

Doc. 300.1.1/2

Date: Date.

# External Evaluation Report (E-learning programme of study)

- **Higher Education Institution:**  
Frederick University
- **Town:** Nicosia
- **School/Faculty (if applicable):** Health Sciences
- **Department/ Sector:** Department of Nursing
- **Programme of study- Name (Duration, ECTS, Cycle)**

## In Greek:

ΛΕΙΤΟΥΡΓΙΚΗ ΔΙΑΧΕΙΡΙΣΗ ΚΑΙ ΜΑΡΚΕΤΙΝΓΚ ΣΕ ΣΥΣΤΗΜΑΤΑ ΚΑΙ  
ΥΠΗΡΕΣΙΕΣ ΥΓΕΙΑΣ

## In English:

Health Management

- **Language(s) of instruction:** Greek and English
- **Programme's status:** Currently Operating
- **Concentrations (if any):**

**In Greek:** Concentrations

**In English:** Concentrations



The present document has been prepared within the framework of the authority and competencies of the Cyprus Agency of Quality Assurance and Accreditation in Higher Education, according to the provisions of the “Quality Assurance and Accreditation of Higher Education and the Establishment and Operation of an Agency on Related Matters Laws” of 2015 to 2021 [[L.136\(I\)/2015 – L.132\(I\)/2021](#)].



## A. Introduction

*This part includes basic information regarding the onsite visit.*

The full day External Evaluation was undertaken on 2 November 2022. This comprised a series of scheduled meetings with all of the teaching and administrative staff involved in the course as well as the senior management of the university. It also involved meeting a number of past and current students. Following the meeting, additional material was requested and received by the External Evaluation Committee.

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## B. External Evaluation Committee (EEC)

<i>Name</i>	<i>Position</i>	<i>University</i>
<b>Professor Ewen Speed</b>	Professor of Medical Sociology	University of Essex
<b>Professor Goran Tomson</b>	Professor of International Health Systems	Karolinska Institute
<b>Professor Russell Mannion</b>	Professor of Health Systems	University of Birmingham
<b>Teresa Guasch</b>	Dean of the Faculty of Psychology and Education	Open University of Catalonia (UOC)
<b>Maria Christoforou</b>	Student Representative	University of Cyprus
<b>Name</b>	<b>Position</b>	<b>University</b>

## C. Guidelines on content and structure of the report

- *The external evaluation report follows the structure of assessment areas.*
- *At the beginning of each assessment area there is a box presenting:*
  - (a) *sub-areas*
  - (b) *standards which are relevant to the European Standards and Guidelines (ESG)*
  - (c) *some questions that EEC may find useful.*
- *The questions aim at facilitating the understanding of each assessment area and at illustrating the range of topics covered by the standards.*
- *Under each assessment area, it is important to provide information regarding the compliance with the requirements of each sub-area. In particular, the following must be included:*

### **Findings**

*A short description of the situation in the Higher Education Institution (HEI), based on elements from the application for external evaluation and on findings from the onsite visit.*

### **Strengths**

*A list of strengths, e.g. examples of good practices, achievements, innovative solutions etc.*

### **Areas of improvement and recommendations**

*A list of problem areas to be dealt with, followed by or linked to the recommendations of how to improve the situation.*

- *The EEC should state the compliance for each sub-area (Non-compliant, Partially compliant, Compliant), which must be in agreement with everything stated in the report. It is pointed out that, in the case of standards that cannot be applied due to the status of the HEI and/or of the programme of study, N/A (= Not Applicable) should be noted.*
- *The EEC should state the conclusions and final remarks regarding the programme of study as a whole.*
- **The report may also address other issues which the EEC finds relevant.**

## 1. Study programme and study programme's design and development (ESG 1.1, 1.2, 1.7, 1.8, 1.9)

### **Sub-areas**

- 1.1 Policy for quality assurance**
- 1.2 Design, approval, on-going monitoring and review**
- 1.3 Public information**
- 1.4 Information management**

### **1.1 Policy for quality assurance**

#### **Standards**

- *Policy for quality assurance of the programme of study:*
  - *has a formal status and is publicly available*
  - *supports the organisation of the quality assurance system through appropriate structures, regulations and processes*
  - *supports teaching, administrative staff and students to take on their responsibilities in quality assurance*
  - *ensures academic integrity and freedom and is vigilant against academic fraud*
  - *guards against intolerance of any kind or discrimination against the students or staff*
  - *supports the involvement of external stakeholders*

### **1.2 Design, approval, on-going monitoring and review**

#### **Standards**

- *The programme of study:*
  - *is designed with overall programme objectives that are in line with the institutional strategy and have explicit intended learning outcomes*
  - *is designed by involving students and other stakeholders*
  - *benefits from external expertise*
  - *reflects the four purposes of higher education of the Council of Europe (preparation for sustainable employment, personal development, preparation for life as active citizens in democratic societies, the development and maintenance, through teaching, learning and research, of a broad, advanced knowledge base)*
  - *is designed so that it enables smooth student progression*
  - *is designed so that the exams' and assignments' content corresponds to the level of the programme and the number of ECTS*
  - *defines the expected student workload in ECTS*
  - *includes well-structured placement opportunities where appropriate*
  - *is subject to a formal institutional approval process*

- *results in a qualification that is clearly specified and communicated, and refers to the correct level of the National Qualifications Framework for Higher Education and, consequently, to the Framework for Qualifications of the European Higher Education Area*
- *is regularly monitored in the light of the latest research in the given discipline, thus ensuring that the programme is up-to-date*
- *is periodically reviewed so that it takes into account the changing needs of society, the students' workload, progression and completion, the effectiveness of procedures for assessment of students, student expectations, needs and satisfaction in relation to the programme*
- *is reviewed and revised regularly involving students and other stakeholders*

### 1.3 Public information

#### Standards

- *Regarding the programme of study, clear, accurate, up-to date and readily accessible information is published about:*
  - *selection criteria*
  - *intended learning outcomes*
  - *qualification awarded*
  - *teaching, learning and assessment procedures*
  - *pass rates*
  - *learning opportunities available to the students*
  - *graduate employment information*

### 1.4 Information management

#### Standards

- *Information for the effective management of the programme of study is collected, monitored and analysed:*
  - *key performance indicators*
  - *profile of the student population*
  - *student progression, success and drop-out rates*
  - *students' satisfaction with their programmes*
  - *learning resources and student support available*
  - *career paths of graduates*
- *Students and staff are involved in providing and analysing information and planning follow-up activities.*

*You may also consider the following questions:*

- *What is the procedure for quality assurance of the programme and who is involved?*
- *Who is involved in the study programme's design and development (launching, changing, internal evaluation) and what is taken into account (strategies, the needs of society, etc.)?*
- *How/to what extent are students themselves involved in the development of the content of their studies?*
- *Please evaluate a) whether the study programme remains current and consistent with developments in society (labour market, digital technologies, etc.), and b) whether the content and objectives of the study programme are in accordance with each other?*
- *Do the content and the delivery of the programme correspond to the European Qualifications Framework (EQF)?*
- *How is coherence of the study programme ensured, i.e., logical sequence and coherence of courses? How are substantial overlaps between courses avoided? How is it ensured that the teaching staff is aware of the content and outputs of their colleagues' work within the same study programme?*
- *How does the study programme support development of the learners' general competencies (including digital literacy, foreign language skills, entrepreneurship, communication and teamwork skills)?*
- *What are the scope and objectives of the foundation courses in the study programme (where appropriate)? What are the pass rates?*
- *How long does it take a student on average to graduate? Is the graduation rate for the study programme analogous to other European programmes with similar content? What is the pass rate per course/semester?*
- ***How is it ensured that the actual student workload is in accordance with the workload expressed by ECTS?***
- *What are the opportunities for international students to participate in the study programme (courses/modules taught in a foreign language)?*
- *Is information related to the programme of study publicly available?*
- *How is the HEI evaluating the success of its graduates in the labor market? What is the feedback from graduates of the study programme on their employment and/or continuation of studies?*
- *Have the results of student feedback been analysed and taken into account, and how (e.g., when planning in-service training for the teaching staff)?*
- *What are the reasons for dropping out (voluntary withdrawal)? What has been done to reduce the number of such students?*

### Findings

*A short description of the situation in the Higher Education Institution (HEI), based on elements from the application for external evaluation and on findings from the onsite visit.*

Frederick University College demonstrated that they have robust systems in place for ensuring the quality of the programme. The Vice Rector of Quality Assurance and Academic Excellence presented an extensive overview of the university's internal systems. There are a number of review systems in place to ensure the quality of delivery and students have opportunities to feed into this process. We were satisfied that these processes would ensure appropriate levels of quality assurance in the programme.

The Distance Learning Committee has also developed a procedure for internal Quality Assurance for the Distance Learning programs as part of the university's implementation of strategic planning.

### Strengths

*A list of strengths, e.g. examples of good practices, achievements, innovative solutions etc.*

The panel noted that the university had a clear and transparent quality assurance process that was dynamic and enabled the programme to be assessed on an ongoing basis in terms of the delivery of material.

The requirement for students to complete assessment of teaching in order to get their final mark was a means of getting student engagement in the evaluation process, and this level of engagement was good, but there were some issues with the process (see areas of Improvement and recommendations below).

### Areas of improvement and recommendations

*A list of problem areas to be dealt with, followed by or linked to the recommendations of how to improve the situation.*

We would suggest the programme consider some alternative means of quality assurance. One such development would be peer assessment of teaching (these could be informal). Another development might be to remove the student compulsion to review teaching prior to the release of a final mark. The reason for this is that there is some potential that this process might bias student responses to be more positive than perhaps they might have been were the evaluation conducted post-mark release.

**Please select what is appropriate for each of the following sub-areas:**

Sub-area		<i>Non-compliant/ Partially Compliant/Compliant</i>
1.1	Policy for quality assurance	Compliant
1.2	Design, approval, on-going monitoring and review	Compliant
1.3	Public information	Compliant
1.4	Information management	Compliant



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CYPRUS AGENCY OF QUALITY ASSURANCE AND ACCREDITATION IN HIGHER EDUCATION



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## 2. Student – centred learning, teaching and assessment (ESG 1.3)

### **Sub-areas**

**2.1 Process of teaching and learning and student-centred teaching methodology**

**2.2 Practical training**

**2.3 Student assessment**

**2.4 Study guides structure, content and interactive activities**

### **2.1 Process of teaching and learning and student-centred teaching methodology**

#### **Standards**

- *The e-learning methodology is appropriate for the particular programme of study.*
- *Expected teleconferences for presentations, discussion and question-answer sessions, and guidance are set.*
- *A specific plan is developed to safeguard and assess the interaction:*
  - *among students*
  - *between students and teaching staff*
  - *between students and study guides/material of study*
- *Training, guidance and support are provided to the students focusing on interaction and the specificities of e-learning.*
- *The process of teaching and learning supports students' individual and social development.*
- *The process of teaching and learning is flexible, considers different modes of e-learning delivery, where appropriate, uses a variety of pedagogical methods and facilitates the achievement of planned learning outcomes.*
- *Students are encouraged to take an active role in creating the e-learning process.*
- *The implementation of student-centered learning and teaching encourages a sense of autonomy in the learner, while ensuring adequate guidance and support from the teacher.*
- *Teaching methods, tools and material used in teaching are modern, effective, support the use of modern educational technologies and are regularly updated.*
- *Mutual respect within the learner-teacher relationship is promoted.*
- *The implementation of student-centred learning and teaching respects and attends to the diversity of students and their needs, enabling flexible learning paths.*
- *Appropriate procedures for dealing with students' complaints regarding the process of teaching and learning are set.*

### **2.2 Practical training**

#### **Standards**

- *Practical and theoretical studies are interconnected.*
- *The organisation and the content of practical training, if applicable, support achievement of planned learning outcomes and meet the needs of the stakeholders.*

## 2.3 Student assessment

### Standards

- *A complete assessment framework is designed, focusing on e-learning methodology, including clearly defined evaluation criteria for student assignments and the final examination.*
- *Assessment is consistent, fairly applied to all students and carried out in accordance with the stated procedures.*
- *Assessment is appropriate, transparent, objective and supports the development of the learner.*
- *The criteria for the method of assessment, as well as criteria for marking, are published in advance.*
- *Assessment allows students to demonstrate the extent to which the intended learning outcomes have been achieved. Students are given feedback, which, if necessary, is linked to advice on the e-learning process.*
- *Assessment, where possible, is carried out by more than one examiner.*
- *A formal procedure for student appeals is in place.*
- *Assessors are familiar with existing testing and examination methods and receive support in developing their own skills in this field.*
- *The regulations for assessment take into account mitigating circumstances.*

## 2.4 Study guides structure, content and interactive activities

### Standards

- *A study guide for each course, fully aligned with e-learning philosophy and methodology and the need for student interaction with the material is developed. The study guide should include, for each course week / module, the following:*
  - *Clearly defined objectives and expected learning outcomes of the programme, of the modules and activities in an organised and coherent manner*
  - *Presentation of course material, and students' activities on a weekly basis, in a variety of ways and means (e.g. printed material, electronic material, teleconferencing, multimedia)*
  - ***Weekly schedule of interactive activities and exercises (i.e. simulations, problem solving, scenarios, argumentation)***
  - *Clear instructions for creating posts, discussion, and feedback*
  - *Self-assessment exercises and self-correction guide*
  - *Bibliographic references and suggestions for further study*
  - *Number of assignments/papers and their topics, along with instructions and additional study material*
  - *Synopsis*
- *Study guides, material and activities are appropriate for the level of the programme according to the EQF.*

*You may also consider the following questions:*

- Is the nature of the programme compatible with e-learning delivery?*
- How do the programme, the material, the facilities, and the guidelines safeguard the interaction between students, students and teaching staff, students and the material?*
- How many students upload their work and discuss it in the platform during the semester?*
- How is it monitored that the teaching staff base their teaching and assessment methods on objectives and intended learning outcomes? Provide samples of examination papers (if available).*
- How are students' different abilities, learning needs and learning opportunities taken into consideration when conducting educational activities?*
- How is the development of students' general competencies (including digital skills) supported in educational activities?*
- How is it ensured that innovative teaching methods, learning environments and learning aids that support learning are diverse and used in educational activities?*
- Is the teaching staff using new technology in order to make the teaching process more effective?*
- How is it ensured that theory and practice are interconnected in teaching and learning?*
- How is practical training organised (finding practical training positions, guidelines for practical training, supervision, reporting, feedback, etc.)? What role does practical training have in achieving the objectives of the study programme? What is student feedback on the content and arrangement of practical training?*
- Are students actively involved in research? How is student involvement in research set up?***
- How is supervision of student research papers (seminar papers, projects, theses, etc.) organised?*
- Do students' assessments correspond to the European Qualifications Framework (EQF)?***
- How are the assessment methods chosen and to what extent do students get supportive feedback on their academic progress during their studies?*
- How is the objectivity and relevance of student assessment ensured (assessment of the degree of achievement of the intended learning outcomes)?*

### Findings

*A short description of the situation in the Higher Education Institution (HEI), based on elements from the application for external evaluation and on findings from the onsite visit.*

The e-learning methodology proposed is appropriate to achieve the aims of the program. The University has their own Distance learning pedagogical framework (DLPF), based on three pillars: materials (readings, content, etc.), dynamic online interaction and activities (where students are trained and encouraged to know the environment; and assessment.

All courses include a 0 credit course on distance learning introduction.

The methodology proposed is designed to encourage students to take an active role and it is thought to support and guide students for their development. There is a balance between videoconferences for presentations and discussion sessions to promote students' interaction. The processes include different modes of e-learning delivery.

The course and module descriptors appear appropriate for this course. Content and learning outcomes are clearly specified. The European Credit Transfer System (ECTS) is applied. Assessment appears to be appropriate and supports the development of the learner. The weighting of final course assessment marks seemed to favour an end of year exam and we would ask the programme to consider more of a focus on ongoing continuous assessment.

Study guides are available for each course. They include clearly defined objectives and expected learning outcomes of modules and activities in an organised and coherent manner. Course material is presented. There are also self-assessment activities and bibliographic references and suggestions for further study. Study guides, material and activities appear to be appropriate.

### Strengths

*A list of strengths, e.g. examples of good practices, achievements, innovative solutions etc.*

A defined and shared Distance learning pedagogical framework (DLPF), with a specific Distance learning committee (DLC) to support the staff.

This is an ambitious programme which covers a range of health management and health systems education, across a broad range of topics.

It is a strength that the course is delivered in both English and Greek.

The relatively small size of the student group (circa 15 -30 students) means that staff are able to offer intensive support for learners, both at an individual and cohort level.

There is good provision of IT facilities.

### Areas of improvement and recommendations

*A list of problem areas to be dealt with, followed by or linked to the recommendations of how to improve the situation.*

All modules are compulsory with no module options provided. In the future this may be something worth considering.

The assessment strategy is generally satisfactory. Given the programme focus on 50% -60% weighting for the final exam on many courses, we would ask the programme to consider using possible alternative modes of assessment (within the context of the regulations) which could facilitate a focus on continuous assessment rather than end of course exams. We also suggest to provide feedback at the end of the final exam in order to become more formative, due to the weighting on the learning process.

The learning outcomes were many and often very broad and under-specified. We would like to suggest that the programme consider exploring ways to link specific learning outcomes to specific course content, such that this can be more clearly communicated to students.

Please select what is appropriate for each of the following sub-areas:

Sub-area		<i>Non-compliant/ Partially Compliant/Compliant</i>
2.1	Process of teaching and learning and student-centred teaching methodology	Compliant
2.2	Practical training	Compliant
2.3	Student assessment	Compliant
2.4	Study guides structure, content and interactive activities	Compliant

### 3. Teaching staff (ESG 1.5)

#### **Sub-areas**

**3.1 Teaching staff recruitment and development**

**3.2 Teaching staff number and status**

**3.3 Synergies of teaching and research**

#### **3.1 Teaching staff recruitment and development**

##### **Standards**

- *Institutions ensure the competence of their teaching staff.*
- *Fair, transparent and clear processes for the recruitment and development of the teaching staff are set up.*
- *Teaching staff qualifications are adequate to achieve the objectives and planned learning outcomes of the study programme, and to ensure quality and sustainability of the teaching and learning.*
- *The teaching staff is regularly engaged in professional and teaching-skills training and development.*
- *Training, guidance and support are provided to the teaching staff focusing on interaction and the specificities of e-learning.*
- *Promotion of the teaching staff takes into account the quality of their teaching, their research activity, the development of their teaching skills and their mobility.*
- *Innovation in teaching methods and the use of new technologies is encouraged.*
- *Conditions of employment that recognise the importance of teaching are followed.*
- *Recognised visiting teaching staff participates in teaching the study programme.*

#### **3.2 Teaching staff number and status**

##### **Standards**

- *The number of the teaching staff is adequate to support the programme of study.*
- *The teaching staff status (rank, full/part time) is appropriate to offer a quality programme of study.*
- *Visiting staff number does not exceed the number of the permanent staff.*

#### **3.3 Synergies of teaching and research**

##### **Standards**

- *The teaching staff collaborate in the fields of teaching and research within the HEI and with partners outside (practitioners in their fields, employers, and staff members at other HEIs in Cyprus or abroad).*
- *Scholarly activity to strengthen the link between education and research is encouraged.*

- *The teaching staff publications are within the discipline.*
- *Teaching staff studies and publications are closely related to the programme's courses.*
- *The allocation of teaching hours compared to the time for research activity is appropriate.*

*You may also consider the following questions:*

- *Is the teaching staff qualified to teach in the e-learning programme of study?*
- *How are the members of the teaching staff supported with regard to the development of their teaching skills? How is feedback given to members of the teaching staff regarding their teaching results and teaching skills?*
- *How is the teaching performance assessed? How does their teaching performance affect their remuneration, evaluation and/or selection?*
- *Is teaching connected with research?*
- *Does the HEI involve visiting teaching staff from other HEIs in Cyprus and abroad?*
- *What is the number, workload, qualifications and status of the teaching staff (rank, full/part timers)?*
- *Is student evaluation conducted on the teaching staff? If yes, have the results of student feedback been analysed and taken into account, and how (e.g., when planning in-service training for the teaching staff)?*

### Findings

*A short description of the situation in the Higher Education Institution (HEI), based on elements from the application for external evaluation and on findings from the onsite visit.*

There is a good range of teaching staff with a range of professional and academic experience in relevant areas. We were generally impressed with the commitment and investment of the staff in the delivery of the programme. We did have some concerns about the reliance on fractional staff based in other universities, but appreciate this is more a difficulty of circumstance than design.

Policies and procedures are in place for annual reviews. Student appraisals of teaching staff appear comprehensive and robust and include student evaluation of teaching performance for each module.

### Strengths

*A list of strengths, e.g. examples of good practices, achievements, innovative solutions etc.*

We met with a wide range of teaching staff and we were very impressed by their experience, motivation and passion for teaching their subjects. It was clear that they have thought about their modules and have designed them appropriately.

There was a clear commitment to research led teaching within the programme teaching staff.

### Areas of improvement and recommendations

*A list of problem areas to be dealt with, followed by or linked to the recommendations of how to improve the situation.*

The process for ensuring student engagement in teaching appraisals might be developed to remove some potential sources of bias. Evidence suggests that female lecturers are typically rated lower than male lecturers, and that non-native language speakers are rated lower than others. Moreover, it was not very clear what the relation between teaching and the promotion of teaching staff. Teaching performance is mainly assessed through students' questionnaires. Peer assessment of teaching might be a possible solution to this that the programme might like to explore.

**Please select what is appropriate for each of the following sub-areas:**

Sub-area		<i>Non-compliant/ Partially Compliant/Compliant</i>
<b>3.1</b>	Teaching staff recruitment and development	Compliant
<b>3.2</b>	Teaching staff number and status	Compliant
<b>3.3</b>	Synergies of teaching and research	Compliant

#### 4. Student admission, progression, recognition and certification (ESG 1.4)

##### **Sub-areas**

- 4.1 Student admission, processes and criteria**
- 4.2 Student progression**
- 4.3 Student recognition**
- 4.4 Student certification**

##### **4.1 Student admission, processes and criteria**

###### **Standards**

- *Pre-defined and published regulations regarding student admission are in place.*
- *Access policies, admission processes and criteria are implemented consistently and in a transparent manner.*

##### **4.2 Student progression**

###### **Standards**

- *Pre-defined and published regulations regarding student progression are in place.*
- *Processes and tools to collect, monitor and act on information on student progression, are in place.*

##### **4.3 Student recognition**

###### **Standards**

- *Pre-defined and published regulations regarding student recognition are in place.*
- *Fair recognition of higher education qualifications, periods of study and prior learning, including the recognition of non-formal and informal learning, are essential components for ensuring the students' progress in their studies, while promoting mobility.*
- *Appropriate recognition procedures are in place that rely on:*
  - *institutional practice for recognition being in line with the principles of the Lisbon Recognition Convention*
  - *cooperation with other institutions, quality assurance agencies and the national ENIC/NARIC centre with a view to ensuring coherent recognition across the country*

##### **4.4 Student certification**

###### **Standards**

- *Pre-defined and published regulations regarding student certification are in place.*

- *Students receive certification explaining the qualification gained, including achieved learning outcomes and the context, level, content and status of the studies that were pursued and successfully completed.*

*You may also consider the following questions:*

- *Are the admission requirements for the study programme appropriate? How is the students' prior preparation/education assessed (including the level of international students, for example)?*
- *How is the procedure of recognition for prior learning and work experience ensured, including recognition of study results acquired at foreign higher education institutions?*
- *Is the certification of the HEI accompanied by a diploma supplement, which is in line with European and international standards?*

### Findings

*A short description of the situation in the Higher Education Institution (HEI), based on elements from the application for external evaluation and on findings from the onsite visit.*

There are pre-defined and clear policies on student admission requirements for home and overseas students which take account of prior learning. There are pre-defined regulations regarding student progression. The addition of English language teaching on the programme is a positive development which will give added international currency to the qualification.

### Strengths

*A list of strengths, e.g. examples of good practices, achievements, innovative solutions etc.*

Clear policies and processes were outlined and demonstrated to the panel. It was noted there was a high pass rate for the programme and a low drop out rate.

### Areas of improvement and recommendations

*A list of problem areas to be dealt with, followed by or linked to the recommendations of how to improve the situation.*

This was all satisfactory. The student representatives had nothing but praise for the processes and systems in place at the university.

**Please select what is appropriate for each of the following sub-areas:**

Sub-area		<i>Non-compliant/ Partially Compliant/Compliant</i>
4.1	Student admission, processes and criteria	Compliant

4.2	Student progression	Compliant
4.3	Student recognition	Compliant
4.4	Student certification	Compliant

## 5. Learning resources and student support (ESG 1.6)

### Sub-areas

#### 5.1 Teaching and Learning resources

#### 5.2 Physical resources

#### 5.3 Human support resources

#### 5.4 Student support

### 5.1 Teaching and Learning resources

#### Standards

- Weekly interactive activities per each course are set.
- The e-learning material and activities take advantage of the capabilities offered by the virtual and audio-visual environment and the following are applied:
  - Simulations in virtual environments
  - Problem solving scenarios
  - Interactive learning and formative assessment games
  - Interactive weekly activities with image, sound and unlimited possibilities for reality reconstruction and further processing based on hypotheses
  - They have the ability to transfer students to real-life situations, make decisions, and study the consequences of their decisions
  - They help in building skills both in experiences and attitudes like in real life and also in experiencing - not just memorizing knowledge
- A pedagogical planning unit for e-learning, which is responsible for the support of the e-learning unit and addresses the requirements for study materials, interactive activities and formative assessment in accordance to international standards, is established.
- Adequacy of resources is ensured for changing circumstances (change in student numbers, etc.).
- All resources are fit for purpose.
- Student-centred learning and flexible modes of e-learning and teaching, are taken into account when allocating, planning and providing the learning resources.

### 5.2 Physical resources

#### Standards

- *Physical resources, i.e. premises, libraries, study facilities, IT infrastructure, are adequate to support the study programme.*
- *Adequacy of resources is ensured for changing circumstances (change in student numbers, etc.).*
- *All resources are fit for purpose and students are informed about the services available to them.*

### 5.3 Human support resources

#### Standards

- *Human support resources, i.e. tutors/mentors, counsellors, other advisers, qualified administrative staff, are adequate to support the study programme.*
- *Adequacy of resources is ensured for changing circumstances (change in student numbers, etc.).*
- *All resources are fit for purpose and students are informed about the services available to them.*

### 5.4 Student support

#### Standards

- *Student support is provided covering the needs of a diverse student population, such as mature, part-time, employed and international students and students with special needs.*
- *Students are informed about the services available to them.*
- *Student-centred learning and flexible modes of learning and teaching, are taken into account when allocating, planning and providing student support.*
- *Students' mobility within and across higher education systems is encouraged and supported.*

*You may also consider the following questions:*

- *Evaluate the supply of teaching materials and equipment (including teaching labs, expendable materials, etc.), the condition of classrooms, adequacy of financial resources to conduct the study programme and achieve its objectives. What needs to be supplemented/ improved?*
- *What is the feedback from the teaching staff on the availability of teaching materials, classrooms, etc.?*
- *Are the resources in accordance with actual (changing) needs and contemporary requirements? How is the effectiveness of using resources ensured?*
- *What are the resource-related trends and future risks (risks arising from changing numbers of students, obsolescence of teaching equipment, etc.)? How are these trends taken into account and how are the risks mitigated?*

- *Evaluate student feedback on support services. Based on student feedback, which support services (including information flow, counselling) need further development?*
- *How is student learning within the standard period of study supported (student counselling, flexibility of the study programme, etc.)?*
- *How students' special needs are considered (different capabilities, different levels of academic preparation, special needs due to physical disabilities, etc.)?*
- *How is student mobility being supported?*

### Findings

*A short description of the situation in the Higher Education Institution (HEI), based on elements from the application for external evaluation and on findings from the onsite visit.*

Frederick University has a Distance learning committee (DLC) that provides training and support to the instructors to design their courses online. Instructors also have courses and materials (course samples) to design their own courses. They receive a template they have to follow to design the course and it is reviewed every academic year. Every course is reviewed by the DLC, and instructors receive comments and feedback from the committee.

There is also a Personal and Professional Development Center at the university that aims to provide a range of development opportunities to faculty and staff to enhance their professional and personal skills.

Student support appears well established at the university, and available for supporting a diverse student population (they have a Center on Gender Issues, Diversity and Equality), and fairly well adapted to distant learning students.

### Strengths

*A list of strengths, e.g. examples of good practices, achievements, innovative solutions etc.*

The Distance Learning Committee that monitors and controls the application of the Distance Learning Pedagogical Framework.

The Distance Learning Unit that supports distance learning students and instructors.

The staff are very engaged and the students we met were very complimentary of the support and welcome they received. The students we met were also very positive about their course and their lecturers.

### Areas of improvement and recommendations

*A list of problem areas to be dealt with, followed by or linked to the recommendations of how to improve the situation.*

All appeared to be highly satisfactory.

**Please select what is appropriate for each of the following sub-areas:**

Sub-area		<i>Non-compliant/ Partially Compliant/Compliant</i>
5.1	Teaching and Learning resources	Compliant
5.2	Physical resources	Compliant
5.3	Human support resources	Compliant
5.4	Student support	Compliant

## D. Conclusions and final remarks

*Please provide constructive conclusions and final remarks which may form the basis upon which improvements of the quality of the programme of study under review may be achieved, with emphasis on the correspondence with the EQF.*

The panel noted the ambition of the programme in maintaining a research-led approach to teaching, particularly in the context of a university that was 100% dependent on student tuition fees for its continued development. There was an appropriate system of support in place for staff to develop this activity (to an adequate degree). The panel also noted the quality of the international visiting speaker programme and encouraged the continued support of this aspect of the course.

It was noted that the teaching staff were strongly committed to the students and the programme.

The Panel also noted the overall university commitment to Sustainable Development Goals, although this commitment was under-represented in the programme documentation and could be better integrated into teaching practice and documentation.

The student representatives demonstrated there was a supportive learning environment within the programme, providing opportunities both in terms of the ongoing intellectual development and the career development of the students.

We would like to suggest that the programme consider developing alternative modes of teacher assessment, such as peer assessment of teaching, rather than relying solely on student assessment of teaching, which can be biased.

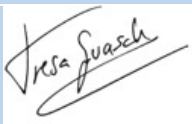
We would like the course team to think about how they might make more explicit links from the programme to a wider policy context, either in terms of explicit links to government departments or with appropriate Non-Governmental Organisations.

The learning outcomes were many and often very broad and under-specified. We would like to suggest that the programme consider exploring ways to link specific learning outcomes to specific course content, such that this can be more clearly communicated to students.

The operation of the conventional masters and the distance learning masters could potentially mean that staff have to duplicate efforts and workload. We would encourage the course teams to find ways (within the regulations) to increase levels of integration between the two programmes.

Within the regulations, we would encourage the programme to consider alternative ways of weighting final assessment marks. One possibility could be to consider the weighting of 50% on final exams, which could be adjusted downwards to incorporate more continuous modes of assessment.

## E. Signatures of the EEC

Name	Signature
Prof Ewen Speed	
Prof Goran Tomson	
Prof Russell Mannion	
Dr Teresa Guasch	
Maria Christoforou	
Click to enter Name	

**Date:** 04.11.22