ΦΟΡΕΑΣ ΔΙΑΣΦΑΛΙΣΗΣ ΚΑΙ ΠΙΣΤΟΠΟΙΗΣΗΣ ΤΗΣ ΠΟΙΟΤΗΤΑΣ ΤΗΣ ΑΝΩΤΕΡΗΣ ΕΚΠΑΙΔΕΥΣΗΣ

ΔΙ.Π.Α.Ε. DI.P.A.E.

AGENCY OF QUALITY ASSURANCE AND ACCREDITATION IN HIGHER EDUCATION

Cyprus Agency of Quality Assurance and Accreditation in Higher Education

Republic of Cyprus

External Evaluation Report

Program of Study

Institution: NEAPOLIS COLLEGE

Program of Study: Hospitality Management

(2 years/ 120 ECTS)

Language of the program: Greek and English

(separate parallel programs)

TABLE OF CONTENTS

INSTRUCTIONS:

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 2016" [N. 136 (I)/2015].

The document is duly completed by the External Evaluation Committee for each program of study. The ANNEX (Doc. Number 300.1) constitutes an integral part of the external evaluation report for the external evaluation accreditation of a program of study.

ΦΟΡΕΑΣ ΔΙΑΣΦΑΛΙΣΗΣ ΚΑΙ ΠΙΣΤΟΠΟΙΗΣΗΣ ΤΗΣ ΠΟΙΟΤΗΤΑΣ ΤΗΣ ΑΝΩΤΕΡΗΣ ΕΚΠΑΙΔΕΥΣΗΣ

ΔΙ.Π.Α.Ε.
DI.P.A.E.
AGENCY OF QUALITY ASSURANCE AND ACCREDITATION IN HIGHER EDUCATION

EXTERNAL EVALUATION COMMITTEE:

NAME	TITLE	UNIVERSITY / INSTITUTION
Yoel Mansfeld	Professor	University of Haifa, Israel
Jocelyne Napoli	Associate Professor	University of Toulouse III, Paul Sabatier, France
Dimitrios Lagos	Professor	University of the Aegean, Greece
Nikolas Kyranides	Graduate Student	University of Cyprus, Cyprus

INTRODUCTION:

I. The External Evaluation procedure

The overall procedure started off with a meeting with the officials of the Neapolis College including the Campus director, the Academic Director, representative of the Hotel group chain including the Group General Manager, the program coordinator, the Head Internal Quality Insurance Committee, teaching and administrative staff, etc.

The session was followed by site inspection of the typical classrooms, computer labs, library, the amphitheater; the student facilities included the restaurant and the recreational facilities.

Prior to arriving in Cyprus, we received the Application for evaluation and all supporting documents (81 pages + appendices).

On arrival, we were handed by the college a complete printed dossier for each member, including all submitted materials and the financial business plan.

II. The Internal Evaluation procedure

The internal evaluation procedure started with background information received including supplemented material such as quality assurance manual and the feasibility study.

The process started with a presentation by the Group General Manager of *Leptos Calypso Hotel*, followed by a PPT presentation of the program and all the corresponding aspect related to it. Focus was made on the General Manager's vision and on the integration of the College with the other subsidiaries of the Group. We are stating here that throughout the meeting additional information and documents were immediately made available for our inspection. Furthermore, we have experienced full cooperation with all members of the academic and administrative staff.

Our overall impression is that the team was well prepared for the process and highly cooperative.

FINDINGS:

1. EFFECTIVENESS OF TEACHING WORK – AVAILABLE RESOURCES

We are highly satisfied with the teaching work, proposed class-sizes, infrastructures and facilities. The structure of the program and the way it focuses on applied themes and its relevance to the future career of the students are satisfactory.

The teaching material is comprehensive and adheres to the program's overall aims. We concluded that all teaching personnel is highly skilled and demonstrates professionalism in all theoretical and practical teaching aspects. We also observed serious dedication by all staff and deep committed in the vocational program. We

ΔΙ.Π.Α.Ε.
DI.P.A.E.

ΦΟΡΕΑΣ ΔΙΑΣΦΑΛΙΣΗΣ ΚΑΙ ΠΙΣΤΟΠΟΙΗΣΗΣ ΤΗΣ ΠΟΙΟΤΗΤΑΣ ΤΗΣ ΑΝΩΤΕΡΗΣ ΕΚΠΑΙΔΕΥΣΗΣ
AGENCY OF QUALITY ASSURANCE AND ACCREDITATION IN HIGHER EDUCATION

also recommend that the College make attempt that the library will be constantly up-to-date both by hard copy and by electronic sources.

2. PROGRAM OF STUDY AND HIGHER EDUCATION QUALIFICATIONS

The learning outcomes of the program are clearly spelled out as well as its objectives, structure and content however some adaptations will be made.
We welcome the decision to teach this program both in Greek and in English and the fact that the College manages to recruit local and international students. In particular, we see the great benefit of training students by the Hotel Group and absorbing them in the working industry.
We strongly recommend a mobility program for guest professors from outside Cyprus to enrich the program with their expertise and global perspective.
We do recommend that the Neapolis College will collaborate with the University of Neapolis in establishing a full-fledged academic program so that students of the 2-year program will be able to further upgrade their study to an academic level.

3. RESEARCH WORK AND SYNERGIES WITH TEACHING

Not applicable since this is a vocational diploma only.

4. ADMINISTRATION SERVICES, STUDENT WELFARE AND SUPPORT OF TEACHING WORK

The proposed administrative mechanisms are fully satisfactory. The College is well furnished with the facilities and the expertise to deal with all possible issues related to daily operations of the program evaluated.

The infrastructure itself is updated and a continuous investment assures high quality standard in the future.

5. DISTANCE LEARNING PROGRAMS
Not Applicable

6. DOCTORAL PROGRAMS OF STUDY
Not applicable for a vocational program

CONCLUSIONS AND SUGGESTIONS OF THE EXTERNAL EVALUATION COMMITTEE[1]

---

[1] It is highlighted, at this point, that the External Evaluation Committee is expected to justify its findings and its suggestions on the basis of the Document num.: 300.1. The External Evaluation Committee is not expected to submit a suggestion for the approval or the rejection of the program of study under evaluation. This decision

- The panel regards the program highly relevant, coherent, and well-structured.
- Based on our inspection of all components of the program and the physical facilities and based on the strategy of the College, we are convinced that this program will fulfill all objectives in the most successful way.

Doc. Number: 300.1

---

falls under the competencies of the Council of the Agency of Quality Assurance and Accreditation of higher education.

Quality Standards and Indicators

External Evaluation of a Program of Study

Institution: Neapolis College

Program of Study: Hospitality Management (2 years / 120 ECTS, Diploma)

Duration of the Program of Study: 2 years

Evaluation Date : July, 7th 2017

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 2016".

The document describes the quality standards and indicators, which will be applied for the external evaluation of programs of study of institutions of higher education, by the External Evaluation Committee.

DIRECTIONS: Note what is applicable for each quality standard/indicator.

1. Applicable to a minimum degree
2. Applicable to a non satisfactory degree
3. Applicable to a satisfactory degree
4. Applicable to a very satisfactory degree
5. It applies and it constitutes a good practice

It is pointed out that, in the case of standards and indicators that cannot be applied due to the status of the institution and/or of the program of study, N/A (= Not Applicable) should be noted and a detailed explanation should be provided on the institution's corresponding policy regarding the specific quality standard or indicator.

Members of the External Evaluation Committee

NAME	TITLE	UNIVERSITY / INSTITUTION
Yoel Mansfeld	Professor	University of Haifa, Israel
Jocelyne Napoli	Associate Professor	Université Toulouse III, Paul Sabatier, France
Dimitrios Lagos	Professor	University of the Aegean, Greece
Nikolas Kyranides	Graduate Student	University of Cyprus, Cyprus

Date and Time of the On-Site Visit: July, 7th 2017

Duration of the On-Site Visit: 6 hours

1. EFFECTIVENESS OF TEACHING WORK – AVAILABLE RESOURCES								
1.1	**Organization of teaching work**			**1**	**2**	**3**	**4**	**5**
1.1.1	The student admission requirements to the program of study, are based on specific regulations which are adhered to in a consistent manner.						x	
1.1.2	The number of students in each class allows for constructive teaching and communication, and it compares positively to the current international standards and/or practices.				N.A			
1.1.3	The organization of the educational process safeguards the quality implementation of the program's purpose and objectives and the achievement of the learning outcomes. Particularly, the following are taken into consideration:							
	1.1.3.1	The implementation of a specific academic calendar and its timely publication.						x
	1.1.3.2	The disclosure of the program's curricula to the students, and their implementation by the teaching personnel			N.A			
	1.1.3.3	The course web-pages, updated with the relevant supplementary material			N.A			
	1.1.3.4	The procedures for the fulfillment of undergraduate and postgraduate assignments / practical training					x	
	1.1.3.5	The procedures for the conduct and the format of the examinations and for student assessment					x	
	1.1.3.6	The effective provision of information to the students and the enhancement of their participation in the procedures for the improvement of the educational process.					x	
1.1.4	Adequate and modern learning resources, are available to the students, including the following:							
	1.1.4.1	facilities						x
	1.1.4.2	Library						x
	1.1.4.3	Infrastructure						x
	1.1.4.4	student welfare						x

			1	2	3	4	5
	1.1.4.5	academic mentoring					x
1.1.5		A policy for regular and effective communication, between the teaching personnel and the students, is applied.				x	
1.1.6		The teaching personnel, for each course, provide timely and effective feedback to the students.					x
1.1.7		Statutory mechanisms, for the support of students and the communication with the teaching personnel, are effective.					x
1.1.8		Control mechanisms for student performance are effective.					x
1.1.9		Support mechanisms for students with problematic academic performance are effective.				x	
1.1.10		Academic mentoring processes are transparent and effective for undergraduate and postgraduate programs and are taken into consideration for the calculation of academic work load.			N.A		
1.1.11		The program of study applies an effective policy for the prevention and detection of plagiarism.					x
1.1.12		The program of study provides satisfactory mechanisms for complaint management and for dispute resolution.					x

Being a proposed new program, we can only judge from what was informed in the submitted documents and when interviewing the team involved in the program.

Since much of the indicators in this section will be using the Neapolis University platforms and infrastructure, we expect them to perform accordingly and in an efficient way.

The college expects to recruit both local and international students and aims for dual language system of teaching. Thus, one group in will be taught in Greek and one in English. For this program, they plan to have 30 students recruited at least twice a year based on the tourism pick and off-season. For the Greek group the two markets will be Greece and Cyprus and for the English program, students will be recruited mainly from the Far East with a focus on China and Russia.

1.2	**Teaching**	**1**	**2**	**3**	**4**	**5**
1.2.1	The methodology utilized in each course is suitable for achieving the course's purpose and objectives and those of the individual modules.					x
1.2.2	The methodology of each course is suitable for adults.					x
1.2.3	Continuous-formative assessment and feedback will be					x

		1	2	3	4	5
	provided to the students regularly.					
1.2.4	The assessment system and criteria regarding student course performance, are clear, adequate, and <mark>will be</mark> known to the students.					x
1.2.5	Educational activities which encourage students' active participation in the learning process, are implemented.					x
1.2.6	Teaching incorporates the use of modern educational technologies that are consistent with international standards, including a platform for the electronic support of learning.					x
1.2.7	Teaching materials (books, manuals, journals, databases, and teaching notes) meet the requirements set by the methodology of the program's individual courses, and are updated regularly.					x

A few of the items in this section have not yet been implemented but are documented in the program and supported through the interview. Please note that leaning on the library and IT of the University of Neapolis is a major asset.

1.3	**Teaching Personnel**	1	2	3	4	5
1.3.1	The number of full-time academic personnel, occupied exclusively at the institution, and their fields of expertise, adequately support the program of study.				x	
1.3.2	The members of teaching personnel for each course have the relevant formal and fundamental qualifications for teaching the course, as described by the legislation, including the following:					
1.3.2.1	Subject specialization, preferably with a doctorate, in the discipline.			x		
1.3.2.2	Publications within the discipline.			x		
1.3.3	The specializations of Visiting Professors adequately support the program of study.		x			
1.3.4	Special Teaching Personnel and Special Scientists have the necessary qualifications, adequate work experience and specialization to teach a limited number of courses in the program of study.					x
1.3.5	In every program of study the Special Teaching Personnel does not exceed 30% of the Teaching Research Personnel.	N.A				

1.3.6	The teaching personnel of each private institution of tertiary education, to a percentage of at least 70%, has recognized academic qualification, by one level higher than that of the program of study in which he/she teaches.					X
1.3.7	In the program of study, the ratio of the number of courses taught by full-time personnel, occupied exclusively at the institution, to the number of courses taught by part-time personnel, ensures the quality of the program of study.				X	
1.3.8	The ratio of the number of students to the total number of teaching personnel is adequate for the support and safeguarding of the program's quality.					X
1.3.9	The academic personnel's teaching load does not limit the conduct of research, writing, and contribution to the society.					X
1.3.10	Future redundancies / retirements, expected recruitment and promotions of academic personnel safeguard the unimpeded implementation of the program of study within a five-year span.				X	
1.3.11	The program's Coordinator has the qualifications and experience to efficiently coordinate the program of study.					X

The proposed team looks well skilled and balanced bearing in mind this is a diploma course and not an academic one. For this reason, the research requirements are not applicable. Large number of teaching staff has wide and deep experience in practical operation and management fields including marketing.

2. PROGRAM OF STUDY AND HIGHER EDUCATION QUALIFICATIONS							
2.1	**Purpose and Objectives and learning outcomes of the Program of Study**	**1**	**2**	**3**	**4**	**5**	
2.1.1	The purpose and objectives of the program of study are formulated in terms of expected learning outcomes and are consistent with the mission and the strategy of the institution.					X	
2.1.2	The purpose and objectives of the program and the learning outcomes are utilized as a guide for the design of the program of study.					X	
2.1.3	The higher education qualification and the program of study, conform to the provisions of their corresponding Professional and Vocational Bodies for the purpose of registration to these bodies.					X	
2.1.4	The program's content, the methods of assessment, the teaching materials and the equipment, lead to the achievement of the program's purpose and objectives and ensure the expected learning outcomes.					X	
2.1.5	The expected learning outcomes of the program are known to the students and to the members of the academic and teaching personnel.					X	
2.1.6	The learning process is properly designed to achieve the expected learning outcomes.					X	
2.1.7	The higher education qualification awarded to the students, corresponds to the purpose and objectives and the learning outcomes of the program.					X	

The objectives and purpose of this program are clear, sound and applicable. The staff is really eager and capable to start the program and believe in its importance in times of severe shortage of employees in the tourism and hospitality sector.

2.2	**Structure and Content of the Program of Study**	**1**	**2**	**3**	**4**	**5**
2.2.1	The course curricula clearly define the expected learning outcomes, the content, the teaching and learning approaches and the method of assessing student performance.					X
2.2.2	The European Credit Transfer System (ECTS) is applied and there is true correspondence between credits and workload per course and per semester for the student					X

			1	2	3	4	5
	either he / she studies in a specific program or he/she is registered and studies simultaneously in additional programs of studies according to the European practice in higher education institutions.						
2.2.3	The program of study is structured in a consistent manner and in sequence, so that concepts operating as preconditions precede the teaching of other, more complex and cognitively more demanding, concepts.						x
2.2.4	The higher education qualification awarded, the learning outcomes and the content of the program are consistent.						x
2.2.5	The program, in addition to the courses focusing on the specific discipline, includes an adequate number of general education courses.						x
2.2.6	The content of courses and modules, and the corresponding educational activities are suitable for achieving the desired learning outcomes with regards to the knowledge, skills, and abilities which should be acquired by students.					x	
2.2.7	The number and the content of the program's courses are sufficient for the achievement of learning outcomes.						x
2.2.8	The content of the program's courses reflects the latest achievements / developments in science, arts, research and technology.					x	
2.2.9	Flexible options / adaptable to the personal needs or to the needs of students with special needs, are provided.					x	

Although the program as a whole looks coherent, we have spotted some problems in course titles and in ECTS, which we recommend to change. Detailed list of recommended changes appears in the first section of this document. We were glad that these recommendations were already accepted by the team and the college.

2.3	**Quality Assurance of the Program of Study**		**1**	**2**	**3**	**4**	**5**
2.3.1	The arrangements regarding the program's quality assurance define clear competencies and procedures.						x
2.3.2	Participation in the processes of the system of quality assurance of the program, is ensured for						x
	2.3.2.1	the members of the academic personnel					

	2.3.2.2	the members of the administrative personnel					x
	2.3.2.3	the students.					x
2.3.3		The guide and / or the regulations for quality assurance, provide detailed information and data for the support and management of the program of study.					x
2.3.4		The quality assurance process constitutes an academic process and it is not restricted by non-academic factors.					x

As reported in the meeting, the college is going to implement the University of Neapolis quality assurance system. We have checked this system and found it highly efficient.

2.4		Management of the Program of Study	1	2	3	4	5
2.4.1		Effective management of the program of study with regard to its design, its approval, its monitoring and its review, is in place.	N.A				
2.4.2		It is ensured that learning outcomes may be achieved within the specified timeframe.				4	
2.4.3		It is ensured that the program's management and development process is an academic process which operates without any non-academic interventions.	NA – this is not an academic program				
2.4.4		The academic hierarchy of the institution, (Rector, Vice-Rectors, Deans, Chairs and Programs' Coordinators, academic personnel) have the sole responsibility for academic excellence and the development of the programs of study.	NA – this is not an academic program				
2.4.5		Information relating to the program of study will be posted publicly and include:					
	2.4.5.1	The provisions regarding unit credits					x
	2.4.5.2	The expected learning outcomes					x
	2.4.5.3	The methodology					x
	2.4.5.4	Course descriptions					x
	2.4.5.5	The program's structure					x
	2.4.5.6	The admission requirements					x
	2.4.5.7	The format and the procedures for student					x

	assessment					
2.4.6	The award of the higher education qualification is accompanied by the Diploma Supplement which is in line with the European and international standards.	NA – this is not an academic program				
2.4.7	The effectiveness of the program's evaluation mechanism, by the students, is ensured.					x
2.4.8	The recognition and transfer of credit units from previous studies is regulated by procedures and regulations which ensure that the majority of credit units is awarded by the institution which awards the higher education qualification.					x

- The number of credit units for compulsory courses is 6 but some of them may be also 9. For elective courses it will be 3 and the number of credits for practical training will be 12. Please note that in the printed dossier all courses appear as 6 credits. However, we drew the team's attention that for elective courses it must be only 3.
- Training will take place on semester B and D.

2.5	**International Dimension of the Program of Study**	**1**	**2**	**3**	**4**	**5**
2.5.1	The program's collaborations with other institutions are compared positively with corresponding collaborations of other departments / programs of study in Europe and internationally.				x	
2.5.2	The program attracts Visiting professors of recognized academic standing.		x			
2.5.3	Students participate in exchange programs.		x			
2.5.4	The academic profile of the program of study is compatible with corresponding programs of study in Cyprus and internationally.					x

Please note that the program does not include the participation of international visiting professors. However, this option was discussed at the meeting and it was accepted by the team who is committed to Implement it.

Also, comment on the degree the program compares positively with corresponding programs operating in Cyprus and abroad in higher education institutions of the same rank.

2.6	Connection with the labor market and the society	1	2	3	4	5
2.6.1	The procedures applied, so that the program conforms to the scientific and professional activities of the graduates, are adequate and effective.					X
2.6.2	According to the feasibility study, indicators for the employability of graduates are satisfactory.					X
2.6.3	Benefits, for the society, deriving from the program are significant.					X

We believe that all graduates will easily find jobs in Pafos and its vicinity, in the entire country, in Greece and elsewhere. All hotels of the company in Pafos will provide the students training opportunities which may evolve to actual employment when they graduate.

3. RESEARCH WORK AND SYNERGIES WITH TEACHING						
3.1	Research - Teaching Synergies	1	2	3	4	5
3.1.1	It is ensured that teaching and learning have been adequately enlightened by research.	NA – this is not an academic program				
3.1.2	New research results are embodied in the content of the program of study.					
3.1.3	Adequate and sufficient facilities and equipment are provided to support the research component of the program of study, which are available and accessible to the personnel and the students.					
3.1.4	The results of the academic personnel's research activity are published in international journals with the peer-reviewing system, in international conferences, conference minutes, publications etc.					
3.1.5	External, non-governmental, funding for the academic personnel's research activities, is compared positively to the funding of other institutions in Cyprus and abroad.	NA – this is not an academic				

3.1.6	Internal funding, of the academic personnel's research activities, is compared positively to the funding of other institutions in Cyprus and abroad.	program				
3.1.7	The policy for, indirect or direct, internal funding of the academic personnel's research activity is satisfactory.					
3.1.8	The participation of students, academic, teaching and administrative personnel of the program in research activities and projects is satisfactory.					
3.1.9	Student training in the research process is sufficient.					

Not Applicable

4. ADMINISTRATION SERVICES, STUDENT WELFARE AND SUPPORT OF TEACHING WORK

4.1	Administrative Mechanisms	1	2	3	4	5
4.1.1	There is a Student Welfare Service that supports students with regards to academic and personal problems and difficulties.					x
4.1.2	Statutory administrative mechanisms for monitoring and supporting students are sufficient.					x
4.1.3	The efficiency of these mechanisms is assessed on the basis of specific criteria.					x

In the dossier there is a clear indication that there will be a student welfare service.

4.2	Infrastructure / Support	1	2	3	4	5
4.2.1	There are suitable books and reputable journals supporting the program.					x
4.2.2	There is a supportive internal communication platform.					x
4.2.3	The facilities are adequate in number and size.					x
4.2.4	The equipment used in teaching and learning (laboratory and electronic equipment, consumables etc) are quantitatively and qualitatively adequate.					x
4.2.5	Teaching materials (books, manuals, scientific journals,					x

	databases) are adequate and accessible to students.					
4.2.6	Teaching materials (books, manuals, scientific journals, databases) are updated regularly with the most recent publications.					x
4.2.7	The teaching personnel are provided with training opportunities in teaching method, in adult education, and in new technologies on the basis of a structured learning framework.					x

As the college is leaning on the university's infrastructure, students and staff will be using the new technologies already installed. The major internal communication system between staff and students will be through Moodle platform which is highly common worldwide.

4.3	**Financial Resources**	1	2	3	4	5
4.3.1	The management and allocation of the financial resources of the program of study, allow for the development of the program and of the academic / teaching personnel.					x
4.3.2	The allocation of financial resources as regards to academic matters, is the responsibility of the relevant academic departments.					x
4.3.3	The remuneration of academic and other personnel is analogous to the remuneration of academic and other personnel of the respective institutions in Cyprus.					x
4.3.4	Student tuition and fees are consistent to the tuition and fees of other respective institutions.					x

According to the national fee standards, the fees are reasonable, especially given the high quality of the program and the facilities. We highly recommend establishing a scholarship program for overseas students coming from less developed countries as well as for local students.

The following criterion applies additionally for distance learning programs of study.

5.	DISTANCE LEARNING PROGRAMS	1	2	3	4	5
5.1	Feedback processes for teaching personnel with regards to the evaluation of their teaching work, by the students, are satisfactory.	NA				
5.2	The process and the conditions for the recruitment of academic / teaching personnel, ensure that candidates have the necessary skills and experience for long distance education.					
5.3	Through established procedures, appropriate training, guidance and support, are provided to teaching personnel, to enable it to efficiently support the educational process.					
5.4	Student performance monitoring mechanisms are satisfactory.					
5.5	Adequate mentoring by the teaching personnel, is provided to students, through established procedures.					
5.6	The unimpeded long distance communication between the teaching personnel and the students, is ensured to a satisfactory degree.					
5.7	Assessment consistency, its equivalent application to all students, and the compliance with predefined procedures, are ensured.					
5.8	Teaching materials (books, manuals, scientific journals, databases) comply with the requirements provided by the long distance education methodology and are updated regularly.					
5.9	The program of study has the appropriate and adequate infrastructure for the support of learning.					
5.10	The supporting infrastructures are easily accessible.					
5.11	Students are informed and trained with regards to the available educational infrastructure.					
5.12	The procedures for systematic control and improvement of the supportive services are regular and effective.					
5.13	Infrastructure for distance education is comparable to university infrastructure in the European Union and internationally.					

5.14	Electronic library services are provided according to international practice in order to support the needs of the students and of the teaching personnel.	
5.15	The students and the teaching personnel have access to the necessary electronic sources of information, relevant to the program, the level, and the method of teaching.	
5.16	The percentage of teaching personnel who holds a doctorate, in a program of study which is offered long distance, is not less than 75%.	

Justify the answer you have provided and note the additional comments you may have on each standard / indicator.

If the following apply, note "√"in the appropriate space next to each statement. In case the following statements do not apply, note what is applicable:

The maximum number of students per class-section, should not exceed 30 students.	NA
The conduct of written examinations with the physical presence of the students, under the supervision of the institution or under the supervision of reliable agencies which operate in the countries of the students, is compulsory.	
The number of long distance classes taught by the academic personnel does not exceed the number of courses taught by the teaching personnel in conventional programs of study.	

The following criterion applies additionally for doctoral programs of study.

6.	DOCTORAL PROGRAMS OF STUDY	1	2	3	4	5
6.1	The provision of quality doctoral studies is ensured through Doctoral Studies Regulations.			NA		
6.2	The structure and the content of a doctoral program of study are satisfactory and they ensure the quality provision of doctoral studies.					
6.3	The number of academic personnel, which is going to support the doctoral program of study, is adequate.					
6.4	The doctoral studies' supervisors have the necessary academic qualifications and experience for the supervision of the specific dissertations.					
6.5	The degree of accessibility of all interested parties to the Doctoral Studies Regulations is satisfactory.					
6.6	The number of doctoral students, under the supervision of a member of the academic personnel, is apt for the continuous and effective feedback provided to the students and it complies with the European and international standards.					
6.7	The research interests of academic advisors and supervisors are satisfactory and they adequately cover the thematic areas of research conducted by the doctoral students of the program.					

FINAL REMARKS – SUGGESTIONS

Our final remarks and suggestions are as follows:
- ✓ The program is well-adapted to the job market.
- ✓ The administration system and the administrative staff are adequate too.
- ✓ All necessary infrastructures are satisfactory and new investments are taking place.
- ✓ The use of new teaching and communication (IT) technologies are fully up-to-date including free WI FI all around the campuses
- ✓ Teaching material is according to the educational needs of the program
- ✓ Teaching staff is skilled, adequate and highly dedicated

- ✓ The staff/student ratio is correct
- ✓ International visiting professors will add a significant added value to the program
- ✓ The program as a whole is clear, good and covers most of the topics relevant to its title. However, during the meeting with the staff a few recommendations were made by the evaluation committee. Following are the detailed recommendations

   a. We recommend being more specific in all subject titles by adding a term related to "Hospitality" to fit with the contents and relevancy of the program, e.g. the course "Principles of **Business** Administration" will be changed to "Principles of **Hotel** Administration".

   b. We also recommend that "Food Quality and Hygiene" and "Food Knowledge and Menu Planning" courses should be compulsory courses instead of optional.

   c. The optional courses should not count as much as ECTS as the compulsory courses (it should be 3 ECTS and less than 40 hours).

   d. The compulsory courses can either be 6 or 9 ECTS for major subjects depending on the hours and importance.

   e. Sustainable Tourism Development should be included as part of the content of the "Introduction to Tourism Industry" course.

   f. "Intercultural Communication" should be part of the new course content entitled "Hospitality Marketing and Communication" instead of the previous one "Hotel Marketing".

   g. The course "Introduction to Statistics", aspects of basic research methods should be embedded in the content of the new course entitled "Introduction to the Hospitality Research Methods and Statistics".

   h. We highly recommend that the college get in touch and sign agreements with international accreditation bodies that specialize in specific hospitality themes (such as culinary arts). This will enrich the program and open new opportunities for the students.

Names and Signatures of the Chair and the Members of the External Evaluation Committee:

Name:	Signature:

ΔΙ.Π.Α.Ε.
DI.P.A.E.

ΦΟΡΕΑΣ ΔΙΑΣΦΑΛΙΣΗΣ ΚΑΙ ΠΙΣΤΟΠΟΙΗΣΗΣ ΤΗΣ ΠΟΙΟΤΗΤΑΣ ΤΗΣ ΑΝΩΤΕΡΗΣ ΕΚΠΑΙΔΕΥΣΗΣ
AGENCY OF QUALITY ASSURANCE AND ACCREDITATION IN HIGHER EDUCATION

Yoel Mansfeld	
Jocelyne Napoli	
Dimitrios Lagos	
Nikolas Kyranides	

Date: July 8, 2017

300_1_1_ External Evaluation Report.docx