

Doc. 300.1.2

Date: Date.

Higher Education Institution's Response

- **Higher Education Institution:**
Global College

- **Town:** Nicosia

- **Programme of study**
Name (Duration, ECTS, Cycle)

In Greek:

Πτυχίο Διοίκησης Επιχειρήσεων (4 Έτη – 240 ECTS)

In English:

BA Business Management (4 Years – 240 ECTS)

- **Language(s) of instruction:** Greek/English

- **Programme's status:** FT

- **Concentrations (if any):**

In Greek: Λογιστική και Χρηματοοικονομικά,
Μάρκετινγκ, Επιχειρηματικότητα

In English: Accounting and Finance, Marketing,
Entrepreneurship



The present document has been prepared within the framework of the authority and competencies of the Cyprus Agency of Quality Assurance and Accreditation in Higher Education, according to the provisions of the “Quality Assurance and Accreditation of Higher Education and the Establishment and Operation of an Agency on Related Matters Laws” of 2015 to 2021 [L.136(I)/2015 – L.132(I)/2021].

A. Guidelines on content and structure of the report

- *The Higher Education Institution (HEI) based on the External Evaluation Committee's (EEC's) evaluation report (Doc.300.1.1 or 300.1.1/1 or 300.1.1/2 or 300.1.1/3 or 300.1.1/4) must justify whether actions have been taken in improving the quality of the programme of study in each assessment area. The answers' documentation should be brief and accurate and supported by the relevant documentation. Referral to annexes should be made only when necessary.*
- *In particular, under each assessment area and by using the 2nd column of each table, the HEI must respond on the following:*
 - *the areas of improvement and recommendations of the EEC*
 - *the conclusions and final remarks noted by the EEC*
- *The institution should respond to the EEC comments, in the designated area next each comment. The comments of the EEC should be copied from the EEC report **without any interference** in the content.*
- *In case of annexes, those should be attached and sent on separate document(s). Each document should be in *.pdf format and named as annex1, annex2, etc.*

1. Study programme and study programme's design and development
(ESG 1.1, 1.2, 1.7, 1.8, 1.9)

Areas of improvement and recommendations by EEC	Actions Taken by the Institution	For Official Use ONLY
<p>The first suggestion concerns the pool of elective courses. The programme might benefit from incorporating topic tracks (specializations) to group the outcomes of the elective modules. For example, the 11 elective courses can be grouped into three tracks such as Finance and Accounting, Management and Marketing, where there would be a number of offered specialization-oriented courses per track, and the rest of the electives to be free choices from the other tracks. This would benefit the programme in a twofold manner:</p> <ul style="list-style-type: none"> (i) to have a more focused dissertation, and (ii) it would give clear guidance on the fields that students can choose, providing them with a specialization label upon completion of the BM. 	<p>We find the committee's recommendation very useful thus, we decided to incorporate all three in the following way:</p> <p>Specializations:</p> <p>Business Electives –</p> <p>(Choice of 11)</p> <ul style="list-style-type: none"> ✓ No specialization: Students can choose any 11 modules from the Business Electives list. ✓ Accounting and Finance Specialization: Students are required to take the following modules: BBA 027, BBA 037, BBA 042, BBA 043, BBA 045 ✓ Marketing Specialization: Students are required to take the following modules: BBA 029, BBA 031, BBA 033, BBA 036, BBA 049 ✓ Entrepreneurship Specialization: Students are required to take the following modules: BBA 032, BBA 034, BBA 047, BBA 050, BBA 055 <p>(See Annex A)</p>	<p>Choose level of compliance:</p>
<p>The second suggestion concerns the dissertation. It would benefit all stakeholders (staff and students) to have some main topics for</p>	<p>We prepared a list of topics based on the main business-related fields however, the students will be able to choose a topic of</p>	<p>Choose level of compliance:</p>



dissertations and some general subtopics with a description of what is expected and what the delivery should contain.	their interest outside this list. (See Annex B)	
A minor suggestion to the programme coordinator is to consider including some innovative courses or seminars, such as AI and Machine Learning, either as standalone courses or as part of existing courses, in the future.	We decided to embed AI and Machine Learning content to the module BBA035 – Business Information Systems. The new syllabus can be found in Annex C.	Choose level of compliance:



1. Student – centred learning, teaching and assessment
(ESG 1.3)

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2. Teaching staff (ESG 1.5)

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The EEC has no major suggestions at this point. However, it was raised the fact that the teaching staff could potentially be more active with Erasmus+ activities.	The management has been informed and the matter will be discussed in the next meeting.	Choose level of compliance:

3. Student admission, progression, recognition and certification
(ESG 1.4)

Areas of improvement and recommendations by EEC	Actions Taken by the Institution	For Official Use ONLY
The staff evaluation should be conducted online with specific templates for all students.	The staff evaluations are conducted electronically. A member of the administration staff provided a hardcopy which was printed from Google Forms. (Link: https://forms.gle/3rqbiP544c96gqcP8)	Choose level of compliance:
It would benefit GC to organize events (for example, with speakers from the market or alumni) to enhance ties with the industry.	Unfortunately, we did not have the chance to present our events to the committee but in 2023 we had 5 guest speakers in Business Law I, Business Law II, Project Management, Marketing and Leadership in Organizations. We have also arranged events, with two guest speakers, which will take place in Spring 2024 in Health and Safety and Innovation Management. The first took place on February 6, 2024 and the latter will take place on April 24, 2024.	Choose level of compliance:
There should be a formal online request form for students who need something or want to raise a point, along with a student representative.	GC asked the IT department to prepare the suggested online request forum. (Link: https://welfare.globalcollege.ac.cy/#)	Choose level of compliance:
It would benefit the programme, as well as the students, to have a formal pool of topics and their corresponding subtopics clearly communicated to students in advance using the website or internal communication or even as a seminar. This would benefit the programme in many ways, such as the volume of dissertations by theme, the workload of professors, enhance the understanding and guidance of students, and so on.	Our response regarding dissertations topics can be found in Annex B.	Choose level of compliance:
The students should have a programme student representative	Each programme of study has a student representative. The BA	Choose level of compliance:



<p>who should participate in channels of communication with college management, so that they can communicate complaints as well as suggestions for ways of improving student experience.</p>	<p>Business Management student representative is Ms. Sophia Thrasyvoulou (sophiathrasyvoulou@gmail.com).</p>	
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4. Learning resources and student support
 (ESG 1.6)

Areas of improvement and recommendations by EEC	Actions Taken by the Institution	For Official Use ONLY
The GC Might benefit from additional digital transformation for some processes.	We are pleased to see that the EEC acknowledged the effort of our staff in delivering this programme and we would like to highlight the continuous effort we make to innovate both administratively and academically. The IT department is working on further improvements of our processes.	Choose level of compliance:
Additional administrative staff is welcome if numbers and processes increase in the future.	The HR department works closely with the members of the administrative staff in order to spot any gaps soon enough.	Choose level of compliance:

5. Additional for doctoral programmes
 (ALL ESG)

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7. Eligibility (Joint programme)

(ALL ESG)

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B. Conclusions and final remarks

Conclusions and final remarks by EEC	Actions Taken by the Institution	For Official Use ONLY
Consider the future inclusion of state-of-the-art courses such as AI and Machine Learning.	Answered in previous sections. (See Annex C)	Choose level of compliance:
Consider the introduction of specializations for the electives (i.e. 'pathways') since this could considerably enhance the attractiveness of the offered programme.	Answered in previous sections. (See Annex A)	Choose level of compliance:
Encourage more active participation in Erasmus+ for the teaching staff.	The institution has already been briefed by our tutor Esme Garza about several Erasmus+ programmes in order to take advantage of these opportunities.	Choose level of compliance:
Implement some modifications as mentioned in the corresponding section for the students, such as a formal online request form, a pool of topics for the dissertation, and so on.	Answered in previous sections.	Choose level of compliance:
The establishment of formal communication channels between students and staff, so that the former can communicate student complaints (or ideas) in a more structured and systematic manner.	GC asked the IT department to prepare the suggested online request forum. (Link: https://welfare.globalcollege.ac.cy/#) Each programme of study has a student representative. The BA Business Management student representative is Ms. Sophia Thrasylvoulou (sophiathrasylvoulou@gmail.com).	Choose level of compliance:

C.



D. Higher Education Institution academic representatives

<i>Name</i>	<i>Position</i>	<i>Signature</i>
Evangelia Philippou	Programme Coordinator	
Leonidas Neocleous	Internal Evaluation Committee	
Charalambos Kapetanios	Internal Evaluation Committee	
Click to enter Name	Click to enter Position	
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Click to enter Name	Click to enter Position	

Date: 28/02/2024

