



MSc Hospitality and Tourism Management



*Programme
Handbook*

The Open University

Vision

ACT aspires to be an institution of choice for students seeking the highest levels of personal, intellectual, and professional attainment. We want to be known as a renowned international institution that contributes to a sustainable society and produces well-rounded, principled, and open-minded citizens of the world.

Mission

ACT provides a high quality, tertiary level, multidisciplinary, skill-based and student centered educational experience, in an innovative and flexible learning environment that is responsive to student needs and to a diverse and inclusive student body. Drawing on the principles of the American liberal arts educational philosophy and our Greek heritage, we foster depth and breadth of knowledge, grounded on theory, scholarly research, and intellectual freedom. Our faculty members are passionate about teaching, value close relationships with our students and strive to instill in them the desire to pursue academic and professional excellence as well as personal enrichment. Paramount to our mission is our institution's contribution to society while cultivating students' democratic and civic awareness, enhancing a sense of individual and social responsibility, and creating a spirit of esteem for others, social institutions, and the environment. Coupled with graduate programs that sustain and develop our strong ties with industry and community partners, we offer relevant, flexible and engaging professional training opportunities provided by field experts, which enhance the participants' skills-based life-long learning.

MSc programme

Division of Business

Welcome and Introduction

WELCOME!

Dear Student, This Handbook is intended to provide a concise reference and guide for all ACT students. Included herein are brief statements of College policies applicable to and of interest to all College constituencies. This guide is intended to address some of the common academic and student life questions and concerns that are likely to arise during your years at ACT. Its purpose is not merely to lay out the policies of academic life, but also to point out ways of thinking about your education. Planning carefully and looking ahead will enable you to maximize your opportunities at the College. Knowing when and where to find guidance and counsel is important in ensuring that your educational choices are well-considered and make sense in the context of your larger academic goals. We do assume, however, that you will seek out the help you need. This guide has been designed to help you do just that. Please read it, keep it, and use it as a reference throughout your academic career. Other channels of communication at ACT are provided by:

- Viewbook/Catalogue of Study (annual publication consisting of the analytical programs of study, course offerings and course descriptions)
- The Student Bulletin (weekly during the semester)

With best regards,

Dr. Stamos Karamouzis

ACT Provost

A brief introduction to ACT

The American College of Thessaloniki (ACT, founded in 1981 as two-year, Associate-degree granting institution) is the tertiary-level division of Anatolia, a private, non-profit educational institution founded in 1886. It is incorporated in, and chartered by the Commonwealth of Massachusetts, and it is fully accredited by the New England Commission of Higher Education (NECHE) through its Commission on Institutes of Higher Education. In inspiration, mission, governance, and programs, ACT resembles the traditional New England colleges upon which it has been modeled. Founded by American Protestant missionaries, Anatolia was originally located in Asia Minor and evolved from a seminary in Constantinople, which began in 1840. The school was closed during the Greek-Turkish War of 1919-1922 and ceased to have a viable mission in Asia Minor when Turkey's minority communities were uprooted under the peace treaties concluding the war. In 1924, Anatolia relocated to Thessaloniki, where the greatest part of the refugee influx from Asia Minor had settled. In the mid-1930s, the school moved to its present location on a forty-five acre campus a few miles from the center of the city. ACT moved to a four-year college in 1991 and currently offers Bachelor's degrees in the areas of Business, Computing, Biology, Psychology, English and Political Science and International Relations, validated by the Open University. In 2002, ACT established its first graduate program, a Master in Business Administration (MBA), and added two more graduate programs, the Master's in Hospitality and Tourism Management (2016) and the Master's in Industrial and Organizational Psychology in 2020. The MBA program is designed to accommodate both business graduates as well as graduates from other disciplines and can be completed on full-time basis within one year.

Academic Calendar

Academic Term 1 September – November 2025

Academic Term 2 November – February 2026

Academic Term 3 February- March 2026

Academic Term 4 April- June 2026

Closure Requirement, Thesis or Applied Business Project

Programme Coordinator

Anestis Th. Anastasiou

Assistant Professor

MA Politics and Economics, University of Macedonia
MSc International Management, Kings College London
MSc Energy Systems, City University
BEng (Hons) Mechanical Engineering, University College London

Admission to the MSc programme

Admission to the ACT graduate programme is competitive. To be considered for admission, candidates must hold a Bachelor's degree and demonstrate competency in English language. Please see the website for specific information, <https://www.act.edu/admissions/graduate-programmes>

Application Fee

A non-refundable application fee must be received before your application will be processed. The application fee must accompany your application in order for your request for admission to be considered. Please see the website for specific information, <https://www.act.edu/admissions/graduate-programmes>

Important Dates

Applications are considered throughout the year. It is to your advantage to submit your materials early. Only applications that are complete will be considered. The MS programme of study schedule can be found on the website at <https://www.act.edu/academics/academic-calendar>

Orientation/Induction

An orientation programme is provided one week before classes start where students are introduced to the programme, and the many resources available at ACT to support them through their academic journey.

Academic Record

Your entire academic record, including all undergraduate work and any graduate work you may have completed will be evaluated. Completion of specific coursework is not required. All majors are considered equally. Although no specific minimum grade point average is required, applicants who are admitted must show evidence of being able to successfully complete a rigorous academic programme.

Transcripts and Credentials

Official copies of academic records of coursework completed in all colleges, universities, or other institutions attended are required. Credentials submitted for admission become the property of the College and are not returnable or transferable. Academic records must be received in a sealed envelope directly from the issuing institution and bear the original stamp or seal and signature of a school officer. Documents not in English must be accompanied by official English translations certified by the issuing institution. Photocopies without this certification will not be considered official.

Work Experience

Employment prior to beginning your MSc is not required but is highly desirable for the programme.

Recommendations

Two recommendations are required. It is suggested to submit one academic and one professional recommendation. The individuals listed should be acquainted with the scope and quality of your academic or professional achievements. Select references who know you personally, are aware of your credentials, and are able to assess your potential for success in graduate study and in a professional setting.

Interview

An interview may be required prior to a final admission decision. Applicants unable to visit the campus and whose credentials warrant an interview will be contacted by the Recruiting office to arrange an alternative interview format.

Resume

Your resume should include a summary of your employment (including job titles and company names), education, extracurricular, and community activities.

Campus Visits

Informational campus visits may be requested at any time. They typically include an admission interview and the opportunity to meet with current students and faculty. To schedule a campus visit, contact us at +30 2310 398398 or e-mail: admissions@act.edu

Housing

The College does not offer housing but can help new arrivals find a place to live through a list of registered off-campus housing which is maintained in the Academic and Student Affairs Office.

Application Instructions

Personal Data

Name: List your name as you would like it to appear on all College records. Be consistent and use the name you have provided in all correspondence with us. If your name changes prior to enrollment, please notify the Office of Admissions in writing.

Residence/Home Address: Complete these lines as you would address an envelope to be mailed to yourself. Your home address will be used for correspondence forwarded to you in the Thessaloniki area for the period of your studies. If either addresses changes, please notify the registrar.

Telephone/E-mail: Provide telephone numbers as well as cellular phone numbers, and an e-mail address where you can be reached regarding your application.

Tuition and Fees

A non-refundable deposit is required upon registration in order to secure the position in the program. The deposit will be deducted from the first term's tuition. In case of withdrawal from the program the deposit is not refunded.

Tuition is paid every term and covers the number of courses taken each term. Payment of tuition (covering the courses taken each term) is due a week before classes start every term. The registration of students who have not paid or made arrangements to pay by the first week of classes will be considered void. In this case, the student may re-register after getting the approval of the Chair of the School of Business. Students who decide to totally withdraw from classes within the first three weeks of classes are entitled to a refund of 50% of tuition. There is no refund for withdrawal from individual courses.

The program may qualify for O.A.E.Δ. funding. Information can be obtained from Ms. Kotanidou at the Human Resources Department (tel. +30.2310-398.246).

Payment of tuition and fees is to be made no later than the start of the week before classes begin. Students making payments from foreign countries should ensure that payment arrives at the bank two days earlier.

Students should deposit the entire amount of their tuition and fees with one of the following methods:

1. By bank deposit to the one of the following bank accounts:

BENEFICIARY: THE TRUSTEES OF ANATOLIA COLLEGE

☐ NATIONAL Bank of Greece

- Account number (€): 895/29800610
- IBAN number: GR32 0110 8950 0000 8952 9800 610
- SWIFT code: ETHNGRAA

☐ ALPHA Bank

- Account number (€): 811002002004269
- IBAN number: GR82 0140 8110 8110 0200 2004 269
- SWIFT code: CRBAGRAA

☐ EUROBANK

- Account number (€): 00260520 16 0200109405
- IBAN number: GR10 0260 5200 0001 6020 0109 405

- SWIFT code: ERBKGRAA

□ PIRAEUS BANK

- Account number (€): 5239/072914-881
- IBAN number: GR02 0172 2390 0052 3907 2914 881
- SWIFT code: PIRGRAA

The following information should be provided to the bank by the students at the time of payment:

- Student's OWN first and last name
- Student's ACT code number
- ACT's Bank Account number

All students are requested to keep their bank deposit slip, in case a confirmation of the payment will be necessary.

2. By cash

Payments up to € 500 can be processed at the central cashier desk office at Stephens Hall (tel.: 2310398307/ e: dpanagiot@anatolia.edu.gr) from Monday to Friday (8:00 am to 2:00 pm).

3. By credit card

Payments by credit card can be processed at the central cashier desk office at Stephens Hall from Monday to Friday (8:00 am to 2:00 pm) or by completing and sending back signed via email, the [credit card payment form](#) at the cashier desk office (tel.:2310398307, e: dpanagiot@anatolia.edu.gr). Receipts for tuition and fees payments are sent to the email account, which is declared to the College on students' registration.

4. IRIS payments

Payment via the IRIS payments service by scanning a QR code at Anatolia's central cashier (Stephens Hall).

The College reserves the right to make adjustments to the fees and to assess additional fees when necessary.

Information about tuition and fees may be found in the Accounting Office or on ACT's web-site: www.act.edu/act .

Introduction to the programme

The ACT MSc programme started in 2016 having as a priority to fill the gap of professional graduate education in the greater region. At that point, there were few graduate programs offered by a limited number of public and private institutions and they were based on academic lecturing rather than on experiential learning. ACT's MSc prepares well-rounded decision-makers at the professional level. The philosophy underlying the curriculum is grounded in the development of critical inquiry as this skill is applied to constructing a holistic approach to hospitality and tourism management. Teaching faculty have always been a blend of full-time academics and adjunct professionals who share the common vision of bringing real-life experience into the classroom.

The MSc is offered by the Business Division which also offers undergraduate programs that lead to a Bachelor's of Science in Business Administration (with 4 concentrations/majors). The Programme Coordinator currently serves as the Coordinator of Hospitality and Tourism Management programs as a whole. The program is included in the institutional accreditation by NECHE.

Aims

The overarching aims of the MSc in Hospitality and Tourism Management programme are to:

- Cultivate a comprehensive understanding of effective hospitality and tourism management principles and their practical application.
- Foster strategic thinking and the ability to integrate complex business theories within the dynamic context of the hospitality and tourism industry.
- Equip graduates with the requisite knowledge and skills to excel in diverse professional roles within the hospitality and tourism sector, both within Greece and Southeast Europe, and on an international scale.

Objectives

Upon successful completion of the MSc in Hospitality and Tourism Management programme, students will be able to:

- Critically analyze and evaluate contemporary issues and managerial challenges within the hospitality and tourism environment.
- Apply relevant tools and frameworks to effectively operate within the evolving landscape of the hospitality and tourism industry, including the impact of digital advancements.

- Demonstrate intellectual curiosity and a capacity for continuous learning, enabling them to adapt to future developments in the field and pursue further academic endeavors if desired.
- Integrate academic theory with practical application through engagement in diverse learning activities and potential industry placements.
- Understand and assess the implications of international trends on the hospitality and tourism industry, particularly within the Greek and Southeast European context.

Teaching is a combination of theory and practice in class. Expert faculty made up of academics and industry professionals make up the teaching team. There is a focus in practical and real-life information and education. The lectures have continuous assessments and consist of in-class exercises, presentations, quizzes and exams, case studies and projects. Group work is something that is promoted at ACT, so that participants learn how to cooperate, discuss, lead and be leaded, motivate and be motivated.

Programme Specification

This MSc programme is distinctively designed with the primary goal of preparing students to become impactful and effective hospitality and tourism managers, actively contributing to the growth and development of their future organizations. A central focus on contemporary developments within the hospitality and tourism sectors ensures the curriculum remains relevant and forward-thinking.

The teaching strategies have been developed in such a way as to make students to not only be able to understand, synthesize and critically evaluate theoretical applications and cases but also engage in real life business situations. This is done through guest lecturers, visiting companies and running projects for companies. Because of these interactions quite often the graduates of the program are preferred for employment because they have demonstrated in practice their abilities. The use of the English language and the use of international examples and cases in our program are a distinctive advantage for employment to businesses that have international operations. This need of the students of working abroad is more profound given the economic crisis that has ensued in. the programme with its unique bicultural nature and its international focus and its experiential activities and business plan competition is uniquely positioned to service the needs of the students in the broader area of Northern Greece and the Balkans.

Intended Learning Outcomes

<u>Learning Outcomes – LEVEL 7</u>	
3A. Knowledge and understanding	
Learning outcomes:	Learning and teaching strategy/ assessment methods
A.1: A critical understanding of contemporary theories, concepts, and trends in hospitality and tourism management. A.2: An understanding of consumer behavior, marketing strategies, and digital transformation in the hospitality and tourism sectors. A3. An evaluation of the economic, social, cultural, and environmental impacts of hospitality and tourism on local and global scales. A4. Analysis of the role of policy, governance, and strategic management in sustainable hospitality and tourism development.	Learning and teaching strategy: Tutorials, Case Study analysis, Project Supervision, Practical Sessions, Guided Independent Learning Summative and Formative Assessment: Written (Essays, Reports, Case Study Analysis, and Research Work). Students will learn how the various business theories and practices can lead to the development and grow of organization. Examinations Presentations

3B. Cognitive skills	
Learning outcomes:	Learning and teaching strategy/ assessment methods
B1 - Critical Analysis and Synthesis: The ability to critically analyze and synthesize information from diverse sources to understand complex challenges within the hospitality and tourism sectors. B2 - Applied Theoretical Understanding and Evaluation: The capacity to relate relevant theories and concepts to practical situations and to evaluate a range of approaches and ideas. B3 - Strategic Innovation and Problem-Solving: The development of innovative and strategic solutions aimed at enhancing competitiveness and sustainability in hospitality and tourism businesses. B4 - Contextual Analysis and Risk Management: The ability to analyze the broader business environment and its impact on the industry, along with the capacity to assess risks and understand decision-making processes in tourism operations and crisis management.	Learning and teaching strategy: Lectures, Tutorials, Case Study analysis, Project Supervision, Practical Sessions, Guided Independent Learning. The focus to develop and assess the cognitive skills of students will be on case studies and real life examples. Students will develop the capacity of problem solving, time management, creativity and logical reasoning. Summative and Formative Assessment: Written (Essays, Reports, Case Study Analysis, and Research Work) Examinations Presentations

3C. Practical and professional skills	
Learning outcomes:	Learning and teaching strategy/ assessment methods
C1 - Operational and Customer Relationship Management: Apply principles of operational management and effectively manage customer relations to enhance service delivery. C2 - Digital Technology and Analytics Application: Utilize industry-relevant digital tools, data analytics, and technology to improve service quality and business efficiency. C3 - Financial Management and Revenue Optimization: Apply financial management, revenue optimization, and budgeting techniques in hospitality and tourism operations. C4 - Strategic and Marketing Applications: Address strategic management issues and implement effective marketing applications relevant to the industry. C5 - Leadership, Teamwork, and Sustainable Practices: Demonstrate leadership, teamwork, and effective communication skills in diverse environments, while implementing sustainable and ethical practices in hospitality and tourism.	Learning and teaching strategy: Lectures, Tutorials, Case Study analysis, Project Supervision, Practical Sessions, Guided Independent Learning. The above will enable students to develop the skills to effectively manage organizations. Summative and Formative Assessment: Written (Essays, Reports, Case Study Analysis, and Research Work). Examinations Presentations

3D. Key/transferable skills	
Learning outcomes:	Learning and teaching strategy/ assessment methods
D1 - Strategic Problem-Solving and Analytical Skills: The ability to analyze complex issues, develop strategic solutions, and critically evaluate information. D2 - Effective Communication and Interpersonal Skills: Strong written and oral communication, presentation abilities, and the capacity to collaborate effectively with diverse stakeholders. D3 - Adaptability and Project Management: The capacity to thrive in dynamic environments, manage projects effectively, and respond to new challenges. D4 - Commercial and Digital Awareness: An understanding of business principles, market dynamics, and the effective use of digital tools relevant to the industry. D5 - Professionalism and Teamwork: The development of professional conduct, ethical awareness, and the ability to contribute effectively within a team environment.	Learning and teaching strategy: Lectures, Tutorials, Case Study analysis, Project Supervision, Practical Sessions, Guided Independent Learning. Students will learn how to manage their development and seek opportunities for self-growth Summative and Formative Assessment: Written (Essays, Reports, Case Study Analysis, and Research Work) Examinations Presentations

Programme Structure and Modules per Term*

<u>MSc programme</u>	
Total # of Credits: 180	
Term 1	
2 Core Modules - 45 credits	
Strategic Management (15 UK credits)	
Tourism Management (15 UK credits)	
Hospitality Management (15 UK credits)	
<i>*Workshop on Leadership & Communication Skills(2 sessions 4 hours each) (0 credits)</i>	
Term 2	
2 Core Modules - 55 credits	
Corporate Finance (15 UK credits)	
Operations Management (15 UK credits)	
Performance Marketing (25 UK credits)	
<i>*Workshop on Project Management (2 sessions 4 hours each) (0 credits)</i>	
Term 3	
3 Core Modules - 50 credits	
Events Management (25 UK credits)	
Revenue Management (25 UK credits)	
Term 4	
1 module - 30 credits	
Thesis OR Applied Project - Internship (30 credits)	
**Workshops- No credit required for graduation and will be offered in T1 and T2	

Curriculum Map

This table indicates which MSc modules assume responsibility for delivering (shaded) and assessing (✓) particular programme learning outcomes.

[illegible]

[illegible]

Academic Degree Requirements

The ACT MSc Hospitality and Tourism Management programme is built on key areas of hospitality and tourism management. The programme leads to an OU validated graduate degree, comprises of 180 credits and will result in the award of a level 7 qualification (one year full-time). Students will have to complete 7 core compulsory modules, and choose a Thesis or a Applied Business Project (30 credits). The minimum pass mark is 50 percent per each module. To achieve a 'pass' for a module, learners must provide evidence to demonstrate that they have fulfilled all the learning outcomes and meet the standards specified by all assessment criteria as outlined in the module specifications.

Assessment and progression regulations

Teaching and learning

In order to achieve the teaching and learning goals of the programme, the following methods and techniques are being used:

Lectures

Lectures are the main method of delivery and serve in order to present all key topics and contemporary issues. As of 2023, a hybrid teaching system has been applied across all ACT graduate programs. In particular, lectures are both face to face (usually lectures 1-3-5-7) and online (lectures 2-4-6). The final examination (usually lecture 7) takes place physically and students have to be present.

Projects, coursework, written reports and essays

Projects, coursework, written reports and essays can be either individual or group-work. They are being applied in order to develop the students' writing skills and deepen their understanding of the various theoretical and/or practical concepts. They also help develop their business research capacity. Group-work is promoted and helps enhance and develop their team building skills, their leadership and motivation abilities as well as help them share peer experience.

Presentations

Presentations are either individual or group-work and are being applied in order to help students develop their oral communication and presentation skills. Graduate business

students, in particular, should prepare themselves for their future professional career where presentation skills are catalytic, and that is why emphasis is placed on this issue.

Written Examinations

Written examinations are being used in the end of most courses when applicable in order to test the students' abilities to synthesize ideas, evaluate them and perform in writing.

Guest speakers

Guest speakers are hosted in class and/or during special seminars in order to share their expertise and work experience.

Industry visits

A list of firms and partners has been compiled that serves for the site visits in order to offer students glimpses of real-life conditions and enhance their understanding of the contemporary industry needs.

Thesis Dissertation and Applied Business Project

Thesis

The thesis is an integrated paper that combine all theoretical, research and practical knowledge achieved in the program. In addition to the submission of the written report, an oral presentation takes place where the candidates support their ideas. The Thesis, is an original empirical research project conducted with the assistance of the advisor and following approval of the ACT's Institutional Review Board (IRB) for any type of research on human subjects OR register for the Placement Project Experience (an internship type module).

Specific information is available on the module specifications.

Applied Project – Internship

This is the one of the concluding modules of the program. The practical application of theory taught is of utmost important for this program. During this time, all participants will spend time working on a full-time or a part-time basis (depending on availability) on a real project/case assigned to them by a participating company.

Grading

Letter Grade (US)	Grade Points (US)	Numeric Points (UK)
A	4.00	70+
A-	3.67	66-69
B+	3.33	63-65
B	3.00	60-62
B-	2.67	56-59
C+	2.33	53-55
C	2.00	50-52
F	0.00	49 or below

Options for the repeat of study

If, having exhausted all permitted resit and compensation opportunities, a student is still unable to pass, the Board of Examiners may, at its discretion, permit one of the following repeat options:

Partial repeat as fully registered student:

- The student is not permitted to progress to the next stage of the programme but must repeat the failed modules and/or components in full during the following academic year,
- The student has full access to all facilities and support for the modules and/or components being repeated,
- The marks that can be achieved for the modules and/or components being repeated will be capped at the module and/or component pass marks,
- The student retains the marks for the modules and/or components already passed,
- No further resit opportunities are permitted.

Partial repeat for assessment only:

- That access to facilities and support will be limited to certain learning resources for the module(s) and/or component(s) being repeated. Participation will only be allowed for relevant revision sessions and assessments.

Full repeat:

- This is only permitted where the student has extenuating circumstances;
- The student does not progress to the next stage of the programme but instead repeats all the modules in the current stage during the following academic year,
- The student has full access to all facilities and support,

- The marks that can be achieved are not capped, and the student is normally entitled to the resit opportunities available. However, a student is not able to carry forward any credit from previous attempts at the stage.

Where resit, compensation and repeat opportunities have been exhausted, a Board of Examiners may recommend a student for an exit award as defined in Section 20 below. Exam Boards will look at individual cases where stages have not been completed and advice on progression.

Awards for MSc students

Awards are presented to honor to students who have display academic excellence and service to the graduate program.

ACT's Academic Integrity Policy

Statement on Academic Integrity "The College has the responsibility of maintaining the highest possible standards of academic integrity for the purpose of ensuring the quality of education it provides, underscoring its dedication to fostering a love of learning for its own sake, and of protecting those who rightly practice integrity in their academic affairs. It is the responsibility of the student to be informed about the College's policy on Academic Integrity, to refrain from infractions of that policy and from conduct, which may lead to suspicion of infractions, and to refrain from aiding or encouraging others in such infractions. It is the responsibility of the faculty to establish and maintain an environment which is conducive to Academic Integrity."

Academic Dishonesty

Academic Dishonesty is the violation of Academic Integrity, committed by engaging in any form of unethical behavior that violates acceptable standards of scholarly conduct. Such practices as cheating on examinations, submitting borrowed or purchased papers and/or prepared bibliographies as one's own, plagiarizing, falsifying or copying lab reports, or aiding another person in any of the above infractions of Academic Integrity, constitute acts of Academic Dishonesty."

A student committing an act of Academic Dishonesty in a given course will receive an F (0 percentage points) in the assignment where the academic infraction took place. If a student commits an act of Academic Dishonesty for a second time in the same course, this student will receive a failing grade in that course".

Policy on the Use of Artificial Intelligence

All assignments you submit, including examinations, must be your own original work. If the use of AI against the specific guidelines of the assignment is detected and confirmed after an oral defense, your assignment will be considered an act of Academic Dishonesty. If students fail to orally defend their work, they automatically agree to a case of Academic Dishonesty. Where a course allows AI use for learning purposes, instructors will provide specific guidelines. All academic divisions at ACT, both undergraduate and graduate, will apply the following policy on academic integrity:

The individual faculty is responsible for enforcing the policy in a conscientious manner, for reporting all cases to the Academic Standards & Performance Committee (AS&PC) for record keeping and for informing the affected students of their right to appeal the faculty's decision to the AS&PC. Faculty must also insert the college's policy on Academic Integrity in their course syllabi.

College-wide Policy on Academic Integrity

AI-Assessments-Academic Integrity Policy

A traffic light system will be used to guide the use of AI platforms for course assignments:

The green light: If an assignment is green then, faculty is effectively allowing the use of AI. However, AI tools still cannot be used to write the final work on behalf of the students (this is considered a breach of academic integrity). Students must reference the use of AI, by submitting screenshots of the prompts they used to interact with AI platforms and cite the AI outputs properly using the recommended documentation style in their field.

The orange light: If an assignment is orange in the traffic light system, faculty will clarify in the assessment guidelines how AI can be used. If students are unsure, they should ask their professor. In the orange system, AI cannot be used to write any of the actual content or to generate sources. Students must reference the use of AI, by submitting screenshots of the prompts they used to interact with AI platforms and cite the AI outputs properly using the recommended documentation style in their field.

The red light: If an assignment has a red light, AI cannot be used for any purposes.

NOTES

If faculty have a strong indication that assignments submitted are not the students' work, students will be asked to orally defend their work. Additionally, faculty may randomly choose assignments for an oral defense on the originality of the submission. Although AI can be used, it is NOT considered a reliable academic source. Students will be responsible for any errors or omissions provided by the tool.

Academic Standards & Performance Committee

A student may appeal an initial decision made by an individual faculty to a formal body called the Academic Standards & Performance Committee (an existing standing Committee), chaired by the Associate Dean for Administration & Student Affairs. The ASPC will meet as needed to evaluate appeals on alleged cases of academic dishonesty or grade changes referred to the Committee by an involved party. Each case referred to the Committee will have a separate hearing (several hearings could conceivably take place during a single session of the Committee). Cases sent before the Committee deemed invalid would be dismissed. The Dean's office will keep records of all academic infraction cases, whether appealed or not and it will reserve the right to invite a student who has breached repetitively the school's policy to a hearing that may lead to sanctions ranging from failure of an assignment, to failure of a course, dismissal from the college, or expulsion from the college. The ASPC also considers cases of assessment mitigations. Decisions are taken based on the documentation provided by the students.

Academic Credit Award

To receive credit for a module, students must comply with all academic requirements as outlined in the module specs. The curriculum is to provide students with knowledge relevant and current business knowledge and skills.

ACT follows an accelerated academic term schedule for its graduate programs. To ensure quality, both in teaching and student performance, given the high student engagement time, the full-time course load is limited to three modules per term, a total of 45 credits and the program duration extends to 4 academic terms.

The mode of delivery is hybrid (50% on campus and 50% on line) to accommodate the needs of working individuals. ACT faculty have been trained through a series of workshops offered through the Institution's Faculty Development Program.

Both the Thesis and the Applied Business Project module requirements reasonably carry 30 credits each due to their empirical scope, increased workload as well as duration (minimum 2 months, maximum 6 months).

Attendance requirements

Students are expected to attend all regularly scheduled classes. Students may be allowed, under the approval of the Division's Chair and the Program Coordinator, to make up final examinations that have been missed. The standard for justifying an absence from a major examination due to extenuating circumstances is evidenced by relevant documentation of serious difficulty preventing attendance.

Student Support, Guidance and Advice

The School places special emphasis on the professional development of our graduates, together with their academic progress. There are no apprenticeships involved however; students have the option to conduct an Applied Business Project instead of a Thesis. The project enables them apply theory into practice and is conducted in an organized manner under the supervision of senior faculty.

There is a wide range of Academic Support Services offered to students, such as:

- Financial Aid
- A Mentoring Programme for academically challenged students.

Experienced regular and senior adjunct faculty are assigned as Mentors and follow closely their mentees' academic progress and overall college life wellbeing; mentors are expected to submit bi-semester reports and hold meetings with the Dean during the semester to discuss issues arising from the mentoring process.

An academic advising programme through which each student is assigned an advisor upon entering his/her first year who will offer advice on the students' academic and career plans. Students are expected to meet with their advisors regularly throughout the semester, and especially when they face academic problems or want to withdraw from a module. Students are expected to consult with their advisors prior to registration.

A Writing Center, open to all students, to help with writing projects since many are not familiar with project-oriented education and are used to lecture-based classes. The Writing Center also provides Math tutors.

A Business Liaison and Career Services Office through which students are provided assistance with their efforts in preparing graduate school applications and employment search, as well building bridges with the professional world. The office also develops programmes and workshops to help with the students' future career plans.

An I.T. centre which provides technical assistance and advice, as well as information technology instructional services.

In the Niarchos Technology center, students have access to four computer labs and printing services, while in the New Building they have full access to one computer lab and printing services.

Opportunities for personal development planning

The Business Liaison Offices offers an array of services to current students and graduates. More specifically the following are offered to facilitate the personal development planning of students. More specifically the following are at the disposal of students:

Career exploration program

The Career Exploration Program is designed for all students and alumni to navigate the complexities of the job market and gain clarity about their career paths. Through one-on-one consultations exploring potential opportunities and connecting participants with companies actively hiring, the program is tailored to provide comprehensive support every step of the way.

Masterclasses

1. Resume writing
2. Cover letter writing
3. Job interview
4. Personal branding
5. Individual Development Plan
6. Selecting a country / city abroad
7. Job board navigation
8. Job search
9. Creating and managing your LinkedIn profile

10. Career Purpose Discovery

Workshop

Workshops are offered throughout the year on topics such as :

1. LinkedIn Masterclass
2. Mastering the Screening Interview Process

Counselling / office hours

The office had one-on-one counselling hours, 5 hours/day on average (35 minutes – 1h per student), and of course is flexible for the students and alumni who could not make it during those times.

In addition to the office offerings:

Continuous learning takes place in the modules taught with the use of real life case studies, visiting lecturers, workshops, etc.

Skill building occurs in the workshops offered by faculty and external experts (communication, leadership, AI use in businesses, etc)

Career discovery opportunities arise with the internship and industry based project options (students discover career paths, build their CVs, develop work-based skills, gain confidence, enhance their employability, etc).

Work placement information & opportunities available to students on completion of the programme

There are several services provided to students and graduates. As noted in the webpage, ACT has long-established relationships with leading businesses and organizations across Southeast Europe, where many of the school's alumni hold positions of influence. The school's Career & Alumni Services office helps students and alumni alike with career planning and coaching, CV and resume writing, internships, job-search tactics, and preparation for interviews. The office organizes recruiting events and provides ongoing career development advice to current students and alumni. Details on the services and the resources available to students and graduates can be found at: <https://www.act.edu/student-services/career-alumni-services>

Facilities and Services

Bissell Library - General Information

The Bissell Library offers a collection of about 26,400 books in print, over 126,000 of electronic books and hundreds of videos, DVDs, and CD-ROMS. Already one of the largest English language libraries in Greece, its collection is rapidly growing into a space designed to accommodate the institution's needs for years to come. The collection includes subscriptions to periodicals in hard copy as well as access to over 42,000 full-text scholarly journals, magazines, and newspapers. The Bissell Library offers, to currently enrolled students, on site and remote access to over 20 research databases to support inquiry and research. Business databases include Ebsco's Business Source Elite, Regional Business News, Hoover's, and ProQuest ABI Inform Global. Databases for research include Academic Search Premier, E-books collection, Encyclopaedia Britannica, ERIC, GreenFILE, Columbia International Affairs Online (CIAO), JSTOR, Oxford English Dictionary and Oxford Music Online. We also subscribe to the Ebsco A-Z service, providing listing of all the electronic resources accessible from the library. In order to maximize the value of our collections and increase the ease of their use, a new service has been introduced. EBSCO Discovery Service TM brings together the most comprehensive content providing to users an easy, yet powerful means of accessing all of the library's information resources through a single search. The Bissell Library shares an integrated library management system with the Socrates Eleftheriades and Olga Mavrophidou-Eleftheriades Library of Anatolia College. Access to both collections is available through the web-based library catalog. Library users can search the catalog, databases or the Internet through public access terminals available on both floors of the library. Network ports are available for laptops and the entire building is Wi-Fi enabled.

Computing Services & Networking Facilities

ACT has state of the art computer infrastructure and facilities. All computer facilities are connected to a high speed campus network, which is based on fiber optic cables connecting all buildings. In addition, a large high-speed wireless network access (Wi-Fi) covers large areas of the campus giving students the ability to use the school's resources or access the internet on their laptop. The computer facilities include the Stavros S. Niarchos Technology Center in Bissell Library and a number of other computer laboratories located in various buildings. There are over 20 high-speed servers present in the network infrastructure and there are approximately 100 Intel® Core™ latest technology workstations, connected to the Internet, available to students in multiple laboratories: The laboratories are used both as general access and instructional computer labs. They are equipped with data projectors and black and

white or color laser printers. All stations are networked with full Internet Access and run the latest software such as MS office, Oracle, Power-builder, Visible Analyst, Java, Visual Basic, 3-D Max, Adobe Photoshop, Adobe CS Production Studio Premium, Macromedia Studio, Macromedia Authorware, PanaView Image Assembler, Mathematica Player, Minitab, MathCad, Daedalus, etc.

Institutional Policies

The policies at ACT provide the framework for its governance and operations and clarify the responsibilities and expectations from the members of the community. They are depicted at the College's web site, www.act.edu, under the several sections such as academics, admissions, student services, etc.

Student Participation and Evaluation

ACT has an active Student Government Association (SGA), whose main goals are:

- A. To provide the means and "voice" whereby members of the student body may express themselves effectively in the development and maintenance of the College programs which affect their intellectual, physical, social, economic, and spiritual welfare.
 - B. To assist in the coordination of activities and services for the benefit of the student body and the entire College.
 - C. To promote better understanding and cooperation between students, faculty, administration, and any individuals and organizations involved with ACT.
 - D. To demonstrate a behavior characteristic of good citizenship, scholarship, leadership, service, and human values
- A member of the Student Government Association (SGA) must be present at all meetings of the Academic Standards and Performance Committee (ASPC) of the college, and participate in the discussions and voting for all cases examined. Furthermore, there are scheduled weekly meetings between the Assistant Dean and the SGA, where students present their views on the operation and development of the College. In addition, ACT regularly invites students to Academic Council meetings, where they can express their views and opinions to the top-level administration. The SGA is also involved in co-organizing major on-campus events.

Module evaluation

Module evaluation is conducted through the student evaluation forms. These forms measure the teaching quality and assessment methods, learning materials, delivery methods, course objectives, thought-provoking activities, comprehension of the subject matter, grading, degree of intellectual challenge and stimulation and draw comparisons with other courses. The collection of student feedback is made at the office of the Assistant Dean, who has the general overview of the procedure. Then, modules are classified according to the programme they belong, and the feedback is sent to the corresponding department head. The results are also forwarded to the individual instructors. The outcomes of module evaluations are discussed between the Assistant Dean and the department heads, and in the departmental meetings of all divisions. In all these meetings, measures that need to be taken to improve student experience in future offerings of the modules are discussed. Furthermore, the Chair of the Business Division discusses in private with each instructor his or her individual student evaluations in order to share experience and improve the level of teaching.

List of Academic and Administrative Staff

Office	Name	Extension	Email
President of Anatolia College	Dr. Panos Vlachos	204	president@anatolia.edu.gr
Provost of ACT & VP for Academic Affairs	Dr. Stamos Karamouzis	202	stamos@act.edu
Associate Dean for Academic Affairs & Director of Lifelong Learning Center	Dr. Sevasti Kessapidou	387	skessapi@act.edu
Associate Dean for Administration & Student Affairs	Dr. Grigoris Baglavas	382	grigoris@act.edu
Chair, Division of Humanities & Social Sciences	Dr. Maria Kyriakidou	235	markyria@act.edu
Coordinator of Business Programmes	Dr. Konstantinos Rotsios	344	krotsios@act.edu
Coordinator of Tourism & Hospitality	Ms. Anestis Anastasiou	389	anestis@act.edu
Coordinator of Psychology	Dr. Aimiliza Stefanidou	450	stefanid@act.edu
Associate Dean for Enrollment Management	Mr. Emmanuel Maou	380	emaou@act.edu
Director of Admissions	Ms. Roula Lebetli	239	rleb@act.edu
Enrollment Supervisor	Ms. Voula Dushku	238	vouladusk@act.edu
Director of Library & Archives	Dr. Evi Tramantza	391	evi@anatolia.edu.gr
ACT Administrative Support	Ms. Kiki Avramidou	216	reception@act.edu
International Programs & Student Services Coordinator	Mr. Vasilis Loukdis	453	vloukid@act.edu
Administrative Assistant to the Registrar	Ms. Theodora Zafeiriou	224	actreg@act.edu
Registrar's Office	Ms. Maria Tsiougaraki	297	matsioug@act.edu
IT Technical Administration Senior Coordinator	Mr. Nick Mitras	335	nick@act.edu

Director of International Programs & Student Services	Ms. Heather Funk	215	heather@act.edu
Coordinator of Athletic and Student Activities	Mr. Stepan Partemian	228	stepan@act.edu
Business Liaison, Career Services & Alumni Relations Senior Officer	Mr. Dimitrios Hatzigeorgiou	337	dhatzige@act.edu
ACT Counselor	Ms. Giouli Papaioannou	454	giouli@act.edu
ACT MD (Pulmonologist)	Dr. Georgia Kounti		kounxat@act.edu