



STUDENT HANDBOOK

BSc (Honours) in Cybersecurity and Networks

2020-2021

Department of Information Technology

School of Liberal Arts and Sciences

Deree–The American College of Greece

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1. Welcome to the Programme

1.1 Message from the Dean

The importance of a Liberal Arts education has never been more in need of emphasis than nowadays, when educational institutions are called upon to ascertain society's commitment to the values of inclusion, diversity, ethical accountability and responsible citizenship. A Liberal Arts education offers a broad as well as in-depth exposure to knowledge that cultivates refined understanding, global consciousness, and ability to deploy creative synthesis, which is the foundation of critical, innovative thought. Not surprisingly, research shows, a Liberal Arts degree is the ticket to employability and professional success, as Liberal Arts majors are more and more in demand in today's job market for their informed decision-making abilities, communication skills, and structured habits of mind.

Dr. Helena Maragou

Dean, School of Liberal Arts & Sciences

1.2 Message from the Department Head

Welcome to the Department of Information Technology. Central to our practice is to assist you discover knowledge, build up a strong theoretical background and develop strong cognitive and practical skills in order to pursue your professional life and maximize your potential as a global citizen.

The Cybersecurity and Networks programme is designed to lead the way to your scientific or professional pursuit in this field, which emerged as an innovation in the research of Information Technology. Multi- and interdisciplinary in nature, it draws the best from a liberal education cohort and the challenging field of cybersecurity. Through a balanced mix of theory and hands-on laboratory sessions, the curriculum fosters in-depth understanding and applied competencies on wireline and wireless network infrastructures, wireless, IoT and mobile security, cryptography, secure software development, penetration testing and ethical hacking, as well as, relevant risk management, policy and legal frameworks.

Prof. Evgenia Vagianou

Head, Department of Information Technology

1.3 Programme Coordinator

Dr. George Vardoulis, email: gwardoulis@acg.edu, office: CN-3101.

"Any development in networking technologies will involve a variety of existing and novel cybersecurity techniques in order to protect the network assets."

1.4 Academic Calendar

<http://www.acg.edu/academics/college-calendars>

1.5 Key Contacts

- American College of Greece: +30 210 600 9800
- Programme Coordinator: Dr. George Vardoulis gwardoulis@acg.edu, ext. 1147
- Department of Information Technology: dc.itdept@acg.edu, ext. 1147
- Dean's Office: libarts@acg.edu ext. 1359, room 515

- Academic Advising Office: aao@acg.edu ext. 1431
- Student Success Centre: ssc@acg.edu ext.1326, 1333
- Registrar's Office: registrar@acg.edu ext. 1331, 1328, 1449, 1445
- Validation Office: validation@acg.edu ext. 1428
- Student Affairs: studentaffairs@acg.edu ext. 1197, 1442
- Student Government: dc.sgorg@acg.edu ext.1373
- Library helpdesk: libraryreference@acg.edu ext. 1434, 1267
- SASS: sass@acg.edu ext.1273, 1276
- Study Abroad Office: studyabroadoffice@acg.edu ext. 1029, 1412
- Career Office: career@acg.edu ext. 1313, 1316
- Educational Psychologist: Dr. Natassa Triga, atriga@acg.edu ext. 1167
- College Nurse: Nora Belati, tbelati@acg.edu ext. 1500
- Information Technology Society: dc.itsoc@acg.edu

1.6 Keeping in Touch

At ACG, academic and administrative staff uses your student email address to contact you. It is important that you check this account regularly. You can forward emails from your student email address to a preferred personal email address. However, spam filters needed by the College mean that emails sent from external email addresses may be delayed, blocked or deleted. It is, therefore, important that your student email address is the only email address that you use to contact College staff.

We will inform you of cancelled classes / activities / module notices as soon as possible. This will be via Blackboard, an email to your student email address or, if urgent, via the mobile phone number on our contact records.

Please make sure that you inform the Registrar's Office whenever you change your address and contact details. This will ensure we can always contact you in an emergency, and that you receive any important College communications that we may need to send you.

2. Studying on this Programme

2.1 Programme Philosophy and Mission

Programme mission

Cybersecurity is a multidisciplinary, scientific and engineering field, which affects the design, capabilities and usage of networks, and the effectiveness of Information and Communications Technology (ICT) infrastructures. In congruence with the mission statements of the College and the School of Liberal Arts and Sciences, the B.Sc. in Cybersecurity and Networks provides students with the theoretical background and the practical skills in fixed and mobile telecommunication protocols and infrastructure, cryptography, network security requirements and standards, secure software design, policy making and implementation in multiple contexts.

Programme goals

Goal 1: Integrate state-of-the-art research into classroom teaching.

Goal 2: Prepare graduates for further studies in Cybersecurity and Networks disciplines.

Goal 3: Prepare graduates for professional certifications in Cybersecurity and Networks.

Goal 4: Prepare graduates for careers in Cybersecurity and Networks, such as, network & security administrator, architect, engineer, security software developer, information security officer, forensics analyst, data protection officer, information systems auditor, vulnerability assessor, penetration tester.

Programme Competencies

Cyber Security and Networks programme graduates should be able to:

1. Critically evaluate cybersecurity threats, associated risks and implications, and devise appropriate counter measures for ICT and cyber-physical systems
2. Assess and design cybersecurity operational and risk management policies according to current ethical and legal standards
3. Design and apply cryptographic and cryptanalytic techniques for data protection purposes
4. Critically evaluate best practices to design and develop secure software
5. Apply forensic engineering principles when conducting a security incident investigation
6. Implement end-to-end security in fixed/wireline and mobile/wireless networks.

2.2 Programme Learning Outcomes

A. Knowledge and Understanding

- A1. Demonstrate knowledge and understanding of current cybersecurity and networking technologies.
- A2. Demonstrate understanding of the ethical, legal, and policy issues related to cybersecurity approaches and professional practice.
- A3. Demonstrate knowledge of networking and cybersecurity industry standards.
- A4. Demonstrate knowledge of theory and tools relevant to ethical hacking, penetration testing, and digital forensics methodologies.
- A5. Demonstrate knowledge of emergent networking and cybersecurity technologies.

B. Cognitive Skills

- B1. Discuss social, ethical, and legal issues related to the impact of information technology in the context of cybersecurity.
- B2. Apply appropriate design and problem-solving techniques within the cybersecurity domain.

- B3. Critically assess the cybersecurity resilience of an organization and design cybersecurity policy based on current standards.
- B4. Conduct field research and in-depth investigation related to the development of a networking and cybersecurity solution.

C. Practical and Professional Skills

- C1. Communicate using appropriate and relevant language and terminology to reach a wide range of different audiences on networking and cybersecurity subjects.
- C2. Use design, production, and programming tools relevant to cybersecurity in associated areas.
- C3. Structure and write reports on various aspects of networking and cybersecurity domains
- C4. Structure and write in-depth technical reports detailing the concept, design and development of a product or policy relevant to cybersecurity and networking.
- C5. Model security solutions for wireline and wireless networks.

D. Key/Transferable Skills

- D1. Demonstrate personal and time management skills appropriate to professional conduct.
- D2. Possess the oral and written communication skills to work successfully in a professional environment.
- D3. Demonstrate ability to work effectively as part of a group.
- D4. Demonstrate ability to learn independently and reflect on one's own learning needs and achievements.
- D5. Demonstrate problem-solving skills and reflect on the process of development of a product in the networking and cybersecurity industry.

2.3 Programme Award Bands

Classification of bachelor degrees is based on the average mark across all modules within Level 6 and half of the modules in Level 5 (ratio 2:1).

Honours degrees are classified as:

First class	Aggregate mark of 70% or above
Upper Second class	Aggregate mark between 60% and 69%
Lower Second class	Aggregate mark between 50% and 59%
Third class	Aggregate mark between 40% and 49%

More information is available in the College catalog (pg. 49)

2.4 Dual Degree

All degree seeking students entering Deree–The American College of Greece (Deree-ACG) will be required to register for both the US-NECHE accredited bachelor's degree, and the European-UK award validated by the Open University. The following may be exempted from this rule:

- a) Students pursuing parallel studies at the Greek University/TEI.
- b) Transfer students who have transferred 92 US credits or above applicable to their programme.
- c) Readmitted students who have interrupted their studies before 2010 will have the option of pursuing only a Deree US degree.

Students who wish to be considered for these exemptions must petition the Committee on Academic Standards and Policies (CASP) through the Student Success Center during the first month after their initial registration at Deree.

2.5 Programme Structure

The suggested programme is designed according to the QAA Computing Subject Benchmark Statement. Every module carries 15 UK credits.

			OU Credit Hours
Level 4			120
L4	PS 1001 LE Psychology as a Social Science - Level 4	15	
L4	CS 2179 Business Information Systems - Level 4	15	
L4	ITC 2024 Computer Networks & Cybersecurity Fundamentals- Level 4*	15	
L4	ITC 2088 Introduction to Programming - Level 4*	15	
L4	ITC 2186 Computer System Architecture - Level 4	15	
L4	ITC 2193 Operating Systems Concepts - Level 4*	15	
L4	ITC 2101 Principles of Wireless, IoT, and Mobile Networks - Level 4*	15	
L4	ITC 2197 Object Oriented Programming Techniques - Level 4*	15	
Level 5			120
L5	PH 3005 LE Business Ethics - Level 5	15	
L5	or		
L5	PH 3010 LE Ethics - Level 5	15	
L5	ITC 3036 Privacy, Policy, Law and Technology - Level 5	15	
L5	ITC 3006 Mathematics for Computing - Level 5	15	
L5	ITC 3121 Computer Networks Modelling and Analysis - Level 5	15	
L5	ITC 3319 Network Administration - Level 5 *	15	
L5	ITC 3160 Fundamentals of RDBMS - Level 5	15	
L5	ITC 3431 Cryptography & Network Security - Level 5 *	15	
L5	ITC 3632 Security of Wireless, IoT, and Mobile Networks - Level 5 *	15	
Level 6			120
L6	ITC 4214 Internet Programming - Level 6	15	
L6	ITC 4344 Digital Forensics - Level 6 *	15	
L6	ITC 4446 Intrusion Detection and Incident Response- Level 6	15	
L6	ITC 4426 Distributed Systems - Level 6	15	
L6	ITC 4447 Secure Software Development - Level 6	15	
L6	ITC 4648 Ethical Hacking & Penetration Testing - Level 6 *	15	
L6	ITC 4140 Methods in ICT Project Research & Management - Level 6	15	
L6	ITC 4949 Cybersecurity and Networks Capstone - Level 6 *	15	
TOTAL:			360

* may lead to professional qualification

The following table presents student progression and OU requirements completion in three (3) years with enrollment to eight (8) modules per year.

	Term 1	Term 2
Year 1	PS 1001 LE Psychology as a Social Science - Level 4 ITC 2024 Computer Networks & Cybersecurity Fundamentals- Level 4 ITC 2088 Introduction to Programming - Level 4 ITC 2193 Operating Systems Concepts - Level 4	CS 2179 Business Information Systems - Level 4 ITC 2101 Principles of Wireless, IoT, and Mobile Networks - Level 4 ITC 2186 Computer System Architecture - Level 4 ITC 2197 Object Oriented Programming Techniques - Level 4
Year 2	ITC 3036 Privacy, Policy, Law and Technology - Level 5 ITC 3006 Mathematics for Computing - Level 5 ITC 3121 Computer Networks Modelling and Analysis - Level 5 ITC 3431 Cryptography & Network Security - Level 5	PH 3005 LE Business Ethics - Level 5 <u>or</u> PH 3010 LE Ethics - Level 5 ITC 3160 Fundamentals of RDBMS - Level 5 ITC 3319 Network Administration - Level 5 ITC 3632 Security of Wireless, IoT, and Mobile Networks - Level 5
Year 3	ITC 4214 Internet Programming - Level 6 ITC 4446 Intrusion Detection and Incident Response- Level 6 ITC 4648 Ethical Hacking & Penetration Testing- Level 6 ITC 4140 Methods in ICT Project Research & Management - Level 6	ITC 4344 Digital Forensics - Level 6 ITC 4426 Distributed Systems - Level 6 ITC 4447 Secure Software Development - Level 6 ITC 4949 Cybersecurity and Networks Capstone - Level 6

2.6 Academic Staff

Below are listed staff members, who teach modules of the CYN programme:

Teaching Staff

***Evgenia Vagianou – Head of Department, IT Programme Coordinator & Assistant Professor
Information Technology***

Prof. Vagianou holds a BSc from ACG in Computer Information Systems, an MSc from the University of Edinburgh in Knowledge Based Systems: Expert Systems, and has been a PhD researcher at the IDEA Lab, University of Sussex, UK. She has been with ACG since 1992, where she has served as Director of Academic Computing, Blackboard Administrator, head of the CIS Department, and lead several in-house projects. She is the founder of the Information Technology programme, in which she lectures and supervises software capstone projects.

Email: jes@acg.edu

***George Vardoulis – CYN Programme Coordinator & Associate Lecturer I
Information Technology***

Dr. George Vardoulis holds a Diploma in Electrical and Computer Engineering from the National Technical University of Athens (1997) and a Ph.D. from the University of Edinburgh, Scotland (2000). Previous industrial positions include Motorola UK, Rocksource ASA (Norway), Forthnet-Nova and Intracom Defense Electronics. He collaborates with the National Center of Scientific Research “Demokritos” and has participated as a researcher and project manager in numerous EU research projects. He has been teaching various IT courses in ACG since 2017.

Email: gwardoulis@acg.edu

***Constantinos B. Papadias – Executive Director of the Research, Technology and Innovation Network (RTIN) of The American College of Greece
Information Technology***

Dr. Constantinos B. Papadias (Fellow, IEEE and European Alliance of Innovation) is professor of Information Technology and founding executive director of the Research, Technology and Innovation Network (RTIN) at ACG. He is also Adjunct Professor at Aalborg University and at the University of Cyprus. In the past, he has been a researcher at Institut Eurécom, Stanford University and Lucent Bell Labs, Technical Manager at Bell Labs, Adjunct Professor at Columbia University and Carnegie Mellon University, and Professor at Athens Information Technology, where he also served as Dean.

Email: cpapadias@acg.edu

***Nikolaos Krinos – Instructor
Information Technology***

Nick Krinos earned his Master degree in Distributed Systems from Lancaster University and has been a member of the Deree IT faculty since 1998. He currently teaches programming, network and cybersecurity courses. Since 1998, Mr. Krinos has also taught many students individually or in classes in the private sector. He owns several certifications and he regularly attends online computer courses from reputable universities. Mr. Krinos also works as a freelancer network administrator and is a partner and Cybersecurity Team Leader in “AEGIS” company.

Email: krinosnick@acg.edu

***Maria Seimeni – Instructor
Information Technology***

Maria Seimeni holds a Diploma in EEE (DUTH), a Master in Systems Engineering in Aeronautics (PoliTo) and a PhD in Telecommunications (NTUA). She joined the College in September 2020 teaching Object Oriented Programming and Network Design. Since 2007, she has worked for System Integrators that operate through Defence & Space business segments. Her expertise includes Wireless Communications, EMC, Antenna Development, Microwaves.

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Ilias Hotzoglou – Assistant Professor**Information Technology**

Prof. Hotzoglou holds a BSc from Deree-The American College of Greece, and an MSc from the University of Sheffield. He is currently pursuing a PhD degree in “E-Research and Technology Enhanced Learning” at the Lancaster University, Department of Educational Research. He has been a member of the Deree faculty since 1996, and has taught across the Information Technology, Computer Information Systems, Graphics Design, and Communications curricula.

Email: ihotzoglou@acg.edu

Maira Kotsovoulou – Assistant Professor**Information Technology**

Maira Kotsovoulou is a professor of Information Technology at Deree College where has been a faculty member since 1996. Her professional experience mainly focuses on database systems analysis and the design and development of client server and web applications.

Professor Kotsovoulou completed her PhD at Lancaster University in E-research and Technology Enhanced Learning and her MSc at Heriot-Watt University in Human Computer Interaction.

Email: mkotsovoulou@acg.edu

Ioannis T. Christou – Instructor**Information Technology**

Dr. Ioannis T. Christou holds a Dipl. Ing. Degree from the National Technical University of Athens (NTUA), Greece in Electrical Engineering, and an M.Sc. and Ph.D. degree in Computer Sciences from the University of Wisconsin-Madison (U.S.A.). He also holds an MBA from the AthensMBA joint program of NTUA and the Athens University of Economics and Business. He has more than 80 publications in top-rated journals. He is currently working as Research Data Scientist at Intrasoftware Intl. and as part-time faculty member at the ACG.

Email: ichristou@acg.edu

Ioannis A. Vetsikas – Instructor**Information Technology**

Dr. Ioannis A. Vetsikas lectures in the IT department undergraduate program and the Data Science graduate program. He holds a Computer Science MSc and PhD from Cornell University, USA. His first degree is in Electrical and Computer Engineering from NTUA Greece. His research interests lie in the areas of Distributed Artificial Intelligence, Multi-agent Systems and e-Commerce and more recently Game Design. He worked as senior researcher on several projects at the University of Southampton (UK) and NCSR “Demokritos”, and currently at the ICCS institute of NTUA.

Email: ivetsikas@acg.edu

Andreas Robotis – Instructor**Information Technology**

Andreas Robotis holds a bachelor’s degree in Mechanical Engineering from the NTUA, an MSc in Mechanical Engineering from University of Southern California, an MSc in Electrical Engineering from University of California at Los Angeles and a PhD in Operations & Technology Management from INSEAD. He has taught at McGill university in Canada, HEC Paris and INSEAD Singapore. He is also a visiting faculty at the Indian School of Business. His research focuses on sustainable supply chains, big data analytics and the interface of operations and information systems.

Email: arobotis@acg.edu

Emmanuel Varouhas – Head of Department & Associate Professor**Management Information Systems**

Dr. Varouhas is an education management professional and head of department, leading the Management Information Systems program at Deree. Being an associate professor, his teaching focuses on Information Systems Strategy, and Information Systems Security. He has published articles on and has served as reviewer for peer-reviewed journals in higher education, information technology and sustainability. He has served as mentor, partner and board advisor, and has worked as ICT consultant in the private and public sector. Finally, he is serving as Associate Director for AFCEA International organization.

Email: emmanuel@acg.edu

Anagnostis Sotiriadis – Instructor**Management Information Systems**

Mr. Anagnostis Sotiriadis is lecturing at ACG in the areas of Management Information Systems and Information technology. He holds a BSc in Computer Information Systems and Marketing Management from ACG and an MBA in Finance from the University of Lancaster. He has over 20 years' experience in ICT companies in technical and executive positions. Currently, he is teaching modules in Operating System Concepts, Business Problem Solving, Business Information Systems.

Email: asotiriadis@acg.edu

Ioanna Patsioti – Head of Department, Professor**History, Philosophy and the Ancient World**

Ioanna Patsioti is Professor of Philosophy at Deree - ACG. She holds an MPhil in Greek Philosophy and Classics from the University College London (UCL) and a PhD from the School of Philosophy, University of Athens. She has taught Classics at UCL, and Moral and Political Philosophy, as Associate Lecturer, in the Open University, UK. She has published many articles on the Aristotelian thought and the book *Η Ηθική των Επιχειρήσεων και ο Αριστοτελικός Ηγέτης*, Livanis, 2016. Her current project examines the applicability of theoretical models, from antiquity to contemporary times, in the domain of corporate governance and global affairs and their significance for conflict or dilemma resolution.

Email: ipatsi@acg.edu

Ioannis Stamatellos – Instructor**History, Philosophy and the Ancient World**

Giannis Stamatellos studied computer science in Athens, Greece and then he turned to philosophy and classics; he received his Master of Arts and his PhD from the University of Wales, Trinity Saint David. He has been a post-doctoral fellow at the University of Copenhagen and a research associate at the University of Oxford. He is the author of the books: *Computer Ethics: A Global Perspective* (Jones and Bartlett, 2007), *Plotinus and the Presocratics* (SUNY, 2007), *Introduction to Presocratics* (Wiley-Blackwell, 2012). He also co-edited the volume *Plotinus and the Moving Image* (Brill 2017).

Email: istamatellos@acg.edu

2.7 Description of Modules

For a detailed description of the CYN modules visit the [online college catalog](#).

2.8 Programme Resources**Library resources**

Library resources have been expanded considerably since validation. The present situation is as follows:

John S. Bailey Library provides extensive print, electronic and audio-visual resources in support of the College's academic programmes. The attractive, quiet and modern environment offers an ideal setting for students to study, conduct research, connect with peers, or read for pleasure. Students, faculty and staff have access to a large collection of print and non-print resources including 129.000 books, 132.000 e-books, more than 12.500 academic journals and newspapers and a more than 2.200 educational films and CDs. These resources and other research tools are accessible through the library's website (library.acg.edu) on campus as well as remotely.

Students studying Cybersecurity and Networks have access to a large collection of books in the wider area of Information Technology science and engineering and to hundreds of academic journals in full text in electronic, print and microfilm formats. The following research databases are among the many that students and faculty members have access to through the library:

- **Communications of the ACM:** articles; conference proceedings; provided by the world wide computing industry standards organization.

- **ScienceDirect:** citations and abstracts from over 3,200 journals. Full text access to over 480 scholarly journals in the social and behavioral sciences, including psychology, sociology, business and management, and more.
- **Academic Search Premier (EBSCO):** a multidisciplinary database with access to articles covering all academic disciplines. More than 4.700 titles are available in full text of which more than 4.000 are peer-reviewed.
- **Credo Reference:** a collection of over 270 online reference books by SAGE Publications in various fields of study.
- **DSI - All That Stats:** access to an array of statistical data from OECD, the European Union, the IMF and UNIDO, as well as a variety of US and German official and central bank statistics.
- **SocIndex with Full Text (EBSCOhost):** Citations, abstracts and full text periodical articles, monographs and conference papers on sociology, its sub-disciplines and related areas of study. Includes full text for more than 800 journals, 800 monographs and 16,000 conference papers.
- **EBSCO ebook Collection:** a collection of over 132.000 ebooks covering all academic disciplines.
- **GreenFILE (EBSCO):** Citations and abstracts with some full text of more than 760 sources covering all aspects of human impact on the environment. Subjects covered include: global climate change, green building, pollution, sustainable agriculture, renewable energy and recycling.
- **JSTOR:** a high-quality interdisciplinary archive of leading scholarly journals across the humanities, social and natural sciences. Includes core periodical titles on art and art history.
- **Opposing Viewpoints in Context:** features viewpoint articles, topic overviews, full text magazine, academic journal and newspaper articles, primary source documents, statistics, images and podcasts, and links to websites for information on today's social issues.
- **Oxford Reference:** A collection of over 200 general and subject-specific reference titles published by Oxford University Press, covering more than 25 subjects.
- **Passport (Euromonitor):** integrated access to market size data for more than 300 consumer products; demographic, economic and lifestyle statistics; industry, company, country and consumer lifestyle reports, as well as comments from expert analysts. Covers more than 200 countries.
- **SIRS Issues Researcher:** full text articles covering social, scientific, health, historic, economic, business, political and global issues. Articles and graphics are selected from 1,800 US and international publications.

For resources not readily available, the library offers document delivery services through the union catalogue of serials of the National Network of Academic and Scientific Libraries. Pay-per-article and document delivery services are also available from OCLC, partner AMICAL libraries, The British Library, as well as through a variety of vendors and publishers.

The print and audio-visual collections are organized according to international cataloguing rules. All library functions, including cataloguing, acquisitions, circulation, reserves and the public access catalogue are managed through an integrated library automation system. The web-based public access catalogue is accessible to anyone through the Internet. Library holdings are also listed in OCLC's WorldCat database.

All library collections are enriched throughout the academic year in close collaboration with faculty in accordance with the developing needs of each academic area. Online resources are carefully evaluated by librarians, faculty and students through trial and benchmarked against other peer international and US libraries supporting similar programmes.

In addition to a wide range of resources, the library offers to incoming students training sessions in information discovery and research. Students learn how to use the library website to access, select, evaluate and effectively use information resources. Moreover, in collaboration with faculty, special training sessions are organized for the needs of specific modules or disciplines. The reference desk is staffed throughout the day by specially trained personnel who can assist students and faculty in using the library and its various resources.

The library provides 28 computer workstations, viewing and listening stations, ample space for studying,

individual study carrels and comfortable seating. A wireless network allows users to access all electronic resources from their laptops, tablets or hand-held devices. Printing and photocopy facilities are also available.

Multimedia resources

- Microsoft Office: 750 licences currently in operation. Licences are per machine and are renewed every 5 years.
- SPSS: 100 licences currently in operation. Licences are concurrent and are renewed annually.
- ESRI ARCMAP 10.2 Desktop with 31 licenses.
- E-views: 3 licences currently in operation. Licences are per machine and are renewed annually.
- Blackboard platform: The licence is renewed annually.
- Turnitin Plagiarism Detection software: Licence is renewed annually.

Information Resources and Technology

Information technology is integral to all aspects of academic life at The American College of Greece, including teaching and learning, research and creative endeavors, outreach, administration, and student life. The systems and services impact virtually every aspect of campus life and are central to the academic enterprise as well as administrative processes. As the provider of technology and technology services at The American College of Greece, the Information Resources Management (IRM) department is committed to technology innovation consistent with the College's strategic plan. The IRM Department consists of the following divisions:

- **Administrative computing:** refers to computing applications that support administrative processes that are institution-wide. Its purpose is to improve the capability to cost-effectively manage ACG's resources and serve the administrative needs of faculty, student and staff constituents.
- **Academic computing:** consists of information technology tools, methods and services which allow faculty to improve their teaching and provide an enhanced learning environment for students.

Academic Computing

Systems and services, for which Academic Computing is responsible, include the following:

- **Instructional Technology**

A specialized online content management system, Blackboard Learn, is used in modules to enhance the student experience and support the instructional program.

Through Blackboard, students can access online module materials and interact with the instructor and other students in the class. Blackboard is widely used at ACG to enhance and support classroom teaching.

The services that can be accessed through Blackboard include the following:

- Access module materials (including text, images, video, audio).
- Access quizzes and surveys.
- Set and receive assignments.
- Communicate with students through online discussions, real-time chat and an interactive whiteboard.
- Track student progress and manage grades.
- Provide feedback to students.
- Access to electronic textbooks.

Since Spring 2014, the College has introduced electronic learning resources to undergraduate modules. Students registering for these modules have received the required textbook(s) in an electronic format (e-book) along with various other electronic module materials, accessed through Blackboard. The adoption of e-books, introduced DERE students to new learning methods based on interactive, enhanced content and

searchable electronic resources. Appropriate faculty and student guides on how to access and use this new service have been created.

- **Interactive collaboration and sharing**

The department has acquired a site license of **VoiceThread**, an interactive collaboration and sharing tool that is proven to enable users add images, documents and videos and to which other users can add voice, text, audio and video comments. The tool could be accessible through Blackboard and is currently being evaluated by a selected group of faculty members.

Appropriate training is provided to all students during the first semester of classes and also a thorough user manual is available. Faculty specialized training is provided to all new college faculty as part of their college induction program. Additional more focused training on specific features (e.g. Wikis) are organized throughout the semester.

Student Software

- **Microsoft Student Advantage**

The IRM department of The American College of Greece, is providing Microsoft Office 365 Pro Plus to all registered students at no cost via the Microsoft Student Advantage program. This agreement between ACG and Microsoft allows the College to provide current students with the latest version of full Office at school and at home. The license to use the software is provided and validated to all students through the college email system.

- **Microsoft e-Academy**

The College's Microsoft campus agreement requires that the e-academy Electronic License Management System (ELMS) is made available to all students of the ACG community. ELMS is a web-based management system which easily enables students to download Microsoft software and use it for educational purposes. The use of ELMS for the management and distribution of software in the Academic Alliance Program is made available by Microsoft and e-academy (Microsoft partner) as a student benefit, free of charge. Students may use the software that is provided through ELMS for non-commercial purposes including instructional use, research and/or design, development and testing of projects for class assignments, tests or personal projects.

The Technology Enhanced Classroom initiative at ACG enables instructors and students access, tools and resources available beyond the traditional classroom. Classrooms are equipped with IT resources designed to extend and broaden the learning experience. From faculty lectures to student presentations, users are able to display multimedia and web enabled information throughout the ACG network of technology enhanced classrooms. All classrooms are equipped with a ceiling mounted video projection system specifically designed to meet the requirements of each classroom environment. A projection screen provides an ideal viewing surface for data or video, displaying clear, bright images.

Every classroom features a teaching station that is specially designed to house the room's technology. The teaching station also features a retractable keyboard and mouse tray, along with a built-in LCD monitor, which provides the ability to display the same image on both the built-in monitor and projection system, thus allowing instructors to maintain eye contact with students. A VCR/DVD/Blue Ray player that incorporates high quality video in the classroom is also provided. The system is complemented by the latest sound amplifier technology and wall mounted speakers. All classrooms are connected to ACG's high speed backbone and some of them also offer wireless connectivity. Training for maximum use of equipment in Technology Enhanced classrooms is provided by Media Centre staff.

Media Centres

The Media Centres at The American College of Greece support the instruction and research needs of ACG's faculty, students, staff and alumni by providing facilities, collections and expertise for researching, viewing and producing a wide range of media. The Centres provide equipment and expertise for producing video for

classroom and extracurricular projects. Digital cameras, camcorders and audio recorders are available for loan to support the academic community. Multimedia stations are available for editing audio and video, scanning and manipulating images, and creating presentations. Workshops (offered on demand during the term) provide instruction on multimedia hardware and software available in the Centre. The Centre's media collection comprises more than 1,000 DVDs and 1,500 videotapes, as well as audiotapes, CDs, and CD-ROMs on a wide variety of subjects.

The Media Centre has equipment and support for digitizing and editing audio, video and images. This facility is also equipped to repair, duplicate, transfer, and convert the presentation of media materials into the most popular audio and video formats. The Media Center serves several locations on all campuses, including DERE's Main Building and the Communications Building.

Library Help

Your department liaises with JS Bailey Library staff to ensure physical and electronic information resources for your subject are available. Library staff are available to support you personally and will work with you throughout your time at the College.

If you have any questions about using the Library, such as logging-in, printing or using our various databases you can get help:

- From the front desk on the ground floor of the JS Bailey Library
- Online: <http://library.acg.edu/help>
- By phone: +30 210 600 9800 ext. 1434

The JS Bailey Library's website library.acg.edu provides access to thousands of resources and information about Library services. You can also access key services via your smart phone or tablet.

2.9 External Examiner

The External Examiner assures that you are assessed fairly in relation to other students on the same programme and that your award is of the same standard as similar programmes offered by other UK higher education institutions.

The Chief External Examiner for this programme is: *not assigned as yet*

Academic Society Advisors provide an oral summary of External Examiners' reports in the first Academic Society General Assembly meeting after each Board of Examiners. The External Examiner's report is uploaded on the Society's Blackboard for student reference.

2.10 Work-Related Activities

While you may gather a great deal of information in your modules, there is no substitute for direct experience in a professional environment. Work-related activities allow you to get "hands-on" experience and, therefore, constitute a pertinent learning tool.

The internship option in your program provides opportunities for the development of practical skills in contexts where professional criticism is both immediate and constructive. It also furnishes you with opportunities to observe and understand connections between coursework and skills needed to perform effectively in a professional environment. Internships aid in the identification of knowledge and skills essential to doing well in a particular profession, give you the opportunity to demonstrate your professionalism and, therefore, increase the credibility of your degree.

In addition, because the internship experience requires a great deal of personal responsibility, it enhances your professional confidence and provides an important step in your personal and professional maturation process.

The industry placement is in essence your first step towards a professional career. It gives you valuable

experience in preparation for employment, provide entry into a professional network and occasionally lead directly into employment opportunities. Contacts made through the internship can be invaluable sources of information for securing eventual employment.

3. Assessment and Feedback

3.1 Assessment

Assessment Strategy and Procedure

Although modules may employ assessment instruments which perform only a diagnostic or formative function, credit for the completion of a module can only be obtained on the basis of one or more summative assessments. A summative assessment provides a measure of the extent to which a student has achieved the intended learning outcomes of a module. The assessment of a student's academic performance requires a judgment of the quality of his or her work. In all cases, assessments are governed by criteria, which are explicitly communicated to students. More information on the assessment strategy and the general grading criteria of the College can be found in the College Catalog - Student Resources section.

Examination Regulations and Procedures

Examination regulations apply to in-class assessments, such as examinations, laboratory tests etc., for all students registered in Deree modules and aim at promoting academic honesty through appropriate conduct. More information on procedures for exam security and invigilation is provided in College Catalog - Student Resources section.

Student Identity

Students must carry with them their DEREED ID card in the examination room. For details on Checking of Student Presence Procedure, please visit online [myACG](#).

Entering and Leaving the Exam

Students who arrive late may be admitted to the exam but no additional time will be given. Students should be allowed to enter and take the exam up until a quarter of the allotted time has passed. Students should not be allowed to leave before a quarter of the allotted time has passed. Students should bring as little as possible to the examination room. Any bags, books, notes, should be placed underneath the chair. Food and drink (including coffee) are not permitted in the exam room with the exception of clear bottles of water.

Exam Conduct

Students should bring their own pens, pencils, approved calculators, and other materials needed for the examination. All exams should be written legibly in black or blue ink. Pencil may only be used for diagrams, graphs, etc. Exam answers written in pencil are not acceptable. Entry/leaving an exam should be done as quietly as possible.

Mobile Phones and Electronic Devices

Mobile phones and electronic devices must be switched off – not on “silent” – in clear view and placed underneath the chair. If students use or attempt to use their phone / electronic device during the exam it will be regarded as a disciplinary offence. Students will be held responsible if their mobile phone / electronic device rings / vibrates during the exam. Any student caught using Bluetooth or any electronic device in the exam will be asked to leave immediately and will face disciplinary action.

Student Answers/Examination Paper

All answers must be legibly written on exam paper provided by the exam proctor. Students are not permitted to write answers on the question paper. Students must clearly cross out any (rough) work that is not to be graded. If extra exam paper is needed, it will be provided by the exam proctor. The only paper that can be used is the paper provided by the College and should all be returned to the proctor at the end of the exam.

Return of Exam Papers

Students must put the exam question paper and all answer papers together and submit both to the exam proctor. Failing to do so will result in failure in the exam.

Assessment Schedule

Please note the exam/assessment periods in the academic calendar and make sure that you are available during that period.

Examination Schedule

The examination schedule is published on *myACG*. Please keep checking for updates.

Coursework

Where a module is wholly or partly assessed by coursework, the submission date and method of submission will be clearly posted on the module's Blackboard container:

- Your name
- Year and semester
- Name of the instructor for whom the assignment has been done
- Name of the module for which the assignment has been done

Your responsibilities:

- Keep a record of your work
- Keep copies of all assignments
- Ensure your work is handed in within the deadlines

Each piece of assessed work will receive a mark and feedback. The method and form of feedback for each module will depend on the assessment method.

3.2 Giving your Feedback on this Programme

We are keen to work with you to enhance your programme. Opportunities for you to feedback to us formally include student participation in the Programme Committee, the Academic Society, Student Course Evaluation, Senior Exit Surveys, meetings with the Dean, meetings with the Provost, and other student surveys. Informal feedback is also welcome at any time either via your instructor or your department head.

School of Liberal Arts and Sciences Programme Committee

The School of Liberal Arts and Sciences Programme Committee is responsible for the routine monitoring of programmes, including the consideration of student feedback, performance data and external examiners' reports. Proposals approved by the Committee are forwarded to the Deree Curriculum Committee and Academic Council. The Programme Committee is chaired by the Academic Dean of the School. Committee membership includes all Department Heads and Programme Coordinators, as well as the president of each student academic society. This ensures that the student community has a voice in decisions about curriculum, teaching and learning, and the development of the School of Liberal Arts and Sciences.

Departmental Academic Society

The School of Liberal Arts and Sciences, Information Technology department facilitates a student society for the CYN programme, which organizes field trips, on-campus lectures, and informational meetings about the programme. The faculty advisor to the Society supervises the organization of student elections to the society's governing board according to the society's constitution, and the board of students implements all planned activities. The societies also maintain a Blackboard site for all students majoring in the programme where academic information can be posted.

The Information Technology Society fosters a climate of intellectual collaboration between students and faculty members and provides opportunities for students to explore various career options. We achieve these aims by working with advisors in order to organize events such as conferences and trips with an explicit educational purpose and by actively supporting initiatives undertaken by the department.

Student Course (Module) Evaluation

Student evaluations of modules and instructors are administered by the Office of the Registrar at the end of each academic term. The online course evaluation system is easy, convenient, secure, anonymous, and confidential. The course evaluation system is administered by the Registrar's Office. Information about the course evaluation system is available through the college website or by emailing registrar@acg.edu.

Senior Exit Survey

Student feedback comprises an integral part in the continuous development and success of School of Liberal Arts and Sciences programmes. In that spirit, we ask prospective graduates a Senior Exit Survey. The survey includes questions on student satisfaction with the education provided by the School of Liberal Arts and Sciences and with their overall College experience at Deree. The aim is to identify areas of good practice as well as areas that need improvement. Based on the data collected through the Senior Exit Survey, a report is developed by an interdisciplinary School of Liberal Arts and Sciences faculty committee. All data collected in this survey are held anonymously and securely. Responses cannot be traced back and all results are presented in an aggregated form. When you reach the final semester of study, you receive the relevant link in your student email address.

3.3 What Happens with your Feedback on this Programme?

Your feedback helps us to continually enhance this programme. You can find out what actions have been taken in response to your feedback through your academic society, student government, department head or instructor. Updates on action taken are also provided through blackboard and myACG.

Student feedback is used in a variety of ways, including:

- Improvement of methods of Teaching and Learning
- Module Leader Reports
- Annual Performance Evaluation of academic staff

3.4 Getting Feedback on your Assessed Work

According to The College has committed to a two week turnaround for feedback. Each module handbook will provide you with specific guidelines on the turnaround for feedback.

3.5 How do I Get my Results?

Results from module assessments and decisions on progression to the next level or awards (if you are in the final level) are available from myACG. Results normally appear within ten working days after the end of the examination period. Marks on individual assessments are not finalized until the Board of Examiners' meeting (the meeting where your end of year outcome will be decided). If you are unsure about when you might receive your results or have queries relating to your results, you may contact your module instructor via email.

3.6 Issues with Assessment

If you are experiencing problems which are adversely affecting your ability to study (called 'mitigating circumstances'), then you can apply providing some form of evidence of your circumstances to verify your request.

Examples of acceptable extenuating circumstances include:

- Bereavement
- Illness
- Hospitalization
- Transport cancellation, where this may be evidenced
- Court attendance
- Serious family illness where the impact on the students' ability to undertake assessment may be demonstrated
- Accident

The following are not acceptable extenuating circumstances:

- Holidays
- Weddings
- Family celebrations
- Printing problems
- Computer failure, corrupt USB sticks
- Financial problems
- Work related problems
- Accommodation issues
- Mis-reading assessment arrangements

Late Submission

You must submit work by the deadlines set in the module outline. Work submitted after but within seven days of the deadline will receive a maximum grade of C. You will fail the assessment if work is submitted later than seven days after the deadline.

Resits

In the case of an initial failure of one or more assessments in a module, you have the right to be reassessed in (i.e. resit) the element that you have failed. This reassessment will normally be scheduled prior to the commencement of the following semester. Only one resit per each assessment element is allowed in each module. The maximum grade you can obtain for the reassessed component of the module is a pass (Grade C – 40%). If you fail the resit, you will not receive the credit for that module.

Resits for Capstone Modules

Students, who fail the assessment (project/paper) with a weight of 60% or above in a capstone module, may request to resit the failed assessment in the resit period following the one designated for the module.

Such requests from students must include the instructor's verification that it is impossible for the student to successfully complete the assignment by the scheduled module resit period.

Such an extension for the completion of specified work in capstone modules can only be given upon the recommendation of the student's instructor and the approval of the relevant Department Head and CASP.

Academic Appeals

Students registered in a validated programme, may appeal against a decision of the Board of Examiners. Students' rights of appeal are limited to two grounds:

- Either that the candidate's performance in an assessment was adversely affected by illness or factors which s/he was unable, or for valid reasons unwilling, to divulge before the Board of Examiners reached its decision.
- Or that there has been a material administrative error, an assessment was not conducted in

accordance with the current regulations for the programme or special arrangements formally agreed, or that some other material irregularity relevant to the assessment has occurred.

Disagreement with the academic judgment of a Board of Examiners in assessing the merits of an individual element of assessment does not constitute grounds for an academic appeal. Responsibility for the submission of documentary evidence in support of the appeal rests with the student.

Appeals must be submitted in writing to the Registrar no later than 14 days following the publication of Examination Board results. All appeals must be submitted in writing to the Registrar by the end of the second week of the following session/semester.

On receipt of the appeal, the Registrar informs the department head/area coordinator and Academic Council (through the Chief Academic Officer) and submits to them all relevant evidence and correspondence.

The Academic Dean will undertake an initial assessment of the validity of the appeal and advise the student accordingly. In the light of this advice, the student should decide whether s/he wishes to proceed with the appeal. Alternatively, the student may decide to withdraw his or her appeal and/or lodge a complaint in accordance with the College's complaints procedure. The subcommittee of the Academic Council will hear the appeal. The appellant may be called to appear before the subcommittee. The subcommittee may also require the Chair of the Board of Examiners to appear separately before it. The appellant and the Chair of the Board will not be present when the subcommittee considers the evidence and formulates its decision. The subcommittee must inform the student and the Board of Examiners of its decision within seven days of the hearing. The student has the right to subsequently appeal to the President in writing against the decision of the subcommittee. If the appellant wishes to contest the President's decision s/he has the right to lodge an appeal with the Open University. The student will obtain contact details for the President and the Open University at the Student Success Center.

The Registrar's Office will keep records of outcomes for all appeals cases. The Academic Council will receive annual summary reports regarding all appeals received by the College.

Cheating, Plagiarism and other forms of Unfair Practice

An academic offence (or breach of academic integrity) includes any action or behaviour likely to confer an unfair advantage, whether by advantaging the alleged offender or by disadvantaging another or others. Examples of such misconduct are plagiarism, collusion, cheating, impersonation, supplying false documentation, use of inadmissible material and disruptive behaviour in class or during examinations. Responsibility for reviewing breaches of academic integrity is held by the Committee on Standing and Conduct.

3.7 Academic Misconduct and Penalties

Charges against a student for violating academic integrity may originate from any source: a faculty member, an administrator, a staff member, a fellow student, or from the community at large. The charges are to be submitted in writing to the chair of the Committee on Standing and Conduct. If a member of the Committee originates the charge, then that member will be recused from the decision-making process, and any other process related to the case, other than those related to the role of complainant/witness. On receipt of the allegation of a breach of academic integrity, the Chair must inform the Chair of the Board of Examiners that is responsible for the assessment. The Board should then suspend its decisions on the candidate's grade(s) until the facts have been established (see Student Resources – Regulatory Framework).

Once the Committee on Standing and Conduct has considered the allegation and reached a conclusion on whether an offence has occurred, it should issue a report with a recommendation regarding the outcome for the student to the Chair of the relevant Board of Examiners. If it has been established that an offence has occurred, the Board will judge the significance of the misdemeanor and exercise its discretion as appropriate to the case. If it is established that a student has attempted to gain an unfair advantage, the examiners shall be given the authority to rule that the student has failed part or all of the assessments, and the authority to

determine whether or not the student should be permitted to be reassessed.

Independently of the assessment decisions made by the Board of Examiners on offences pertaining to validated modules/programmes, the Committee on Standing and Conduct is empowered to consider a wider range of sanctions that might be applied when a student is found guilty of a breach of academic integrity.

The following list of sanctions is indicative and can be imposed by majority vote of the Committee:

Admonishment Letter (or Letter of Warning)

The student is advised in writing that her/his behavior violates rules of academic integrity and that a recurrence will lead to more serious sanctions. The Committee will deliberate on whether the letter should or should not appear in the student's file permanently or for a lesser period of time.

First Offence File

The student's name and a description of the offense is filed in a shared electronic folder, accessible by the Chief Academic Officer, the academic Deans, the Dean of Students and department heads.

Second offences automatically result in a hearing.

Disciplinary Probation

The student is advised in writing that his/her behavior violates rules on academic integrity and is given a probationary period (to be decided upon by the Committee) to show by good behavior that a more stringent penalty should not be imposed. During the period of the probation, the student is required to terminate association with all extra-curricular activities and resign from any student office.

Suspension

The student's relationship with the College will be discontinued until the end of the semester or term. The student will forfeit any fees involved with the College.

Dismissal

The student's relationship with the College will be terminated indefinitely. The right to apply for readmission shall be denied.

Before announcing judgment/sanctions, the Chair of the Committee on Standing and Conduct consults with the Chair of the Academic Council, who has the right to recommend other sanctions. If the Chair of the Academic Council is in agreement with the Committee's recommendations, the Chair of the Committee will inform the student and the plaintiff (in writing and within three days of the hearing) of the final judgment and the actions to be taken. If the Chair of the Academic Council proposes other or additional sanctions, the chair of the Committee must communicate these recommendations to the Committee within three days and re-deliberate. Majority vote once again determines final sanctions. Communications procedures as outlined above apply. A final written report to the Academic Council on a case-by-case basis, is prepared within 14 days, and includes the complaint, the Committee's judgment and sanctions.

Within three *working* days of receipt of the decision, either party (plaintiff or student) has the right to make a formal written appeal against the decision of the Committee. The appeal is addressed first to the Committee on Standing and Conduct. If the Committee does not deem any change to the decision is warranted subsequent to consideration of the appeal, the appeal may then be brought to the Academic Council, and subsequently to the President whose decision is final. The student may appeal against the decision of the Board of Examiners in accordance with the regulations for academic appeals.

3.8 Complaints Procedure

Complaints are specific concerns about the provision of a module or a programme of study or related

academic or non-academic service. When appropriate, a complaint is first resolved through informal discussion with the party/office directly involved. If not resolved at that level, a formal complaint is submitted by the student to the Registrar's Office within 14 days from the day the outcome of this discussion is made known to the student. Upon receipt of the complaint, the Registrar forwards the complaint with all relevant documentation to a panel consisting of the Chief Academic Officer, the Academic Deans and the Dean of Students.

Depending on the nature of the complaint, the academic Dean or Dean of Students will undertake an initial assessment of the validity of the complaint and advise the student accordingly. In the light of this advice, the student should decide whether s/he wishes to proceed with the complaint.

In the event that the student decides to proceed with the complaint, a subcommittee of the Academic Council will be convened no later than three weeks after receiving the student's decision. The membership of the subcommittee shall not include any member of faculty or the administration who has been involved in the complaint or who is a member of the relevant Board of Examiners.

The subcommittee of the Academic Council will hear the complaint. The appellant may be called to appear before the subcommittee. The subcommittee may also require the relevant member of faculty and/or Administration to appear separately before it. The appellant and any member of staff against whom the complaint has been made will not be present when the subcommittee considers the evidence and formulates its decision. The subcommittee must inform the student and the Chair of the Board of Examiners (if the complaint concerns a validated modules/programmes) of its decision within seven days of the hearing. The student has the right to subsequently appeal to the President against the decision of subcommittee. If the appellant wishes to contest the President's decision s/he has the right to lodge a complaint with the Open University. The student will obtain contact details for the President and the Open University at the Student Success Center.

The Registrar's Office will keep records of outcomes for all complaints cases. The Academic Council will receive annual summary reports regarding all complaints received by the College.

4. Where to Get Help

4.1 Downloading College Forms

All standard student forms are available online on www.acg.edu as well as on *myACG* → Student Resources → Forms.

4.2 Academic Advising

The Academic Advising Office aids students in choosing and completing their academic programmes. The advising staff provides academic advice and information to undergraduate students, advising all first-year students, some second-year students, and transfer students; support for academic staff advisors; and resources for all students in need of academic advice. Once students have declared their major they participate in an advising program that uses academic staff as advisors to handle the responsibility of advising on academic and career-related matters.

International students have an additional non-academic international student advisor who assists them in their efforts to adjust to the new culture and supports them in obtaining any student visas and residence permits required by Greek law.

4.3 Student Academic Support Services

The Student Academic Support Services (SASS) is open daily and offers academic assistance to all DERE-ACG students through individual learning facilitation sessions and/or workshops. SASS learning facilitators are peers who assist students in improving and strengthening academic study skills.

4.4 Office of Student Affairs

The Office of Student Affairs is dedicated to promoting student development and continually improving the quality of student life. Through extra-curricular activities the College strives to provide students with opportunities parallel to the classroom experience that are consistent with its educational values, such as presentations, lectures, excursions, debates, theatrical plays, blood drives, happenings and events. The students are encouraged to explore personal and professional goals by participating in clubs, societies, organizations and athletic teams. All the student groups have an advisor, or coach, who is knowledgeable in the subject area, monitors their activity, attends their general assemblies and supports the group during the year.

4.5 Student Success Centre

The Student Success Centre supports students by offering comprehensive, integrated services in the areas of academic advising, OU validation issues, student records, registration, and payments in a one-stop area. The Student Success Centre aims to create the optimum conditions so that students can follow the path to academic success. Students may visit the Student Success Centre to pay a bill, request a certificate, obtain a form, arrange to bring a visitor on campus, obtain their transcript, see an academic advisor, ask about OU validation, change a module, and obtain or replace their student ID. The SSC web page has been set up to reflect the one-stop concept of the Centre and includes information from different departments. It may be accessed from the “Quick Links” on the ACG homepage (www.acg.edu) and it allows students to print forms or view the academic calendar, academic policies, final exams schedule, course (module) schedule, graduation instructions, major requirements, frequently asked questions (FAQs), the e-mail directory, and financial aid and international student information.

4.6 Disability Status and Provisions

Students are responsible for alerting the Educational Psychologist to a known or suspected disability and/or learning difference, and for providing relevant documentary evidence if available. The Educational Psychologist suggests actions to be taken to accommodate such cases, having ensured that there has been full consultation with faculty in the department(s) responsible for the assessment of that student. The accommodation is approved by the Committee on Disability and Learning Differences. This action must be endorsed by the Chair of the relevant Board of Examiners in the case of the validated award. Information, guidance and support are provided to all disabled students who declare their disabilities. Students with disabilities and learning differences may be eligible for special accommodations, such as extra time for examination completion, and receive support and educational counseling from the Educational Psychologist on campus.

4.7 Career Services

The Office of Career Services offers centralized, comprehensive and coordinated career development, through appointments, sessions and workshops, building relationships and longstanding collaborations between students/alumni and potential employers. In the past three years the Office has expanded the quality of the services offered by acquiring a Career Services Manager tool, Goinglobal, as well as the handling of the international internship positions and the work study positions, transforming it thus into a hub for career-related issues. The Office moved dynamically to the era of social media utilizing Facebook and LinkedIn. The variety of programs and services offered to students and alumni include: counselling sessions about career advising and graduate studies advising; an online test which identifies strengths and personality preferences aiming to assist the students in their selection of a major; Goinglobal, a tool offering job openings abroad; skills workshops about job search and job interview techniques; Career networking events; JobBank offering part-time and full-time positions; Career Days where the students have the opportunity to have a short interview with a company representative; International Internship program.

4.8 Study Abroad

The Study Abroad Program not only brings US and international students to Athens, it also sends Deree students to several partner universities in the US and other countries. The International Internship and Study Abroad Program combine and provide a first-of-its-kind career and academic programme in Greece and are open to all undergraduate students. Students have the opportunity to intern with a leading multinational company abroad and follow this up with a semester of study with an international partner university. The College is proud to be partnering with a select number of institutions that span the globe such as Northern Arizona University, Mercy College, Texas A&M, Kingsville, University of Utah, the American University in Cairo, and Richmond – The American International University in London, to name a few.

5. What to do if you

5.1are absent for more than one day

We are committed to providing a quality, student-centered experience for all our students. We welcome comments and compliments from students, and find them valuable for on-going improvements. Comments and compliments about your module can be raised with your instructor(s) and/or Department Head. If you have a specific complaint about an act or omission of the College you may be able to make a formal complaint in writing under the Complaints Procedure (see section 3.8).

5.2are ill

If you are absent through illness on the day of an examination or assignment deadline and you intend to apply for mitigation, you must also provide us with details and any available evidence as soon as possible. Contact the Student Success Centre to get a copy of the appropriate Mitigating Circumstances form.

5.3have a comment, compliment or complaint

We are committed to providing a quality, student-centered experience for all our students. We welcome comments and compliments from students, and find them valuable for on-going improvements. Comments and compliments about your module can be raised with your instructor(s) and/or Department Head. If you have a specific complaint about an act or omission of the College you may be able to make a formal complaint in writing under the Complaints Procedure (see section 3.8).

5.4are considering withdrawing from the module

You must consult with your advisor if you wish to defer your studies, withdraw from a module, or to transfer registration from one module or award (major) to another. Applications for deferral, withdrawal or transfer should then be lodged with the Registrar's Office. Applications are subsequently considered by the Committee of Academic Standards and Policies (CASP). CASP decisions are governed by the following regulations:

- Students are permitted to change a module within the first two days of teaching.
- Beyond this period, students may withdraw from a module within the first two weeks of teaching whilst retaining the right to re-enroll in the said module in the future.
- Changes after this deadline will only be considered in exceptional circumstances. Students shall not be permitted to withdraw and then subsequently re-enroll in a module after the submission or completion of the first summative assessment.

5.5need a reference letter

If you need a reference letter from one or more of your instructors, fill in the Reference Request Form from *myACG* → Student Resources → Forms, stating the reason why you need the reference, as well as the number of hard and/or electronic copies requested.

6. Other Relevant Policies

6.1 Attendance Policy

All students are required to attend 80% of instructional class time. Some programmes may impose a stricter attendance requirement.

Absence from a class does not exempt a student from completing the work for that class. Students who have exceeded the allowed threshold of absences will be referred by the instructor to the Registrar's Office. The Registrar will in turn inform the Committee on Academic Standards and Policies which, in the light of any evidence of extenuating circumstances supplied by the student, will decide whether the student must withdraw from the module (and receive an F grade).

6.2 Student Punctuality Policy

It is the responsibility of students to be in class on time, and the responsibility of instructors to begin their class on time and end it on time. Students are considered absent and will be recorded as such, if they arrive to class 10 minutes (or more) later than the scheduled class starting time.

Individual instructors reserve the right to have a more stringent policy, provided that this policy is listed in the Course (Module) Information Packet.

6.3 Turnitin Policy and Student Guidelines

The College is using Turnitin software to assist in the detection of plagiarism. If a case of cheating is proven, disciplinary procedures will be followed, as described in sections 6.3 and 3.7. More information about the College's Turnitin Policy can be found in Student Resources.

Guidelines for Student Use of Turnitin:

- Students are only permitted to submit their own work and only for assignments created by DEREЕ faculty for DEREЕ modules.
- Students are not allowed to submit the work of others.
- Students are not allowed to have their own work submitted by others.
- Students are responsible for submitting assignments to Turnitin on time.
- Work submitted to Turnitin remains in a large database of papers against which future papers are scanned.

6.4 Transfer of credits

Students who transfer must be in Good Academic Standing at their previous institution. Students who wish to transfer from US institutions must have a cumulative index (CI) or overall Grade Point Average (GPA) of 2.75 or above. Transfer students must contact the Academic Advising Office and the Validation Office after they are admitted to the College.

6.5 Evaluation of Transfer Credits

The transfer credit process begins immediately after the student's first registration and only after the student has submitted both the official transcript(s) and the module syllabi or descriptions of substantial length from official publications of the institution. Module syllabi may be required for a better evaluation of the student's completed prior academic work. All submitted documents not in English or Greek must be accompanied by certified English or Greek translations and must be submitted to the Validation Office before the end of the student's first semester. The assessment process of the student's prior academic work will be completed no later than two months (excluding vacation period) after the student has submitted a complete folder of the required documents as stated above.

Students cannot be granted credit (or be exempted from) modules at Level 6 and/or for more than 4 modules (i.e. 12 US credits or 60 UK credits) at Level 5. All transfer credit requests are handled by the Validation Office.

6.6 Credit by Assessment for Professional Experience

Credit by assessment may be earned for experiential learning (professional experience) by experienced professionals¹ who wish to begin or complete their studies. Such credit may fulfill up to 36 US credits required for a degree.

No credit by assessment can be awarded for Level six (6) modules, except for validated internship modules.

No credit by assessment can be awarded for more than four (4) Level 5 modules.

The method of assessment, the number of credits to be earned, as well as, the module(s) for which experiential credit will be given will be decided by the relevant academic department(s) depending on the disciplines for which credit has been requested. The academic department of the student's declared major will report the results of the assessment to the relevant School Dean for approval. The Office of the Dean will send the final approved evaluation to the Registrar's Office.

Once the application is approved a fee of 90 Euros per credit hour to be assessed will be charged to the student.

6.7 Student matriculation

For the US-NECHE accredited degree students have the right to complete their studies in accordance with the educational programmes and requirements in effect at the time they were first admitted to the College. The maximum period of matriculation for a US-NECHE accredited degree is 10 years.

If the degree requirements should change during the student's period of studies at the College, the student may choose to complete those degree requirements in effect upon entry or any other set of requirements introduced subsequently and prior to graduation; all the specified requirements for the particular degree chosen must be met.

Students must observe all current prerequisites for modules. Students may stay informed about current prerequisites/co-requisites of modules by consulting annually the latest on line College Catalog.

Re-admitted students are required to follow the programme requirements in effect of their re-admission.

6.8 Safety, Health and Wellbeing

The College committed to providing a vibrant and sustainable working environment that values wellbeing and diversity. This commitment exists alongside our wider legal and moral obligations to provide a safe and healthy working environment for our staff, students and members of the public who may be affected by our activities.

Disabled Students: you are expected to declare any disability that would affect your safety in the event of a fire or earthquake, e.g. hearing impairment or the use of a wheelchair. Disabled students must declare their disability, to the College, for it to be taken into consideration.

Accident and Incident and Reporting: all accidents and incidents and dangerous occurrences, must be reported to, and recorded by College staff. In case of accident or medical emergency, you need to contact the College nurse. ACG First Aid Protocol and Medical Emergency Flow Charts are given in Student

¹ Students must submit an application in order to take advantage of the Credit by Assessment program. The application includes an updated resume and a statement that describes knowledge and skills gained through experience-based learning and how they relate directly to course(s) for which credit requested. Students may also submit certificates of training, work samples, and other documents appropriate as evidence of equivalent to college learning.

Resources.

Smoking: no smoking is permitted in any of ACG buildings; if you need to smoke, you can use the available smokers' cabinets.

7. List of Appendices

Appendix A: Undergraduate Online Catalog (including Regulations for Validated Awards of the Open University) <http://www.acg.edu/academics>

Appendix B: Programme Specification