

Doc. 300.1.4

Date: 5/3/2025

Follow-up Report

(for a CYQAA accredited
Institution/Department/
Programme of study)

- Higher Education Institution: European University Cyprus
- Town: Nicosia, Cyprus
- Type of Evaluation: Programmatic
- Accredited on CYQAA Council's Summit Number: 103rd Summit
- Date of Accreditation: 12/02/2024

If applicable:

- School/Faculty: School of Business Administration
- Department: Management and Marketing
- Programme of Study Name (Duration, ECTS, Cycle)

Programme Bachelor

In Greek:

“Διεύθυνση Φιλοξενίας και Τουρισμού (4 Έτη, 240 ECTS, Πτυχίο)”

In English:

“Hospitality and Tourism Management (4 Years, 240 ECTS, Bachelor of Arts)”

- Programme's type: Conventional
- Language (s) of instruction: English



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 (CYQAA), 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] and the European Standards and Guidelines (ESG).

A. Internal Quality Assurance Committee

Name	Position	Rank
Loizos Symeou	Vice Rector for Academic Affairs, Chair of Committee on Internal Quality Assurance	European University Cyprus
Marios Mavrides	Associate Professor, Faculty Representative, School of Business Administration	European University Cyprus
Elpida-Niki Emmanouil-Nikoloussi	Professor, Faculty Representative, School of Dentistry	European University Cyprus
Spyros Spyrou	Professor, Faculty Representative, School of Humanities, Social and Education Sciences	European University Cyprus
Stamatina Yannakourou	Associate Professor, Faculty Representative, School of Law	European University Cyprus
Evi Farazi	Associate Professor, Faculty Representative, School of Medicine	European University Cyprus
Louiza Voniati	Associate Professor, Faculty Representative, School of Sciences	European University Cyprus
Andreas Demetriou	Assistant Professor, Faculty Representative, School of Veterinary Medicine	European University Cyprus
Pieris Chourides	Associate Professor, Quality Assurance Expert	European University Cyprus
George Panayiotou	Associate Professor, Quality Assurance Expert	European University Cyprus
Ms. Lena Jelic Mouzoura	Academic & Quality Assurance Specialist, Office of the Vice Rector of Academic Affairs, Administration Representative	European University Cyprus
George Kastsanis	Student Representative, (Undergraduate Student)	European University Cyprus
Michalis Katsouris	Student Representative, (Graduate Student)	European University Cyprus

B. Guidelines on content and structure of the Follow-up Report

- *CYQAA has a consistent follow-up process for considering the action taken by the institution toward the improvement and further development of the CYQAA externally evaluated and accredited institution / department / programme of study. The present Follow-up Report should recount, synoptically, institutional action taken toward the implementation of the remarks indicated in the CYQAA Final Report.*
- *The Follow-up report should provide evidence (via website links) and appendices at the end of the report on how the remarks of the Council of CYQAA have been adhered to.*
- *The remarks indicated in the CYQAA Final Report should be copied from the corresponding report and be followed by the institution's response.*
- *The institution may add any other institutional action taken towards the implementation of ESG aiming at the improvement of the institution / department / programme of study.*

1. Remarks on the CYQAA Final Report

1. Proceed with the enrichment with experienced, research oriented academic staff possessing the necessary qualifications in the field of Tourism and/or Hospitality. According to the Agency's announcement, dated 29 September 2020, institutions offering Bachelor and Master's degree level programmes, should employ permanent academic Staff/Full-time staff in the field of teaching and research, whose members must hold a PhD and have research experience in a subject related to their teaching subject and have similar experience. (<https://www.dipae.ac.cy/index.php/el/nea-ekdiloseis/anakoinoseis-el/545-29-09-2020-monimo-kai-plirous-apascholisis-akadimaiko-prosopiko-idrymaton-anoteris-ekpaidefsis-gia-programmata-spoudon-epipedou-ptychiou-kai-master-erevna>)
2. Organize more industry related extra-curricular activities and encourage the students to participate. Such activities may include the involvement of students in student competitions and industry-led events which will provide them with hands-on experience and will build their portfolio and the arrangement of industry visits and networking events which will expose students to diverse aspects of the tourism sector while providing them with exposure to various career paths.
3. Enhance the practical training opportunities within the University, by expanding the practical labs and facilities used in the programme.

2. Institution's Response

Item 1:

The programme has a low student enrolment (approximately 10 per academic year). Hence, the programme did not accept any students during the current academic year. The programme is currently employing two (2) full-time academic staff (i.e. one Professor and one Assistant Professor) with research oriented and professional experience in the Hospitality and Tourism Industry. Additionally, it should be noted that from the six (6) part-time academic staff teaching in the programme, one (1) of them is a Ph.D. holder with research oriented and professional experience, two (2) of them are Ph.D. candidates with research oriented and professional experience in the Hospitality and Tourism Industry. The remainder three (3) part-time academic staff teaching in the programme are holders of Master degrees in Hospitality and Tourism and are holding senior management roles/positions in the hospitality and tourism industry in Cyprus.

Item 2:

Industry extracurricular activities and networking events organised by the Programme for students to participate have been further enhanced as follows:

- (a) Regular visits to several 5-star hotels, events, museums, wineries, casinos, airports and other hospitality and tourism workplaces across Cyprus. In addition, twice per year, the academic staff of the programme are either organising visits or invite key players/policy makers from local and governmental policy makers, such as e.g. Deputy Ministry of Tourism, Human Resource Development Authority of Cyprus, and local municipality councils. As such they provide the opportunity to students to meet with key players/policy makers and discuss with them contemporary issues and plans and progress in the field of Hospitality and Tourism.
- (b) Job forums are organized twice per year at the EUC's campus and students are having the opportunity to discuss with hoteliers and other events and tourism related professionals about future employment opportunities.
- (c) The Programme organises conferences and seminars related to Hospitality and Tourism and students are participating and gain knowledge from academics and professionals that are invited from Greece, other EU countries, USA and elsewhere.
- (d) All the academic staff teaching in the program (mainly during their office hours) are meeting students either on an individual basis or in small groups, and are mentoring and providing guidance to them in issues related to their courses and to their future career opportunities and progress in the field of Hospitality and Tourism both in the local and in the international context.

In addition, all the academic staff teaching in the program (mainly during their Office Hours) are meeting students either on an individual basis or in small groups, and offer them mentoring and guidance on issues related to their courses and their future career opportunities and progress in the field of Hospitality and Tourism both in the local and in the international context.

Item 3:

Given the current low student enrolment in the programme, the labs currently used cover the needs of the programme in terms of its three (3) practical courses (Food & Beverage Management and Service and Culinary arts courses) are the student's restaurant/cafeteria and the kitchen of the cafeteria. Both include state-of-the-art facilities. Every semester, the time-schedule of the courses

of the programme that include practical training, are set/arranged by the Department of Enrollement and the coordinator of the programme to be offered on off-peak hours after lunch time (late afternoon i.e. 18.00 to 21.00), in order to minimize any nuisance and disturbance. Furthermore, it is a world-wide tendency across top universities that are offering **management** (not culinary and/or restaurant service) programmes related to Hospitality and Tourism to minimize their labs and to offer the practical courses of their Hospitality Tourism Management programmes of study in the students' restaurants/cafeterias within their campuses.



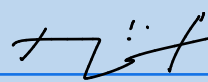
C. Other institutional action taken towards the implementation of ESG aiming at the improvement of the institution / department / programme of study.

N/A

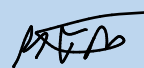
D. Signatures of the Internal Quality Assurance Committee

Members of University's Internal Quality Committee:

Loizos Symeou
Professor, Vice Rector of Academic Affairs,
Chair of Committee on Internal Quality
Assurance


Loizos Symeou (Mar 5, 2025 09:45 GMT+2)

Marios Mavrides
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School of Business Administration


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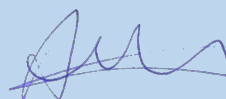
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Date: 5/3/2025

