



Doc. 300.1.2

Higher Education Institution's Response

Date: 13/07/2020

- **Higher Education Institution:**
City Unity College Nicosia
- **Town:** Nicosia
- **Programme of study
Name (Duration, ECTS, Cycle):**
18 months, 90 ECTS

In Greek:

Μεταπτυχιακό στη Διοίκηση Επιχειρήσεων

In English:

Master in Business Administration

- **Language(s) of instruction:**
English, Greek
- **Programme's status:**
New



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 2019” [N. 136 (I)/2015 to N. 35(I)/2019].

A. Guidelines on content and structure of the report

- *The Higher Education Institution (HEI) based on the External Evaluation Committee's (EEC's) evaluation report (Doc.300.1.1) must justify whether actions have been taken in improving the quality of the programme of study in each assessment area.*
- *In particular, under each assessment area, the HEI must respond on, without changing the format of the report:*
 - *the findings, strengths, areas of improvement and recommendations of the EEC*
 - *the deficiencies noted under the quality indicators (criteria)*
 - *the conclusions and final remarks noted by the EEC*
- *The HEI's response must follow below the EEC's comments, which must be copied from the external evaluation report (Doc. 300.1.1).*
- *In case of annexes, those should be attached and sent on a separate document.*

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

We would like to thank the committee for their very encouraging comments. The committee's findings underline the thorough feasibility study, the way the programme was developed and its positioning in the other programmes of study that City Unity College Nicosia offers as well as the market as a whole.

Strengths:

We are very appreciative of the committee's comments which focus on the "broad number of qualified faculty members" teaching in the programme as well as the clarity of the programme structure and the content.

Areas of improvement and recommendations:

On preparing the programme we have made sure to include the latest publication textbooks as well as publications drawn from International Organisations such as the WTO and the WCO, the United Nations, the European Commission and Cyprus government publications.

We also would like to point out that our Institution's policy and practice in place, is that at the end of each academic year, lecturers are required to assess the need to renew the textbooks and other academic material used, and suggest the updating of the relevant publications, this process is also moderated as part of the course review process at the start and end of the semester as highlighted in the Assessment and Moderation Policy. Therefore, we fully agree and already comply with the EEC's recommendation.

We would like to thank the EEC for marking all fields in this section fully compliant.

2. Teaching, learning and student assessment (ESG 1.3)

Findings:

The EEC had the opportunity to converse with module leaders regarding the content of the programme. We would like to point that the committee has fully understood and endorsed the mission of the programme as well as the need to incorporate both practical and theoretical elements into the learning and teaching. This is our philosophy at City Unity College Nicosia which was fully appreciated by the EEC. We would like to thank them for their encouraging and fully positive feedback.

Strengths:

The ethos and mutual respect between students and faculty members at City Unity College Nicosia was recognised by the EEC, as it was evident from the interviews conducted with the faculty members, students and members of the administration. We would also like to point out that the EEC has appreciated the experience that CUC Nicosia has in offering programmes at the Master's level stemming from the ongoing collaboration of the College with Cardiff Metropolitan University. The positive comments of the EEC are fully appreciated and well noted.

Areas for Improvement and recommendations:

The EEC commented on whether the criteria for and methods of assessment are published and available to the students in advance. Due to the limited time as well as constraints that arise from an online accreditation visit, we did not have the chance to demonstrate our online learning platform called eClass (Moodle based platform), where all criteria and methods of assessment are published in advance, one week before the beginning of the semester.

We would like also to point out that even before the necessities imposed by the pandemic, all lecturers were using our eClass platform to upload course outlines, syllabuses, notes and other lecturing material, as well as assessment material. The platform is also used as a communication tool whereby academic staff can connect and interact with students throughout their courses.

You can refer to the screenshot [below](#) for a sample of a course that was offered last semester.



Welcome to CECO 100 Introduction to Microeconomics course

Welcome to CECO 100 [Introduction](#) to Microeconomics course

Aim of the course

The aim of this course is to demonstrate the ways that businesses use economics as a basis for their everyday decision making in different industrial domains and across national and international borders. Students will become aware of how to solve economic problems in different contexts by breaking it down to its smaller constituent parts.

Learning outcomes

Upon completion of the course, students will be able to:

- Demonstrate an understanding of basic economic problems and principles that applies to a market system,
- Interpret both written and graphical information regards laws affecting and changing demand, supply and market equilibrium,
- Present the significance of efficiency, consumer and production surplus and its effects on fairness in the markets,
- Summarize the interactions between consumers and producers, and the rational of government intervention.

Teaching Methods

The teaching will take place

Face to Face

Lecture Venue

The course is delivered through a mixture of:

- Lectures
- Class discussions
- In-class exercises

Using both formative and summative assessments.

Continuous Course Assessment

Suggested Continuous Course Assessment consists of a combination of the following:

Attendance	10%
Homework/ Tests	10%
Mid-term Exam	30%
Final Exam	50%

Final Examination

The final examination takes place at the end of each semester and is cumulative of all material covered. It weighs 50% of the total course assessment.

Lecturer Details

Lecturer:

Dr. Zanete Garanti

Office:

5th Floor International Center

Office Hours:

Mondays, 14.00-16.00; Wednesdays, 11.00-13.00; Fridays, 11.00-12.00

Also available via email appointments

Contact Info.:

Tel.: 22 332333

E-mail: z.garanti@cityu.ac.cy

IT: helpdesk@cityu.ac.cy

- Course outline
- !!!How to mark attendance and submit quizzes!!!
- Questions & answers
- Main Quiz (worth 30% of your grade)
- Live chat with the lecturer 14 April
- Live chat with lecturer 28 April
- Live chat (final exam) 20 May

Topic 5. Elasticity of demand and supply

- Elasticity of demand and supply
- Week 5. Elasticity of demand and supply online class
- Elasticity explained
- Price elasticity of demand explained

Topic 6. Revision and practice for Demand, Supply, Equilibrium, Elasticity

- Revision
- Week 6. Revision online class
- Questions and live feedback
- Practice questions weeks 3 and 4

Topic 7. Efficiency and fairness of markets

- Efficiency and fairness of markets
- Topic 7. Efficiency and fairness of markets recording
- Topic 7 Efficiency and fairness of markets online class
- Practice questions week 7

Topic 8. Government Actions in Markets

- Government actions in markets
- Topic 8 Government actions in market online class
- Practice questions topic 8

Topic 9. Consumer Choice and Demand

- Consumer Choice and Demand
- Topic 9. Consumer choice and demand online class

Topic 10. Production and cost

- Production and Cost
- Topic 10. Production and cost online class
- Practice questions Topics 9 and 10

Revision for final exam

- Revision questions for CECO 100
- Revision for final exam online class

We would like to thank the EEC for marking all fields in this section fully compliant.

3. Teaching Staff (ESG 1.5)

Findings:

We would like to thank the EEC for the positive and encouraging comments regarding the faculty members teaching in the programme as well as the College's ties with visiting Professors from abroad. The EEC recognised the professionalism and engagement of the teaching staff as well as the pleasant overall working environment incorporating not only teaching but research as well. The positive comment of the EEC on ongoing tenure of the faculty members is proof that the College is investing heavily on academic personnel as well as the continuous academic development for its faculty.

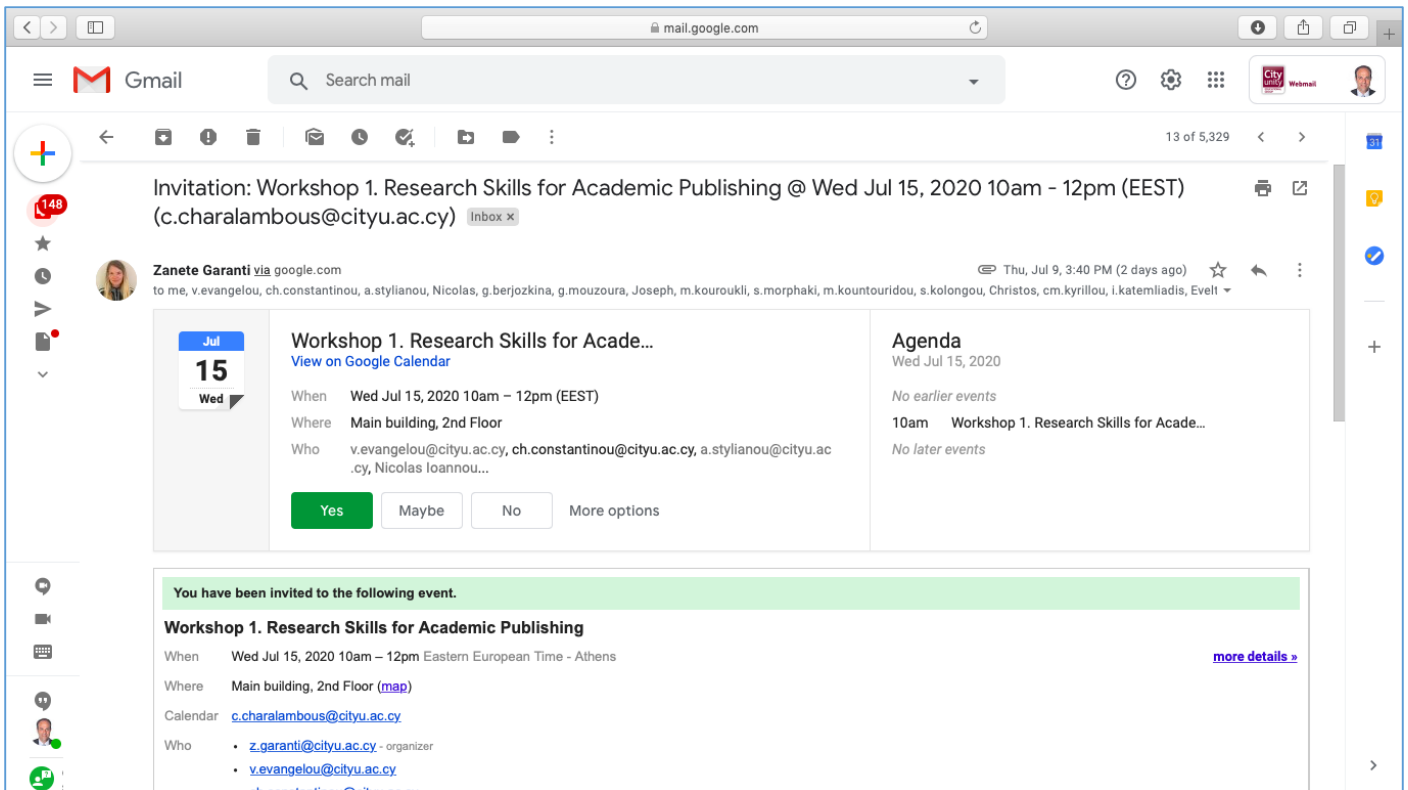
Strengths:

The mixture of experienced and young faculty members as well as their integration in relation to the programme is extremely beneficial for offering an MBA. We would like to thank the EEC for recognising this fact. We would also like to point that the committee has pinpointed the fact that there are evaluation procedures in place for monitoring teaching outcomes and faculty members and ensuring the quality of the programme.

Areas of Improvement and recommendations:

We appreciate the recognition by the EEC of the fact that City Unity College Nicosia faculty members are conducting research, participating in conferences and author articles for peer reviewed journals. The EEC has suggested the organisation of seminars so as to encourage the interaction between the faculty members conducting research. We would like to assure the EEC that the Research Committee is organising such seminars on an ongoing basis.

As proof of this please see below a screenshot of a seminar which was organised for the 15th of July (the seminar was organised before we received the EEC report)



Prior to COVID-19, City Unity College Nicosia in cooperation with the West Pomeranian University of Technology, Poland, had planned an international conference on the Challenges of Modern Tourism - Management, Finance, Security, Environment. This conference was set to be in March 29 – 31, 2020. Unfortunately, due to the pandemic, this conference had to be postponed. It will be rescheduled as soon as the epidemiological situation permits it.

See below screenshot of conference promoted





City
College
Nicosia


About Call For Papers Schedule Register

Conference: Challenges of Modern Tourism

March 29th – 31st 2020

City Unity College – Nicosia (CUCN), in collaboration with the West Pomeranian University of Technology Poland, is organising a conference highlighting the challenges of modern tourism within the fields of management, finance, security and environment. The conference will be held at CUCN premises in Nicosia, Cyprus.

[REGISTER NOW](#)



We would like to thank the EEC for marking all fields in this section fully compliant.

4. Students

(ESG 1.4, 1.6, 1.7)

Findings:

The EEC comments on the transparency of policies, regulations and admission criteria for the programme are highly appreciated. The EEC has understood the College's student centred approach in developing the programme as evidenced by the committee's comments after interviewing faculty, students and administration members.

Strengths:

We would like to thank the committee for its positive and encouraging comments which emphasize the support that the College provides the students through various programmes including Erasmus +.

Concluding remarks for this section:

We would like to thank the EEC for marking all fields in this section fully compliant.

5. Resources

(ESG 1.6)

Findings:

The EEC has mentioned that College premises, libraries, study facilities, IT infrastructure are adequate to support the programme. The College has invested heavily on the right infrastructure so that it is able to support the students during these challenging times resulting from COVID-19. This fact was recognised by the committee which proceeded to praise the College on the flexibility demonstrated to support the students. We would thus like to offer our sincere thanks to the committee for their encouraging and positive comments.

Strengths:

The remark from the EEC that they were impressed by the administrative and teaching teams and their commitment to the College and its students is proof of the student centred approach that the College has been using in developing its programmes. More importantly, as evidenced by the outcome of the student interviews, the students are aware of how to access these different services and support at different stages of their studies.

Concluding remarks for this section:

We would like to thank the EEC for marking all fields in this section fully compliant.



6. Additional for distance learning programmes
(ALL ESG)

Not Applicable



7. Additional for doctoral programmes
(ALL ESG)

Not Applicable



8. Additional for joint programmes
(ALL ESG)

Not Applicable

B. Conclusions and final remarks

We would like to thank the EEC for their online visit and for their extremely positive and encouraging comments, not only for the programme, but also for the College as a whole. From the committee's closing remarks, we would like to emphasise the following:

- 1) The programme is backed up by a realistic feasibility and market study and there is full understanding of the market demand.
- 2) The programme is well structured and organised, adhering to the ECTS standards.
- 3) Programme goals and outcomes are thoroughly described.
- 4) The mission of the MBA programme in creating critical thinking and leadership skills is fully understood.
- 5) The programme is well designed and offers a blend of theoretical and practice-oriented content.
- 6) Management, teaching and administrative staff is highly committed.

We are honoured by the fact that the EEC has praised the programme and the College and we would like to thank the committee for sharing their recommendations. Finally we would like to thank the committee for marking all fields in all sections as Fully Compliant, an indication on the quality of the programme and the work performed by the College.

C. Higher Education Institution academic representatives

<i>Name</i>	<i>Position</i>	<i>Signature</i>
Dr. Constantinos Charalambous	Provost	
Dr. Ioannis Violaris	Academic Programmes Director	
Dr. Polina Nikolaou	Quality Assurance Officer	
Dr. Zanete Garanti	MBA Programme Coordinator	

Date: 13/07/2020

