



ΕΛΛΗΝΙΚΗ ΔΗΜΟΚΡΑΤΙΑ
HELLENIC REPUBLIC



Εθνική Αρχή
Ανώτατης Εκπαίδευσης
Hellenic Authority
for Higher Education

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Αθήνα, 29/12/2023

Αρ. πρωτ.: 40594

ΑΠΟΦΑΣΗ ΠΙΣΤΟΠΟΙΗΣΗΣ

Το Συμβούλιο Αξιολόγησης και Πιστοποίησης της Εθνικής Αρχής Ανώτατης Εκπαίδευσης (ΕΘΑΑΕ)

Έχοντας υπόψη:

1. Τις διατάξεις του Ν. 4653/2020 (ΦΕΚ 12/Α'/24-01-2020) «Εθνική Αρχή Ανώτατης Εκπαίδευσης. Ειδικοί Λογαριασμοί Κονδυλίων Έρευνας Ανώτατων Εκπαιδευτικών Ιδρυμάτων, Ερευνητικών και Τεχνολογικών Φορέων και άλλες Διατάξεις», όπως ισχύει.
2. Την υπ' αριθμ. 18135/Ζ1/7-2-2020 Απόφαση της Υπουργού Παιδείας και Θρησκευμάτων (ΦΕΚ 94/τεύχος ΥΟΔΔ/7-2-2020), περί διορισμού του Προέδρου του Ανώτατου Συμβουλίου της Εθνικής Αρχής Ανώτατης Εκπαίδευσης (ΕΘΑΑΕ).
3. Την υπ' αριθμ. 15650/23-04-2020 Απόφαση του Προέδρου της ΕΘΑΑΕ (ΦΕΚ 329/τ.΄ ΥΟΔΔ/04-05-2020) «Ορισμός των μελών του Συμβουλίου Αξιολόγησης και Πιστοποίησης (ΣΑΠ) της Εθνικής Αρχής Ανώτατης Εκπαίδευσης (ΕΘΑΑΕ)».
4. Τη σχετική Έκθεση Πιστοποίησης της Επιτροπής Εξωτερικής Αξιολόγησης & Πιστοποίησης του ΠΜΣ Επιστήμες της Αγωγής: Δημιουργικά περιβάλλοντα μάθησης και παιχνίδι του Παιδαγωγικού Τμήματος Προσχολικής Εκπαίδευσης του Πανεπιστημίου Θεσσαλίας.
5. Την 34η/20-12-2023 συνεδρίαση του Συμβουλίου Αξιολόγησης και Πιστοποίησης, θέμα 3 «Έγκριση εκθέσεων πιστοποίησης – Χορήγηση πιστοποίησης».

ΠΙΣΤΟΠΟΙΕΙ ΟΤΙ

το Πρόγραμμα Μεταπτυχιακών Σπουδών

**Επιστήμες της Αγωγής: Δημιουργικά περιβάλλοντα μάθησης και παιχνίδι
του Παιδαγωγικού Τμήματος Προσχολικής Εκπαίδευσης**

του Πανεπιστημίου Θεσσαλίας

συμμορφώνεται πλήρως με τις αρχές του Προτύπου Ποιότητας για την Πιστοποίηση των Προγραμμάτων Μεταπτυχιακών Σπουδών της ΕΘΑΑΕ και τις Αρχές και Κατευθυντήριες Οδηγίες για τη Διασφάλιση Ποιότητας στον Ευρωπαϊκό Χώρο Ανώτατης Εκπαίδευσης (ESG), για το επίπεδο σπουδών 7 του Εθνικού και Ευρωπαϊκού Πλαισίου Προσόντων.

Η διάρκεια ισχύος της πιστοποίησης ορίζεται για πέντε έτη, από 20-12-2023 έως 19-12-2028.



Ο Πρόεδρος της ΕΘΑΑΕ

Καθηγητής Περικλής Α. Μήτκας



Επιχειρησιακό Πρόγραμμα
Ανάπτυξη Ανθρώπινου Δυναμικού,
Εκπαίδευση και Διά Βίου Μάθηση
Με τη συγχρηματοδότηση της Ελλάδας και της Ευρωπαϊκής Ένωσης





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Accreditation Report **for the Postgraduate Study Programme of:**

**Educational Sciences: Creative Educational Environments and
Playing**

Department: Early Childhood Education

Institution: University of Thessaly

Date: 15 November 2023

Report of the Panel appointed by the HAHE to undertake the review of
the Postgraduate Study Programme of **Educational Sciences: Creative
Educational Environments and Playing** of the **University of Thessaly** for
the purposes of granting accreditation

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PART A: BACKGROUND AND CONTEXT OF THE REVIEW

I. The External Evaluation & Accreditation Panel

The Panel responsible for the Accreditation Review of the postgraduate study programme of **Educational Sciences: Creative Educational Environments and Playing** of the **University of Thessaly** comprised the following four (4) members, drawn from the HAHE Register, in accordance with Laws 4009/2011 & 4653/2020:

- 1. Prof. Maria Eliophotou Menon (Chair)**
University of Cyprus, Department of Education
- 2. Ass. Professor Emeritus Gina Ioannitou**
Le Mans Université, France
- 3. Prof. Em. Stelios N. Georgiou**
University of Cyprus, Department of Psychology
- 4. Konstantinos Boumpourekas**
PhD Student, Department of Primary Education, University of Western Macedonia

II. Review Procedure and Documentation

The accreditation of the Postgraduate Study Programme (PSP) of **Educational Sciences: Creative Educational Environments and Playing** of the University of Thessaly was conducted in a remote mode during the period of 13-15 of November 2023.

In preparation for the evaluation of the PSP, the members of the External Evaluation and Accreditation Panel (EEAP) examined a large number of documents provided in advance by HAHE, including the Proposal for Accreditation of the Postgraduate Programme, the Guide of Studies, the description of courses, the HAHE Guidelines and other relevant information about the Programme (statistical data, quality indicators, student questionnaires, strategic goals, etc.). The EEAP also consulted the website of the Department and the PSP.

The visit was online and took place on Monday 13/11/2023 and Tuesday 14/11/2023. It was followed by further private meetings of the EEAP on the following days to finalise the report. During the visit the EEAP had the following meetings:

Monday 13 November 2023

Meeting with the Directors of the two PSP, the Heads of the Departments of both PSP, MODIP members, and Steering Committees/OMEA members. The two PSP were presented and discussed in this meeting. The meeting included an on-line tour for the presentation of facilities related to the two PSP. Administrative staff members and teaching staff members of both PSP were present. This was followed by a debrief meeting of EEAP members.

Tuesday, 14 November 2023

- a) 15:00 - 15:45 Meeting with the teaching staff of the PSP1. The EEAP discussed professional development opportunities, mobility, competence and adequacy of the teaching staff to ensure learning outcomes, workload, and evaluation by students; the link between teaching and research; projects and research activities directly related to the Programme; possible areas of weaknesses.
- b) 17:30 - 18:15 Meeting with PSP1 graduates. The EEAP discussed students' satisfaction with their study experience and their postgraduate studies and their career path.
- c) 18:30 - 19:15 Meeting with employers and social partners who discussed with EEAP members various forms and opportunities of collaboration with the Programme, relations of the PSP1 with external stakeholders from the private and the public sector, other institutions etc.
- d) 19:30- 20:00 Debrief meeting of EEAP members in which they discussed the outcomes of the virtual visit and prepared the oral report.
- e) 20:00 - 20:30 Closure meeting with the Director of the PSP1, the Head of the Programme, MODIP, and PSP1 Steering Committee/ OMEA members. In this final meeting, the EEAP provided a general view of some of the conclusions reached.

The EEAP members want to underline that all the above meetings were held in a very constructive atmosphere. Overall, the faculty and staff had prepared a rigorous visit programme with presentations and discussions. All members of the Programme were ready and eager to answer the questions by the EEAP, and this facilitated the latter's task in the evaluation and accreditation process.



III. Postgraduate Study Programme Profile

The Postgraduate Study Programme Educational Sciences: Creative Educational Environments and Playing numbers 20 members of Teaching and Research Staff.

The PSP was established in 2018 with a 2-year study programme. It was the continuation of the Postgraduate Programme entitled "Education Sciences: Pedagogical Game and Pedagogical Material in Early Childhood".

The aim of the "Creative Educational Environments and Playing" PSP is the production and dissemination of scientific knowledge in the field of creative environments with focus on playing and the promotion of the professional development of postgraduate students, so that they can meet the requirements of the contemporary school, mostly as teachers in public and private education and other services. According to its mission statement, the Postgraduate Study Programme provides students with knowledge, competences, and skills, which relate to the educational field and to the subjects of humanities with focus on intercultural and experiential learning.

The two-year PSP is structured in 4 semesters as the minimum period of studies. To obtain their MA degree, students need to have successfully submitted a Master's thesis that corresponds to 30 ECTS earned during the second year of their studies with the right of the period's extension.

In the first three semesters, students are required to attend two courses and one of the seminars offered, while in the fourth semester of studies they are required to prepare a diploma thesis. Every semester of study corresponds to a total of 30 ECTS (12 ECTS for each course, 6 ECTS for each seminar, 30 ECTS for the diploma thesis).

Admission to the Programme takes place according to the general procedures and regulations of the Greek Ministry of Education. They accept students with an undergraduate degree in higher education of a related subject, and certified English language proficiency at C1 level, through examinations. The students do not have to pay fees. There are 25 new students for the current academic year.

The Programme has not yet been evaluated by any external committee – the present evaluation is the first one.

PART B: COMPLIANCE WITH THE PRINCIPLES

PRINCIPLE 1: QUALITY ASSURANCE POLICY AND QUALITY GOAL SETTING FOR THE POSTGRADUATE STUDY PROGRAMMES OF THE INSTITUTION AND THE ACADEMIC UNIT

INSTITUTIONS SHOULD APPLY A QUALITY ASSURANCE POLICY AS PART OF THEIR STRATEGIC MANAGEMENT. THIS POLICY SHOULD EXPAND AND BE AIMED (WITH THE COLLABORATION OF EXTERNAL STAKEHOLDERS) AT THE POSTGRADUATE STUDY PROGRAMMES OF THE INSTITUTION AND THE ACADEMIC UNIT. THIS POLICY SHOULD BE PUBLISHED AND IMPLEMENTED BY ALL STAKEHOLDERS.

The quality assurance policy of the academic unit should be in line with the quality assurance policy of the Institution and must be formulated in the form of a public statement, which is implemented by all stakeholders. It focuses on the achievement of special goals related to the quality assurance of the study programmes offered by the academic unit.

Indicatively, the quality policy statement of the academic unit includes its commitment to implement a quality policy that will promote the academic profile and orientation of the postgraduate study programme (PSP), its purpose and field of study; it will realise the programme's goals and it will determine the means and ways for attaining them; it will implement appropriate quality procedures, aiming at the programme's improvement.

In particular, in order to implement this policy, the academic unit commits itself to put into practice quality procedures that will demonstrate:

- a) the suitability of the structure and organisation of postgraduate study programmes*
- b) the pursuit of learning outcomes and qualifications in accordance with the European and National Qualifications Framework for Higher Education - level 7*
- c) the promotion of the quality and effectiveness of teaching at the PSP*
- d) the appropriateness of the qualifications of the teaching staff for the PSP*
- e) the drafting, implementation, and review of specific annual quality goals for the improvement of the PSP*
- f) the level of demand for the graduates' qualifications in the labour market*
- g) the quality of support services, such as the administrative services, the libraries and the student welfare office for the PSP*
- h) the efficient utilisation of the financial resources of the PSP that may be drawn from tuition fees*
- i) the conduct of an annual review and audit of the quality assurance system of the PSP through the cooperation of the Internal Evaluation Group (IEG) with the Institution's Quality Assurance Unit (QAU)*

Documentation

- Quality Assurance Policy of the PSP
- Quality goal setting of the PSP

Study Programme Compliance Findings

Relevant documentation included the Quality Assurance Policy of the PSP and the Goal Setting Strategy of the PSP. Moreover, additional documents were examined to assess factors like the suitability of the structure and organisation of the postgraduate study programme, the pursuit of learning outcomes and qualifications in accordance with the European and National Qualifications

Framework for Higher Education -level 7- etc. The Quality Assurance Policy is not presented on the website of the Programme. This is also the case for the Goal Setting Strategy. Thus, the full Quality Assurance Policy and the Goal Setting Strategy are not easily accessible. The Quality Assurance Policy presents the mission of the Department of Early Childhood Education and the PSP, with reference to aims and objectives.

The Goal Setting Strategy of the PSP defines specific strategic priorities and quality objectives. The strategic aims defined concern the following: the improvement of the quality of the educational process in relation to the PSP; the evaluation of the educational process and the enhancement of access for people with disability in relation to the PSP; the improvement of infrastructure and the development of human capital. Moreover, the Goal Setting Strategy outlines specific indicators, present and future targets, actions to be taken to achieve the objectives, responsibilities, and timelines.

Both documents are clearly written and provide a solid basis for planning and implementation in relation to achieving quality standards. Overall, the academic unit has established a Quality Assurance Policy that is appropriate for the PSP and serves as a guideline and a point of reference in future planning and decision making. Annual reviews of the quality assurance system are conducted. As regards the content of the strategic aims, it is important to note that the defined aims focus on teaching and student considerations and do not make extensive reference to research. Overall, the picture is positive, with specific areas for improvement.

Analysis of Judgement

The information outlined in the relevant documents as well as the information provided by administrators and faculty members indicates that the academic unit is committed to the implementation of the Quality Assurance Policy. There is an acknowledgement of the need to make a commitment towards continuous improvement. The aims of the PSP as they appear in the Quality Assurance Policy and the Goals Setting Strategy indicate an emphasis on teaching and student-related considerations.

The fact that the Quality Assurance Policy and the Goal Setting Strategy are not found on the website of the PSP constitutes a problem in that the information included in these documents is not readily accessible. This is considered a weakness in the provision of information.

The goals set by the academic unit follow the SMART framework in that they are specific, measurable, achievable, relevant, and time-specific. Quality goals are combined with suitable performance indicators, which creates a framework for relevant planning and initiatives for improvement. These goals are monitored and updated on a regular basis. Internal processes for quality assurance are used to identify areas for improvement.

The specified learning outcomes agree with the European and National Qualifications Framework for Higher Education. Specific quality goals are defined, discussed, and reviewed on a systematic basis. The academic unit has demonstrated commitment to the promotion of the quality and effectiveness of teaching, as indicated by Department actions, policies, and initiatives. For instance, this is shown by the fact that the academics recruited and employed in the Programme are highly qualified, with a satisfactory research performance and output. However, it must be noted that there are a few cases of academics with a low number of publications. The quality of support services is satisfactory, with some room for improvement in infrastructure. Given that there are no fees, the PSP does not have the responsibility for managing income derived from student fees.

Areas for improvement include the need to enhance the information provided regarding the PSP in

relation to quality. For instance, the Quality Assurance Policy and the Goal Setting Strategy of the PSP should be available on the website. More targets should be formulated, especially in relation to research. Moreover, more ambitious targets should be considered in some cases: For instance, in the case of target 3.1.2 (sufficient administrative and technical support of the PSP), the target is set to 1 when the current number is also 1. The same is true in the case of the mean student evaluation rating, where the target is the same as the current value (see 2.1.2).

Conclusions

The PSP has established a Quality Assurance Policy which ensures that the PSP is monitored and evaluated on a systematic basis. The process provides specific directions for improvement, which is considered necessary for further action. Areas for improvement include the formulation of more ambitious strategic targets, more research targets and greater accessibility of the Quality Assurance Policy and the Goal Setting Strategy.

Panel Judgement

Principle 1: Quality assurance policy and quality goal setting for the postgraduate study programmes of the institution and the academic unit	
Fully compliant	
Substantially compliant	X
Partially compliant	
Non-compliant	

Panel Recommendations

- The EEAP recommends that a greater number of strategic aims and priorities is defined and used as the basis for quality assurance. For instance, at present, the strategic goals do not make specific reference to research considerations and output.
- More ambitious strategic targets need to be defined.
- The Quality Assurance Policy and the Goal Setting Strategy must be available on the PSP website.

PRINCIPLE 2: DESIGN AND APPROVAL OF POSTGRADUATE STUDY PROGRAMMES

INSTITUTIONS SHOULD DEVELOP THEIR POSTGRADUATE STUDY PROGRAMMES FOLLOWING A DEFINED WRITTEN PROCESS WHICH WILL INVOLVE THE PARTICIPANTS, INFORMATION SOURCES AND THE APPROVAL COMMITTEES FOR THE POSTGRADUATE STUDY PROGRAMMES. THE OBJECTIVES, THE EXPECTED LEARNING OUTCOMES AND THE EMPLOYMENT PROSPECTS ARE SET OUT IN THE PROGRAMME DESIGN. DURING THE IMPLEMENTATION OF THE POSTGRADUATE STUDY PROGRAMMES, THE DEGREE OF ACHIEVEMENT OF THE LEARNING OUTCOMES SHOULD BE ASSESSED. THE ABOVE DETAILS, AS WELL AS INFORMATION ON THE PROGRAMME'S STRUCTURE ARE PUBLISHED IN THE STUDENT GUIDE.

The academic units develop their postgraduate study programmes following a well-defined procedure. The academic profile and orientation of the programme, the research character, the scientific objectives, the specific subject areas, and specialisations are described at this stage.

The structure, content and organisation of courses and teaching methods should be oriented towards deepening knowledge and acquiring the corresponding skills to apply the said knowledge (e.g. course on research methodology, participation in research projects, thesis with a research component).

The expected learning outcomes must be determined based on the European and National Qualifications Framework (EQF, NQF), and the Dublin Descriptors for level 7. During the implementation of the programme, the degree of achievement of the expected learning outcomes and the feedback of the learning process must be assessed with the appropriate tools. For each learning outcome that is designed and made public, it is necessary that its evaluation criteria are also designed and made public.

In addition, the design of PSP must consider:

- *the Institutional strategy*
- *the active involvement of students*
- *the experience of external stakeholders from the labour market*
- *the anticipated student workload according to the European Credit Transfer and Accumulation System (ECTS) for level 7*
- *the option of providing work experience to students*
- *the linking of teaching and research*
- *the relevant regulatory framework and the official procedure for the approval of the PSP by the Institution*

The procedure of approval or revision of the programmes provides for the verification of compliance with the basic requirements of the Standards by the Institution's Quality Assurance Unit (QAU).

Documentation

- *Senate decision for the establishment of the PSP*
- *PSP curriculum structure: courses, course categories, ECTS awarded, expected learning outcomes according to the EQF, internship, mobility opportunities*
- *Labour market data regarding the employment of graduates, international experience in a relevant scientific field*
- *PSP Student Guide*
- *Course and thesis outlines*
- *Teaching staff (name list including of areas of specialisation, its relation to the courses taught, employment relationship, and teaching assignment in hours as well as other teaching commitments in hours)*

Study Programme Compliance Findings

The EEAP found that the University of Thessaly PSP in Educational Sciences: Creative Educational Environments and Playing is following a well-defined procedure. The features outlined in the current Study Guide of the Programme include the description and objectives of the organisation of the curriculum -with the educational, scientific, and professional focus of it. The Programme is in Greek, was founded in 2018, and it is based on the current concepts and findings of the scientific fields for level 7.

The Study Guide outlines in detail a clear path for student progression which includes the delivery and assessment methods of the curriculum, as well as its alignment with the European Course Credits System (ECTS). To obtain the Master's degree, 120 credit units (ECTS) are required, divided into 4 semesters, each of which assigns 30 credits (ECTS). The progression in the course from the first through the last semester is clearly outlined, with a focus on modern pedagogical approaches and game applications, which combine the theoretical study and experiential learning.

The first, second and third semesters are devoted to building psychological and sociological and philosophical foundations (four mandatory courses, 12 ECTS each and two seminars, 6 ECTS each, out of four proposed). The 4th semester is devoted to writing a Master's thesis (30 ECTS).

The practicum is not included in the curriculum as some of the students are already working. During the interviews, the EEAP learned that a few students participate in some practicum experience, if they choose to do so. In that case, the practicum appears in the supplement of the diploma, with no ECTS.

The formative component of the assessment is evaluated with the appropriate tools and comprises of a series of assignments with which students engage. The summative assessment of the courses is a final examination. The final evaluation of students' performance is done considering the grade of the final examination and the grade of the other work assigned to them in the context of courses.

The linkage between teaching and research is achieved by integrating recent research findings into the modules taught by the faculty members, and by engaging the students through assignments, within the framework of the subjects taught, as well as the thesis.

Stakeholders and social partners are collaborating with the Programme, such as schools around Volos, and associations for migrants. During our meeting with the stakeholders, they informed the EEAP that they do not offer regular feedback to their colleagues, but they provide information on opportunities for field experiences.

The direction of the Programme of Studies is undertaken by the Director. He calls at regular intervals the instructors to discuss issues and makes decisions or suggestions to the Department. The official procedure for the approval of the PSP Creative Educational Environments and Playing is that it is approved by the Department of Educational Sciences and it is published on the website of the University.

Analysis of Judgement

The EEAP finds that the subject/content of the field of study of Creative Educational Environments and Playing is appropriate and that it conforms with universally accepted standards for Education.

There is a procedure in place for periodic revisions of the Programme curriculum. The faculty are all committed to the continuous improvement of teaching. The EEAP assesses the curriculum as one that provides the required skills for the specialisation of the students in their field. The Practicum should be added to the Programme with ECTS.

Conclusions

The EEAP concludes that the subject of the PSP considers both the needs of the students and the realities of the labour market and, more specifically, in education (in public and private schools, tutorial schools, and special educational structures). This PSP is following a well-defined process which involves all appropriate approval committees, the objectives, and the intended professional qualifications. The participation of both the students and the external stakeholders from the labour market is found to be unofficial and incomplete and should be improved. The practicum is not provided but a few students can participate with no ECTS acquired. Therefore, the Department is substantially compliant with this Principle.

Panel Judgement

Principle 2: Design and approval of postgraduate study programmes	
Fully compliant	
Substantially compliant	X
Partially compliant	
Non-compliant	

Panel Recommendations

- The EEAP recommends including a practicum with ECTS in the curriculum, which would significantly strengthen the Programme. For the students that already work, they can make use of their experience in their field of expertise, with in-school training and publishing Portfolios or Teaching methods/ materials with new data. These documents can be presented in the Programme, to the educational community, to their schools or other educational structures they are working in. The identification of possible practicum sites for students who are not working could be useful and should be included.
- The EEAP recommends that the external stakeholders provide feedback for the Programme.

PRINCIPLE 3: STUDENT-CENTRED LEARNING, TEACHING, AND ASSESSMENT

INSTITUTIONS SHOULD ENSURE THAT POSTGRADUATE STUDY PROGRAMMES PROVIDE THE NECESSARY CONDITIONS TO ENCOURAGE STUDENTS TO TAKE AN ACTIVE ROLE IN THE LEARNING PROCESS. THE ASSESSMENT METHODS SHOULD REFLECT THIS APPROACH.

Student-centred learning and teaching plays an important role in enhancing students' motivation, their self-evaluation, and their active participation in the learning process. The above entail continuous consideration of the programme's delivery and the assessment of the related outcomes.

The student-centred learning and teaching process

- *respects and attends to the diversity of students and their needs by adopting flexible learning paths*
- *considers and uses different modes of delivery, where appropriate*
- *flexibly uses a variety of pedagogical methods*
- *regularly evaluates and adjusts the modes of delivery and pedagogical methods aiming at improvement*
- *regularly evaluates the quality and effectiveness of teaching, as documented especially through student surveys*
- *strengthens the student's sense of autonomy, while ensuring adequate guidance and support from the teaching staff*
- *promotes mutual respect in the student-teacher relationship*
- *applies appropriate procedures for dealing with the students' complaints*
- *provides counselling and guidance for the preparation of the thesis*

In addition

- *The academic staff are familiar with the existing examination system and methods and are supported in developing their own skills in this field.*
- *The assessment criteria and methods are published in advance. The assessment allows students to demonstrate the extent to which the intended learning outcomes have been achieved. Students are given feedback, which, if necessary is linked to advice on the learning process.*
- *Student assessment is conducted by more than one examiner, where possible.*
- *Assessment is consistent, fairly applied to all students and conducted in accordance with the stated procedures.*
- *A formal procedure for student appeals is in place.*
- *The function of the academic advisor runs smoothly.*

Documentation

- *Sample of a fully completed questionnaire for the evaluation of the PSP by the students*
- *Regulations for dealing with students' complaints and appeals*
- *Regulation for the function of academic advisor*
- *Reference to the teaching modes and assessment methods*

Study Programme Compliance

Findings

The nature of this Programme, emphasising creativity and playing, is conducive to student-centred learning rather than learning through lectures in large auditoriums. And this is what actually happens. The discussions that the Panel had with teaching staff, students and graduates lead to the conclusion that alternative teaching methods are used rather than the traditional teacher-centred ones. Students – past and present – mentioned that they were constantly encouraged to actively participate in their own learning. They plan their work according to their individual needs and

capabilities, selecting elective courses from within the Department according to their personal interests. Students also have the opportunity to attend optional courses and are encouraged to participate in other practical activities outside the Programme in order to develop individual skills.

Assessment is based on written projects, case studies and other similar means of creative synthesising of taught material, rather than conventional tests measuring the reproduction of knowledge.

Students are exposed to several teaching methods. Lectures are generally avoided or kept to the minimum and interactive, laboratory-type of experiential learning classes are mostly present. The atmosphere in these classes is usually friendly, without the teacher-student distance and active learning occurs naturally. Many courses also include group work in assignments and projects.

Analysis of Judgement

Faculty members tend to role model such an orientation towards experiential learning, both individually and collectively. Moreover, the interviewed faculty members showed an openness and flexibility to offer feedback, as well as a commitment to constant learning and improvement. In our meeting with the faculty, their will to continuously evolve with educational programmes, which will facilitate them in this shift from teacher-centred to student-centred teaching, was highlighted.

Students have the possibility, after the completion of each semester, to fill out a professor evaluation questionnaire and suggest ways to improve the teaching method and the course in general, as well as mention what they found particularly helpful or would like to change. These evaluations have produced a variety of suggestions for enriching learning/teaching methods that promote engagement and active learning. The curriculum has changed substantially in recent years, in response to these evaluations. Interviewing graduates of the Programme allowed us to witness how much the Programme has improved and changed over the years. Students informed us how easy and direct their communication with the faculty is. For example, how fast faculty responds to emails and that they are available beyond scheduled office hours. Moreover, students mentioned the personal relationships they developed with the faculty. The faculty has structured their lessons so that there is a designated time for questions, making them more student-centred. Our communication with some of the current students and graduates was highly constructive, as they conveyed to us the many positive effects that this Programme had on their career and their lives in general.

Conclusions

Student-centred learning rather than the traditional teacher-centred instruction is widely used in the Programme. Alternative and experiential teaching methods are applied and students are invited to get involved and actively shape their own education.

Panel Judgement

Principle 3: Student-centred learning, teaching and assessment	
Fully compliant	X
Substantially compliant	
Partially compliant	
Non-compliant	

Panel Recommendations

Further measures that will strengthen the student-centred nature of this Programme should be taken. Some ideas towards this end are the following: Invest in the development of new teaching rooms, large enough and properly furnished, in order to allow for free movement of teachers and students for alternative activities such as creative playing, dancing and theatrical acts.

PRINCIPLE 4: STUDENT ADMISSION, PROGRESSION, RECOGNITION OF POSTGRADUATE STUDIES, AND CERTIFICATION.

INSTITUTIONS SHOULD DEVELOP AND APPLY PUBLISHED REGULATIONS COVERING ALL ASPECTS AND PHASES OF STUDIES (ADMISSION, PROGRESSION, THESIS DRAFTING, RECOGNITION AND CERTIFICATION).

All the issues from the beginning to the end of studies should be governed by the internal regulations of the academic units. Indicatively:

- *the student admission procedures and the required supporting documents*
- *student rights and obligations, and monitoring of student progression*
- *internship issues, if applicable, and granting of scholarships*
- *the procedures and terms for the drafting of assignments and the thesis*
- *the procedure of award and recognition of degrees, the duration of studies, the conditions for progression and for the assurance of the progress of students in their studies*
- *the terms and conditions for enhancing student mobility*

All the above must be made public in the context of the Student Guide.

Documentation

- *Internal regulation for the operation of the Postgraduate Study Programme*
- *Research Ethics Regulation*
- *Regulation of studies, internship, mobility, and student assignments*
- *Degree certificate template*

Study Programme Compliance

Findings

To support incoming students and facilitate their admission to the PSP, the Department organises at the beginning of each academic year a meeting, where new students are informed about the services offered by the University in general and about the organisation of the study Programme and the functioning of the PSP. In addition, all students have an advisor who is regularly available and who has the responsibility to guide students through the Programme requirements.

The study Programme includes the completion of an MA thesis, which is mandatory. The procedure is well defined as following: the topic must be chosen and submitted through a research proposal. Once the proposal is accepted, a three-member committee is established to follow the Thesis progress. The Thesis' defence is public.

There is no practicum, but a few students can choose to participate in one, without acquiring ECTS.

The Department participates in the ERASMUS+ Programme, but the mobility of students is limited.

Analysis of Judgement

The Department has a well-established process for students to register and matriculate through the study programme. All procedures concerning students' admission, progression, recognition, and certification are based on the institutional study regulations.

The thesis is well organised and attended. A module of Methodology of research is included in the Programme. During interviews with the students, the research carried out during the thesis was considered very interesting.

Conclusions

Graduating students will be issued both Diplomas and its supplement automatically and free of charge immediately after the completion of their studies. The ECTS system is applied across the study programme and the diploma supplement is issued in Greek and English for all graduates. The Department also gives all graduates an Educational License. The thesis is part of the curriculum, giving the students the opportunity to develop their research interests and skills and is well organised. The number of incoming/outgoing students is not high. It may be due to financial difficulties and professional limitations.

Panel Judgement

Principle 4: Student admission, progression, recognition of postgraduate studies and certification	
Fully compliant	X
Substantially compliant	
Partially compliant	
Non-compliant	

Panel Recommendations

- The Department should continue its efforts to promote students' mobility.
- Additionally, the EEAP recommends to the Department, the strengthening of the Practicum, by adding it to the curriculum with ECTS.

- The EEAP believes that a financial aid to the programme – which is free – from the Ministry of Education would be useful to extend research activities and collaborations of the Department, as well as organise a practicum for the students.

PRINCIPLE 5: TEACHING STAFF OF POSTGRADUATE STUDY PROGRAMMES

INSTITUTIONS SHOULD ASSURE THEMSELVES OF THE LEVEL OF KNOWLEDGE AND SKILLS OF THEIR TEACHING STAFF, AND APPLY FAIR AND TRANSPARENT PROCESSES FOR THEIR RECRUITMENT, TRAINING AND FURTHER DEVELOPMENT.

The Institution should attend to the adequacy of the teaching staff of the academic unit teaching at the PSP, the appropriate staff-student ratio, the appropriate staff categories, the appropriate subject areas, the fair and objective recruitment process, the high research performance, the training- development, the staff development policy (including participation in mobility schemes, conferences, and educational leaves-as mandated by law).

More specifically, the academic unit should set up and follow clear, transparent and fair processes for the recruitment of properly qualified staff for the PSP and offer them conditions of employment that recognise the importance of teaching and research; offer opportunities and promote the professional development of the teaching staff; encourage scholarly activity to strengthen the link between education and research; encourage innovation in teaching methods and the use of new technologies; promote the increase of the volume and quality of the research output within the academic unit; follow quality assurance processes for all staff (with respect to attendance requirements, performance, self-assessment, training, etc.); develop policies to attract highly qualified academic staff.

Documentation

- Procedures and criteria for teaching staff recruitment
- Employment regulations or contracts, and obligations of the teaching staff
- Policy for staff support and development
- Individual performance of the teaching staff in scientific-research and teaching work, based on internationally recognised systems of scientific evaluation (e.g. Google Scholar, Scopus, etc.)
- List of teaching staff including subject areas, employment relationship, Institution of origin, Department of origin

Study Programme Compliance

Findings

Relevant documentation included documents on the roles, responsibilities and performance of teaching staff members. Moreover, a list of teaching staff members was provided, which included information on research performance and output. During the interviews, information was provided on professional development opportunities and research activities.

There is a clear set of criteria and procedures for the selection and employment of teaching staff. The number of academics involved in the teaching of modules is satisfactory and includes academics of various specialisations. Academics possess relevant qualifications and teaching experience.

Research is supported through the financing of participation in conferences and the financing of small research projects (to a certain extent). Academics are involved in research activities which include publication of articles in journals and participation in academic conferences. Two academic journals are published and academics participate in research projects. However, the strategic

targets provided do not make specific reference to research and professional development opportunities and there is no direct linkage with a specific target. As previously mentioned, there are a few cases of academic staff members where an increase in output is necessary, especially in internationally recognised journals.

Teaching staff is regularly evaluated by students through evaluation surveys.

Overall, employment regulations, staff policies and recruitment processes appear to be highly effective in achieving successful teaching and learning outcomes. There are clear provisions for the systematic evaluation of staff members. However, some areas for improvement exist.

Analysis of Judgement

As previously mentioned, there are well defined criteria for the selection and employment of teaching staff. Even though the full extent of the meritocratic procedures used for recruitment cannot be assessed, there is strong evidence to suggest that the process followed and the criteria used ensure that the academics employed in the teaching of modules are highly competent and effective as instructors. The regular evaluation of teaching staff by students is considered a strength if appropriate action is taken based on the feedback received.

Even though emphasis is placed on research and development, more can be done in terms of formulating a detailed research strategy for the PSP. There is also a need to increase research performance and output, especially in internationally recognised journals. Moreover, the defined research targets do not place sufficient emphasis on research performance and staff professional development.

Conclusions

The processes used for the staff recruitment are specific and transparent. The PSP is supported by an adequate number of academics. Specific mechanisms for the evaluation of staff members by students are used on a systematic basis. Based on our findings, areas for improvement include an increase in research performance, especially in internationally recognised journals, and the formulation of more strategic targets, especially targets which place emphasis on research and professional development.

Panel Judgement

Principle 5: Teaching staff of postgraduate study programmes	
Fully compliant	X
Substantially compliant	
Partially compliant	
Non-compliant	

Panel Recommendations

- The EEAP recommends the formulation of more specific research targets, especially in relation to research performance and professional development.
- The EEAP believes that there is a need to increase the performance of the teaching staff in scientific research, especially in internationally recognised journals.

PRINCIPLE 6: LEARNING RESOURCES AND STUDENT SUPPORT

INSTITUTIONS SHOULD HAVE ADEQUATE FUNDING TO COVER THE TEACHING AND LEARNING NEEDS OF THE POSTGRADUATE STUDY PROGRAMME. THEY SHOULD –ON THE ONE HAND- PROVIDE SATISFACTORY INFRASTRUCTURE AND SERVICES FOR LEARNING AND STUDENT SUPPORT, AND – ON THE OTHER HAND- FACILITATE DIRECT ACCESS TO THEM BY ESTABLISHING INTERNAL RULES TO THIS END (E.G. LECTURE ROOMS, LABORATORIES, LIBRARIES, NETWORKS, NETWORKS, CAREER AND SOCIAL POLICY SERVICES ETC.).

Institutions and their academic units must have sufficient resources and means, on a planned and long-term basis, to support learning and academic activity in general, so as to offer PSP students the best possible level of studies. The above means include facilities such as the necessary general and more specialised libraries and possibilities for access to electronic databases, study rooms, educational and scientific equipment, IT and communication services, support and counselling services.

When allocating the available resources, the needs of all students must be taken into consideration (e.g. whether they are full-time or part-time students, employed students, students with disabilities), in addition to the shift towards student-centred learning and the adoption of flexible modes of learning and teaching. Support activities and facilities may be organised in various ways, depending on the institutional context. However, the internal quality assurance proves -on the one hand- the quantity and quality of the available facilities and services, and -on the other hand- that students are aware of all available services.

In delivering support services, the role of support and administration staff is crucial and therefore this segment of staff needs to be qualified and have opportunities to develop its competences.

Documentation

- Detailed description of the infrastructure and services made available by the Institution to the academic unit for the PSP, to support learning and academic activity (human resources, infrastructure, services, etc.) and the corresponding firm commitment of the Institution to financially cover these infrastructure-services from state or other resources
- Administrative support staff of the PSP (job descriptions, qualifications and responsibilities)
- Informative / promotional material given to students with reference to the available services
- Tuition utilisation plan (if applicable)

Study Programme Compliance Findings

Provision of Facilities for the Teaching and Learning Environment

The basic infrastructure that hosts the Programme's research and educational activities covers functionally the needs of postgraduate students. More specifically, the Programme has a total of four laboratories, five lecture halls and its students can use for free the gym of the Department, which is fully equipped. Additionally, the Programme grants free access to the Central Library of

Thessaly and to a wide range of electronic and printed resources. Moreover, students have access to the Postgraduate Office, where they can use computers and have access to an internet connection, which has low speed, according to some students. Students and alumni have reported easy accessibility to the digital library, databases, and IT infrastructure.

Funding

The needs of the administrative operation of the PSP are covered by the University's Special Research Funds Account and by the Department's funds.

Range of Support Services

The Programme offers support services designed for the different needs of its students. Each service addresses specific aspects of student requirements, including student accommodation, boarding, healthcare and psychological support, accessibility and social support for students that face medical or social problems and information about career and academic guidance, with collaboration of relevant departments like DASTA (Employment and Career services, that are provided by the university) and other university activities about cultural groups and events. Both students and alumni reported that they were thoroughly informed about these services, when they joined their Programmes.

Awareness and Accessibility of Services

Academic staff, students, and alumni agree that the services are generally user-friendly and easily accessible. Administrative staff, after the registration of the students, assists them in order to get access to a wide range of services like webmail, e-class and also assists them with technical issues through email or telephone.

Administrative Staff for Support Services

The administrative staff is the main pillar of the administrative support for the students, dealing with bureaucratic, operational or organisational issues of the Programme. Furthermore, it is worth noting that the Programme's administrative branches provide through e-class easy accessibility to a variety of services in order to assist its students' academic needs. The administrative staff is also responsible for the coordination of the academic staff, for the maintenance of records, for providing administrative assistance and for the implementation of the decisions by the Board. The academic staff pointed out the necessity for further administrative support.

The ERASMUS+ Office

At present, there were no foreign students in the Programme or students that participate in an Erasmus Programme. Only one of the graduates is now participating in an Erasmus Programme.

Educational Platforms and Videoconferencing

The Programme fully utilises e-class, to achieve the collaboration among students and faculty. Furthermore, through this platform, academics provide postgraduate students with additional educational material, assign tasks, design, and implement assessment activities. Additionally, students and alumni have described as effortless the experience of using these services.

Analysis of Judgement

EEAP members have examined carefully these findings and have witnessed the Programme's

commitment to providing crucial supporting services to its students. The wide range of support services indicates the Programme's dedication to its students' further evolution and development. Furthermore, the focus on the optimisation and enhancement of the available electronic and printed resources lines up with current and future educational needs, simplifying and granting access to fundamental material and knowledge significant for academic evolution.

Conclusions

In closing, the Programme displays a solid and robust determination and commitment to providing its students with a wide range of services, managed by committed and well-organised administrative departments and staff. Moreover, the Programme has made creditable steps and efforts in order to support its students and with an honest commitment for further improvement, it can improve the quality of its supporting services, despite its lack of government funding.

Panel Judgement

Principle 6: Learning resources and student support	
Fully compliant	X
Substantially compliant	
Partially compliant	
Non-compliant	

Panel Recommendations

- The EEAP suggests that a tuition utilisation plan would strengthen the capability of the Programme in financial matters related to student support.
- The EEAP suggests further improvement of the current facilities and administrative support.

PRINCIPLE 7: INFORMATION MANAGEMENT

INSTITUTIONS BEAR FULL RESPONSIBILITY FOR COLLECTING, ANALYSING AND USING INFORMATION, AIMED AT THE EFFICIENT MANAGEMENT OF POSTGRADUATE STUDY PROGRAMMES AND RELATED ACTIVITIES, IN AN INTEGRATED, EFFECTIVE AND EASILY ACCESSIBLE WAY.

Institutions are expected to establish and operate an information system for the management and monitoring of data concerning students, teaching staff, course structure and organisation, teaching and provision of services to students.

Reliable data is essential for accurate information and decision-making, as well as for identifying areas of smooth operation and areas for improvement. Effective procedures for collecting and analysing information on postgraduate study programmes and other activities feed data into the internal system of quality assurance.

The information collected depends, to some extent, on the type and mission of the Institution. The following are of interest:

- *key performance indicators*
- *student population profile*
- *student progression, success, and drop-out rates*
- *student satisfaction with their programmes*
- *availability of learning resources and student support*

A number of methods may be used to collect information. It is important that students and staff are involved in providing and analysing information and planning follow-up activities.

Documentation

- *Report from the National Information System for Quality Assurance in Higher Education (NISQA) at the level of the Institution, the department, and the PSP*
- *Operation of an information management system for the collection of administrative data for the implementation of the PSP (Students' Record)*
- *Other tools and procedures designed to collect data on the academic and administrative functions of the academic unit and the PSP*

Study Programme Compliance

Findings

Data Collection Procedures

The Programme has laid the foundations of solidly built procedures for the systematic collection of data regarding various aspects of its academic unit. These procedures incorporate information about the teaching methods and skills, the content, the difficulty and the usefulness of the available courses, academic staff's research projects, the students' satisfaction with their Programme, on whether and how new technologies were used, the availability of electronic and printed resources, the students' further progression, employability, the career development of graduates, the facilities, and the equipment. The collection of data occurs at different and multiple levels within the Programme to ensure a more extensive coverage. This whole procedure is conducted entirely by the administrative staff and the results of the collected data are sent to MODIP for further processing in relation to indicators of quality in terms of teaching staff, facilities, and research in this Programme.

Information Systems and Collection Methods

The Programme employs a combination of an information system, which is used for the collection, process and data management, and one method to collect data through evaluation questionnaires and collaboration with relevant departments like MODIP and OPESP. The Programme employs a data-driven approach to gather accurate and up-to-date information and also conducts internal evaluation by OMEA, which is a group of faculty members of the Department that process, evaluate and publish the results of their internal evaluation.

Student Satisfaction Surveys

Regular student satisfaction surveys through evaluation questionnaires are an essential element of the Programme's data collection efforts. These questionnaires provide valuable aspects of students' experiences, concerns, and suggestions for improvement. These surveys are conducted anonymously, before the end of the semester to capture the valid feelings and expectations of the students' academic experience. Furthermore, the data are presented and are easily accessible to both the academic staff and the students.

Analysis of Judgement

The Programme displays a solid commitment to employ the data that are collected from personal and anonymous questionnaires efficiently. The collected data are regularly analysed to identify the main tendencies, the fields of improvement and areas of evolution and growth. The findings are communicated to relevant departments and stakeholders to ensure pellucidity and accountability. Moreover, data are mainly used for the improvement of the teaching methods and skills, support services, IT facilities, efficiency and accessibility of electronic and printed resources, highlighting a wide range of aspects of the academic unit. The analysis of these data assists in the identification of insufficiencies or areas where improvements are required. The Programme utilises graphs and charts to make the collected data accessible both to the teaching staff and the students.

Conclusions

In conclusion, the Programme has laid the foundations of solid procedures for the systematic collection of data, including a variety of fields and aspects of the academic unit like teaching methods and skills, the content, the difficulty and the usefulness of the available courses, employability, and career development of graduates. The Programme employs a combination of information systems for the collection, process and data management through evaluation questionnaires and collaboration with relevant departments to protect the efficiency of data collection. Additionally, the data are presented in a comprehensive and informative way. Moreover, personal questionnaires of the students provide significant feedback to obtain crucial outcomes regarding the experience and expectations of students about the Programme.

In closing, the Programme displays a robust commitment to a data-driven model and with constant improvement in data collection procedures, the Programme's goal to provide a great educational experience to its students is achieved.

Panel Judgement

Principle 7: Information management	
Fully compliant	X
Substantially compliant	
Partially compliant	
Non-compliant	

Panel Recommendations

None.

PRINCIPLE 8: PUBLIC INFORMATION CONCERNING THE POSTGRADUATE STUDY PROGRAMMES

INSTITUTIONS SHOULD PUBLISH INFORMATION ABOUT THEIR TEACHING AND ACADEMIC ACTIVITIES RELATED TO THE POSTGRADUATE STUDY PROGRAMMES IN A DIRECT AND READILY ACCESSIBLE WAY. THE RELEVANT INFORMATION SHOULD BE UP-TO-DATE, OBJECTIVE AND CLEAR.

Information on the Institutions' activities is useful for prospective and current students, graduates, other stakeholders, and the public.

Therefore, Institutions and their academic units must provide information about their activities, including the PSP they offer, the intended learning outcomes, the degrees awarded, the teaching, learning and assessment procedures applied, the pass rates, and the learning opportunities available to their students. Information is also provided on the employment perspectives of PSP graduates.

Documentation

- *Dedicated segment on the website of the department for the promotion of the PSP*
- *Bilingual version of the PSP website with complete, clear and objective information*
- *Provision for website maintenance and updating*

Study Programme Compliance

Findings

Availability of Key Information

The key information about the academic unit and the Postgraduate Programme (PSP) is indeed available online (www.ece.uth.gr). This includes details about the Programme's structure, mode of attendance, assessment criteria, the degree awarded, and the CVs of teaching staff. The availability of this information is in both Greek (www.ece.uth.gr/main/el/content/2955-metaptyxiakes-spydes) and English (www.ece.uth.gr/main/content/3781-post-graduate-studies) .

Dedicated Website Segment

There is a dedicated section on the Programme's website that serves the purpose of promoting the Postgraduate Programme (PSP) (www.ece.uth.gr/main/el/content/787-pms). This segment is designed to provide comprehensive information to prospective students and other interested parties.

Availability of Course Outlines

All course outlines for the PSP are accessible online. These outlines offer a detailed overview of the Programme's curriculum, including course descriptions, learning objectives, and assessment methods. They are a valuable resource for both current and prospective students.

Policy for Quality Assurance

The Programme's Policy for Quality Assurance is accessible online via the PSP website. This policy outlines the strategies and measures in place to ensure the Programme's quality and effectiveness.

MODIP is the quality assurance unit within the Programme. It was founded as part of the continuous evaluation of the educational and research activities, as well as the functioning and performance of the institution. Its purpose is to guarantee and enhance the quality of these aspects, in alignment with global standards and the principles outlined by the Authority for Quality Assurance and Accreditation in Higher Education (ADIP). The role of MODIP extends to providing advice to the university's administration and coordinating efforts to establish policies and procedures that promote quality assurance and efficient evaluation, all in accordance with the existing institutional framework.

Clarity and Accessibility of Information

The information published on the PSP website is generally up-to-date, clear, and easily accessible. This accessibility is crucial for prospective students who rely on accurate and current information to make informed decisions about their academic pursuits.

Analysis of Judgement

First of all, key information is available online. Furthermore, the presence of a dedicated website segment for promoting the PSP demonstrates a commitment to transparency and communication. This is essential for attracting potential students and providing them with a comprehensive understanding of the Programme's offerings.

The availability of course outlines online is a positive aspect, as it assists students in understanding the Programme's structure and content. These outlines serve as a valuable resource for both students and educators, ensuring transparency in the learning process.

The accessibility of the academic unit's Policy for Quality Assurance on the PSP website underscores a commitment to maintaining high educational standards. This transparency helps build trust among students and stakeholders, demonstrating a dedication to programme quality.

Conclusions

In conclusion, the PSP has made commendable efforts to make key information readily available online. The presence of a dedicated website segment for Programme promotion, complete course outlines, and accessible policies for quality assurance is indicative of a commitment to transparency and accountability. Additionally, maintaining the up-to-date nature of all online content is crucial to ensure that the information remains accurate and relevant.

Overall, the Programme's efforts in providing clear, comprehensive, and accessible online information contribute positively to the Programme's reputation and appeal to prospective students.

Panel Judgement

Principle 8: Public information concerning the postgraduate study programmes	
Fully compliant	X
Substantially compliant	

Partially compliant	
Non-compliant	

Panel Recommendations

The EEAP suggests to continue the efforts to maintain the Programme's up-to-date nature of all online content, which is crucial to ensure that the information remains accurate and relevant.

PRINCIPLE 9: ON-GOING MONITORING AND PERIODIC INTERNAL EVALUATION OF POSTGRADUATE STUDY PROGRAMMES

INSTITUTIONS AND ACADEMIC UNITS SHOULD HAVE IN PLACE AN INTERNAL QUALITY ASSURANCE SYSTEM FOR THE AUDIT AND ANNUAL INTERNAL REVIEW OF THEIR POSTGRADUATE STUDY PROGRAMMES, SO AS TO ACHIEVE THE OBJECTIVES SET FOR THEM, THROUGH MONITORING AND POSSIBLE AMENDMENTS, WITH A VIEW TO CONTINUOUS IMPROVEMENT. ANY ACTIONS TAKEN IN THE ABOVE CONTEXT SHOULD BE COMMUNICATED TO ALL PARTIES CONCERNED.

The regular monitoring, review, and revision of postgraduate study programmes aim at maintaining the level of educational provision and creating a supportive and effective learning environment for students.

The above comprise the evaluation of:

- a) the content of the programme in the light of the latest research in the given discipline, thus ensuring that the PSP is up to date*
 - b) the changing needs of society*
 - c) the students' workload, progression and completion of the postgraduate studies*
 - d) the effectiveness of the procedures for the assessment of students*
 - e) the students' expectations, needs and satisfaction in relation to the programme*
 - f) the learning environment, support services, and their fitness for purpose for the PSP in question*
- Postgraduate study programmes are reviewed and revised regularly involving students and other stakeholders. The information collected is analysed and the programme is adapted to ensure that it is up-to-date.*

Documentation

- *Procedure for the re-evaluation, redefinition and updating of the PSP curriculum*
- *Procedure for mitigating weaknesses and upgrading the structure of the PSP and the learning process*
- *Feedback processes concerning the strategy and quality goal setting of the PSP and relevant decision-making processes (students, external stakeholders)*
- *Results of the annual internal evaluation of the PSP by the Quality Assurance Unit (QAU), and the relevant minutes*

Study Programme Compliance Findings

An internal quality assurance system is in place. The Panel had a meeting with its members and was convinced that the Programme is adequately monitored.

Analysis

The University's commitment to quality assurances is reflected and evidenced using established procedures and processes. To date, some internal evaluations have been conducted to ensure that the Programme is fulfilling its mission and objectives. The Programme's faculty participate and help to monitor students' performance on coursework, written assignments and assessment. Continuous improvements have been implemented to date in response to the findings of annual evaluation that have enabled the academic unit to align its short- and long-term goals and objectives in accordance with international practices.

Conclusions

The monitoring of this Programme by an internal evaluation Committee is adequate.

Panel Judgement

Principle 9: On-going monitoring and periodic internal evaluation of postgraduate study programmes	
Fully compliant	X
Substantially compliant	
Partially compliant	
Non-compliant	

Panel Recommendations

This internal evaluation Committee should be maintained and its role should be further strengthened in the Programme. The leadership of the Programme is encouraged to formally seek feedback from external stakeholders (e.g., alumni, employers, social agency directors) by operating an “alumni-external partners” committee. The student evaluations of the faculty should be

available to the students so that they can judge whether or not their suggestions are taken into consideration by the Programme leadership.

PRINCIPLE 10: REGULAR EXTERNAL EVALUATION OF POSTGRADUATE STUDY PROGRAMMES

THE POSTGRADUATE STUDY PROGRAMMES SHOULD REGULARLY UNDERGO EVALUATION BY PANELS OF EXTERNAL EXPERTS SET BY HAHE, AIMING AT ACCREDITATION. THE TERM OF VALIDITY OF THE ACCREDITATION IS DETERMINED BY HAHE.

HAHE is responsible for administrating the PSP accreditation process which is realised as an external evaluation procedure, and implemented by panels of independent experts. HAHE grants accreditation of programmes, based on the Reports delivered by the panels of external experts, with a specific term of validity, following to which, revision is required. The quality accreditation of the PSP acts as a means for the determination of the degree of compliance of the programme to the Standards, and as a catalyst for improvement, while opening new perspectives towards the international standing of the awarded degrees. Both academic units and Institutions must consistently consider the conclusions and the recommendations submitted by the panels of experts for the continuous improvement of the programme.

Documentation

- *Progress report of the PSP in question, on the results from the utilisation of possible recommendations included in the External Evaluation Report of the Institution, and in the IQAS Accreditation Report, with relation to the postgraduate study programmes*

Study Programme Compliance

Findings

The Programme regularly undergoes evaluation by panels of external experts such as the current one, organised by HAHE.

Analysis

The Panel reviewed all available documents and the website and conducted online interviews with the Director of the Programme, the teaching staff, present students and graduates, as well as representatives of constituencies involved with student practice. These discussions concluded that the leadership of the Programme has undertaken a multidimensional effort to create the appropriate learning environment suitable for the benefit of its students.

Conclusions

The discussions with the Programme's leadership and faculty indicated that they understand and value the importance of such external reviews, are receptive to recommendations to improve their Programme and showed a willingness of addressing suggestions towards this end.

Panel Judgement

Principle 10: Regular external evaluation of postgraduate study programmes	
Fully compliant	X
Substantially compliant	
Partially compliant	
Non-compliant	

Panel Recommendations

The Panel recommends that further measures could be taken in order to strengthen the student-centred nature of the Programme (e.g. using more creative assignments, micro-teaching applications, seeking and developing new spacious and appropriately furnished classrooms that will allow the use of teaching activities such as creative play, dance, theatrical acts etc.). Some additional recommendations are the following:

- Enhance the link between teaching and research
- Strengthen the role of the internal evaluation committee
- Seek greater involvement of external stakeholders through formal feedback and inclusion initiatives

PART C: CONCLUSIONS

I. Features of Good Practice

The review of the Programme shows that the academic unit is strongly committed to the implementation of the Quality Assurance Policy. Features of good practice include the following.

- The Programme is monitored and evaluated on a systematic basis. Directions for improvement are identified and action is taken when needed.
- Student-centred learning is a priority and is widely used in the Programme.
- The thesis is a requirement and it is well organised and structured.
- There is an adequate number of academics supporting the Programme who are evaluated by students on a systematic basis.
- There is an emphasis on the provision of learning resources as well as a wide range of support services.
- The Programme utilises rigorous procedures for the systematic collection and analysis of data, ensuring its commitment to data-driven decision making and continuous improvement.
- There is a commitment to transparency and accessibility in relation to the provision of information.
- The staff is characterised by enthusiasm, a positive attitude and an acknowledgement of the importance of external reviews.

II. Areas of Weakness

The main areas of weakness relate to the following

- The number of strategic aims and targets is limited. The defined targets do not make specific reference to important dimensions of quality such as research output.
- The fact that education is free (no student fees) is a limitation in that it limits the funds available for research and other investments.
- The practicum is not provided with ECTS and the students who participate in the practicum receive no credits
- There are weaknesses in the provision of facilities to students (e.g. need for large and properly equipped rooms for activities).

III. Recommendations for Follow-up Actions

The EEAP recommends that the above-mentioned areas of weaknesses are addressed and action is taken in order to address these concerns. Moreover, additional recommendations are provided in the report and include the following.

- The Practicum must be strengthened. This can be done by adding it to the curriculum with ECTS.
- There is a need for a more detailed research strategy with a greater number of strategic aims and priorities. There is also a need to set more ambitious targets, especially in relation to research and professional development.
- Further measures in order to strengthen the student-centred nature of the Programme are recommended (e.g. using more creative assignments and making assignment deadlines more flexible, micro-teaching applications etc.)
- Further improvement of the current facilities and administrative support
- Greater involvement of external stakeholders through formal feedback and inclusion initiatives
- The Quality Assurance Policy and the Goal Setting Strategy must be available on the PSP website.
- Efforts to promote student mobility are recommended.

IV. Summary & Overall Assessment

The Principles where full compliance has been achieved are: **3, 4, 5, 6, 7, 8, 9, and 10.**

The Principles where substantial compliance has been achieved are: **1 and 2.**

The Principles where partial compliance has been achieved are: **None.**

The Principles where failure of compliance was identified are: **None.**

Overall Judgement	
Fully compliant	X
Substantially compliant	
Partially compliant	
Non-compliant	

The Members of the External Evaluation & Accreditation Panel

Name and Surname

Signature

1. Prof. Maria Eliophotou Menon (Chair)

University of Cyprus, Department of Education

2. Ass. Professor Emeritus Gina Ioannitou

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