



STUDENT HANDBOOK

BSc (Hons) in Management Information Systems

2021-2022

1. Welcome to the Programme

1.1 Message from the Dean

Upholding the American College of Greece tradition of providing a student-oriented educational experience, Deree School of Business and Economics delivers academic programmes that are based on quality instruction and pedagogic best practice. Blending critical enquiry with practical insight, Business and Economics curricula equip students with analytical and practical skills that are essential in today's globalized market place and, at the same time, provide excellent preparation to students who wish to pursue graduate studies in economics and business-related fields. Rigorous external review through NECHE accreditation, along with validation by the Open University UK, safeguard the quality and warrant the international relevance of our programmes.

Business and Economics programmes are delivered by friendly and accessible academic staff, who combine scholarly expertise with industry experience. The academic staff is motivated by the talented and increasingly diverse student population of the College. Together they contribute to the creation of a vibrant academic environment at Deree, helping the School of Business and Economics rise to the next level of excellence.

In the School of Business and Economics you will be offered instruction and experiences that will enable you to develop essential skills to pursue a meaningful career and contribute to business and society. You will be equipped with knowledge grounded on liberal education, economics, business foundations and functions, as well as sound specialization components. This handbook provides detailed information on the curricular structure of and the opportunities provided by the programme you have chosen.

Welcome to Deree–The American College of Greece and to the School of Business and Economics.

Annie Triantafillou PhD
Dean

1.2 Message from the Department Head

The academic department of Management Information Systems (MIS) and its faculty welcomes you to the Management Information Systems (MIS) programme of study. The MIS programme has its origins in the one of the first accredited information systems programmes in Greece introduced at Deree in the 1980's.

Studying Management Information Systems at Deree provides you with a well-balanced combination of knowledge and practical skills in managing information systems and technology in multiple contexts. Moreover, it equips you with a solid foundation to develop critical insights into connecting the world of business with the world of technology in the globalized field of information systems. Graduates of our programme pursue careers in Greek or foreign companies and organizations and/or pursue postgraduate studies in related fields abroad. As all Deree graduates, MIS graduates are held in high regard and are much sought after by multinational, regional, and high-profile Greek companies.

Through academic collaborations, professional partnerships with top global corporations and an expanding network of professionals we aim at exposing you to latest trends and best practices in management information systems and therefore add value to your studies.

The MIS teaching staff in the department is looking forward to meet with you in person, teach you in class and work with you to jointly create a learning experience that will shape your future.

Emmanuel (Manos) Varouchas, PhD
Associate Professor and Department Head

1.3 Deree-The American College of Greece

The American College of Greece (ACG) is a US non-profit institution. The educational system at DERE-ACG is based upon that of American institutions of higher learning. The school provides its students with a quality education of a standard equivalent to that of the most respected colleges and universities in the United States by virtue of the College's accreditation by NECHE, the oldest accrediting body in the United States. In 2010, DERE-ACG entered into a partnership with The Open University of the U.K., the largest university in Europe, for the purpose of program validation. All undergraduate programs offered at DERE-ACG are validated by The Open University, UK (www.open.ac.uk/validate). Through these accreditation and validation relationships, DERE-ACG students undertake studies leading to the award of two degrees: a US Bachelor's degree, reflecting institutional accreditation by NECHE, and a UK Honour's Bachelor's Award validated by The Open University. 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 Greek public universities. b) Transfer students who have transferred 92 US credits or above applicable to their program. 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.

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

1.5 Key Contacts

- American College of Greece: +30 210 600 9800
- Department Head: evrouhas@acg.edu ext. 1141
- SBE Dean's Office: sbe@acg.edu ext. 1108, 1150, 1008
- Academic Advising Office: dc.adv@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: Kamilioti Maria Kyriaki, mkamilioti@acg.edu ext. 1500

1.6 Keeping in Touch

Academic and administrative staff at ACG use 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 / course 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

The BSc (Hons) in Management Information Systems programme resides in the School of Business and Economics (SBE) of Deree-ACG. Deree School of Business and Economics is committed to providing academically rigorous economics and business programs that equip students with knowledge and thinking skills grounded on liberal education, economics foundations, business functions and sound specialization components.

In congruence with the mission statements of the College and the School of Business and Economics, the B.Sc. in Management Information Systems aims at providing students with an academic experience that fosters development of competencies in integrating business with technology in multiple contexts. Graduates in this degree programme are prepared for careers in the globalised field of information systems, such as information systems analyst and manager, or continue their education in graduate school.

2.2 Programme Aim and Objectives

The corporate environment is rapidly evolving in uncertainty and risk, while information technology is becoming an integral part of business operations. Therefore, organizations attempt to advance their agility level and sustain in the long run by improving the complex decision making process through the development and application of management information systems. Such systems significantly contribute in streamlining business processes, disseminating information throughout the organization, and change the organization's strategic perspective. The Bachelor of Science in Management Information Systems (MIS), is designed to meet the growing demand for information systems skills, and aims at providing students with an academic experience that fosters development of competencies in integrating business with technology in multiple contexts.

Students enrolling in the program do not necessarily need to have prior knowledge in the field. They learn how to apply technology and systems to solve business problems and facilitate decision-making. Theory and practice are combined in subjects such as, enterprise systems, data analytics, technology innovation,

electronic commerce, business intelligence, and knowledge management. As a result, students realize the impact of information systems on the organization's strategic perspective. Through workshops, field trips, academic collaborations and professional partnerships with top global corporations and an expanding network of professionals, students are exposed to the best practices in management information systems, adding further value to their studies.

The MIS programme goals are to produce graduates who are able to:

1. Use and administer information systems in different business settings
2. Acquire and apply analytical skills which will enable them to address complex business problems to make informed decisions based on available information and technology resources
3. Apply problem solving skills which will allow them to model information systems solutions for business problems
4. Recognize relationships between concepts of information systems, organization and management, and illustrate redesigning the organization with information systems
5. Identify professional and academic career paths through understanding of the business and professional responsibilities related to the use of information systems in organizations.

The Main Advantages of the Management Information Systems Programme

- MIS courses integrate current technologies of global IT firms and local associations
- Through the SAP University Alliances program, students have access to a wealth of material and discounts for professional certification examinations in SAP technologies
- MIS graduates are recognized by the British Computer Society – The Chartered Institute for IT
- In the final year of studies, students may choose to intern in a company or organization for a semester
- The vast majority of students achieve employment upon graduation
- Graduates are prepared for postgraduate studies and research opportunities at internationally recognized universities.

2.3 Programme Learning Outcomes

MIS programme graduates will be able to:

- Demonstrate knowledge and understanding of business functions
- Identify legal and ethical principles in business and information systems
- Apply pertinent technologies and information systems in business
- Employ quantitative and qualitative methods and tools to optimize the use of information systems in business
- Evaluate information systems alternatives to facilitate decision making
- Analyse and synthesize business information systems in alignment with business goals.

The programme team maintains close ties with the Information and Communications Technologies (ICT) industry through professional association memberships, professional networks, professional conference attendance, presentation of papers, publications, etc. The professional links of the team have informed revisions to the structure and content of the proposed revalidated curriculum. Moreover, the academic staff keeps up with developments that are taking place at the regulatory and governmental level internationally.

The use of industry professionals as part-time teaching staff provides an excellent source of information in programme revalidation with respect to current and changing business community needs, while directly benefitting students who get useful insights on business matters from practitioners.

The integrated interdisciplinary approach described above is further enhanced within the extracurricular academic societies. Through their voluntary participation in the respective society's activities, students practice professional skills, leadership, and teamwork while engaging with speakers, field trips, and other resources particular to their specialisations. They also collaborate on joint projects such as the Business Week forum, a major annual event of the School of Business and Economics, which brings internationally recognized leaders to campus to share their expertise with students.

2.4 Programme Structure

In order to address the mission and achieve the outcomes of the MIS programme, the latter shares modules with the following programmes/pathways: Accounting, Economics, Finance, Management, Mathematics, Marketing and Philosophy. The content of the Management Information Systems curriculum by year and semester can be found in the table below.

BSc (Honours) Management Information Systems										
Year 1										
Fall Semester					Spring Semester					
Module rubric	Module title	Credits	Level	Compulsory (C) Optional (O)	Module rubric	Module title	Credits	Level	Compulsory (C) Optional (O)	
MG 2003	Management Principles	15	4	C	CS 2179	Business Information Systems	15	4	C	
AF 2006	Financial Accounting	15	4	C	EC 1101	Principles of Macroeconomics	15	4	C	
MK 2030	Introduction to Marketing	15	4	C	MA 2021	Applied Statistics	15	4	C	
BU 2002	Business Legal Issues	15	4	C	MG 2063	Principles of Operations Management	15	4	C	
<i>Total</i> 60					<i>Total</i> 60					
Year 1 total credits: 120										
Year 2										
Fall Semester					Spring Semester					
Module rubric	Module title	Credits	Level	Compulsory (C) Optional (O)	Module rubric	Module title	Credits	Level	Compulsory (C) Optional (O)	
PH 3005	Business Ethics	15	5	C	FN 3105 AF 3116	Financial Management or Management Accounting	15	5	C	
CS 3140	Electronic Commerce	15	5	C	BU 3233	Business Research Methods	15	5	C	
CS 3245	Data Management for Business	15	5	C	CS 3153	Business Problem Solving	15	5	C	
CS 3247	Knowledge-based Decision Making	15	5	C	CS 3246	Enterprise Systems	15	5	C	
<i>Total</i> 60					<i>Total</i> 60					
Year 2 total credits: 120										
Year 3										
Fall Semester					Spring Semester					
Module rubric	Module title	Credits	Level	Compulsory (C) Optional (O)	Module rubric	Module title	Credits	Level	Compulsory (C) Optional (O)	
CS 4249	Business Intelligence	15	6	C	CS 4250	Information Systems Security and Control	15	6	C	
CS 4267	Applied Business Analytics	15	6	C	CS 4161	Technology Innovation and Entrepreneurship	15	6	C	
CS 4384	Analysis and Design of Information Systems	15	6	C	CS 4562	Information Systems Strategy	15	6	C	
MG 4057	Project Management	15	6	C	CS 48XX	Capstone Project in Management Information Systems	15	6	C	
<i>Total</i> 60					<i>Total</i> 60					
Year 3 total credits: 120										
Grand total credits: 360										

2.5 Academic Staff

Dr. Agamemnon Baltagiannis, B.Sc. in Physics, University of Patras, Department of Physics; M.Sc. in Electronics and Computers, Department of Physics; Ph.D. in Applied Mathematics and Mechanics, University of Patras, Department of Engineering Sciences.

Email: ABaltagiannis@acg.edu

Tel.: +30 210 6009800 ext. 1040 / Room: CN1100

Areas of Interest: Data Science, Digital prototypes on the fields of Machine Learning, Data Science and Digital Transformation.

Mr. Alexandros Dritsas, B.Sc., Business Administration / Computer Information Systems, Deree–The American College of Greece; M.Sc., Lancaster University, UK.

Email: adritsas@acg.edu

Tel.: +30 210 6009800 ext. 1040 / Room: CN1100

Areas of Interest: project management, Business Information Systems, Revenue Assurance in Telecoms industry.

Ms. Ioanna Konstantinou, B.Sc., Business Administration / Computer Information Systems & Marketing, Deree–The American College of Greece; M.Sc. in Total Quality Management, Cranfield University, UK; M.Sc. in Leadership, Deree–The American College of Greece; Ph.D. candidate, Sheffield University, UK.

Email: joan@acg.edu

Tel.: +30 210 6009800 ext. 1040 / Room: CN1100

Areas of interest: Leadership, Human Resource Management, and Entrepreneurship and Technology Innovation.

Dr. Vasilios Lazarou, B.Sc., Athens University of Economics, Greece; M.Sc., Imperial College, University of London, UK; Ph.D., Imperial College, University of London, UK.

Email: vsl@acg.edu

Tel.: +30 210 6009800 ext. 1040 / Room: CN1100

Areas of Interest: Intelligent Web Applications, Intelligent Agents, Social Networks & Knowledge Discovery, Social Media Analytics & Business Intelligence.

Mr. Konstantinos Leftheriotis, B.Sc., Business Administration / Computer Information Systems, Deree–The American College of Greece; M.Sc., Lancaster University, UK.

Email: kolef@acg.edu

Tel.: +30 210 6009800 ext. 1040 / Room: CN1100

Areas of Interest: Business Intelligence, Geographic Information Systems, ERP, Higher Education

Dr. Miltiadis Lytras, B.Sc., Athens University of Economics and Business; M.B.A., Athens University of Economics and Business; Ph.D., Athens University of Economics and Business.

Email: mlytras@acg.edu

Tel.: +30 210 6009800 ext. 1040 / Room: CN1100

Areas of Interest: Smart Cities, Cognitive Computing, Technology Enhanced Learning Semantic Web, Knowledge Management, E-learning, Social Networks, Knowledge Society, Innovation Management and International Technology Transfer.

Mr. Yiannis Petropoulos, B.Sc., Business Administration / Computer Information Systems, Deree–The American College of Greece; M.Sc., Systems Analysis and Business, University of Aston in Birmingham, UK.

Email: ypetropoulos@acg.edu

Tel.: +30 210 6009800 ext. 1040 / Room: CN1100

Areas of Interest: Decision Support Systems, Systems & Cybernetics, Health Informatics, Clinical DSS, Electronic Health Record in Health and Dentistry.

Mr. Anagnostis Sotiriadis, B.Sc., Business Administration / Computer Information Systems, Deree–The American College of Greece; M.Sc., Leicester University, UK.

Email: asotiriadis@acg.edu

Tel.: +30 210 6009800 ext. 1040 / Room: CN1100

Areas of Interest: Information Systems Development and Entrepreneurship, Cybersecurity, Innovation using ICT, Change Management, Experiential Learning.

Dr. Vassilia Stefanou, B.Sc., Business Administration / Computer Information Systems, Deree–The American College of Greece; M.Sc., Heriot-Watt University; Ph.D. candidate, Lancaster University, UK.

Email: vstefanou@acg.edu

Tel.: +30 210 6009800 ext. 1040 / Room: CN1100

Areas of Interest: Human Computer Interaction, User Experience, e-learning, blended learning, and technology enhanced learning (TEL).

Dr. Athanassios Triantafyllidis, B.Sc., Business Administration / Computer Information Systems, Deree–The American College of Greece; M.Sc., Stirling University, UK; Ph.D., Plymouth University, UK.

Email: tracer@acg.edu

Tel.: +30 210 6009800 ext. 1040 / Room: CN1100

Areas of Interest: e-Learning Web Applications, Social Networks for Learning, Mobile Applications Systems design for Learning, Big Data (Banking), Banking ITS.

Dr. Emmanuel Varouhas, B.Sc., Business Administration / Computer Information Systems, Deree–The American College of Greece; M.Sc., University of Sheffield, UK; Ph.D., University of Alcalá, Spain; Head of the Management Information Systems Department.

Email: evarouhas@acg.edu

Tel.: +30 210 6009800 ext. 1141 / Room: CN1100

Areas of Interest: strategic information systems, information systems security, quality assurance in higher education.

Mr. Andreas Zaras, B.Sc., Operational Research and Marketing, Athens University of Economics and Business; M.Sc. in Management Science & Operational Research, Warwick Business School, UK; M.Sc. in Finance, Alba Graduate Business School at The American College of Greece.

Email: AZaras@alba.acg.edu

Tel.: +30 210 6009800 ext. 1040 / Room: CN1100

Areas of Interest: operational research, econometrics and business intelligence.

2.6 Description of Modules

AF 2007 Financial Accounting - LEVEL 4

Introduction to principles, concepts and procedures of the financial accounting cycle of services and merchandising businesses. Preparation and interpretation of financial statements as a source of financial information required in a business context.

UK CREDITS: 15, US CREDITS: 3/1/3

BU 2003 Business Legal Issues - LEVEL 4

Introduction to basic concepts and principles of company law, intellectual property law, contract law, tort law and employment law, and overview of selected emerging legal issues.

UK CREDITS: 15, US CREDITS: 3/0/3

CS 2179 Business Information Systems – LEVEL 4

Business information systems concepts, categories and trends. The strategic impact of information systems and technologies on business functions and decision-making process. Ethical and security issues. Global information systems concepts.

Prerequisites: CS 1070

UK CREDITS: 15, US CREDITS: 3/1/3

EC 1101 Principles of Macroeconomics – LEVEL 4

National income accounting, economic growth, taxation, business cycles, unemployment, inflation, deficit and debt. Aggregate expenditures and the Aggregate Supply/Aggregate Demand model. Countercyclical fiscal and monetary policy. The banking system and the money supply.

Prerequisite: EC 1000

UK CREDITS: 15, US CREDITS: 3/0/3

MA 2021 Applied Statistics – LEVEL 4

A comprehensive introduction of statistics for business and economics. Descriptive and inferential statistics, regression analysis and analysis of variance (ANOVA).

UK CREDITS: 15, US CREDITS: 3/1/3

MG 2003 Management Principles - LEVEL 4

Nature, functions and responsibilities in the management of organizations. History of management thought, theories, concepts and practices. The managerial functions of planning and decision-making, organizing, leading and controlling.

UK CREDITS: 15, US CREDITS: 3/0/3

MG 2063 Principles of Operations Management – LEVEL 4

An introduction to the field of operations management. Foundation material in understanding the management of both profit and non-profit organization's operations. Familiarization with designing and managing operations.

UK CREDITS: 15, US CREDITS: 3/0/3

MK 2030 Introduction to Marketing – LEVEL 4

This course provides an understanding of basic marketing concepts, as they are used in different individual organizations. Marketing mix, segmentation, targeting, positioning, principles of consumer behavior, marketing research.

UK CREDITS: 15, US CREDITS: 3/0/3

PH 3005 Business Ethics – LEVEL 5

Introduction to major theories and basic moral problems in the domain of business. The use of reasoning in moral assessment of business practices. Application of moral theories to specific cases of corporate conduct ranging from the individual to society in general, in the local and the international context.

UK CREDITS: 15, US CREDITS: 3/0/3

FN 3105 Financial Management - LEVEL 5

The role of financial management within companies; the nature of financial decisions companies make; implementation of investment appraisal techniques; the importance of capital structure and its implications for the company.

Prerequisite: AF 2007

UK CREDITS: 15, US CREDITS: 3/0/3

CS 3140 Electronic Commerce - LEVEL 5

Electronic commerce framework, types and business models. E-marketplaces, social networks and mobile technologies. Web storefront and content management implementation.

Prerequisite: CS 1070 or ITC 1070

UK CREDITS: 15, US CREDITS: 3/0/3

CS 3153 Business Problem Solving - LEVEL 5

Problem solving, analysis, and processing of business data implemented with a high-level general-purpose object-oriented programming language.

Prerequisite: CS 1070 or ITC 1070

UK CREDITS: 15, US CREDITS: 3/1/3

CS 3245 Data Management for Business – LEVEL 5

Analysis of business requirements; database management systems concepts; data modelling; database design; normalization; structured query language; database integration; information analysis and reporting; online analytical processing; decision-making support; data mining; business intelligence.

Prerequisites: CS 1070, CS 2179 or CS 3051

UK CREDITS: 15, US CREDITS: 3/1/3

CS 3246 Enterprise Systems – LEVEL 5

Study of enterprise systems; integration of enterprise systems in support to business processes; theoretical and practical aspects of enterprise solutions; practical training on Enterprise Resource Planning industry standard solutions.

Prerequisites: CS 1070 or ITC 1070, CS 2179 or CS 3051

UK CREDITS: 15, US CREDITS: 3/0/3

CS 3247 Knowledge-based Decision Making – LEVEL 5

Decision Making models; Knowledge Management Systems concepts; role of knowledge in business; organisational learning; knowledge management; decision making processes; Business Analytics; Artificial Intelligence.

Prerequisites: CS 1070, CS 2179 or CS 3051

UK CREDITS: 15, US CREDITS: 3/0/3

BU 3233 Business Research Methods – LEVEL 5

The Business Research process, the Research Report and the Proposal. The Research problem, the Literature Review and Research Questions. Research Design and Methodology. Data Collection methods. Quantitative and Qualitative Data Analysis.

Prerequisites: MA 2021 or MA 2010

UK CREDITS: 15, US CREDITS: 3/1/3

MG 4057 Project Management - LEVEL 6

Project management as an interdisciplinary and cross-functional activity in an organization. Emphasis on the relationship of projects to the management of change and to the approaches and roles required to achieve successful project implementation.

UK CREDITS: 15, US CREDITS: 3/0/3

CS 4161 Technology Innovation and Entrepreneurship – LEVEL 6

Assessment of both process and context of technology-infused entrepreneurial activity in versatile business environments. Smart integration of digital technologies for the realization of novel ideas and the transformation of traditional business models into digital businesses.

Prerequisites: CS 1070 or ITC 1070

UK CREDITS: 15, US CREDITS: 3/0/3

CS 4249 Business Intelligence – LEVEL 6

Business Intelligence characteristics, architecture, models and processes. Data warehouse: building, maintaining and accessing techniques. Business Intelligence analysis, ETL methods. Data, Web and Text mining. Big Data analysis. Business performance management, business processes and data flows..

Prerequisites: CS 1070, CS 2179 or CS 3051

UK CREDITS: 15, US CREDITS: 3/0/3

CS 4250 Information Systems Security and Control – LEVEL 6

An overview of information systems security function. Threats, attacks and security technology measures. Legal, ethical and professional issues. Risk assessment and management. Planning for security.

Prerequisites: CS 1070 or ITC 1070, CS 2179

UK CREDITS: 15, US CREDITS: 3/0/3

CS 4267 Applied Business Analytics – LEVEL 6

Data exploitation for decision-making purposes: Data Management for Decision Support, Business Intelligence, Business Analytics, Data Mining/Machine Learning, Reporting, Forecasting.

Prerequisites: CS 3051 or [CS 1070 or ITC1070], CS 2179

UK CREDITS: 15, US CREDITS: 3/0/3

CS 4384 Analysis and Design of Information Systems – LEVEL 6

Concepts for systems analysis and design, methodologies, techniques, and tools. Evaluation of information systems components and their alignment with business requirements. Integration of the structured systems modelling with the object oriented one.

Prerequisites: CS 1070, CS 2179, CS 3245

UK CREDITS: 15, US CREDITS: 3/0/3

CS 4562 Information Systems Strategy – LEVEL 6

Study of the alignment of information systems with business models; a senior management perspective in the acquisition, development, delivery and governance of information systems resources.

Prerequisites: CS 1070, CS 2179, CS 3245, CS 4384, MG 4057

UK CREDITS: 15, US CREDITS: 3/0/3

CS 48XX Capstone Project in Management Information Systems – LEVEL 6

A culminating experience for MIS majors involving a substantive project that demonstrates a synthesis of learning accumulated in the program, including comprehensive knowledge of the discipline and its methodologies and practices.

Prerequisites: CS 1070, CS 2179, CS 3245, CS 4384, CS 4562, MG 4057, MA 2021, BU 3233

UK CREDITS: 15, US CREDITS: 3/0/3

2.7 Programme Resources

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: <https://library.acg.edu/contact>
- by phone: +30 210 600 9800 ext. 1434

The JS Bailey Library's website <https://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.

Multimedia resources

- Microsoft Office: 750 licenses currently in operation. Licenses are per machine and are renewed every 5 years.
- SPSS: 100 licenses currently in operation. Licenses are concurrent and are renewed annually.
- E-VIEWS: 20 licenses currently in operation. Licenses are per machine and are renewed annually.
- STATA: 25 licenses. Licenses are concurrent and are renewed annually.
- MATLAB: 30 licenses. Licenses are concurrent and are renewed annually.
- NVIVO: 20 licenses. Licenses are per machine and are renewed annually.
- QUALTRICS: The institutional license is renewed annually.
- REFINITIV THOMSON REUTERS EIKON DATASTREAM: 15 licenses. Licenses are concurrent and are renewed annually.
- BLOOMBERG: 12 licenses. Licenses are concurrent and are renewed annually.
- Blackboard platform: The institutional license is renewed annually.
- Turnitin Plagiarism Detection software: The institutional license is renewed annually.
- Premiere editing suite: installed on lab computers for teaching and student use.

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 Dr. Kristel Miller, Ulster University, UK.

Work-Related Activities

While you may gather a great deal of information in your courses, 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.

The work-based learning component is managed by the Internship Administrator, Ms. Despina Gavrili (dgavrili@acg.edu).

2.8 Opportunities for Graduates

Out of the 25 fastest growing occupations, 10 are in computing related fields. Hence, graduates in this degree program may look forward to challenging careers in management information systems or apply their knowledge within any other area of business. They are also prepared to continue their education in graduate school. MIS professionals are the “communication bridge” between business needs and technology solutions.

Career opportunities are available at any organization, both private and public, commercial and non-commercial, multinationals or local companies, including any organization that makes use of Information & Communications Technology (ICT), information systems integrators and resellers, ICT vendors and consulting firms offering ICT services, in positions such as:

- Business analyst / Data analyst
- Business process analyst
- Business knowledge manager
- Information systems analyst and designer
- Electronic commerce solution designer
- Information systems consultant
- Information systems manager
- IT account professional
- Project manager
- Digital transformation manager
- Chief Information Officer (CIO).

Note: The above list is indicative and does not limit the options available to an MIS graduate.

3. Assessment and Feedback

3.1 Assessment

Assessment Strategy and Procedure

Although courses may employ assessment instruments that perform only a diagnostic or formative function, credit for the completion of a course can only be obtained based on 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,

this assessment are governed by criteria that are explicit and communicated to students. More information on the assessment strategy and the general grading criteria of the College can be found in Student Resources.

Examination Regulations and Procedures

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

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 *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

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 stated on the Course Information Packet circulated to students by the instructor on the first day of classes and posted on the course Blackboard container.

When you submit an assignment, it is important that you ensure the following information is on the assignment front sheet:

- 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.

Assessment Method Mapping

BSc (Hons) Management Information Systems MIS modules - Assessment method mapping

MODULE	MODULE TITLE	ASSESSMENT TYPE	WEIGHT	DETAILS	Grade Averaging
Level 4					
CS 1070	Introduction to Information Systems Level 4, UK credits: 15	Formative	0%	Diagnostic test: short essay questions, Take-home lab assignments	No
		First Assessment - summative	40%	Coursework, Implementation of data analysis and presentation graphics	
		Final Assessment - summative	60%	Final Examination - Answers to questions with choice	
CS 2179	Business Information Systems Level 4, UK credits: 15	Formative	0%	Online assignments, Case study discussions, Computer lab assignments	No
		First Assessment - summative	40%	Coursework - Implementation of data analysis in business cases	
		Final Assessment - summative	60%	Written Examination - Answers to questions with choice	
Level 5					
CS 3140	Electronic Commerce Level 5, UK credits: 15	Formative	0%	Case problems	No
		First Assessment - summative	50%	Midterm Examination - Answers to essay questions	
		Final Assessment - summative	50%	Project - Functional requirements, application-based solution design and deployment	
CS 3153	Business Problem Solving Level 5, UK credits: 15	Formative	0%	Programming assignments and problems	Yes
		First Assessment - summative	40%	Midterm Examination - programming problems	
		Final Assessment - summative	60%	Project - Development of a solution to a problem (requirements analysis/development/documentation)	
CS 3245	Data Management for Business Level 5, UK credits: 15	Formative	0%	Take-home assignments, Business case studies	No
		First Assessment - summative	40%	Midterm Project - Business requirements analysis, normalization and implementation of an MIS database	
		Final Assessment - summative	60%	Project - Business case study and presentation	
CS 3246	Enterprise Systems Level 5, UK credits: 15	Formative	0%	Team Work - Collaborative business process implementation	Yes
		First Assessment - summative	40%	Midterm Examination - Answers to essay questions	
		Final Assessment - summative	60%	Research Project - Literature review / use of ERP system	
CS 3247	Knowledge-based Decision Making Level 5, UK credits: 15	Formative	0%	Coursework: case problems	No
		First Assessment - summative	40%	Midterm Examination - Combination of answers to essay questions and case problems	
		Final Assessment - summative	60%	Project - Analysis of a decision-making case utilising knowledge theories and concepts	
Level 6					
CS 4249	Business Intelligence Level 6, UK credits: 15	Formative	0%	Case problems	No
		First Assessment - summative	40%	Midterm Examination - Combination of answers to essay questions and case problems	
		Final Assessment - summative	60%	Research Project - A business intelligence solution	
CS 4250	Information Systems Security and Control Level 6, UK credits: 15	Formative	0%	Case problems	Yes
		First Assessment - summative	30%	Midterm Examination - Answers to essay questions	
		Final Assessment - summative	70%	Research Project - Literature review, data collection, methodology, interpretation	
CS 4161	Technology Innovation & Entrepreneurship Level 6, UK credits: 15	Formative	0%	Case studies	Yes
		First Assessment - summative	30%	Midterm Examination - Answers to essay questions	
		Second Assessment - summative	10%	Portfolio - Business Model Canvas	
		Final Assessment - summative	60%	Research Project - Development and/or transformation of a business venture using new technologies for innovation	
CS 4267	Applied Business Analytics Level 6, UK credits: 15	Formative	0%	Business case problems	No
		First Assessment - summative	40%	Midterm Project - Exploit (access, manage, process, report) real world data and answer business questions	
		Final Assessment - summative	60%	Written and lab examination - Answers to questions and data analysis problems	
CS 4384	Analysis and Design of Information Systems Level 6, UK credits: 15	Formative	0%	Team coursework: case problem analyses	No
		First Assessment - summative	40%	Literature Review - Project scope, methodologies, best practices	
		Final Assessment - summative	60%	Research Project - Functional requirements, application-based solution design proposal	
CS 4562	Information Systems Strategy Level 6, UK credits: 15	Formative	0%	Team coursework: case problem analyses	Yes
		First Assessment - summative	30%	Midterm Examination - Answers to essay questions	
		Final Assessment - summative	70%	Project - Information systems proposal	
CS 48XX	Capstone Project in MIS Level 6, UK credits: 15	Formative	0%	Essay-type assignments	Yes
		First Assessment - summative	10%	Presentation - Individual presentation of the Research Project	
		Final Assessment - summative	90%	Research Project - Project management milestones and checklist. Literature review, methodology, interpretation, critical evaluation of positions. Topic to be chosen by students in consultation with the academic staff	

**BSc (Hons) Management Information Systems
Other modules - Assessment method mapping**

MODULE	MODULE TITLE	ASSESSMENT TYPE	WEIGHT	DETAILS	Grade Averaging
Level 4					
AF 2007	Financial Accounting Level 4, UK credits: 15	Formative	0%		No
		First Assessment - summative	40%	In-class written examination	
		Final Assessment - summative	60%	In-class written examination	
BU 2003	Business Legal Issues Level 4, UK credits: 15	Formative	0%	Mock exam, in class exercises	No
		First Assessment - summative	40%	Midterm Examination	
		Final Assessment - summative	60%	Final Examination	
EC 1101	Principles of Macroeconomics Level 4, UK credits: 15	Formative	0%	Multiple choice/problems/essay question practice sets	Yes
		First Assessment - summative	40%	In-class written examination	
		Final Assessment - summative	60%	In-class written examination (comprehensive)	
MG 2003	Management Principles Level 4, UK credits: 15	Formative	0%	Case studies, experiential, exercises, in-class quizzes	No
		First Assessment - summative	40%	Midterm Examination	
		Final Assessment - summative	60%	Final Examination	
MG 2063	Principles of Operations Management Level 4, UK credits: 15	Formative	0%	Group Coursework - one in-class diagnostic examination and case study analyses	No
		First Assessment - summative	40%	Written project	
		Final Assessment - summative	60%	Written Examination (Essay-type questions)	
MA 2021	Applied Statistics Level 4, UK credits: 15	Formative	0%	Practice sets of problems	Yes
		First Assessment - summative	40%	Midterm Examination - Numerical problems/ questions using statistical outputs, interpretation of results	
		Second Assessment - summative	10%	Portfolio of projects - Statistical analysis using software/ interpretation of results	
		Final Assessment - summative	50%	Final examination - Numerical problems/ questions using statistical outputs, interpretation of results	
MK 2030	Introduction to Marketing Level 4, UK credits: 15	Formative	0%	Diagnostic test, assignments	No
		First Assessment - summative	50%	Written project	
		Final Assessment - summative	50%	Final Examination (comprehensive)	
Level 5					
PH 3005	Business Ethics Level 5, UK credits: 15	Formative	0%	Home assignments, Essay-type questions	No
		First Assessment - summative	30%	Midterm Examination	
		Second Assessment - summative	10%	Portfolio	
		Final Assessment - summative	60%	Final Examination	
BU 3233	Business Research Methods Level 5, UK credits: 15	Formative	0%	Preparation for assessments	No
		First Assessment - summative	40%	Midterm Examination	
		Final Assessment - summative	60%	Group research project	
AF 3116	Management Accounting Level 5, UK credits: 15	Formative	0%	Formative assignments	No
		First Assessment - summative	40%	In class written examination	
		Final Assessment - summative	60%	In class written examination	
FN 3105	Financial Management Level 5, UK credits: 15	Formative	0%	Exercises / Comprehensive problems	No
		First Assessment - summative	40%	In class written examination	
		Final Assessment - summative	60%	In class written examination	
Level 6					
MG 4057	Project Management Level 6, UK credits: 15	Formative	0%	Diagnostic test - essay and quantitative type, Coursework - case studies, Homework assignments	No
		First Assessment - summative	30%	Midterm Examination	
		Final Assessment - summative	70%	Written Project	

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 School of Business and Economics Programme Committee

The School of Business and Economics 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 of the School. This ensures that the student community

has a voice in decisions about curriculum, teaching and learning, and the development of the School of Business and Economics.

The MIS Academic Society

The Management Information Systems Society (MIS) is a student academic society with purpose to serve as interface between and among students in the MIS program, the MIS faculty and college administration. The MIS Society organizes events of academic and the business nature, like, conferences, field trips, and lectures from industry experts, panel discussions and information sessions about the program. These events aim to enhance students' knowledge of the MIS subject and at the same time offer networking opportunities.

The MIS Society joins with other student societies in the School of Business & Economics to organize the annual Business Week event, a series of speeches promoting synergies between students and industry. The head of the MIS department or a designated full-time faculty member acts as the Society's advisor, who provides with guidance and ensures the integrity of Society functions, like Society elections for the governing body as prescribed by the Society's constitution. The MIS governing body implements all planned activities. The MIS Society maintains a Blackboard site with information of academic and business nature available to all students in the MIS program. Active membership in the Society promotes a critical link between the College, students and the professional community.

Student Course Evaluation

Student evaluations of courses 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 Business and Economics 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 Business and Economics 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 Business and Economics faculty team. 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 course 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 course, 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 course is a pass (Grade C – 40%). If you fail the resit, you will not receive the credit for that course.

Resits in Capstone Courses

Students who fail a coursework assessment (project/paper) with a weight of 60% or above in a capstone course may request to resit the failed assessment in the resit period following the one designated for the course. 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 course resit period. Such an extension for the completion of specified coursework in capstone courses 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 program, 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 program 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 behavior 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 behavior 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 the student should be permitted to be reassessed. Independently of the assessment decisions made by the Board of Examiners on offences pertaining to validated courses/programs, 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 (Section 9, Appendix D – Regulatory Framework).

3.8 Complaints Procedure

Complaints are specific concerns about the provision of a course / module or a program 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 course/program) 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 programs. 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 course, 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 schedule, graduation instructions, major requirements, frequently asked questions (FAQs), the email 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 Programme 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 combines and provides a first-of-its-kind career and academic program in Greece

and is 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...

5.1 ...are absent for more than one day

You must notify your instructor(s) if you are absent for more than one day. If you are going to apply for Mitigating Circumstances, you will need to provide written evidence of the reason for your absence (see section 3.6).

5.2 ...are 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.

5.3 ...have 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 course 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).

5.4 ...are considering withdrawing from the course

You must consult with your advisor if you wish to defer your studies, withdraw from a course, or to transfer registration from one course 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 course within the first two days of teaching.
- Beyond this period, students may withdraw from a course within the first two weeks of teaching whilst retaining the right to re-enroll in the said course 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 course 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

Class attendance is mandatory. Attendance and performance in class are closely correlated. Lack of attendance necessarily means that a student has not achieved the desired learning experience that course requires.

For purposes of mitigating circumstances, such as illness or other serious matters, the College allows students to miss up to 20% of class time. This applies to all courses. For certain courses instructors could take absences into account and lower a student's grade based on the marking criteria and learning outcomes of the course.

Absence from a class does not exempt a student from completing the work for that class. Students who have exceeded the 20% threshold of absences for serious mitigating circumstances will be referred by the instructor to the Registrar's Office. The Registrar will in turn inform the Committee on Academic Standards and Policies (CASAP) which, in the light of any evidence of extenuating circumstances supplied by the student, will decide whether the student must withdraw from the course (and/or receive an F grade).

The only mitigating circumstance related to health, acceptable for excusing absences beyond the maximum is hospitalization. It is the student's responsibility to be aware of the number of absences in each course or module.

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.

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 3.6 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 courses.
- 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 course syllabi or descriptions of substantial length from official publications of the institution. Course 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) courses at Level 6 and/or for more than 4 courses (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 professionals* 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) courses, except for validated internship courses. No credit by assessment can be awarded for more than four (4) Level 5 courses. The method of assessment, the number of credits to be earned as well as the course(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.

*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. 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 NEASC accredited degree students have the right to complete their studies in accordance with the educational programs and requirements in effect at the time they were first admitted to the College. The maximum period of matriculation for a US NEASC 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 courses. Students may stay informed about current prerequisites/co-requisites of courses by consulting annually the latest on line College Catalog. Re-admitted students are required to follow the program 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.

Special Needs

You are expected to declare any special needs that would affect your safety in the event of a fire or earthquake, e.g. hearing impairment or the use of a wheelchair. Students with special needs must declare their special need, 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 Resources.

Smoking

According to Greek State laws, smoking is prohibited in all educational institutions. All types of smoking, including vaping, are prohibited in all indoor and outdoor College areas.

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 – Included in Folder #3.