Cyprus Agency of Quality Assurance and Accreditation in Higher Education

Republic of Cyprus

External Evaluation Report

Program of Study

Institution: UNIVERSITY OF CENTRAL LANCASHIRE CYPRUS (UCLan Cyprus)

Program of Study: BSc (Hons) Web Design & Development

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AGENCY OF QUALITY ASSURANCE AND ACCREDITATION IN HIGHER EDUCATION

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
AGENCY OF QUALITY ASSURANCE AND ACCREDITATION IN HIGHER EDUCATION

EXTERNAL EVALUATION COMMITTEE:

NAME	TITLE	UNIVERSITY / INSTITUTION
Nik Bessis (Chair)	Professor	Edge Hill University
Costas Iliopoulos	Professor	King's College
Ioannis Anagnostopoulos	Assoc. Professor	University of Thessaly
Andreas Kyprianou	Dr	ETEK
Georgia Kouti	Student	University of Cyprus

ΦΟΡΕΑΣ ΔΙΑΣΦΑΛΙΣΗΣ ΚΑΙ ΠΙΣΤΟΠΟΙΗΣΗΣ ΤΗΣ ΠΟΙΟΤΗΤΑΣ ΤΗΣ ΑΝΩΤΕΡΗΣ ΕΚΠΑΙΔΕΥΣΗΣ
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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.

The External Evaluation Committee (EEC) met on the 14th of June to conduct the external assessment of the BSc (Hons) Web Design and Development at UCLan-Cyprus. The morning of the 15th of June 2017, the EEC had a short briefing by Prof. Mary Ioannidou-Koutselini chair of the Cyprus Agency of Quality Assurance and Accreditation in Higher Education at the premises of the Ministry of Education and Culture of the Republic of Cyprus. Later on the same day, the EEC traveled to Pyla area, the site of UCLan-Cyprus, to perform the assessment. The EEC was accompanied by Dr. Eleni Deliyianni, the Agency of Quality Assurance and Accreditation in Higher Education representative.

The EEC received a 30-minutes presentation from the Head of the School of Science Dr. Irene Polycarpou on the structure, the teaching and research environment, and on the scopes of the programme under evaluation.

During the evaluation process, the EEC had access to the following documentation:
- A hardcopy of the presentation
- A copy of 200.1 Application for Evaluation – Accreditation – New Program of Study
- An updated list of compulsory and optional modules
- A sheet of a higher specification IT lab to be acquired
- A list of Erasmus agreements for the UCLan-Cyprus
- A list of research bid activities for the School of Sciences
- A list of School of Sciences collaborations
- A copy of the Annual Monitoring for Academic Year 2015/16 – Course Report pro forma
- A copy of UCLan-Cyprus Research & Innovation Committee (Membership 2016-17) as well as the minutes of the Research and Innovation Committee (January 18th of 2017)
- A sample of an examination paper (Module Code: TE1900)
- A sample of a course work with feedback
- A set of Guidelines for the external members of Evaluation Committee
- A set of updated Study Guides for the modules of the programme

During the day, the EEC had a series of long and constructive discussions with the Rector Prof. Melinda Tan, the Head of School of Sciences, as well as with students, other academic and non-academic members of staff. In addition, Mr. Mark Porter from UCLan-UK participated in the discussions through a videoconference link. Finally, a full tour of the campus and its facilities was provided.

For clarity purposes, in this report, the term "Team" hereafter refers to the UCLan-Cyprus staff who are involved in the programme under evaluation.

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.

UCLan-Cyprus provided a comprehensive documentation of the programme and samples as mentioned in previous section. The EEC considered all aspects of the submitted documentation. The EEC would like to acknowledge the excellent organizational arrangements.

FINDINGS:

1. EFFECTIVENESS OF TEACHING WORK – AVAILABLE RESOURCES

- **Organization of Teaching Work**

The modules of the programme under evaluation are offered in parallel at UCLan-Cyprus and UCLan-UK, thus the 4-year (FT) programme leads to a double award. Lab classes do not exceed cohorts of 24 students which it is considered of a very good practice. The programme Team is aligned with UCLan-UK standards and practices (e.g. teaching observation and delivery, assessment marking feedback and moderation, etc.) which are considered of appropriate level.

UCLan-Cyprus Team has access and the flexibility to use established content provided by UCLan-UK and therefore the UCLan-Cyprus Team should take advantage to built up, personalize and develop their own content based on the own expertise and research interests.

- **Teaching**

There are several good practices noted above. Given that the programme Team wishes to enhance the already good practice in employability initiatives, it may be appropriate to pair them with the development of guidelines and policies for the increased demand of internships and placements (i.e. logs, risk assessments, etc.).

- **Teaching personnel**

Full-time members of academic staff hold a PhD degree and are research active. They also have a fellowship in HEA (UK standard). At the first year of their appointment they have to undergo a probation process, while all staff during the employment period have to undergo an annual performance review which, as a whole, it is considered of a good standard practice.

The programme Team has identified a target audience in the region and beyond, in which it would be of great advantage to develop their own identity - with reference to research inform teaching - to fit that need.

2. PROGRAM OF STUDY AND HIGHER EDUCATION QUALIFICATIONS

- **Purpose and Objectives and learning outcomes of the Program of Study**

Part of the vision of the School is to become a centre of excellence in the area of Engineering and Technology. Having this in mind, it may be more appropriate for the programme Team to increase the subject specific provision, so the programme under evaluation can be aligned better with the aforementioned vision.

The 4-year programme under evaluation is based on clear and well-balanced learning outcomes that are described in a sufficient detail. The programme Team has demonstrated enough evidences of aligning the learning outcomes with the modules included in the diet. The EEC has identified an area for improvement. In particular, the EEC recommends the programme Team to emphasize subject specific provision learning outcomes in the modules. This will be particularly important if the programme Team wishes for the graduates to become members of the Scientific and Technical Chamber of Cyprus (ETEK). In general, the programme title reflects the learning outcomes which are of appropriate standards.

- **Structure and Content of the Program of studies**

The structure of the programme uses the ECTS system which is recognized internationally. There is a clear programme structure which demonstrates a balance of generic and subject specific content. There is a sufficient range of compulsory and optional modules which should appeal to a diverse range of student / employer needs.

To further the clarity of the structure, a table illustrating the course distribution per semester could be presented in the order of semester 1 diet, semester 2 diet and year-long diet separately.

To enhance the programme content, it is required to make a distinction of the learning outcomes between English Language 1 and English Language 2 modules. The program under evaluation could be benefit from enhancing subject specific content in term of its technical aspects. Specifically, maths and statistics related provision could be contextualized using related case scenarios, an issue that was highlighted by the students themselves. In a similar vein, modules related to AV and Web Development content could be grouped and delivered in a less vocational way.

To enhance the consistent presentation of the module specs content, unification of the assessment sub-heading (such as Number of Assessments, Duration etc.) and currency of bibliography are required.

Following the above section's recommendation (see - Purpose and Objectives and learning outcomes of the Program of Study), it may well be appropriate to enhance and highlight the technical aspects of the content of the program of the studies, as well as to increase the subject specific provision (i.e security issues).

- **Quality Assurance of the Program of studies**

The EEC has identified a range of quality assurance processes. To start with, the programme Team prepares an annual monitoring report that highlights good practices and related actions to be taken for future improvements.

Others include a(n):
- range of committees (student council, student experience committee, staff-student liaison meetings) which enable students and staff to discuss related aspects to the programme,
- academic advisor tuition,
- Module Feedback Questionnaire (MFQ).

- **Management of the Program of Study**

The programme has clear organization structures and procedures which demonstrates an effective operation and management. To exemplify these, there is straightforward description of, and processes for target audience, admission (i.e APL etc.) and completion guidelines, as well as induction and student support mechanisms. As a whole, these reflect to healthy recruitment and retention strategies and outcomes.

Having said these, the EEC realized that some students were not fully aware of the benefits that they could have by attending induction activities and academic advisory sessions. Hence, it may be useful for the programme Team to emphasize the value of these facilities.

- **International Dimension of the Program of Study**

The School of Science has a healthy number of collaborators through MOUs and Erasmus Agreements. With particular reference to the later, there are thirty (30) Erasmus Agreements of which eight (8) are closely related to the programme under evaluation. It is to be noted that UCLan-Cyprus is associated with UCLan-UK. The program under evaluation is in line with the UK and international quality assurance standards**.**

- **Connection with the labor market and the society**

The programme Team has demonstrated commitment and subsequently clear evidence of the programme under evaluation connection with the labor market and the society. For example, guest lectures, master classes, hackathons, seminars (Cisco, 3DS Max, Python, etc.), as well as a range of extra-curricular activities (Cyprus Red Cross) are offered as part of the employability strategy. As a result of, there seems that a graduate of this programme has good prospects towards their employment.

3. RESEARCH WORK AND SYNERGIES WITH TEACHING

- **Research Teaching Synergies**

The research is organized in four (4) overlapping research clusters: Communication Networks and Mobile Technologies, Developmental and Educational Technologies Health and Society. There is substantial interdisciplinary cooperation in the research activities of the four clusters. These research activities should appear to lead to informed teaching in several specific areas of the programme under evaluation.

Since 2014, the School has managed to participate in seven (7) succesful proposals worth over 3 million Euros. Also there is evidence of conference participation as well as editorial responsibilities (reviewing, program committee membership etc.). Staff involved in PhD supervision is done in collaboration with the parent institution UCLan in the UK. As a whole, these create a base and an excellent opporunity for further involvement of UCLan-Cyprus staff, enhanced research informed provision and student participation.

To this end, it will be desirable to further improve the research infrastructure and support, as this will lead to improved teaching experience due to the elevated research experience of the academic staff. Additionally, it will also lead to improve the research element of the student coursework and project dissertations.

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

- **Administrative Mechanisms**

Apart from services shown in the subsection of Quality Assurance of the Program of Studies, a student support office is available to deal with special needs, social, pastoral, well-being and academic matters. Students praised the support from the staff, having also access to a high-quality campus with social hubs, and sports facilities.

- **Infrastructures / Support**

Apart from access to books and physical resources, the supportive material is available through blackboard VLE which increases the availability and accessibility of the content of the programme under evaluation. There is a dedicated library which provides digital access to several subject specific resources, to name a few IEEEXplore, ACM, Scopus etc.

In addition to this, there is a state-of-the-art lecture amphitheatre, several high-quality classrooms and IT labs. Having said this, discussions with students representatives highlighted the need for a higher specification IT lab specifically for Graphics and AV content production and delivery. This need has been already highlighted at the students experience committee and to the credit of the programme Team this request seem to be addressed shortly.

- **Financial Resources**

There seems that the programme under evaluation will benefit from the investment of the additional fulltime staff to enhance student support and quality of teaching and research activities that maybe compromised by the extensive use of part-time contracts. It is to be noted that there is a substantial allocated budget which is spread across various priorities to support the School plans. For example, there is budget for student support fund, IT and library resources, as well as staff personal development (training, conference presentation and attendance).

5. DISTANCE LEARNING PROGRAMS

N/A

6. DOCTORAL PROGRAMS OF STUDY

N/A

CONCLUSIONS AND SUGGESTIONS OF THE EXTERNAL EVALUATION COMMITTEE[1]

- The present situation of the program, good practices, weaknesses that have been detected during the external evaluation procedure by the external evaluation committee, suggestions for improvement.

The EEC would like to comment on the organizational arrangements and professionalism of the programme Team.

The EEC's view is that the programme under evaluation is comparable to national and international standards. It employs a number of robust and good practices, namely:

- Organization of Teaching Work
- Students support mechanism
- Personal staff development
- International Dimension of the Program of Study
- Research Teaching Synergies
- Infrastructures / Facilities

However, it would be of benefit to address key improvements. These relate to:

- Produce a distinction between English Language 1 and 2 learning outcomes.
- Contextualize (Maths and Statistics), organize (AV and Web Development content) and increase subject specific (i.e. security) module provision as well as provide electives for exempt students to select from, where applicable.
- Develop a set of guidelines and policies for the increased demand of internships and placements (i.e. logs, risk assessments, etc.).
- Built up, personalize and develop own content based on staff expertise and research interests.
- Increase the number of full time academic staff holding a relevant PhD, so as to reduce the number of part-time and adjunct teaching contracts.
- Develop explicit criteria for students admitted without the required apolytyrion grade or equivalent.

It is noted that a number of minor recommendations are discussed in Section 1 to 4. The programme Team will benefit by considering addressing these and report on their progress in the annual monitoring review document.

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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.

Doc. Number: 300.1

Quality Standards and Indicators

External Evaluation of a Program of Study

Institution: UCLan - Cyprus

Program of Study: Web Design & Development

Duration of the Program of Study: 4-year (FT)

Evaluation Date:June 15, 2017 (visit day)

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
Nik Bessis (Chair)	Professor	Edge Hill University
Costas Iliopoulos	Professor	King's College
Ioannis Anagnostopoulos	Assoc. Professor	University of Thessaly
Andreas Kyprianou	Dr	ETEK
Georgia Kouti	Student	University of Cyprus

Date and Time of the On-Site Visit: June 15, 2017 (10:00 – 17:00)

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				X	
	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:					X	
	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.

1.1.7: It has been noted that students were not fully aware of the benefits of attending induction activities and academic advice sessions.

1.1.10: see above justification.

Note, additionally:

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

β) the countries of origin of the majority of students.

γ) the maximum planned number of students per class-section.

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 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.				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

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

1.2.1: There is a lack of a set of guidelines and policies to support the effective operation and monitoring of internships and placements.

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.			N/A	
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.			N/A	
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 programme under evaluation will benefit from an increased number of full-time subject specific academic staff, as this will improve cohesiveness in content delivery.
1.3.7: See above justification.

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.				N/A	
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.

2.1.4: The programme under evaluation will be benefit from better organization and the inclusion of additional technical aspects in the curricula.

2.1.7: See above justification.

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.

2.2.6: The programme under evaluation learning outcomes will benefit from the inclusion of additional technical aspects in the subject specific curricula content.

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.

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					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

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

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.					X
2.4.2	It is ensured that learning outcomes may be achieved within the specified timeframe.				X	
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.					X

				1	2	3	4	5
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				X	

		1	2	3	4	5
	standing.					
2.5.3	Students participate in exchange programs.				N/A	
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.

2.6.1: There is a lack of a set of guidelines and policies to support the effective operation and monitoring of internships and placements.

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.					X
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.					X
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	

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

3.1.2: The programme under evaluation will benefit from embedding research outcomes into the teaching content.

3.1.4: Staff CVs included up to five (5) publications each.

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					X

		1	2	3	4	5
	difficulties.					
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.					
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.	
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.					
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.					

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

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.

FINAL REMARKS – SUGGESTIONS

Please note your final remarks and suggestions for the program of study and/or regarding particular aspects of the program.

The programme under evaluation is to be approved subject to the following conditions:

- Produce a distinction between English Language 1 and 2 learning outcomes.
- Contextualize (Maths and Statistics), organize (AV and Web Development content) and increase subject specific (i.e. security) module provision.
- Develop a set of guidelines and policies for the increased demand of internships and placements (i.e. logs, risk assessments, etc.).

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

Name:	Signature:
Nik Bessis	
Costas Iliopoulos	
Ioannis Anagnostopoulos	
Andreas Kyprianou	
Georgia Kouti	

Date: …………………………….

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