

Quality Indicators of the Programme of Undergraduate Studies in Business Administration (PoUS DEO)

STRATEGIC OBJECTIVE	QUALITY OBJECTIVE	MEASUREMENT (indicator)	BASE VALUE (current value)	TARGET VALUE	ACTIONS / ACTIVITIES (What should we do to achieve the expected results?)	RESPONSIBILITIES (Who undertakes each action?)	TIMETABLE (When?)
SO 1 Enhancement of the effectiveness of the education provided	SO 1.1 Continuous improvement of the PoS	I1: Number of actions for a comprehensive review of the content of the PoS (at least, implementation of the PoS content review process)	4	≥ 1	Annual review of the content of the PoUS DEO with the participation of the COORs of the ThUs Collection of improvement proposals Implementation of improvements - Implementation of the revision process of the PoS Exploration of the possibility of setting up an Advisory Committee for the strategic direction of the PoS and submission of a relevant proposal	DPoS, COOR, ATS	31/12/25
		I2: Number of actions and proposals to improve the operation of the PoS (at least, implementation of the PoS operation review process)	2	≥ 1	Annual review of the operating rules of the PoUS DEO with the participation of the COORs of the ThUs Proposals for the improvement of the operating procedures (e.g. new rules) Implementation of improvements - Implementation of the revision process of the PoUS DEO Exploration of the possibility of setting up an Advisory Committee on the strategic direction of the PoS and submission of relevant proposal	DPoS, COOR, ATS	31/12/25
	SO 1.2	I3: Number of ThUs that have	14	14	Review of the main educational material	TSG, CoPoS, D/SSS, MB, other	31/12/25

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	Update and development of educational material	implemented at least one action to review or update their educational material			Update proposals (from CoPoS) Approvals of updates (from CoPoS, D/SSS and MB) Update by competent administrative and educational bodies	competent administrative / educational bodies	
		I4: Number of ThUs with updated supplementary material	14	14	Update and/or development of new supplementary material	COOR, TSG	31/12/25
		I5: Degree of student satisfaction with the quality of educational material ¹	3.96	≥ 3.88	Processing of the results of the evaluation of educational material and design of improvement actions	TSG, CoPoS, IEU	31/12/25

¹ The indicator is estimated as the average of the assessment results of the following questions of the questionnaire used by the IEU: 1. Did the educational material as a whole meet the learning outcomes of the Thematic Unit? - 2. Did the educational material as a whole contribute to the understanding of the subjects covered by the Thematic Unit? - 3. Did the educational material as a whole contribute to the elaboration of the educational activities of the Thematic Unit?

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	SO 1.3 Preservation of a high degree of student satisfaction of the teaching staff	I6. Degree of satisfaction with the teaching staff ²	4.74	≥ 4	Processing of the evaluation results Information of the TSGs (and individual ATS members where appropriate) and planning of improvement actions	COOR, TSG, IEU	31/12/25
		I7: Number of ThUs with an average number of postings by the ATS members on study.eap.gr (News-announcements and/or ThU Forum) ≥ 6	13	≥ 10	Information of the TSGs (and individual ATS members where appropriate) and planning of improvement actions	DPoS, COOR, ATS	31/12/25
	SO 1.4 Increase of the participation rate of students in the evaluation procedures of the institution	I8: Percentage of student participation in evaluation	54.89%	≥ 50%	Encouragement/inspiration of students by all stakeholders (DPoS, COORs, ATS)	IEU, DPoS, COOR, ATS	31/12/25

² The index corresponds to the evaluation of the group of questions “A. The role of the tutor” of the questionnaire used by IEU.

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	SO 1.5 Preservation of the high level of academic performance of students	I9: Average annual degree grade (NISQA indicator: D4.46)	7.19	≥ 7	Encouragement of students to participate in the GCMs and their assignments Provision of information to the TSGs (and individual ATS members where appropriate) to enhance student support	DPoS, COOR, ATS	31/12/25
SO 2 Assurance of the level of knowledge and competence of teaching staff	SO 2.1 Assurance of high quality of research work by the ATS	I10: Average annual number of publications in peer-reviewed journals per ATS member	2.6	≥ 2	Encouragement of ATS members to develop research activities and synergies with other ATS members	DPoS, COOR	31/12/25
		I11: Average annual number of papers in peer-reviewed conference proceedings per ATS member	1.3	≥ 1			31/12/24
		I12: Average annual number of chapters in collective volumes per ATS member (IPPC Indicator: D2.43-22)	0.6	≥ 0.5			31/12/25
	SO 2.2 Assurance of high quality of research work by the TRS of HOU	I13: Average annual number of publications in peer-reviewed journals per TRS member	1.8	≥ 2	Financial and technical support of the TRS of HOU to develop research activities and synergies within and outside the institution Provision of incentives to increase the quantity and quality of research work	D/SSS, MB	31/12/25

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		I14: Average annual number of papers in peer-reviewed conference proceedings per TRS member	1.3	≥ 1			31/12/25
		I15: Average annual number of chapters in collective volumes per TRS member (IPPC Indicator: D2.43-22)	0.0	≥ 0.5			31/12/25
SO 3 Improvement of the visibility of the PoS DEO at National and International level	SO 3.1 Enhancement of the publicity, visibility and promotion of all the activities of the PoS	I16: Number of individual elements of the promotional material for the PoS	2	≥ 2	Intensification of the publicity and promotion of the content, learning outcomes of the PoS, the skills acquired, as well as the employment prospects of graduates, through participation and representation in workshops, events related to higher education and the promotion of HEIs (e.g. spoudase, TIF, etc.) and systematic promotion through appropriate media entries and the creation of promotional leaflets and their promotion at various events and fora Systematic publicity, promotion and promotion of all the activities of the SSS, related to the teaching and research work of its members, the quality assurance framework governing its organisation, its social mission, etc., through appropriate media presence and organization of	Department of Public and International Relations, D/SSS, DPoS, COOR	31/12/25
		I17: Number of promotional events/participation in educational festivals, workshops, etc.	6	≥ 5			31/12/25

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					relevant events (Open Days, workshops, presentations, speeches)		
	SO 3.2 Connection of graduates with each other, as well as with the PoS, the SSS and the HOU	I18: Number of actions to strengthen the connection with the graduates of the PoUS DEO	1	≥ 2	Communication activities with the graduates of the PoUS DEO (e.g. newsletter) Information of alumni by representatives of the Alumni Network at the graduation ceremonies of the PoUS DEO, to highlight the importance of the network Submission of a request for the definition of a procedure for the collection of data on the professional development of the graduates of the PoS from the Liaison Office	Liaison Office, Alumni Network, DPoS	31/12/25
	SO 3.3 Promotion of the idea of mobility (of students and teaching staff) within the frame of the PoUS DEO	I19: Number of actions to disseminate mobility opportunities and support mobility of students and teaching staff	3	≥ 3	Actions that facilitate the mobility "from" and "to" the PoUS DEO, e.g., translation of the ThU Outlines in English Update of the website on mobility opportunities Posting information for the Erasmus Programme on the educational platform by the COORs Information event on mobility under the Erasmus programme Informing new students at the Welcome Event at the beginning of the academic	ERASMUS Office, DPoS, COOR	31/12/25

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					year about mobility opportunities through the Erasmus Programme Exploring the views of teaching staff who are not faculty members of HOU or other Universities aiming at their active involvement in mobility programmes.		
SO 4 Connection with Society and the Labour Market	SO 4.1 Systematic information and communication of science to the general public with the involvement of relevant scientific and social stakeholders	I20: Number of science communication events	12	≥ 7	Participation in and/or organisation of events to inform and communicate science to the general public with the involvement of relevant scientific and social stakeholders Cooperation of the PoUS DEO with and the Alumni Network for the organisation of online lectures with graduates of the PoS as speakers Participation of the PoUS DEO in the Career Days Organisation of online lectures with business executives to provide information on labour market data in employment areas relevant to the topics addressed by the PoUS DEO	DPoS, COOR, Department of Public and International Relations	31/12/25

Table of Acronyms & Abbreviations

Acronym/Abbreviation	Description
ASB	Academic Supervisory Board
ATS	Associate Teaching Staff
COOR	Coordinator
CoPoS	Committee of Programme of Study
D/SSS	Deanery/School of Social Sciences
DPoS	Director of Programme of Studies
GCM	Group Counselling Meeting (It takes place about 5 times per year and corresponds to the teaching of a course in a conventional PoS, although it does not have the same scope/objective. It is attended by an ATS member and the students of the class.)
HEI	Higher Education Institute
HOU	Hellenic Open University
IEG	Internal Evaluation Group
IEU	Internal Evaluation Unit
LLTC	Lifelong Learning and Training Centre
MB	Management Board
NISQA	National Information System for Quality Assurance in Higher Education
PoS	Programme of Study
PoUS	Programme of Undergraduate Studies
ThU	Thematic Unit
TIF	Thessaloniki International Fair
TMDO	Teaching Material Development Office
TRS	Teaching and Research Staff
TSG	Teaching Staff Group (Institutional body of the ThU for decisions and recommendations to the CoPoS. It is comprised by the COOR of the PoS who chairs it and the teaching staff (ATS members) of the classes of the ThU.)