

Doc. 300.1.1

Date: June 11th, 2021

External Evaluation Report

(Conventional-face-to-face programme of study)

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

In Greek:

Κοινωνική Εργασία με Εξειδίκευση στη Ψυχική Υγεία

In English:

Social Work concentration in Mental Health

[Conventional study]

- **Language(s) of instruction:** English
- **Programme's status:** Currently Operating with a general Master in Social Work
- **Concentrations (if any):**

In Greek: Concentrations

In English: Mental Health



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. Introduction

The meeting of the evaluation committee with representatives and students of the Nicosia University was held online at the 10th June 2021.

Although the EEC found the digital arrangements well organized and sufficiently structured, we want to express our view that an onsite visit at place is strongly recommendable. We missed all the possibilities to informal follow-ups and informal discussions with the staff and students.

The visit included at distance meetings with the Rector and Vice Rector of Academic Affairs and Quality Assurance, Dean and Assoc. Dean of the School of Humanities & Social Sciences, Head of the Department of Social Sciences, Programme Coordinator of MSc Social Work, Director of e-Learning, Members of the faculty, students and graduates, members of administrative staff, Director of Academic Advising.

The evaluation committee was tasked with evaluating the Master's in Social Work with a focus on mental health.

Two basic remarks:

- The overlaps between conventional and online programmes in the Master's programme were not apparent to the EEC (Figures on the distribution of students are missing).
- The current Master's programme has a general orientation and no designated specialisation in mental health.

For these reasons, all statements in the evaluation of the EEC refer to the current curriculum and study structure without a designated specialisation in mental health or a clear differentiation between online and conventional settings.

Nevertheless, the final conclusions comment on this prospective idea in the context of international standards for Master's degree programmes in social work.



B. External Evaluation Committee (EEC)

<i>Name</i>	<i>Position</i>	<i>University</i>
Thomas Gabriel	Professor	Institute of Childhood, Youth and Family
Tapio Salonen	Professor	Malmö University
Michel Vandebroeck	Professor	Ghent University
Santi Caballé	Professor	Open University of Catalonia
Katerina Nicolaou	Student representative	University of Cyprus
<i>Name</i>	<i>Position</i>	<i>University</i>

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.

There is a quality assurance program in place, including input from stakeholders and students. It is not clear how the internal quality program is informed by a range of data such as enrolment, student attrition, performance or graduate destinations.

I also remains unclear how the program design is informed by this quality insurance program. One example is that the program coordinator and teaching staff argues for the mental health concentration saying this is a request of the students, while this is not confirmed by the students.

The design of the program contains many optional courses and most courses are directed to practice (doing things right), but have little theoretical and fundamental social work-related reflection (doing the right things). In relation to the international definition of social work (ifsw.org, 2014), stating that “social work is a practice-based profession and an academic discipline), the overall impression of the EEC is that the design of the program is more aligned with the former than with the latter.

The EEC doubts the implementation of the European standards in relation to the workload of the ECTS points in the degree programme. There are too many elective courses, no final regular thesis. No quality system to verify the European quality standard was apparent to ECC. A quality system exists that monitors student and stakeholder satisfaction.

Strengths

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

The public information is adequate.

Courses are accessible both for Greek and English language students.

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.

An internal quality system to monitor the European quality standards is necessary to be implemented. With regard to the internationalisation of studies and exchange of students, international standards should be taken more into account in the future.

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

Sub-area	<p style="text-align: center;"><i>Non-compliant/ Partially Compliant/Compliant</i></p>
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1.1	Policy for quality assurance	Compliant
1.2	Design, approval, on-going monitoring and review	Non-compliant
1.3	Public information	Compliant
1.4	Information management	Compliant

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

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

Standards

- *The process of teaching and learning supports students' individual and social development.*
- *The process of teaching and learning is flexible, considers different modes of 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 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

- *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 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.*

You may also consider the following questions:

- *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.

It is a small cohort of students, around 25 per year, recently this has increased up to 38, probably in relation to the COVID pandemic, according to the team. The limited number of students may offer the opportunity for personalised support and learning as more student-centred learning is possible in small groups. The students confirm the close relationship with the teaching staff and the swift feedback on their assignments.

The students in the Master program originate from various undergraduate programs, yet there is not an adaptation of the program to match these different backgrounds. A student with a bachelor in statistics receives the same program as does a student with a bachelor's in social work.

Nearly all subjects utilise exams as the principal component of their assessment (usually 60%). In addition, a variety of assessments are deployed throughout the course, including practical work, projects, written assessments. There is less use of portfolios, peer evaluations and self-assessments.

Most course have an impressive list of compulsory reading, both in English and Greek. The reading list has a good international orientation, yet contemporary references are rather limited, as many resources are from the early 2000's.

Statistics about study results were not available for the EEC.

The management strengthened the importance of internationalisation and the international cooperations and accreditations. The EEC was not provided with figures on incoming and outgoing Erasmus. We were explained that this is not applicable to the Master in Social Work and this was confirmed by the graduates. Anecdotal evidence of teacher mobility was provided.

Strengths

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

The consultation with students and alumni showed that students were highly satisfied of their studies, of the program and of the teaching staff. They appreciate the swift feedback on their assignments. They assert that they have received a practice-oriented training that prepares them for a job in the field. They particularly appreciate the generic approach of the curriculum. They explained that they found that the program of 90 ECTS was possible to combine with a full-time employment within three semesters.

The students reported that there were structural as well as informal means to give feedback to teachers and they felt this feedback was efficiently and effectively taken into account.

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 study lists 12 learning outcomes. However, the EEC believes that the program is ill adapted to ensure these learning outcomes are sufficiently met, compared to international standards for a MSc in Social Work. The EEC identified three areas that need improvement to match the ambition of the program.

- “Thoroughly comprehend the concepts, theories and processes of social work”. The number of theoretical courses is limited. The MSC curriculum is oriented to prepare students for executing their social work tasks, but less for theoretical depth and reflection; Contemporary social work theory and concepts are only marginally dealt with.
- “Acquire research skills”: The methodological courses are limited (1 course of 10 ECTS, with very little quantitative research). The EEC is particularly concerned with the choice to have the thesis as an option that students can take but that is not compulsory and wonders how the students who do not make that choice acquire the learning outcomes.

- “Analyse social policy”: there is no course where this learning outcome is the focus. The teaching staff ascertained that this is a course on the undergraduate level, but the EEC is concerned what this means for students with other backgrounds than a bachelor's in social work.

The EEC is also concerned with the fact that all students asserted that there was not major difficulty in acquiring the 90 ECTS in 3 semesters, along with a full-time employment. The EEC is concerned that this is yet another indication that the curriculum may not align with the European Qualifications standards. This also seems at odds with the very high number of books that are mentioned on the compulsory reading list.

The EEC was not provided with examples of how students may be involved in ongoing research, neither in the dialogue with students and alumni, nor in the dialogue with the teaching staff.

The EEC recommends that the curriculum is revised to strengthen and deepen the social work theory according to international standards and in line with the international definition of social work. In addition, the EEC recommends that the curriculum is adapted for students with other backgrounds than social work to ensure they have the opportunity to acquire the learning goals.

The EEC recommends strengthening the research in the curriculum, either by making the thesis compulsory, or by including students in other ways in ongoing research.

The EEC recommends that student and teacher mobility is enhanced, and that teacher mobility may be used for international benchmarking of the curriculum.

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	Non-compliant
2.2	Practical training	Compliant
2.3	Student assessment	Partially 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.*
- *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:

- *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

There seems to be an adequate academic qualification among the staff, but there still seems to be room for a further focus on the core discipline of social work among the teaching staff.

When it comes to safeguarding an appropriate balance between teaching and research the EEC recognize clear ambitions and efforts from the staff but in-house support from the University when it comes to research engagements could be emphasized and further developed.

Strengths

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

The staff seems to be dedicated to enhance a sufficient teaching and research environment with a strong interaction with the surrounding society. Several best practices of outreach with research and development project were mentioned that exemplifies the staff's societal engagement and impact.

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 staff's research output when it comes to publications, conferences etc. is fairly modest and should be strengthened more with substantial support by the University. The current level is currently insufficient.

It would be recommendable to develop more international contributions in the master programme by guest lecturers and professors.

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

Sub-area		<i>Non-compliant/ Partially Compliant/Compliant</i>
3.1	Teaching staff recruitment and development	Compliant
3.2	Teaching staff number and status	Compliant
3.3	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.

The EEC lacks essential statistics on acceptance, choices of courses, success/dropout rates etc. which complicates and limits our evaluations scope to determine on appropriate standards and progression for the programme. There is also an uncertainty about the proportion of students following either the conventional or the e-learning programme which blurs our abilities to recognize student achievements.

Approximately half of the student population has not a social work degree on the undergraduate level. There were no explicit considerations how the master programme handles the divergent student backgrounds to safeguard that the fundamental elements in the discipline of social work are fulfilled.

Strengths

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

A strength was noted around the very low drop-out rate (reported at 10%). In addition, student feedback was actively sought at course end and on an on-going basis throughout course delivery. However, the effectiveness of this information in terms of specific measures for improvement taken by the university was not shown.

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.

A fully considered strategy for ensure the standards of social work academic requirements should be implemented, especially when considering students from other disciplines.

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	Non-compliant
4.2	Student progression	Partially 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

- *Adequate and readily accessible teaching and learning resources (teaching and learning environments, materials, aids and equipment) are provided to students and support the achievement of objectives in the study programme.*
- *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 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.

Our assessment of physical resources is necessary incomplete as we were reliant on information provided the university through a virtual, promotional tour, and written documentation. From this material we assume the physical resources to be, but we were unable to verify this by visiting the site.

Students have access to a number of facilities, and it was ascertained to the EEC that the library gives access to major international journals as well as e-books. The impressive list of compulsory reading is not included in the e-library.

The university has an interesting set of services in place for student support (personal and academic counselling, student success centre, ...)

Counselling is provided for students physical or mental health needs through the Centre for Research and Counselling Services (KESY). However, none of the students and graduates the EEC met, were aware of this possibility.

Strengths

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

Support structures are in place for students who experience hardship, including those related to learning.

The university provides support in addition to the governmental support for students experiencing economic difficulties.

Access to on-line materials and on-line learning is well supported through a number of platforms.

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 facilities for counselling may be better announced so that all students are aware of the services available to them.

The EEC also recommends re-evaluating the list of recommended books and offer additional possibilities for students to access these (or part of these) through the library.

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	Partially compliant
5.2	Physical resources	Compliant
5.3	Human support resources	Compliant
5.4	Student support	Compliant

6. Additional for doctoral programmes (ALL ESG)

Sub-areas

- 6.1 Selection criteria and requirements**
- 6.2 Proposal and dissertation**
- 6.3 Supervision and committees**

6.1 Selection criteria and requirements

Standards

- *Specific criteria that the potential students need to meet for admission in the programme, as well as how the selection procedures are made, are defined.*
- *The following requirements of the doctoral degree programme are analysed and published:*
 - *the stages of completion*
 - *the minimum and maximum time of completing the programme*
 - *the examinations*
 - *the procedures for supporting and accepting the student's proposal*
 - *the criteria for obtaining the Ph.D. degree*

6.2 Proposal and dissertation

Standards

- *Specific and clear guidelines for the writing of the proposal and the dissertation are set regarding:*
 - *the chapters that are contained*
 - *the system used for the presentation of each chapter, sub-chapters and bibliography*
 - *the minimum word limit*
 - *the binding, the cover page and the prologue pages, including the pages supporting the authenticity, originality and importance of the dissertation, as well as the reference to the committee for the final evaluation*
- *There is a plagiarism check system. Information is provided on the detection of plagiarism and the consequences in case of such misconduct.*
- *The process of submitting the dissertation to the university library is set.*

6.3 Supervision and committees

Standards

- *The composition, the procedure and the criteria for the formation of the advisory committee (to whom the doctoral student submits the research proposal) are determined.*
- *The composition, the procedure and the criteria for the formation of the examining committee (to whom the doctoral student defends his/her dissertation), are determined.*
- *The duties of the supervisor-chairperson and the other members of the advisory committee towards the student are determined and include:*
 - *regular meetings*
 - *reports per semester and feedback from supervisors*
 - *support for writing research papers*
 - *participation in conferences*

- *The number of doctoral students that each chairperson supervises at the same time are determined.*

You may also consider the following questions:

- *How is the scientific quality of the PhD thesis ensured?*
- *Is there a link between the doctoral programmes of study and the society? What is the value of the obtained degree outside academia and in the labour market?*
- *Can you please provide us with some dissertation samples?*

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.

Click or tap here to enter text.

Strengths

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

Click or tap here to enter text.

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.

Click or tap here to enter text.

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

Sub-area		<i>Non-compliant/ Partially Compliant/Compliant</i>
6.1	Selection criteria and requirements	Choose answer
6.2	Proposal and dissertation	Choose answer
6.3	Supervision and committees	Choose answer

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 current generalist orientation of the conventional and online Master's degree programme should be maintained and strengthened. The sense of the idea of a future specialisation in mental health cannot be assessed conclusively by the EEC. There is no data or evidence to support this. However, in view of the national practice of social work, the low number of students and the challenges in the current master's programme, an additional specialisation does not appear to make sense from the EEC's point of view. It also conflicts with existing challenges:

The high proportion of students from outside the discipline (around 50 percent without a BA in Social Work) is critical for the successful establishment and quality of the Master's programme (data on the admission procedure and the proportion of rejections were not available).


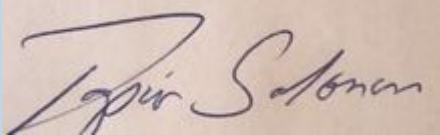


A Master's programme in social work should qualify students in particular for the conceptualisation and management of projects (and programmes) in practice, for socio-political positioning and for staff management and/or research.

Here, the consistency and workload of the current curriculum is unclear in essential points. In view of the low student numbers, the courses are presumably also open to students from other disciplines. Overall, measured against international standards, it is too arbitrary in terms of content and in relation to the competences that are to be imparted to the students.

The workload of the online offerings seems questionable, as it was studied in 1.5 years by students working full-time. This also raises questions about the assessment of the online courses.

With regard to academic standards, the volume of publications and the integration of research into teaching should be improved.

E. Signatures of the EEC

Name	Signature
Prof. Thomas Gabriel	
Prof. Tapio Salonen	
Prof. Michel Vandebroeck	
Prof. Santi Caballé	
Katerina Nicolaou	
Click to enter Name	

Date: June 11th, 2021