Doc. Number: 300.1.1

Cyprus Agency of Quality Assurance and Accreditation in Higher Education

Republic of Cyprus

External Evaluation Report

Program of Study

Institution: University of Cyprus

District: Nicosia

Name of the Program of Study in Greek

Πτυχίο : Γαλλικές και Ευρωπαϊκές Σπουδές

Name of the Program of Study in English

French and European Studies

Department

French and European Studies Faculty

Language/s of instruction

Greek, French, English and German

Faculty

Humanities

Program Status (check √ where applicable):

➢ New Program of Study: ………

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- ➤ Currently operation Program of Study: … √ ……
  - • Registered but not evaluated ………
  - • Evaluated and accredited by SEKAP ………
  - • Evaluated by the Cy.Q.A.A. and did not get accreditation ………

Program Category (check √ where applicable):

- ➤ Conventional …… √ …

- ➤ Distance Learning ………

- ➤ Inter-university (Name of collaborating university/ies) ………

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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.

EXTERNAL EVALUATION COMMITTEE:

NAME	TITLE AND RANK	UNIVERSITY / INSTITUTION
DÜRRENMATT Jacques	Professor, CHAIR	Sorbonne Université
BLOM Tannelie	Professor	Maastricht University
GEORGIOU Efrem	Student	Cyprus University of Technology
RUEFF Martin	Professor	Université de Genève

INTRODUCTION:

I. The External Evaluation procedure

- Short description of the documents that have been studied, of the on site visit meetings, and of the on site visit to the infrastructures.

a) During the on site visit meetings, the commitee received a printed description presenting :

- - the School's structure, including the program in the proper position, i.e. by indicating the School and the Department under which the program will operate

- the curriculum (allocation of courses per semester, weekly content of each course, teaching methodology, teaching material, evaluation, samples of papers, samples of written examinations, admission criteria for prospective students, etc.).

- the academic/teaching staff (academic qualifications, publications, research interests, research activity etc.) and their relationship with the institution as teachers in connection with any other duties they may have in the institution or/and other programs.

- Two Power Point documents were used to present us the main information and complementary points of view on the general situation of Cyprus (history, demography) and on the history of the university and a short one was used to present the Erasmus program.

b) During the on site visit of the infrastructures, the committee received a small documentation on the new library and the brochure which present the university to the public in Greek and English.

II. The Internal Evaluation procedure
- *Comments concerning the quality and the completeness of the application submitted by the institution of higher education (Doc. Number 200.1), as well as concerning the overall acceptance of and participation in the quality assurance procedures, by the institution in general and by the program of study under evaluation in particular.*

The application could have been more synthetized and more clearly organized. It could have detailed more precisely the elements of the program like skills, methods, but the meetings were very helpful because they allowed the committee to get all the information regarding the program showing at the same time a loyal participation to the quality of procedure.

FINDINGS:

1. EFFECTIVENESS OF TEACHING WORK – AVAILABLE RESOURCES

- **Organization of Teaching Work**
- **Teaching**
- **Teaching personnel**

The teaching staff is composed of two professors and three associate professors helped by two assistants. Another professor is going to arrive. He has already been chosen.

Invited professors help the regular team.

The team was much more numerous years ago before the crisis had negative effects on the department (which lost five teaching staff) with the consequence of an excessive amount of work for the regular staff, who has to face:

Four tracks for four years (only for the bachelor):
a) European Studies
- French and English
- French and German
- English and German
b) French studies

The same staff has to take care of two masters and two Ph.D programs.
All the more remarkable how satisfied students are with the courses taught.

c)

The program is offered in the form of parallel courses per semester; it might be considered to transform it in a modular program which would be very handy as it makes the building of the structure and its sequences much easier.

2. PROGRAM OF STUDY AND HIGHER EDUCATION QUALIFICATIONS

a. Purpose and Objectives and learning outcomes of the Program of Study

The French Language and Literature track allows students to develop high-level skills to communicate in French, and to study in depth French linguistics on the one hand, and the specificity of this culture on the other (philosophy, literature and arts) which has crossed the borders of France.

Students in the Modern Languages and European Studies track will develop advanced skills in French and/or English and/or German and study European thought and culture in depth. At the end of their studies, they will have acquired knowledge in the humanities and social sciences, political science, law and the arts, and will be able to formulate constructive criticism of the society in which they will be living.

b. Structure and Content of the Program of studies

STRUCTURE OF THE PROGRAM OF STUDY

Abbreviations as used by the Students Admissions Centre:
Major in French Language and Literature = GAL
Major in European Studies – combination French-English = EUR-FE
Major in European Studies – combination French-German = EUR-FG
Major in European Studies – combination German-English = EUR-GE

PROGRAM REQUIREMENTS	GAL	EUR-FE	UER-FG	EUR-Ge
Compulsory courses (of the Department of French and European Studies)	204 ECTS	150 ECTS	180 ECTS	114 ECTS
Compulsory courses from other Departments	5	64	34	85
Elective courses	31	26	26	41
Total ECTS	240	240	240	240

c. The BA has an eight-semester structure, which can be done in four years, and the maximum is six years.

The length of the BA (8 semesters) is due to a national decision with a view to the insufficiencies of secondary formation in high school especially with foreign languages.

The committee underlines that an 8 semesters BA can create adaptation problems with many other European universities.

Students can spend one or two semesters abroad inside the ERASMUS program which counts also in terms of ECTS.

c. Quality Assurance of the Program of studies

The quality assurance of the program studies is fourth fold evaluated.

a) Teaching is evaluated at the end of each semester; the teaching personnel is evaluated by the students who fill in special questionnaires about the teaching of the course. These questionnaires are then processed by the Centre for Teaching and Learning (CTL).

b) For academic matters the Department's Committee on Undergraduate Affairs submits to its Department's Council any changes/revisions on current study programs and proposals for developing new programs or even abolishing existing ones on the basis of new needs that arise.

c) All suggestions made by the Departments on academic matters are approved by the Senate of the University of Cyprus.

d) The evaluation of the study programs is conducted within the broader framework of the External Developmental Evaluation which takes place every five years.

If, on the one hand, these procedures are the guarantee of a well evaluated program, on the other hand, they make for a heavy system which could be a burden for the staff, while slowing down evolution and adaptation to new situations.

d. Management of the Program of Study

The program is managed by the Professor Yiannis E. Ioannou, Chairman of the Department and by the Assistant Professor Fryni Kakoyianni-Doa. The separate courses are executed by the professors and assistant professors who teach the courses. Because the group of teachers is relatively small, the management of the program can be organized in a community style. The students told the comitee they were very happy with a atmosphere.

e. International Dimension of the Program of Study

The international dimension rests on the very content of the program itself which implies international orientation and interest for european cultures and on a dynamic international policy of cooperation with other universities (French, Swiss, Germany, Belgian, Lebanon, Greece….) besides attention with ERASMUS program.

During the fall semester 2018-19, eight students came from abroad through ERASMUS and five left for one or two semesters.

The program helps financially the students to take part in small summer seminars in foreign universities

f. Connection with the labor market and the society

The bachelor allows to work in various domains :
- First of all : national education – 90 % of them, but also :
- Public administration
- Cultural Institutions
- Diplomacy
- Professional translation
- Tourism
- Flight companies

- Media, communications and journalism
- International Organizations
- Research centers

3. RESEARCH WORK AND SYNERGIES WITH TEACHING (Research Teaching Synergies)

Because of the heavy teaching load, there is no other way for the teaching staff but to integrate their research in their courses if they still want to publish. The program is very interdisciplinary – some courses involve linguistics, philosophy, psychology, sociology, history, geography, gender studies.

The originality of such research has been recognized by European institutions: program C.o.n.t.a.c.t, and the attribution of the Jean Monnet Chair which also involves public lectures outside the academia.

The program needs professors of other departments who work in synergy with the main staff.

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

a) Administrative mechanisms : all in accord with national Cypriot laws and standards.
b) Infrastructures / Support
- *Personal infrastructure*: the administrative staff should be composed of two secretaries as before. But, for the moment only one is available, which means a big amount of work, and extra hours which are got remunerated.

- *Material infrastructure*:
  The building of the department is brand new, even luxurious, with huge offices and nice conference rooms with all modern equipment. Classrooms are equipped with video, Wi-Fi, the furniture is brand new.

- *Welfare of students*:

  The University of Cyprus offers free psychological support and counselling services to all students through the Psychological Support Centre (PSC). The prime aim of this service is to contribute to students' welfare in order to ensure that they have the best possible experience during their studies and thereafter.
  The Career Office operates as a link between the students of the University of Cyprus and the labour market.
  The Health and Safety Department handles all issues related to the health and safety of the University Community.
- A number of student clubs complement life on Campus and enable students to engage in extracurricular activities and hobbies.
- The Career Office operates as a link between the students of the University of Cyprus and the labour market.

The University of Cyprus's ultra-modern Sports Centre aims at developing sport throughout the University Community.

The University runs Student Halls which consist of 12 buildings with a total capacity of 208 single rooms for more than 10 000 students. Extra efforts are to be made for Erasmus students.

c) One of the main trumps of the Campus is the brand new ultra-modern library *Stelios Ionanou* built by Jean Nouvel, with a 600 000 books collection and a lot of accommodations for the student (individual work, collective study) and for the public. A reading room is opened 24 hours a day. There is a room dedicated to effective connection with the E.U databases.

g. Financial Resources

As a national university, the University of Cyprus has public resources and partially relays to the student fees/ amount of students.

5. DISTANCE LEARNING PROGRAMS

Not applicable

6. DOCTORAL PROGRAMS OF STUDY

Two doctoral programs are possible, which are directly related to the BA:
- One allows students to carry on French Studies through didactics of French as a foreign language
- The other one is devoted to European Studies with a main emphasis on cultural perspectives.

CONCLUSIONS AND SUGGESTIONS OF THE EXTERNAL EVALUATION COMMITTEE[1]

Academic qualities of the staff and personal involvement and engagement are very high. A good atmosphere prevails between the academic staff, the students and the administrative staff. The leading practices are good, as is the coherence of the program.

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

Some of the courses are quite interesting and inspiring, especially when they are connected with research.

The amount of publications of the academic staff is quite impressive and the new library is a very important asset.

The number of students which obtain good marks at the Pancyprian exams, is increasing, due to the good reputation of the department in Cyprus and abroad, programs and a very efficient policy of public relations, especially through visiting all the high schools of the Island.

As the main part of the staff, especially the full professors, is composed of French Literature and Linguistics professors, the committee suggests recruiting new teaching staff to strengthen the European Studies dimension of the program in order to balance it. The German part of the program is under the responsability of a teacher sent by the DAAD. A better solution would be to recruit a German *Dozent*.

The committee suggests that there should be more attention to methods and theoretical approaches.

There could me more Romanic dimension by opening Spanish and Italian tracks.

As a general conclusion, the committee strongly recommends to attract more administrative and academic staff and to develop the Mediterranean dimension of the European program to create a real niche inside European Studies.

Doc. Number: 300.1

Quality Standards and Indicators

External Evaluation of a Program of Study

Institution: **University of Cyprus**

Program of Study: **Πτυχίο Γαλλικές και Ευρωπαϊκές Σπουδές** ……………

Duration of the Program of Study: ……**8 semesters**…………………….

Evaluation Date:……**20 to 23 02 2019**……………………

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. Poor
2. To an unsatisfactory degree
3. To a satisfactory degree
4. Best practice
5. Excellent

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 AND RANK	UNIVERSITY / INSTITUTION
DURENMATT Jacques	Professor, CHAIR	Sorbonne Université
TENNELIE Blom	Professor	University with Maastricht
GEORGIO Efrem	Student	Cyprus University of Technology
RUEFF Martin	Professor	Université de Genève

Date and Time of the On-Site Visit : 20 of february
Duration of the On-Site Visit : 1 day

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.						X
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:						X
	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					X
	1.1.3.3	The course web-pages, updated with the relevant supplementary material					?
	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
	1.1.4.5	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.						X
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

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

Note, additionally:

α) the expected number of Cypriot and International Students in the program of study :

- thirty Cypriot students and two International Students by year
β) the countries of origin of the majority of students.
- Cyprus
γ) the maximum planned number of students per class-section.
 - Thirty

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.					?
1.2.3	Continuous-formative assessment and feedback are provided to the students regularly.					X
1.2.4	The assessment system and criteria regarding student course performance, are clear, adequate, and known to the students.					X
1.2.5	Educational activities which encourage students' active participation in the learning process, are implemented.					?
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

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

1.2.5 we were not able to answer all the questions because we did not visit a class

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:				X	
	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.					X
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.					?
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

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

1.3.1 : the program should be reinforced by hiring professors specialized in European Studies
1.3.10 : as two professors will retire during the five next years, it is very important to guarantee they will be replaced immediately.

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	Thehighereducationqualificationandtheprogramofstudy,conformtothe 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	

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

The committee wants to underline that the methodological and theoretical perspectives should be strengthened in the European Studies program.

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 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.					X
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

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

Note the expected number of students who will be studying simultaneously at another academic institution, based on your experience so far, regarding students who study simultaneously in the programs of your institution.

?

			1	2	3	4	5
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						
	2.3.2.1	the members of the academic personnel					X
	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
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.						
2.4.2	It is ensured that learning outcomes may be achieved within the specified timeframe.						
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.						

						X
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.					
2.4.5	Information relating to the program of study are posted publicly and include:					X
	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 assessment				X
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.					X
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

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

In the case of practical training, note:
- The number of credit units for courses and the number of credits for practical training
- In which semester does practical training takes place?
- Note if practical training is taking place in a country other than the homecountry of the institution which awards the higher education qualification

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

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

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

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

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.					X
3.1.2	New research results are embodied in the content of the program of study.				X	
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.					X
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.					X
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.					?
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.					?
3.1.7	The policy for, indirect or direct, internal funding of the academic personnel's research activity is satisfactory.					X
3.1.8	The participation of students, academic, teaching and administrative personnel of the program in research activities and projects is satisfactory.					X
3.1.9	Student training in the research process is sufficient.				X	
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

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

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, databases) are adequate and accessible to students.					X
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 |

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

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

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

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.					NA
5.3	Through established procedures, appropriate training, guidance and support, are provided to teaching personnel, to enable it to efficiently support the educational process.					NA
5.4	Student performance monitoring mechanisms are satisfactory.					NA
5.5	Adequate mentoring by the teaching personnel, is provided to students, through established procedures.					NA
5.6	The unimpeded long distance communication between the teaching personnel and the students, is ensured to a satisfactory degree.					NA
5.7	Assessment consistency, its equivalent application to all students, and the compliance with predefined procedures, are ensured.					NA
5.8	Teaching materials (books, manuals, scientific journals, databases) comply with the requirements provided by the long distance education methodology and are updated regularly.					NA
5.9	The program of study has the appropriate and adequate infrastructure for the support of learning.					NA

5.10	The supporting infrastructures are easily accessible.				NA
5.11	Students are informed and trained with regards to the available educational infrastructure.				NA
5.12	The procedures for systematic control and improvement of the supportive services are regular and effective.				NA
5.13	Infrastructure for distance education is comparable to university infrastructure in the European Union and internationally.				NA
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.				NA
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.				NA
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.

NA

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.	
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.	
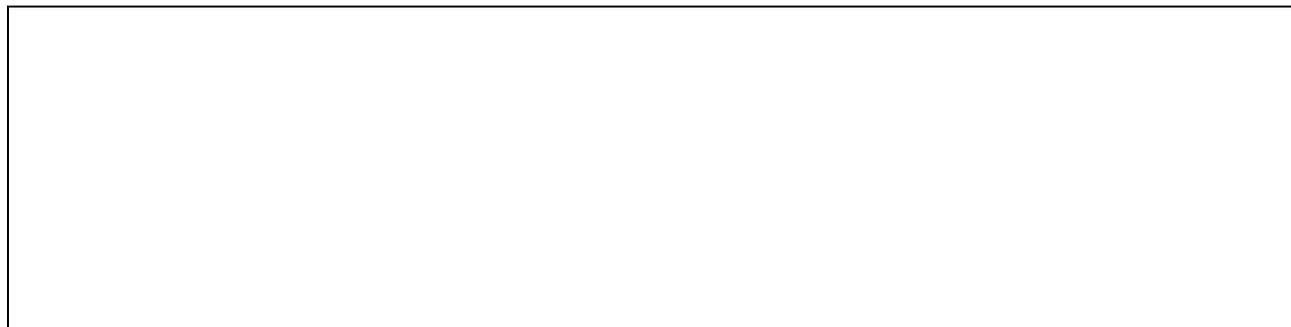
The following criterion applies additionally for doctoral programs of study.

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.					NA
6.3	The number of academic personnel, which is going to support the doctoral program of study, is adequate.					NA
6.4	The doctoral studies' supervisors have the necessary academic qualifications and experience for the supervision of the specific dissertations.					NA
6.5	The degree of accessibility of all interested parties to the Doctoral Studies Regulations is satisfactory.					NA
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.					NA
6.7	The research interests of academic advisors and supervisors are satisfactory and they adequately cover the					NA

thematic areas of research conducted by the doctoral students of the program.				

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

NA

Note the number of doctoral students under the supervision of each member of the academic personnel of the program and the academic rank of the supervisor.

NA

FINAL REMARKS – SUGGESTIONS

Academic qualities of the staff and personal involvement and engagement are very high. A good atmosphere prevails between the academic staff, the students and the administrative staff. The leading practices are good, as is the coherence of the program.

Some of the courses are quite interesting and inspiring, especially when they are connected with research.

The amount of publications of the academic staff is quite impressive and the new library is a very important asset.

The number of students which obtain good marks at the Pancyprian exams, is increasing, due to the good reputation of the department in Cyprus and abroad, programs and a very efficient policy of public relations, especially through visiting all the high schools of the Island.

As the main part of the staff, especially the full professors, is composed of French Literature and Linguistics professors, the committee suggests recruiting new teaching staff to strengthen the European Studies dimension of the program in order to balance it. The German part of the program is under the responsability

of a teacher sent by the DAAD. A better solution would be to recruit a German *Dozent*.

The committee suggests that there should be more attention to methods and theoretical approaches.

There could me more Romanic dimension by opening Spanish and Italian tracks.

As a general conclusion, the committee strongly recommends to attract more administrative and academic staff and to develop the Mediterranean dimension of the European program to create a real niche inside European Studies.

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

NAME	TITLE AND RANK	UNIVERSITY / INSTITUTION
DÜRRENMATT Jacques	Professor, CHAIR	Sorbonne Université
BLOM Tennelie	Professor	Maastricht University
GEORGIOU Efrem	Student	Cyprus University of Technology
RUEFF Martin	Professor	Université de Genève

Date: 23 february 2019

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