

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

STRATEGIC OBJECTIVE	QUALITY OBJECTIVE	MEASUREMENT (indicator)	BASE VALUE (current value) <sup>1</sup>	TARGET VALUE	ACTIONS / ACTIVITIES (What should we do to achieve the expected results?)	RESPONSIBILITIES (Who undertakes each action?)	TIMETABLE (When?)
<b>SO 1 Enhancement of the effectiveness of the education provided</b>	<b>SO 1.1 Continuous improvement of the PoS</b>	I1: Number of actions for a comprehensive review of the content of the PoS (at least, implementation of the PoS content review process)	4	5	<p>Annual review of the content of the PoUS DEO with the participation of the COORs of the ThUs</p> <p>Collection of improvement proposals</p> <p>Implementation of improvements - Implementation of the revision process of the PoS</p> <p>Exploration of the possibility of setting up an Advisory Committee for the strategic direction of the PoS and submission of a relevant proposal</p> <p>Planning a survey for the programme's students regarding the possibility of offering internship opportunities.</p>	DPoS, COOR, ATS	31/12/26
		I2: Number of actions and proposals to improve the operation of the PoS (at least, implementation of the PoS operation review process)	2	3	<p>Annual review of the operating rules of the PoUS DEO with the participation of the COORs of the ThUs</p> <p>Proposals for the improvement of the operating procedures (e.g. new rules)</p> <p>Implementation of improvements - Implementation of the revision process of the PoUS DEO</p>	DPoS, COOR, ATS	31/12/26

<sup>1</sup> The base value is taken from the results of the 2024 quality evaluation. When the 2025 quality evaluation is completed, the base value will be updated accordingly.

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					Exploration of the possibility of setting up an Advisory Committee on the strategic direction of the PoS and submission of relevant proposal		
	<b>SO 1.2 Update and development of educational material</b>	I3: Degree of student satisfaction with the quality of educational material <sup>2</sup>	3.96	≥ 4,00	Processing of the results of the evaluation of educational material and design of improvement actions	TSG, CoPoS, IEU	31/12/26
	<b>SO 1.3 Preservation of a high degree of student satisfaction of the teaching staff</b>	I4: 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	14	Information of the TSGs (and individual ATS members where appropriate) and planning of improvement actions	DPoS, COOR, ATS	31/12/26
	<b>SO 1.4 Increase of the participation rate of students in the evaluation procedures of the institution</b>	I5: Percentage of student participation in evaluation	54.89%	≥ 56%	Encouragement/inspiration of students by all stakeholders (DPoS, COORs, ATS)	IEU, DPoS, COOR, ATS	31/12/26

<sup>2</sup> 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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	<b>SO 1.5 Preservation of the high level of academic performance of students</b>	I6: Average annual degree grade (NISQA indicator: D4.46)	7.19	≥ 7,25	<p>Encouragement of students to participate in the GCMs and their assignments</p> <p>Provision of information to the TSGs (and individual ATS members where appropriate) to enhance student support</p> <p>Enrichment of teaching materials and development of supporting resources (e.g. updating difficult sections of the material through documented input from ATS members, based on students' frequently asked questions).</p> <p>Informing the TSG (Teaching Staff Group), and individual ATS members where needed, in order to strengthen student support (e.g. short seminars on study skills, time management, and learning strategies).</p>	DPoS, COOR, ATS	31/12/26
<b>SO 2 Assurance of the level of knowledge and competence of teaching staff</b>	<b>SO 2.1 Assurance of high quality of research work by the ATS</b>	I7: Average annual number of publications in peer-reviewed journals per ATS member, academic year 2025–2026	0	≥ 1	Encouragement of ATS members to develop research activities and synergies with other ATS members	DPoS, COOR	31/12/26
		I8: Average annual number of papers in peer-reviewed conference proceedings per ATS member,	0	≥ 1	Encouragement of ATS members to develop research activities and synergies with other ATS members		31/12/26

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		academic year 2025–2026					
		I9: Average annual number of chapters in collective volumes per ATS member (IPPC Indicator: D2.43-22), academic year 2025–2026	0	≥ 0.5	Encouragement of ATS members to develop research activities and synergies with other ATS members		31/12/26
	<b>SO 2.2 Assurance of high quality of research work by the TRS of HOU</b>	I10: Average annual number of publications in peer-reviewed journals per TRS member, academic year 2025–2026	0	≥ 1	Financial and technical support of the TRS of HOU to develop research activities and synergies within and outside the institution	D/SSS, MB	31/12/26
		I11: Average annual number of papers in peer-reviewed conference proceedings per TRS member, academic year 2025–2026	1.3	≥ 1,5	Provision of incentives to increase the quantity and quality of research work Financial and technical support of the TRS of HOU to develop research activities and synergies within and outside the institution		31/12/26
		I12: Average annual number of chapters in collective volumes per TRS member (IPPC Indicator: D2.43-	0.0	≥ 0.5			31/12/26

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		22), academic year 2025–2026					
<b>SO 3 Improvement of the visibility of the PoS DEO at National and International level</b>	<b>SO 3.1 Enhancement of the publicity, visibility and promotion of all the activities of the PoS</b>	I13: Number of individual elements of the promotional material for the PoS	2	≥ 3	<p>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</p> <p>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 relevant events (Open Days, workshops, presentations, speeches)</p> <p>Financial and technical support of the TRS of HOU to develop research activities and synergies within and outside the institution</p> <p>Submission of a request for the definition of a procedure for the collection of data on the professional development of the</p>	Department of Public and International Relations, D/SSS, DPoS, COOR	31/12/26

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					graduates of the PoS from the Liaison Office		
		I14: Participation of the DEO Undergraduate Programme in the School of Social Sciences Forum			<p>The Forum is a new annual event of the School of Social Sciences, aimed at providing a well-founded presentation and fostering a productive exchange of ideas on critical and timely issues related to the scientific fields of the School's Undergraduate and Postgraduate Programmes of Study. The Forum will be held annually, rotating among Patras, Athens, and Thessaloniki.</p> <p>It will feature parallel sessions with presentations and discussions by academics (faculty members and adjunct teaching staff of the Hellenic Open University and other institutions), representatives of the market, and officials from Public Administration and Local Government. The Programmes of Study are encouraged to organise discussion panels or workshops within the framework of the Forum, in order to strengthen their extroversion and their links with society and the labour market.</p>		31/12/26
	<b>SO 3.2 Connection of graduates with each other, as well as with the PoS, the SSS and the HOU</b>	I15: Number of actions to strengthen the connection with the graduates of the PoUS DEO	1	≥ 2	<p>Communication activities targeting graduates of the PoUS DEO (e.g. newsletter)</p> <p>Information of alumni by representatives of the Alumni Network at the graduation ceremonies of the PoUS DEO, to highlight the importance of the network</p>	Liaison Office, Alumni Network, DPoS	31/12/26

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					Submission of a request to the Liaison Office for the establishment of a procedure to collect data on the career progression of the Programme's graduates		
	<b>SO 3.3 Promotion of the idea of mobility (of students and teaching staff) within the frame of the PoUS DEO</b>	I16: Annual percentage of enrolled students participating in outgoing Erasmus mobility	0,06%	0,09%	<p>Actions that facilitate the mobility "from" and "to" the PoUS DEO, e.g., translation of the ThU Outlines in English</p> <p>Update of the website on mobility opportunities</p> <p>Posting information for the Erasmus Programme on the educational platform by the COORs</p> <p>Information event on mobility under the Erasmus programme</p> <p>Informing new students at the Welcome Event at the beginning of the academic year about mobility opportunities through the Erasmus Programme</p> <p>Exploring the views of teaching staff who are not faculty members of HOU or other Universities aiming at their active involvement in mobility programmes.</p>	ERASMUS Office, DPoS, COOR	31/12/26
<b>SO 4 Connection with Society and the Labour Market</b>	<b>SO 4.1 Systematic information and communication of science to the general public</b>	I17: Number of science communication events (academic year 2025-2026)	0	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	DPoS, COOR, Department of Public and International Relations	31/12/26

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	with the involvement of relevant scientific and social stakeholders				<p>Cooperation of the PoUS DEO with and the Alumni Network for the organisation of online lectures with graduates of the PoS as speakers</p> <p>Participation of the PoUS DEO in the Career Days</p> <p>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</p>		

## Table of Acronyms & Abbreviations

Acronym/Abbreviation	Description
<b>ASB</b>	Academic Supervisory Board
<b>ATS</b>	Associate Teaching Staff
<b>COOR</b>	Coordinator
<b>CoPoS</b>	Committee of Programme of Study
<b>D/SSS</b>	Deanery/School of Social Sciences
<b>DPoS</b>	Director of Programme of Studies
<b>GCM</b>	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.)
<b>HEI</b>	Higher Education Institute
<b>HOU</b>	Hellenic Open University
<b>IEG</b>	Internal Evaluation Group
<b>IEU</b>	Internal Evaluation Unit
<b>LLTC</b>	Lifelong Learning and Training Centre
<b>MB</b>	Management Board
<b>NISQA</b>	National Information System for Quality Assurance in Higher Education
<b>PoS</b>	Programme of Study
<b>PoUS</b>	Programme of Undergraduate Studies
<b>ThU</b>	Thematic Unit
<b>TIF</b>	Thessaloniki International Fair
<b>TMDO</b>	Teaching Material Development Office
<b>TRS</b>	Teaching and Research Staff
<b>TSG</b>	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.)