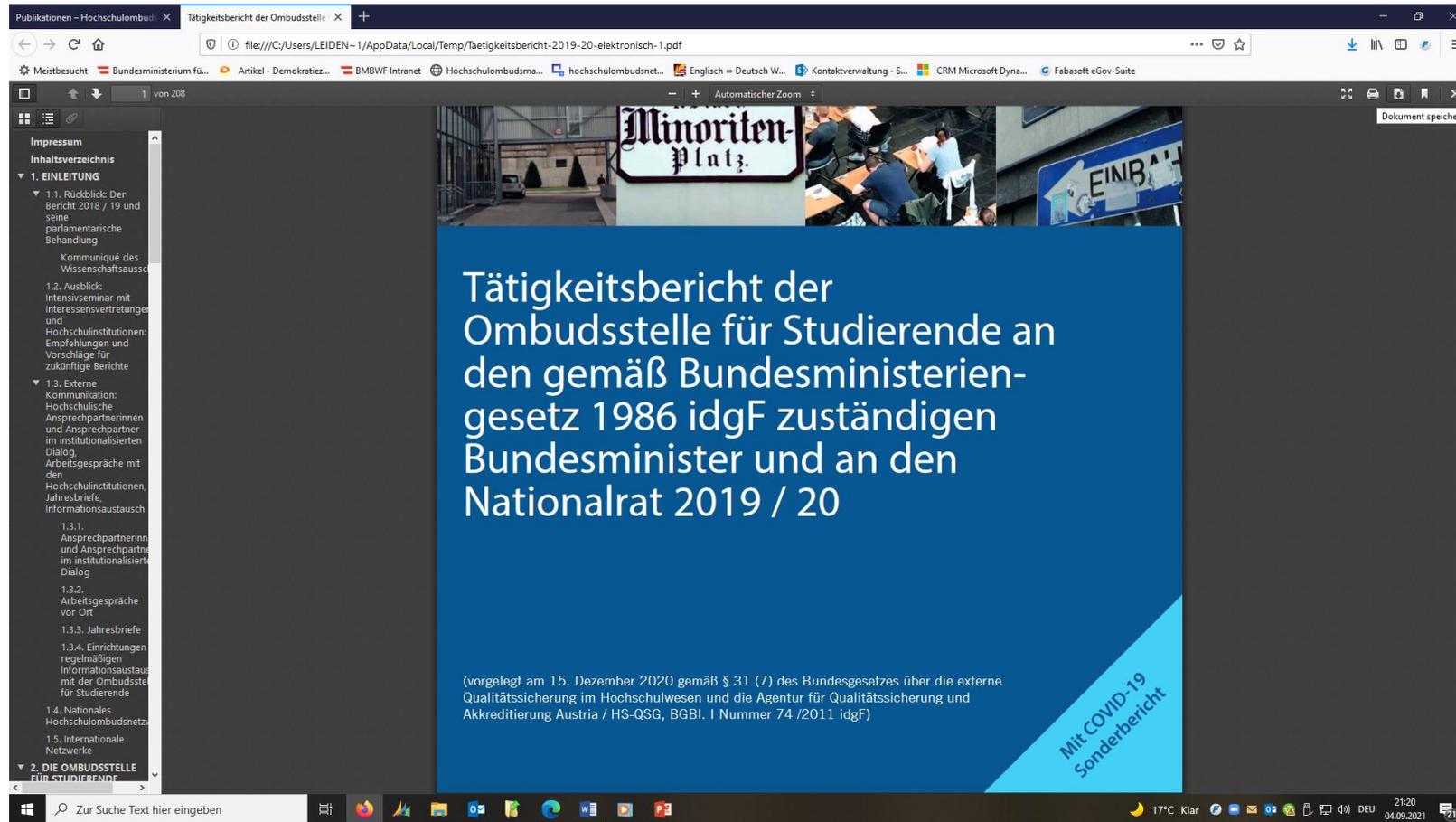
# Office of the Austrian Student Ombudsman, Vienna, Austria



# HEO (Higher Education Ombudsman) in Austria: On a central level

- “Studierendenanwaltschaft” **at the Ministry** since 1997, restructured in 2001; again restructured and renamed as “Ombudsstelle für Studierende” and **enshrined by law in 2011 (Higher Education Quality Assurance Law)**
- main tasks:
  - investigates matters referred to him from students from all Austrian HEIs (Higher Education Institutions), national and international students, also student applicants, seeks to arbitrate vis-à vis the relevant governing bodies and staff of the HEIs or with other authorities
  - supports measures to address or identify shortcomings at HEIs
  - draws attention to problem areas in the AHEA (Austrian Higher Education Area) by reporting to the Minister of Higher Education and to the Parliament (via annual reports)
  - collaborates with local ombudsmen, interest groups and umbrella organizations within the AHEA
  - advises HEI governing bodies and staff

# Annual Report to the Minister and to the Parliament



# Topics in the Annual Report 2019/20 by frequency

- study conditions
- admission
- diverse
- scholarships
- recognition
- tuition fees
- student housing
- academic degrees
- subsidies
- bullying / discrimination
- nostrifications

# How to do Ombuds Office 1

## Ombudspersons / Office

### ABOUT THE (RIGHT) OMBUDSPERSON

- ✓ skills and social competences (he/she does not have to be a law person)
- ✓ selection / election / appointment process

### ESTABLISHING AN OFFICE

- ✓ proposal
- ✓ funding
- ✓ terms of reference
- ✓ hiring office staff

# How to do Ombuds Office 2

## Principles, Functions and Responsibilities

### PRINCIPLES

- ✓ independence
- ✓ impartiality
- ✓ confidentiality
- ✓ accessibility (at a low level)

### FUNCTIONS AND RESPONSIBILITIES

- ✓ information and advice
- ✓ intervention
  - investigation
  - conflict resolution
- ✓ recommendations
- ✓ reporting

# How to do Ombuds Office 3

## Location / Equipment / Financial Means

- geographically far away from "the hierarchy"
- own building / own office
- own infrastructure (ICT, web access, web page)
- own budget (for personnel, for activities, for publications, for business trips)
- own (direct) media contacts

# 21 years of experience: Shortcomings

- (enough) independence
- (too) little money
- “political“ interventions
- unclear communication lines
- enmity
- social media (influencers, trolls)
- discontinuity of official vis-à vis persons

# HE: Current Challenges

- changing conditions (labor market!) and growing interest in university subjects in Europe (Bologna!) -> changing student expectations (millennials!)
- students (the largest group) and institutional / societal changes (expiration of old curricula, introduction of new ones, of the Bachelor-Master system, greater permeability of the tertiary sector,...)
- the HEOs are the first and most frequented (sometimes the last) point of contact for queries / problems / demands = a fundamental role in the current change process (and especially during COVID-19)

# HEO in Austria: On a decentral level

- 70 HEIs (from 150 to 94.000 students), public/private universities, universities of applied sciences
- HEOs initiated by rectors or senats or student representatives or jointly, **always autonomous decisions!**
- installed differently (appointments, hearings, elections)
- 11 Austrian HEIs have HEO, in charge of
  - whole institutions
  - international exchange students (only)
  - students of a given faculty
  - Ph.D. students

# The Actors: The Rectorate

- *The Rectorate (§14 Austrian University Act) manages the university and represents it externally. ... His tasks include in particular:*
- *Creation of a draft of the statutes and drafts of amendments to the statutes for submission to the Senate;*
- *Creation of a **university development plan** for submission to the Senate and the University Council;*
- *Creation of an organizational plan for the university for submission to the Senate and the University Council;*
- *Creation of a draft of the **performance agreement** for submission to the University Council*

# The Actors: The Senate

*The Senate (§ 25 Austrian University Act) is the representative body of the four groups of university members (professors, mid-level staff, students, general staff). Among other things, it **participates** in the enactment of the statutes, **the organizational plan and the development plan**, the composition of the university council, the selection of the rector and the enactment or amendment of curricula. Furthermore, it appoints decision-making commissions for habilitation procedures and appointment procedures (professorship appointments). The term of office of the Senate is three years.*

# The Actors: Student Representatives

- *The Austrian Student Union (several §§ of the Austrian Student Union Act) is **responsible for representing the general and study-related interests** of its members, in particular vis-à-vis government authorities and institutions as well as university bodies and bodies of the educational institutions...*
- *The federal ministers responsible in each case **must submit draft bills that affect student affairs to the federal government before they are presented to the federal government, and regulations of this type must be submitted to the Austrian students' union before they are issued, granting a reasonable period of time for assessment.***

# ESU Student Rights Charter 1 (Spring 2021)

<https://www.esu-online.org/?policy=student-rights-charter>

Home > Policy > BM80: Student Rights Charter

## BM80: Student Rights Chart

€ DONATE GET ALERTS EXPERT POOLS Search

*June 14, 2021*

### Preamble

We, the students of Europe, hold these universal rights to be unconcealed, self-evident and inalienable.

We believe that education is a human right, not a privilege and indispensable for the advancement of other human rights, that students are equal partners in education, and that education has a societal, personal, cultural and economic objective as well as a purpose in and of itself. Every student is entitled to all the rights and freedoms set forth in this Charter, free from any form of discrimination, including, but not limited to discrimination on the basis of political conviction, religion, race, ethnic or cultural origin, sex, gender identity, gender expression, sexual orientation, age, socio-economic standing or any disability they may have. Every student is entitled to all the rights and freedoms set forth in this Charter.

### RELATED NEWS

- September 1, 2021  
Support Afghan students!
- August 31, 2021  
ANOSR Updates – projects, campaigns and requests
- August 31, 2021  
What is a University in Spain?

# ESU Student Rights Charter 2

***All students have the right to independent and impartial advice regarding their access and participation in Higher Education through institutional, regional and/or national Student Ombud or similar solutions.***

# The ombudswoman at Altinbasi Universitesi

## A Supportive Instrument For Student Ombuds Mechanism: *Student Satisfaction Commitee*

AKADEMİK BİRLER HAKKIMIZDA ÖĞRENCİ REHBERİ



### ÖĞRENCİ REHBERİ

Öğrenci Rehberi > Öğrenci Ombudsmanlığı

#### ÖĞRENCİ İŞLERİ

SAĞLIK, KÜLTÜR VE SPOR

ÖĞRENİM ÜCRETLERİ VE BURLAR

KARİYER GELİŞTİRME MERKEZİ

DESTEK HATTI VE ŞİFRE YENİLEME / BELİRLEME İŞLEMLERİ

FORMLAR

ÖĞRENCİ OMBUDSMANLIĞI

Öğrenci Ombudsmanlığı

Öğrenci Ombudsmanlığı Ofisi Hakkında

Öğrenci Ombudsmanı Ne Yapar?

Bize Ulaşın

Öğrenci Ombudsmanlığına Ne Zaman Ulaşılmalı?

Anketimize Katılın

Öğrenci Memnuniyet Komisyonu Nasıl Çalışır?

2020 E KAYIT İŞLEMLERİ

### Bize Ulaşın

Tüm talep ve şikayetlerinizi [e-talep](#) üzerinden giriş yaparak iletebilirsiniz.

#### PERSONEL

Gizem GÜRAY



Öğrenci Ombudsmanı

[ombudsman@altinbas.edu.tr](mailto:ombudsman@altinbas.edu.tr)

# University Student Satisfaction Committee 1

## STUDENT GUIDE

Student Guide > Student Ombudsman's Office > About the Student Ombudsman's Office

PRESIDENT'S MESSAGE TO STUDENTS

REGISTRAR'S OFFICE

HEALTH, CULTURE AND SPORTS

EVENTS

TRANSPORTATION

ACCOMMODATION

SERVICE DESK

STUDENT OMBUDSMAN'S OFFICE

About the Student Ombudsman's Office

Roles and Responsibilities of the Student Ombudsman

Contact Us

When to contact the Office of the Student Ombudsman?

Join Our Survey

Useful Links

How Student Satisfaction Committee Works?

SMOKE-FREE CAMPUS AT ALTINBAŞ UNIVERSITY

## About the Student Ombudsman's Office

The Student Ombudsman's Office team consists of members that are highly experienced in their own areas of profession. Students may visit the Office to submit their requests or complaints in person, or in writing. When such requests are made to The Student Ombudsman's Office, the Office must respond within at least three days of receipt of the request. However, if the action that the Office must take regarding the request is subject to the decision of upper management, the Office will respond within a maximum duration of 30 days.

Should you have any requests or complaints, do not hesitate to contact us <http://www.altinbas.edu.tr/en/contact/ombudsman-request-form> by submitting an e-request.

The Student Ombudsman is also a member of Altınbaş University Student Satisfaction Committee. The Student Ombudsman detects and reports University rules, practices and behaviours that fully or partially violate students' rights and/or that decrease student satisfaction to the Committee, and get the University administrators to discuss these issues.

# University Student Satisfaction Committee 2

<http://old.altinbas.edu.tr/en/student-guide/student-ombudsmans-office/how-student-satisfaction-committee-works>

## STUDENT GUIDE

Student Guide > Student Ombudsman's Office > How Student Satisfaction Committee Works?

- PRESIDENT'S MESSAGE TO STUDENTS
- REGISTRAR'S OFFICE
- HEALTH, CULTURE AND SPORTS
- EVENTS
- TRANSPORTATION
- ACCOMMODATION
- SERVICE DESK
- STUDENT OMBUDSMAN'S OFFICE
  - About the Student Ombudsman's Office
  - Roles and Responsibilities of the Student Ombudsman
  - Contact Us
  - When to contact the Office of the Student Ombudsman?
  - Join Our Survey
  - Useful Links
  - How Student Satisfaction Committee Works?**

### How Student Satisfaction Committee Works?

- Deals with issues and problems that concern all students of the University.
- When deemed necessary, invites students to join a committee meeting in order to hear their requests at first hand.
- Tries to provide solutions that can increase student satisfaction.
- Detect potential problems on campus and offers solutions accordingly.

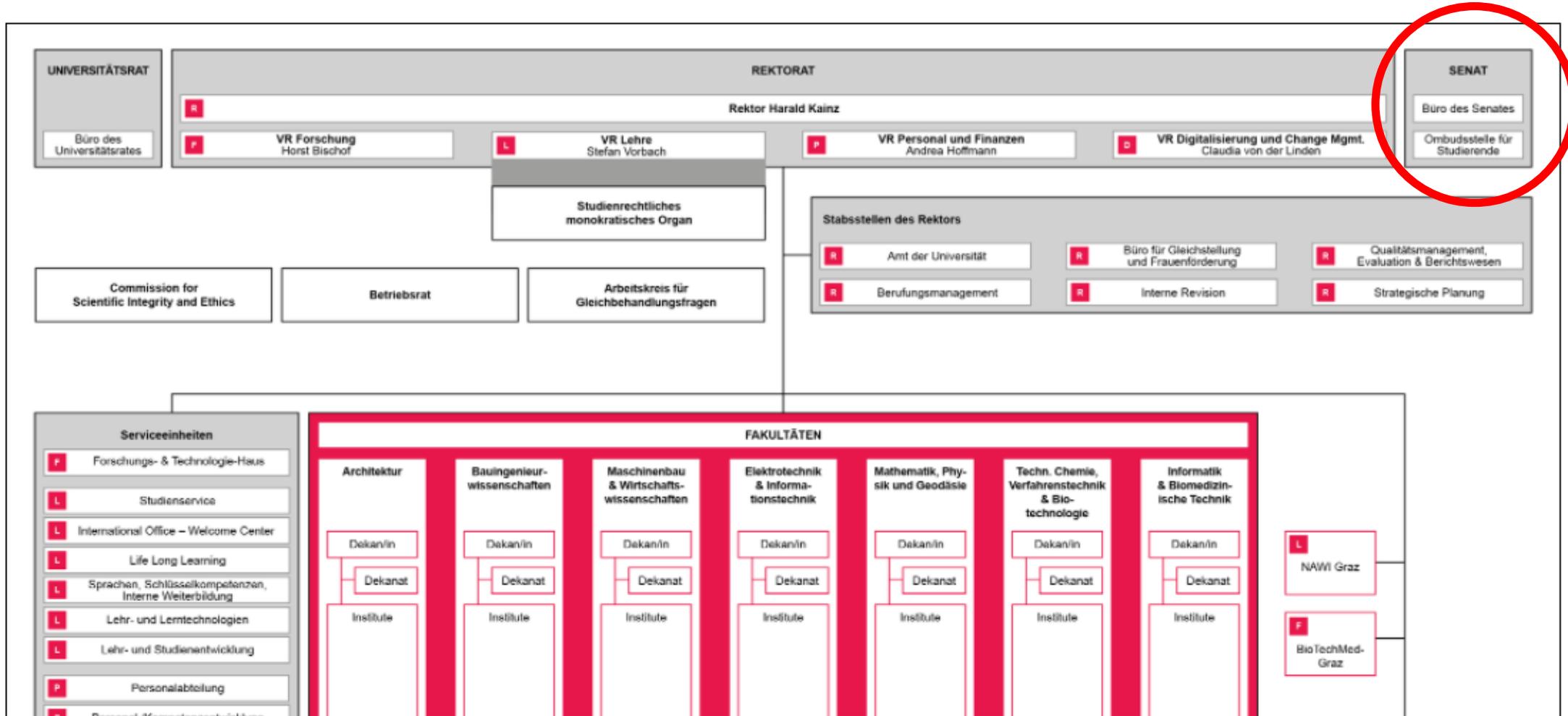
#### How does the Committee contribute to strengthening student-university relations?

- The Committee helps improve the communication between University and students,
- It ensures transparency, openness for continuous improvement and inclusiveness in relationship between students and faculty/staff.

# Setting up of HEO in Austria: Some Examples

- **Technical University of Vienna:** 2001 set up by the **Student Union**
- **Technical University of Graz:** 2004-2012, then set up by the **Senate**
- **Medical University of Innsbruck:** 2005-2021, then set up by the **Rectorate**
- **FHW of the WKW:** 2007, set up by the **CEO**
- **Vienna University of Economics:** 2014, set up by the **Vice Rector for Student Affairs**
- **Vienna University of Agriculture and Renewable Resources:** to be set up in 2022 (**part of the coming performance agreement** between the University and the Ministry 2022-24)

# Technical University of Graz

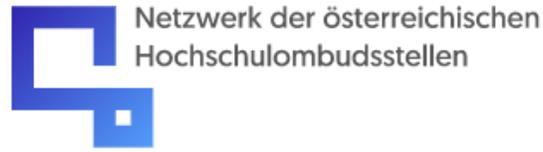




# Medical University of Innsbruck: Determination of the rectorate to create an ombudsman office for students

- *The ombudsman's office is a special authority in cases of conflict in which problems in the area of teaching and studies could not be solved satisfactorily in the conventional way, i.e. by the primarily responsible offices (course director, institute/clinic director, study program director, ÖH student representation, relevant departments, member of the rectorate responsible for teaching and study matters).*
- *The Ombuds Office*
  - *is available to all students of the MUI, is independent and deals with concerns in accordance with the duty of personal confidentiality,*
  - *is supported by members of the university by providing appropriate information,*
  - *advises and informs students in the context of the individual problem with regard to the relevant legal basis,*
  - *contacts the persons involved in the problem and endeavors to find a solution at this level,*
  - *mediates contact with higher-level authorities in the case of problems that cannot be settled directly at the institutions involved,*
  - *makes recommendations for measures to improve or remedy inadequacies and system deficiencies.*
- ...
- *The ombudsman's office can only become involved when conventional methods of resolution and mediation have failed.*

# Network of Austrian HE Ombudsmen



- founded in Klagenfurt in 2016, some 30 members sofar
- main tasks:
  - nationwide networking and the professional exchange of experiences among its participants in the above-mentioned areas of activity, among others
  - to support decision-makers and employees at universities and research institutions in establishing and professionalizing relevant institutions
  - to exchange knowledge, insights and experience in the areas of activity mentioned and contribute to expanding competencies
  - to initiate, accompany and promote cross-institutional developments in terms of the areas of activity
  - to maintain close contact with and cooperation with international networks (especially ENOHE, the European Network of Ombudsmen in Higher Education and ENRIO, the European Network of Research Integrity Offices) as well as transnational projects

# Ombudsstellen und ähnliche Einrichtungen im österreichischen Hochschul- und Forschungsraum

Stand: Oktober 2020

## DORNBIRN

FH Vorarlberg  
 ● Beschwerdekommision des FH-Kollegiums

## INNSBRUCK

Leopold-Franzens-Universität Innsbruck  
 ● Ombudsstelle  
 Medizinische Universität Innsbruck  
 ● Kommission zur Wahrung der guten wissenschaftlichen Praxis  
 MCI | Die Unternehmerrische Hochschule®  
 ● Beschwerdeausschuss des Hochschulkollegiums  
 ifg - Zentrum für Gesundheitsberufe Tirol  
 ● Kollegium des fh gesundheit

## SALZBURG

Paris-Lodron Universität Salzburg  
 ● Kommission zur Sicherung guter wissenschaftlicher Praxis  
 Universität Mozarteum Salzburg  
 ● Abteilung der Studiendirektorin/des Studiendirektors/Bolognaprozess  
 Paracelsus Medizinische Privatuniversität Salzburg  
 ● Gute wissenschaftliche Praxis  
 Fachhochschule Salzburg  
 ● Gender & Diversity  
 ● Beschwerdekommision des FH-Kollegiums

## HALL IN TIROL

UMIT - Privatuniversität für Gesundheitswissenschaften, medizinische Informatik und Technik GmbH  
 ● Studienmanagement, studentische Vertretung in den Kollegialorganen und interne Mediation

## SPITTAL/DRAU

Fachhochschule Kärnten  
 ● Beschwerdekommision des FH-Kollegiums  
 ● Beauftragte für Gleichbehandlung und Vielfalt

## KLAGENFURT

Alpen-Adria-Universität Klagenfurt  
 ● Ombudsstelle für Studierende  
 ● Ombudsstelle zur Sicherung der guten wissenschaftlichen Praxis  
 Gustav Mahler Privatuniversität für Musik  
 ● Arbeitskreis für Gleichbehandlungsfragen

## LINZ

Johannes Kepler Universität Linz  
 ● Ombudsstelle für gute wissenschaftliche Praxis  
 ● Ombudsstelle für Studierende  
 Anton Bruckner Privatuniversität für Musik, Schauspiel und Tanz  
 ● Ombudsstelle für Studierende  
 Katholische Privat-Universität Linz  
 ● Ombudsstelle für Studierende  
 FH Gesundheitsberufe Oberösterreich  
 ● Beauftragte für Diversitymanagement  
 ● Beschwerdekommision des Kollegiums  
 Universität für künstlerische und Industrielle Gestaltung Linz  
 ● PhD-Program

## KREMS

Karl Landsteiner Privatuniversität für Gesundheitswissenschaften  
 ● Kommission für Scientific Integrity und Ethik  
 ● Anlaufstelle für Gleichbehandlungsfragen  
 Universität für Weiterbildung Krems  
 ● Forschungsservice  
 ● Stabsstelle für Gleichstellung und Gender Studies  
 ● Vizerektorat  
 Lehre/Wissenschaftliche Weiterbildung - Studiendirektor

## ST. PÖLTEN

FH St. Pölten  
 ● Beschwerdekommision des FH-Kollegiums  
 New Design University  
 ● Ombudsstelle für Studierende

## WIENER NEUSTADT

FH Wiener Neustadt  
 ● Arbeitsausschuss für Studienrecht  
 ● Coaching für Studierende  
 ● Gender & Diversity  
 ● Ansprechstelle für Studierende/Interessenten mit chronischen Erkrankungen und Behinderungen  
 ● Ansprechstelle für Studierende mit Betreuungspflichten

## WIEN

Universität Wien  
 ● Ombudsstelle für internationale Austauschstudierende  
 ● Ombudsstelle zur Sicherung guter wissenschaftlicher Praxis  
 Medizinische Universität Wien  
 ● Ombudsstelle zur Sicherung guter wissenschaftlicher Praxis  
 Wirtschaftsuniversität Wien  
 ● Ombudsstelle für Studierende  
 ● Forschungsintegrität  
 Technische Universität Wien  
 ● Code of Conduct für wissenschaftliches Arbeiten  
 Universität für Bodenkultur Wien  
 ● Ombudsstelle zur Sicherung guter wissenschaftlicher Praxis  
 Veterinärmedizinische Universität Wien  
 ● Ombudsstelle für die Einhaltung der guten wissenschaftlichen Praxis  
 ● Student Point  
 FHWien der WKW  
 ● Ombudsstelle für Studierende  
 FH Campus Wien  
 ● Stelle für Gleichbehandlungsfragen  
 ● Code of Conduct für Wissenschaft und Forschung  
 Fachhochschule Technikum Wien  
 ● Ombudsstelle Studienrecht  
 ● Basisinfos Forschung / Forschungsorganisation und Ombudsstelle Forschende  
 Fachhochschule des bfi Wien GmbH  
 ● Ombudsstelle zur Sicherung guter wissenschaftlicher Praxis  
 ● Beschwerdeausschuss für Anliegen  
 Musik und Kunst Privatuniversität der Stadt Wien  
 ● Arbeitsgruppe für Gleichbehandlungsfragen  
 MODUL University Vienna  
 ● Services & Career Center  
 Universität für angewandte Kunst Wien  
 ● Psychosoziale Beratung für Studierende  
 Universität für Musik und darstellende Kunst Wien  
 ● Akademische Integrität  
 Webster Vienna Private University  
 ● Student Resource Center  
 Akademie der bildenden Künste Wien  
 ● Psychosoziale Beratungsstelle  
 AIT Austrian Institute of Technology Institut für Höhere Studien  
 ● Research Integrity  
 Institute of Science and Technology Austria

## BUNDESWEIT TÄTIGE EINRICHTUNGEN:

Ombudsstelle des Österreichischen Auslandsdienstes  
 ● Ombudsstelle  
 Österreichische Akademie der Wissenschaften ÖAW  
 ● Kommission für Wissenschaftsethik  
 ● Arbeitskreis für Gleichbehandlungsfragen  
 Bundesministerium für Bildung, Wissenschaft und Forschung  
 ● Ombudsstelle für Studierende  
 Österreichische Agentur für wissenschaftliche Integrität (OeAWI)

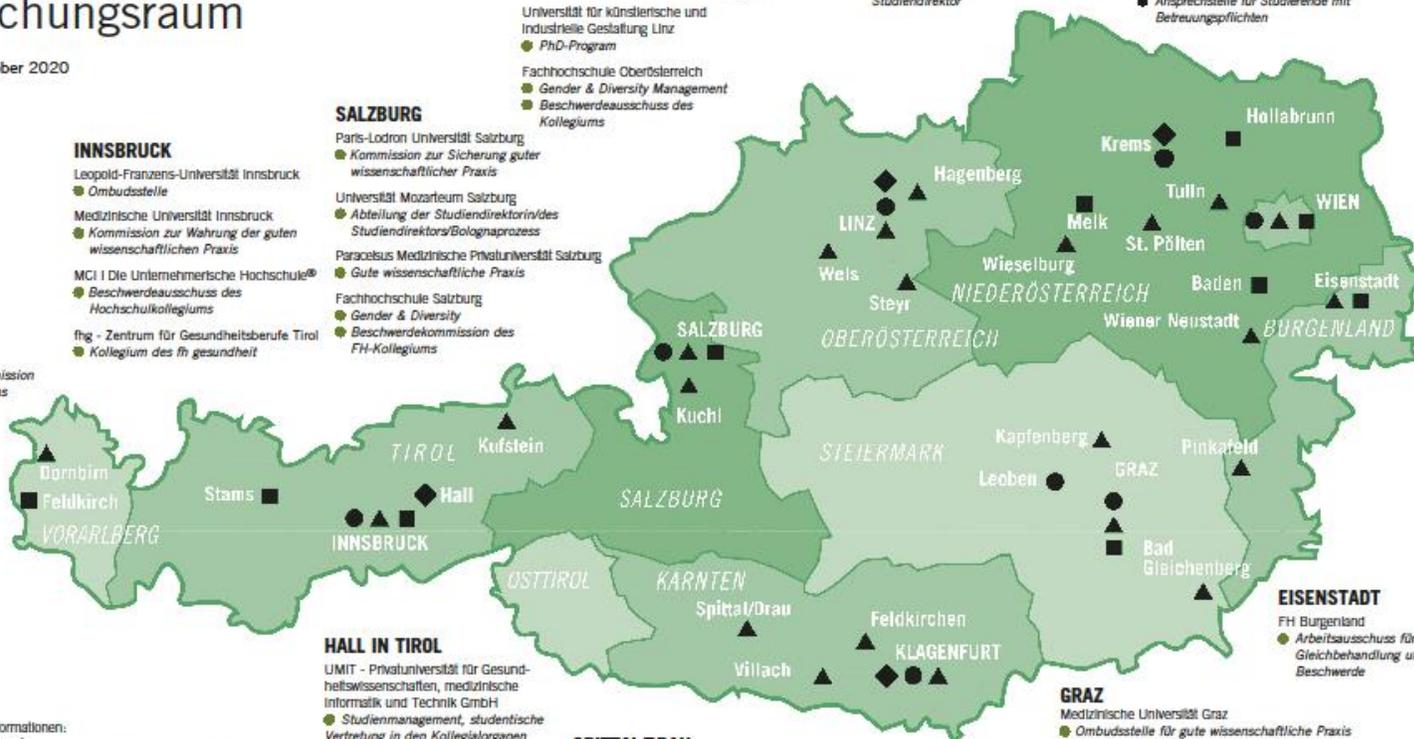
Allgemeine Informationen:  
[www.bmbwf.gv.at](http://www.bmbwf.gv.at)  
[www.hochschulombudsmann.at](http://www.hochschulombudsmann.at) / [www.hochschulombudsfrau.at](http://www.hochschulombudsfrau.at)

● Universitäten, Medizinische Universitäten, Universitäten der Künste:  
[www.bmbwf.gv.at](http://www.bmbwf.gv.at)

◆ Privatuniversitäten:  
[www.privatuniversitaeten.at](http://www.privatuniversitaeten.at)

▲ Fachhochschulen:  
[www.fhk.ac.at](http://www.fhk.ac.at)

■ Pädagogische Hochschulen:  
[www.paedagogischehochschulen.at](http://www.paedagogischehochschulen.at)

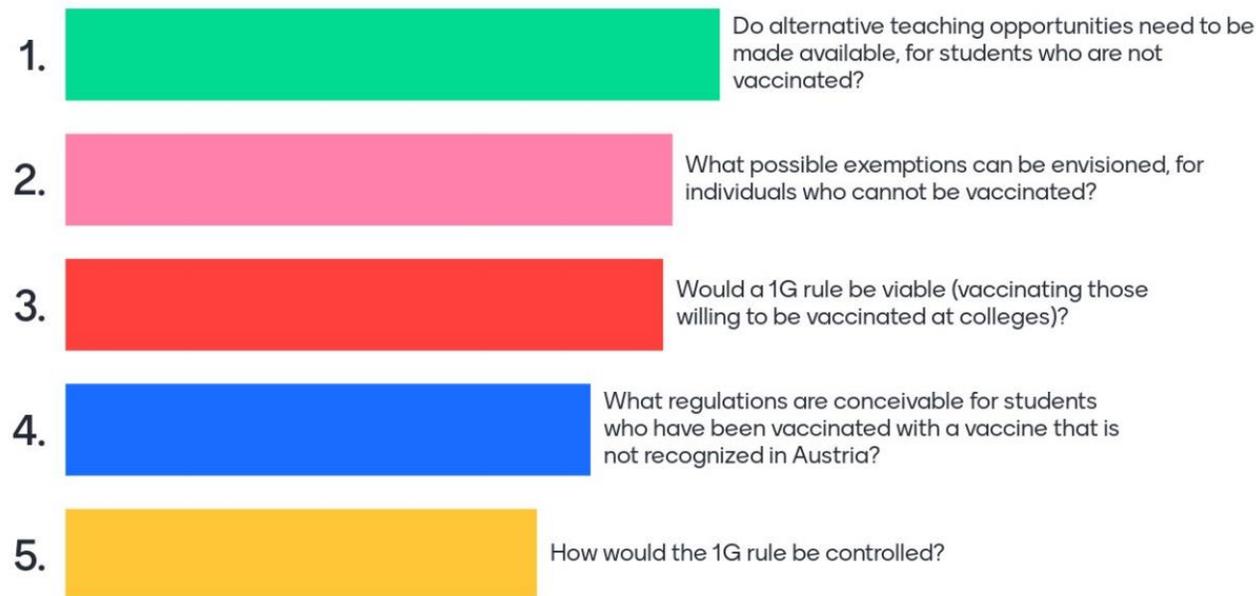


# Last week: National Conference for all HEO on “Vaccination of Students”

SORT THE QUESTIONS ACCORDING TO YOUR PERSONAL PRIORITY (1-5, 1=IMPORTANT)



## 5 questions about the possible 1G rule



# Last week: 25 persons on site, 73 on line



# Looking for “Bologna”! 😊 (at 37° Celsius)



# After Bologna 1999: Roma 2020!



# Rome Communiqué 2020

The (virtual) Conference of Bologna Ministers of Education took place on 18 and 19 November 2020 in Rome. For the first time, representatives of 49 member states of the Council of Europe and beyond took part.

During the conference the Rome Communiqué was adopted.

***“We recognize the importance of safeguarding student rights through legislation; we commit to developing and supporting them in our national systems through dedicated measures and structures, **such as student ombudspersons or similar solutions that already exist in many EHEA countries.** We commit to enabling such arrangements within our countries and higher education systems and will encourage cooperation within the European Network of Ombuds in Higher Education (ENOHE).”***

# ENOHE

- ENOHE, the European Network of Ombuds in Higher Education, consists of ombuds of higher education institutions from all over the world.
- ENOHE is an association for ombuds in higher education to, to help implement good governance at higher education institutions and create a more solid base for the ombuds function in higher education.
- ENOHE aims to:
  - Share approaches to common problems in higher education
  - Expand knowledge and compare working methods
  - Enhance skills and develop competences
  - Learn from each other

# ENOHE Innsbruck Descriptors (2015)

<http://www.enohe.net/wp-content/uploads/2021/01/Innsbruck-Descriptors.pdf>

- **Initiators**
  - Initiatives to set up an ombudsman office are taken by different activists
- **Terminology, Legal Basis and Framework Conditions**
  - National laws, institutional regulations
- **Remit of Ombudsmen in Higher Education**
  - general
  - for students, academic and staff members
  - for selected areas
- **Drawing up a Job Profile**
  - Identification Process
  - Profile
- **Type of issues and how to handle them**
  - Types of Issues
  - Procedure for Dealing with Issues

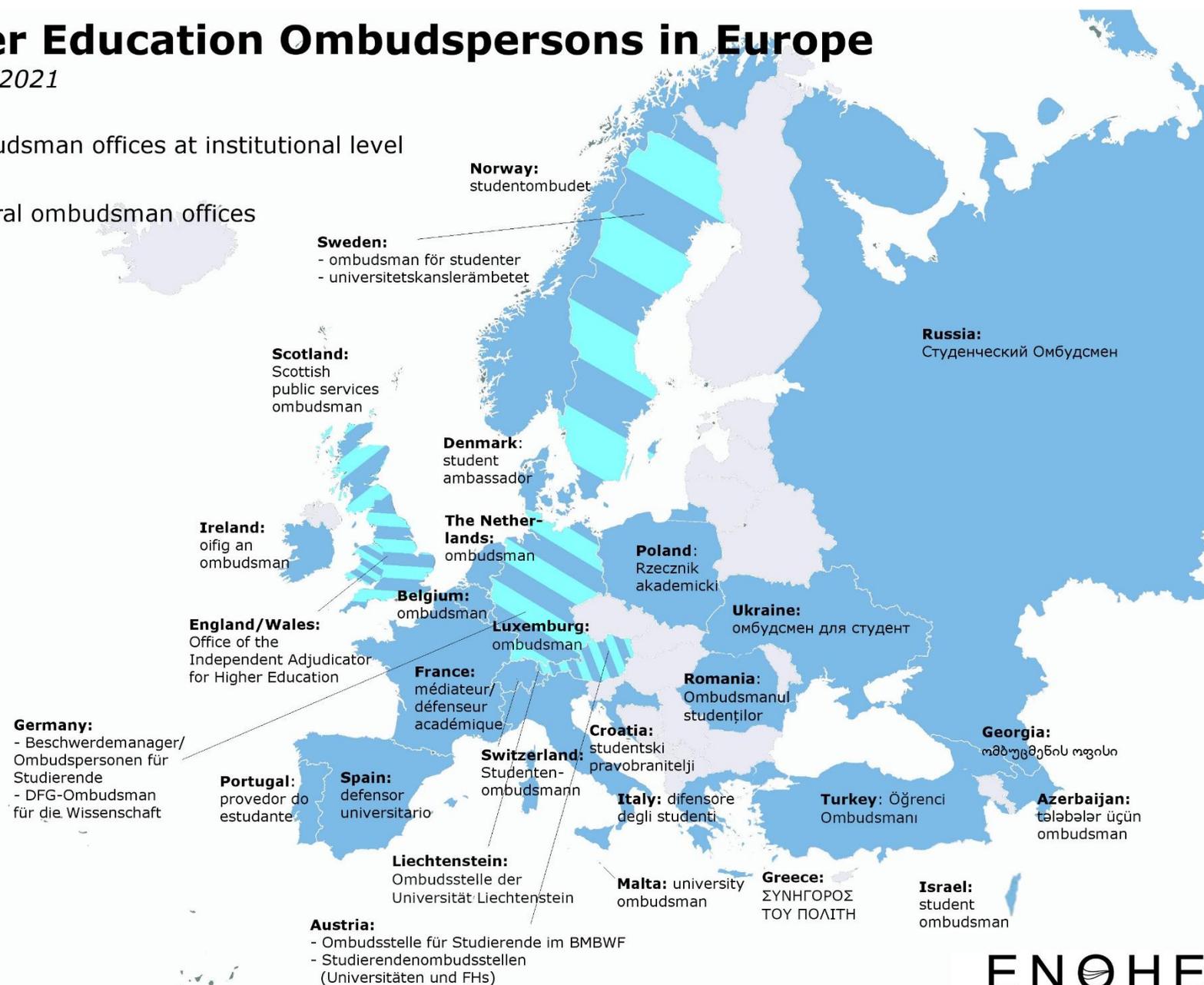
# HEOs in Europe

- installed in 28 (29) European countries
- in various different ways
- with different institutional settings
- obligatory by law in AT, ES, MA,NL, NO, PO
- some countries have national networks (AT, ES, DE, PO)
- cooperation with student unions

# Higher Education Ombudspersons in Europe

as of July 2021

- ombudsman offices at institutional level
- central ombudsman offices





1:

This declaration on international collaboration between ombuds networks in higher education is made on conclusion of the XV ENOHE conference held in León, Spain, in June 2019. The declaration is made in line with the aims of ENOHE as specified in paragraph 2 of its statutes to provide support to, **exchange experiences and knowledge on the role and main principles of ombudspersons in higher education, and cooperate with international institutions, associations and networks sharing the same or similar goals.** In the spirit of cooperation we, the representatives of the networks from Spain, Portugal, Canada, Latin America and Europe hereby declare: that we will look into areas of common interests, especially as identified during the Leon conference, that we will set up an electronic forum to update this thematic list and make it public, that we will encourage each other to participate in our respective network activities including annual conferences, internships and training courses, webinars and electronic discussion fora that we will periodically review progress on collaboration and inform our respective stake holders accordingly that we will support each other in developing and safeguarding our networks

# ENOHE Webinars since 2016

- Sept. 2016: Refining one's work
  - June 2020: Comparing concerns: COVID-19
  - Oct. 2020: A new year, a new (ab)normal: Adopting to COVID-19 in the new academic year
  - June 2021: How to set up an Ombuds Office
  - **Nov. 2021: Ombuds and social media**
- Please check: <https://www.enohe.net/events/>

# ENOHE Conference 2021

<https://www.enohe.net/conference-programme-2021/>

## CONFERENCE PROGRAMME 2021

### 21 September:

TIME (CEST /UTC+2)	ZOOM SESSION ROOM 1	ZOOM SESSION ROOM 2
15:00	<b>Opening Plenary</b>  Opening (ENOHE President Josef Leidenfrost, ENOHE Vice-President Jean Grier & ACCUO President Natalie Sharpe)	
16:00	Higher Education Ombuds and the Bottom Line: How Much is an Ombuds Worth? (Natalie Sharpe, Carolyn Brendon and Jean Grier)	
16:15-17:05	<b>A:</b> The dilemma of international students in a pandemic context (Presenters: Paulo Peixoto, Joana Almeida and Dominik Drexel, chair: Doris Kiendl)	<b>B:</b> A glimpse into the post-COVID crystal ball: How can Ombuds Offices use predictions for the future of higher education to highlight their value to academic institutions? (Presenter: Heather McGhee Peggs, chair: Martine Conway)

# Universidades 2022 Havanna, Cuba

<https://www.facebook.com/congressouniversidad/>



# Some valuable links

**Executive Summary of the Annual Report of the Austrian Student Ombudsman 2019/20**

<https://hochschulombudsmann.at/wp-content/uploads/2021/01/Executive-Summary-of-the-Annual-Report.pdf>

**Rome Communiqué**

[https://ehea.info/Upload/Rome\\_Ministerial\\_Communique.pdf](https://ehea.info/Upload/Rome_Ministerial_Communique.pdf)

**ESU Student Rights Charter Spring 2021**

<https://www.esu-online.org/?policy=student-rights-charter>

**University Student Satisfaction Committee, Altinbas University Istanbul**

<http://old.altinbas.edu.tr/en/student-guide/student-ombudsmans-office/how-student-satisfaction-committee-works>

**ENOHE Innsbruck Descriptors 2015**

<http://www.enohe.net/wp-content/uploads/2021/01/Innsbruck-Descriptors.pdf>

**ENOHE Webinars**

<https://www.enohe.net/events/>

**ENOHE Conference 2021**

<https://www.enohe.net/conference-programme-2021/>

**Universidades 2022 Havana, Cuba**

<https://www.facebook.com/congressouniversidad/>

# Contact

**Austrian Student Ombudsman at the Ministry of Higher Education**

**[www.hochschulombudsmann.at](http://www.hochschulombudsmann.at)**

**Josef Leidenfrost**

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**ENOHE**

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