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# **Student Guide to Operations and Processes**





#### INTRODUCTION

The MBA International Program of the Athens University of Economics & Business (AUEB) is a leading international program in Business Administration, fully accredited by the Association of MBAs (AMBA). The program is offered by the Business Departments of AUEB (Department of Management Science and Technology, Department of Business Administration, Department of Accounting and Finance, Department of Marketing and Communication). It comprises of the Full Time (FT) Program and the Part Time (PT) Program. During or after their courses, students undertake an Immersion (FT) or an Integrated Impact (PT) Project. Both programs award the MBA International degree.

The official duration of the Program is three semesters for the Full Time and five semesters for the Part Time students. More specifically each academic year is divided into 5 academic periods. Each period consists of 7 teaching weeks plus 1 week of exams:

- 1st period: September November (Fall Semester),
- 2nd period: November January (Fall Semester),
- 3rd period: January to March (Spring Semester),
- 4th period: March-May (Spring Semester),
- 5th period: May July (Spring Semester).

The re-examination period takes place during the first week of September of each academic year.

In addition, preparatory courses might be offered in Accounting and Finance, usually two weeks prior to the normal program starts. In the case of preparatory courses, students will be notified upon admission. The exact dates of the beginning and end of each academic year and each term are announced in the academic calendar.

The Program offers the participants the possibility of selecting one of the following concentrations:

- Finance,
- Marketing & Strategy,
- International Business,
- Innovation & Entrepreneurship, and
- Technology, Logistics and Operations.

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### 1. ENROLLMENT

Participants accepted to the Program must hold a first degree from a recognized Greek or foreign University and/or from a recognized Technological Educational Institution.

Participants are accepted in the program according to a number of criteria including prior work experience, academic performance, and individual skills and traits.

Accepted participants holding a first degree from a foreign University must have their degree approved by the Greek Center for Recognition of Foreign Universities (DOATAP) for the "Certificate of University Recognition". Further details and assistance will be provided by the secretariat during the admissions process.

Program candidates apply for admission to the program by submitting the complete online application form (filled in and signed) together with all the required documents, as described in the Call for Applications on the program's website section "Admission".

Candidates who have been accepted into the Program and have NOT fulfilled all the typical requirements regarding the registration documents need to finalize any pending by deadlines specified by the secretariat of the Program, otherwise, the application file is not considered as official and final.

# 2. CREDITS & COURSES REQUIREMENTS

During their studies participants must gather a total of 90 ECTS which is equal to 42 academic credits from core and elective courses, and the Immersion/Integrated Impact Project.

To successfully complete the coursework of the Program Part Time students are required to complete 42 academic credits -90 ECTS, as follows: 24 credits -56 ECTS from core courses, 2 academic credits -2 ECTS from the Personal Skills Development (PSD) course, 2 academic credits -4 ECTS from the Integrated Impact Project (Graduation Project) and the remaining 14 credits -28 ECTS from elective courses. To successfully complete the coursework of the Program Full Time students are required to complete 42 credits -90 ECTS, as follows: 22 credits -50 ECTS from core courses, 2 credits -4 ECTS from the Personal Skills Development (PSD) course, 4 credits -8 ECTS from the Immersion Project (Graduation Project) and the remaining 14 credits -28 ECTS from elective courses.

Course requirements typically include individual and team-based exercises, assignments and case studies, class participation, business games, final project, and/or written final exam. The requirements for each course are presented in the course syllabus and by the instructor at the beginning of the course, along with the assessment mode. Intermediate and final assignments are to be returned by the faculty to the students, with grades and comments that will assist the student to better understand their progress and final performance in the course.

# 3. SCHEDULING AND REGISTRATION FOR COURSES

The course scheduling for every period is announced at the beginning of the academic year. However, minor changes might have to take place and are then announced timely. For purposes of efficiency as well as effectiveness, core courses of the Part Time track

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may be combined with those of the Full-Time track. All electives are taught to the Full Time and Part Time cohorts together. All courses are delivered in English.

Within two months of the start of the academic year, every participant is required to register for the elective courses that he/she wishes to attend during the program. Elective courses are offered subject to a minimum and a maximum number of participants, according to the University's rules and regulations, or for pedagogical reasons. Changing the registered courses needs the prior approval of the Program Director and can only take place **before** the start of the period in which the concerned course is given.

Registration for courses takes place online by each student, on the program's Administration platform (<u>Unitron</u>). Access is granted through each student's individual username and password. On the platform, a student sees the list of available courses, their schedule, the faculty teaching every course, and a short course description. Participants are encouraged to register early for the courses they wish to take, as it will not be possible to register in a course once the maximum number of participants has been reached. Each student is responsible to make the correct course choices and to check the curriculum during his/her studies so that he/she has the right credits and courses (for the concentration as well) to graduate.

The Program Steering Committee reserves the right to change the curriculum and the course schedule, as well as the courses' prerequisites. The Steering Committee also reserves the right a) not to offer an elective course or a concentration if there is teaching disability or inadequate demand for the elective or concentration, or b) to offer new courses if this contributes towards the goals of the program.

# 4. QUALIFYING FOR A CONCENTRATION

A participant indicates the concentration he/she intends to follow once they are given access to the Administration platform. During each academic year the student may change his/her concentration with the approval of the Program Director. To qualify for a concentration, a student needs to take at least 8 elective credits from the designated courses of the concentration. A student is free to choose the remaining credits (after fulfilling the concentration requirements) with any other course(s) offered in the program, and within the limits of availability. A Concentration is not a Major, and therefore it is not specified in the graduation documents.

### 5. COURSE WAIVING

Exemption from courses can be granted only based on internationally recognized professional certifications with substantial course work. Exemptions based on courses taken in previous Master's programs **cannot** be granted for any student.

# 6. PERSONAL SKILLS DEVELOPMENT PROGRAM

The PSD Program includes a number of activities, such as lectures, assignments, cases, role playing, presentations, coaching. The objective is to enhance students' communication, teamworking and leadership skills, as well as improve the knowledge of oneself.

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It is not graded on the 0-10 scale, but Pass or Fail, based on attendance, participation in sessions, and performance in assigned work. Thus, the PSD Program does not count in the students' GPA calculation.

# 7. IMMERSION PROJECT / INTEGRATED IMPACT PROJECT

After having successfully completed the main part of the course requirements, Full Time students must undertake an Immersion Project, which counts for four (4) academic course credits-8 ECTS. The Immersion Project can be fulfilled through one of the following options: 1) Field Study Project (FSP); 2) Internship; or 3) Entrepreneurial Project. The Immersion Project normally starts from Period 5 in the second semester and has to be completed by end-November in the third (3<sup>rd</sup>) semester.

Students are responsible for indicating their interests and taking necessary contacts for identifying their Immersion Project in close collaboration with the Program Administration and Faculty. Students with scholarships might be required to undertake the Immersion Project in collaboration with or under conditions defined by their sponsor.

Part-Time students must undertake an Integrated Impact Project, which counts for two (2) academic credits- four (4) ECTS. Students work in teams of 3-5 on a timely business problem that reflects their knowledge and career development goals. The problem should be discussed and analysed in an integrated manner between theory and practice on the one hand, and from different professional perspectives on the other. The Integrated Impact Project normally starts from Period 4 in the fourth semester and has to be completed by end-October in the fifth (5<sup>th</sup>) semester.

Both the Immersion Project and the Integrated Impact Project concern real-life problems or business opportunities that organizations face. In dealing with the issues, students put the knowledge and skills obtained during the courses and the MBA program into practical use.

# 8. EXCHANGE PROGRAMS / STUDY VISITS

Participants of the program are encouraged to participate in international exchange programs or study visits in order to attend specialized courses or seminars of their interest. These exchanges take place with international Universities or Business Schools with which AUEB's MBA International Program has signed agreements for exchange or study trips. Information on the opportunities available can be provided by the program secretariat.

Students interested in participating in one of these exchange programs or study trips, should express their interest to the secretariat office at the start of each academic year, indicating the institution, the period of the visit, and the courses or seminars they are interested in attending. Exchange visits typically take place in the last terms of the program.

# 9. FOREIGN LANGUAGE REQUIREMENTS

All candidates are expected to be fluent in English. This is proven through the Proficiency Certificate of the English language, the TOEFL test (at least 79), the IELTS test (at least

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6.5) or any test which is accepted for C2 "Excellent' level by the Supreme Council for Civil Personnel Selection of Greece (ASEP). For Chinese applicants with Chinese university degree the CET (College English Test) of is also accepted. Candidates whose mother tongue is English, or who hold a fully English-taught degree (BSc or MSc) do not have to submit test results of English language.

### 10. COURSE ATTENDANCE

Students receive the necessary course material, essentially through the Moodle platform, during the term in which the course is taught.

Course attendance is obligatory, and students have to actively participate in all course activities, tutorials, labs, etc. Class attendance and active participation constitute part of the overall student performance assessment. If a student miss more than 1/3 of the teaching hours of the course (2 class sessions for a full course and 1 class sessions for a mini course) he/she has to take that course again the next time it is offered.

If a student does not take the scheduled exams at the end of a term, he/she can take the exam during the September re-examination period. If the same exam is not taken even in the September re-examination period the course has to be attended again.

### 11. STUDENT ACTIVITIES

While in the program, participants are encouraged to get involved in extra-curricular activities, events and additional lectures of the program that can include student clubs related to the concentrations, social responsibility issues, sports and/or other special interest areas.

# 12. GRADING SCALES

At the end of every academic term, students receive a final grade for each course. The grading scale is as follows:

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8.51 - 10.00 = excellent (honors, explained in paragraph 19)

6.51 - 8.50 = very good

5.00 - 6.50 = good

0 - 4.99 = fail
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The average final grade is computed taking into account the number of credits for each course. Hence, the grades in the three-credit courses (Full Time Program only) are weighted three (3), two-credit courses are weighted two (2), while in the one-credit courses they have the weight one (1). The only course which is not calculated for the students' GPA is the Personal Skills Development course. The Immersion project is weighted four and the Integrated Impact Project is weighted two.

### 13. FAILURE GRADE

Any grade below five (5) is given when the student's total performance in the course does not qualify for a passing grade. Students who fail must take the course exam during the September re-examination period, and/or complete all other course requirement by the same date.

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In case the student **fails a course**, he/she can be re-examined in this course in the re-examination period and can only obtain the lowest passing grade of the normal examination period.

If the student **fails to attend an examination**, he/she may be re-examined in that course in the re-examination period and will be graded as follows:

- (a) having submitted the required justifying documents, his/her grade will not be affected.
- (b) not having submitted the required justifying documents, the grade will be affected as follows:
  - (i) you receive the lowest passing grade of the course in the normal examination period if your grade is higher than that.
  - (ii) you receive the grade of your re-exam if it is similar to or lower than the lowest passing grade of the course in the normal examination period.

Students are not allowed to fail in more than three (3) courses in each academic year.

If a student fails a course, he/she has already attended twice, he/she is automatically disqualified and cannot continue the Program.

Once a passing grade has been obtained by a student, it cannot be modified by any means.

### 14. WRITTEN EXAMS

If the examiner or exam supervisor becomes aware of any incidents of academic misconduct or non-compliance with the University Guidelines for Written Exams, or any other inappropriate behavior by the examinee, they may interrupt the examination for the concerned student(s) and collect the relevant material. Regardless of any subsequent disciplinary action, the examiner may immediately disqualify or grade with "zero" an examinee who engages in inappropriate behavior. Especially, in offenses of collaboration or copying nature in written exams, the examiner cancels the written exam for the concerned student(s) on the spot. It is noted that any form offensive behavior towards an examiner or exam supervisor before or during the examination constitutes a reason for the complete cancellation of the examination in progress. The relevant decision may be taken during the examination by examiner or subsequently by the Program Steering Committee.

# **Obligations of Students – the Examinees**

- Students must clear their desk from books, notes, bags, mobile phones, etc., before
  the start of the examination. These items should be placed in a space to be indicated
  by the exam supervisor. Books and notes can be allowed following the professors'
  indication.
- Students must arrive at the examination room at least 10 minutes before the exam
  time to avoid any delays. If a student arrives with a slight delay, he or she can be
  accepted if the relevant approval is given by the supervisor or examiner.

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- Candidates must come with their student ID. If they don't have an Academic ID, they should have with them the police identity card or passport to be identified by the Secretariat.
- During the examination, it is recommended to avoid using the restrooms. If need be, it is only allowed **after the first 45 minutes** of the exam, and students will be accompanied to the entrance of the restrooms. Further, the exit time and the return time from/to the examination room will be noted and signed by the supervisor, on the first page of the exam document.

# 15. ACADEMIC ETHICS

Students are expected to distinguish themselves for their ethos, integrity and immaculate behavior during their studies in the Program. Specifically, plagiarism, violating the principles of the academic ethics, and any kind of cheating or counterfeiting of facts is strictly forbidden. Moreover, an anti-plagiarism software will be used to check student deliverables, projects and reports. Every incident of this kind will be directly reported to the Program Director and will be evaluated by the Program's Steering Committee. Depending on the seriousness of the situation, penalties may vary from a simple warning to expulsion from the Program.

### 16. TUITION FEES

The tuition fees for the Program are defined at € 9.700 for the Full Time Program and at € 9.900 for the Part Time Program. Cost of compulsory books is estimated to maximum € 200-300. Tuition fees do not cover books or other educational material.

All candidates who have been accepted to the program are required to make the first non-refundable deposit within two weeks from acceptance in order to secure their place in the Program. The amount of this deposit is equal to € 1,700 for the Full Time and € 1,900 for the Part Time Program.

The payment dates and deadlines for the tuition fees for the Full-time program are:

- € 1,700 upon acceptance,
- € 3,000 end of December,
- € 3,000 end of March,
- € 2,000 end of May.

The payment dates and deadlines for the tuition fees for the Part-time program are:

- € 1,900 upon acceptance
- € 2,000 end of January of the 1st year
- € 2,000 end of May of the 1st year
- € 2,000 end of October of the 2<sup>nd</sup> year
- € 2,000 end of March of the 2nd year.

Any delay of more than 15 days in the payment of an instalment could cause the student's suspension from attending the courses and his/her further registration in the

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Program. Students are required to provide proof of their bank deposits to the Program Secretariat within 2 days of the deposit.

International students will have to make their own housing arrangements for the duration of their stay. The International Affairs Office can assist the students by providing a list of available apartments, as well as possibilities for sharing an apartment with fellow students.

If a student interrupts his/her studies or is asked to interrupt the Program due to unsatisfactory performance or non-compliance to the regulations, the tuition fees paid are non-refundable.

# 17. FACULTY ADVISOR (TUTOR) OF POSTGRADUATE STUDENTS

For each postgraduate student, a faculty member is appointed by the Steering Committee, as a Faculty Advisor, in order to support him/her during his/her studies, in accordance with the decision of the Senate of the University (6th meeting/12-01-2023) and the Regulation of Postgraduate and Doctoral Studies Programmes of the Institution (article 12, V 3140/2023).

### 18. TRANSCRIPT OF GRADES / CERTIFICATIONS

Students, who have fulfilled all the typical requirements for the program, academic and financial, may receive upon request a detailed statement of their grades for all the courses they attended during the completed terms as well as a certificate of completion.

# 19. CONFERMENT OF THE MBA INTERNATIONAL DEGREE

All students who have successfully fulfilled the Program's requirements will be invited to participate in the graduation ceremony and receive the MBA degree. It must be noted again that students holding a first degree from a foreign university must have obtained its formal recognition by DOATAP before being able to graduate.

Students who have achieved an average grade above 8.51 will receive the MBA International degree as follows:

 $8.51-9.00 \rightarrow Honors$ 

9-10  $\rightarrow$  High Honors,

The student graduation with the highest average grade  $\rightarrow$  Highest Honors.

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#### 20. CONTRIBUTION TO CONTINUOUS IMPROVEMENT

The MBA International Program of AUEB bases its continued success on the commitment of its faculty and students. Both students and faculty are expected to contribute, each one in his/her own capacity, towards the greatest possible improvement of the Program.

Students are encouraged to contribute by making constructive criticism, proposals, and suggestions for improvement on any aspect of the program (including the curriculum, the course content, the teaching effectiveness, the secretariat support, the infrastructure, etc.). Teaching faculty are requested to offer their best in a modern and competitive academic environment, to maintain the highest standards of teaching, to offer sound advice and service, and to maintain an open attitude towards proposals for the Program's improvement.

Finally, members of the administration should offer their best in delivering excellent quality services in the areas of their responsibility, aiding and support to faculty and students, and maintaining high standards in the program.

The program is accredited by the Association of MBAs, and it is of paramount importance that all stakeholders make every effort to maintain the accreditation status of the program.

# 21. REGULATIONS FOR STUDENT COMPAINTS

To improve the operation of the program, the mechanism for the management of complaints by postgraduate students has been implemented, to ensure the quality of the educational and administrative services provided (Rectors' Council Decision /23-05-2023).

# 22. UPDATES TO THE PRESENT ACADEMIC RULES & REGULATIONS

All students must abide by the rules and regulations which will be sent at the start of the academic year. Furthermore, they must accept any changes or modifications to the Student Guide approved by the Program's Interdepartmental Committee during their participation in the Program.

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