

## Support Units and Services at AUEB

### Human resources

The **Undergraduate Program in International Business and Technology (IBT)** will primarily be supported by **faculty members** from the Athens University of Economics and Business (AUEB), to which it is formally affiliated. AUEB, a public Higher Education Institution (HEI) located in Athens, implements a standardized procedure for faculty selection and development, overseen by its administrative department and supported by the institution's Legal Services. This process adheres to national legislation and AUEB's Internal Regulations.

Eligible teaching staff for the IBT program include: (a) AUEB faculty members, (b) emeritus or retired AUEB professors, (c) members of the Special Education Administration (S.E.A.), Laboratory Teaching Staff (L.T.S), and Specialized Technical Laboratory Staff (E.T.E.P.) with PhD qualifications, teaching experience, and a proven track record of academic or research activity, (d) teaching assistants, (e) visiting professors and researchers, (f) contract researchers, (g) researchers from recognized research centers or organizations in Greece and abroad, holding a PhD with teaching experience and significant academic output, (h) postdoctoral researchers and early-career scientists with relevant expertise, and (i) affiliated professors. According to legal provisions, a portion of the total teaching hours must be delivered by AUEB faculty members. The assignment of teaching duties is determined by the Program's Educational Planning Committee (EPC), based on recommendations from the Director and Scientific Coordinator.

For the first academic year, the IBT program will be supported by a team of 10 teaching staff, comprising Professors, Associate Professors, Assistant Professors, Retired Professors, E.D.I.P. members, and Scientific Associates, drawn from the eight departments of AUEB. This teaching capacity is projected to increase to 35 members over the course of four years, coinciding with the completion of a full academic cycle.

To promote a student-centered approach and enhance flexible learning methods, the IBT program is committed to the continuous development of its teaching resources, aligning with best practices in education. The AUEB Teaching and Learning Support Office, established by the university's Senate (9th Meeting, 2021-22 academic year), will provide ongoing support to the teaching staff.

In addition to the academic personnel, two **administrative staff** members will manage the operational needs of the program. Their responsibilities include:

- Providing student services and addressing faculty support needs.
- Implementing decisions made by the Curriculum Committee.
- Organizing and managing the program's communication and outreach efforts.
- Editing and producing the Study Guide and promotional materials.
- Assisting in financial management and reporting relevant changes to the responsible body.
- Organizing graduation ceremonies, study visits, conferences, and related events.

- Promoting the program across media platforms.
- Coordinating meetings and maintaining records for the Program's EPC.
- Supporting the Program Director in managing financial resources.
- Conducting teaching evaluations with student collaboration.

The professional development of administrative staff is a strategic priority for AUEB, reflecting its commitment to enhancing institutional services. This objective aligns with the broader goals of the university's Human Resource Development Plan (HRDP) and the public sector's personnel evaluation framework. As per the Senate decision (11th Meeting, January 26, 2024), AUEB has implemented a Staff Development Policy under the provisions of Law 4957/2022. This policy includes provisions for:

- Financial support for administrative staff pursuing postgraduate studies at the university, outside working hours (Rector's Council Decision, 13th Meeting, February 21, 2012).
- Free participation in educational programs offered by AUEB's Center for Lifelong Learning (KE.DI.VI.M.), as per the Senate Decision (12th Item, 8th Meeting, January 14, 2021).
- Access to certified training programs at the National Center for Public Administration and Local Government (E.S.D.D.A.).
- Participation in university-approved training on specialized topics (e.g., new Information Systems).
- Involvement in AUEB Student Club programs, which offer educational and cultural opportunities.
- Participation in Erasmus+ mobility programs for administrative staff, providing training at educational institutions and organizations in eligible European countries.
- Attendance at conferences and external training programs.
- Mandatory participation in an Induction Training Program for new employees.

### **Facilities**

The existing infrastructure is fully equipped to meet the educational and administrative needs of the IBT program. Students will have access to AUEB's modern facilities, including classrooms appropriately sized for the student body and equipped with advanced electronic resources (e.g., projectors, wireless microphones). Courses will be delivered in fully equipped teaching spaces at AUEB's buildings on Troias Street, Kimolos, and Spetses. Modern teaching tools, such as video projectors, PCs, and other audiovisual equipment, will be available to support the program's educational goals.

### **Laboratories**

To support its smooth operation and educational needs, the AMPPS program will utilize the existing infrastructure at the Athens University of Economics and Business (AUEB), including research and computing laboratories. AUEB operates several **Research Laboratories** and **Computer Educational Laboratories**, which are equipped with modern PCs and shared network printers. Students will also have access to the **Computer Center** in the main AUEB building located

at 76 Patisson Street. This center, located on the 3rd floor of the Derigny wing, offers fully equipped workstations and network services (<https://www.aueb.gr/el/compcenter/about>).

### **Electronic Services**

Many procedures related to student attendance and care are managed electronically through AUEB's digital systems, using applications of the University or the Ministry of Education and Religious Affairs. All applications are accessible with the same passwords (username & password). Some of the essential services include:

- **E-mail account:** Detailed instructions for using the Webmail Service are provided at <https://www.aueb.gr/el/content/webmail-manual>
- **Electronic Secretariat (Student Registry):** The application Electronic Secretariat is the information system through which students can be served by the Secretariat of the Department via web.
- **Wireless Network:** Students have access to the university's wireless network across campus using personal credentials
- **E-Learning Platform (E-class):** The Open e-Class platform is an integrated e-Course Management System destined for asynchronous learning, where students can access course material, submit assignments, and participate in distance learning or exams. Instructions for use can be found at <https://eclass.aueb.gr/info/manual.php>. The course material of the Undergraduate Program is offered to students - for each course separately - through the eclass platform. To ensure a stable and consistent process for students, it is recommended that all course-related announcements be made exclusively through the e-Class platform. This centralized approach ensures that students are kept informed about important updates in a reliable and uniform manner. Additionally, all individual or group assignments, as well as distance examinations (when applicable), should also be conducted solely through the e-Class platform. This guarantees a streamlined system for coursework submissions and exam management, providing a seamless experience for both students and faculty.
- **Virtual Private Network (VPN):** To access services such as the AUEB library's books and journal resources remotely, students can connect to the university's VPN service. Instructions can be found at: <https://www.aueb.gr/en/content/vpn-service>.
- **"EUDOXUS" Platform:** Students can use their credentials to access the "Eudoxus" system, which manages the selection and distribution of course textbooks. Through this system, students choose their textbooks and receive information on where and when to pick them up. You can access "Eudoxus" through the following link: <https://grnet.gr/en/eudoxus/>
- **Communication with the AUEB Community:** AUEB's official social media channels provide updates on university news and events. Access them here: [AUEB Social Media](#). The "AUEB Cast" features webcasts and podcasts covering topics like entrepreneurship, innovation, technology, and social responsibility. You can access the content here: [AUEB Cast](#). For a virtual experience, AUEB offers a "3D Virtual Walkthrough Application,"

providing a unique tour of the campus, accessible here: [Virtual Walkthrough \(https://www.aueb.gr/en/content/facilities\)](https://www.aueb.gr/en/content/facilities)

AUEB also publishes its newspaper, "AUEB News", with content on contemporary and interesting topics. It can be found at: [AUEB News](#).

- **Application "myAUEB"**: The "myAUEB" app connects students to university and external information systems. It provides digital communication with the Secretariat, access to e-class, e-Secretariat, and AUEB's social media. Learn more at: [myAUEB](#).

### **Medical Services, Insurance/Healthcare**

Undergraduate students without access to other healthcare services are entitled to full medical and hospital care through Greece's **National Health System (E.S.Y.)**, with expenses covered by the **National Organization for Provision of Health Services (E.O.P.Y.Y.)**. AUEB also provides access to a **Mental Health Counselor**, who offers specialized support for psychological well-being. More information can be found on <https://www.aueb.gr/el/content/medicalservices website>

### **Services for Students with Special Needs**

AUEB ensures access for students with special needs, implementing adaptations for easier access to campus facilities. In particular, in the main AUEB building located at 76 Patission Street, there are specially designed lifting machines, ramps and elevators.

AUEB has additionally established a Committee for Equal Access for people with disabilities and people with special educational needs. The **Equal Access Committee** at AUEB develops and implements policies to support students with disabilities.

Special examination regulations are also in place, and the **AMELib multimodal electronic library** provides digital access to bibliographies for students with print disabilities. More information can be found on the following page: <https://www.aueb.gr/en/lib/content/users-additional-needs>.

### **Study rooms - Reading rooms - Libraries**

In the main building, there is a **Library and Information Center (LIC)** dedicated to serving the entire university community. The LIC is a key participant in the **Hellenic Academic Libraries Link (Heal-LINK)** and the **Economic Libraries Cooperation Network (H.E.L.I.)**, facilitating access to a broad network of academic resources. Additionally, it houses three specialized **Documentation Centers**: **KET**, **OECD**, and **WCO**.

The **Library and Information Centre** plays a crucial role in addressing the scientific information needs of the university community and actively supports both teaching and research activities by providing access to

- the printed collection of books and scientific journals,
- textbooks taught in the courses,
- the collection of electronic scientific journals and books,

- postgraduate theses and doctoral dissertations prepared at AUEB and submitted in digital form to the institutional repository PYXIDA,
- sector studies,
- Statistical series published by national and international organizations,
- audiovisual material,
- information material (encyclopedias, dictionaries),
- Databases related to academic disciplines and research areas cultivated by the University.
- Printed collections from other academic libraries, accessible through interlibrary loan services and cooperative agreements.

The Library lends materials from all its printed collections, with the exception of periodicals and statistical series, in accordance with its internal operating regulations. The **AUEB Library and Information Center** features a **reading room**, **computer workstations** for visitors, and **photocopiers** and **printing machines** for convenience. Additionally, it facilitates interlibrary loans of books and journal articles from other academic libraries that are part of the networks in which it participates. For further details, please visit the Library's website: <https://www.aueb.gr/el/library>.

### **Student Club and Cultural Activities**

The Student Club at the Athens University of Economics and Business (AUEB) operates as a Legal Entity under Public Law, with administrative support from the university's staff. Its composition and operations are governed by the provisions outlined in Article 22, paragraph 1 of Law No. F 13/5/1982 (Government Gazette 429 TB) and MD B1/261/1983 (Government Gazette 98 TB). The establishment of Presidential Decree 387/83 and Law 1404/83 defines the operation, organization, and administration of Student Clubs in universities, aiming to enhance the living conditions of university students—both nationals and international students, including those from the Erasmus Program—while promoting their social and intellectual development through participation, socialization, and self-management initiatives.

To achieve these goals, the Student Club ensures the necessary logistical infrastructure for accommodation, food, and sports for students. It operates a restaurant and canteen, provides access to a reading room and library, and organizes lectures, concerts, theatrical performances, and excursions within Greece and abroad. Additionally, it fosters international student relations and offers courses in foreign languages, informatics, and Modern Greek as a foreign language for foreign and expatriate students, utilizing all available resources.

Moreover, AUEB, through the Student Club, facilitates access to a wide range of cultural activities aimed at the multifaceted education and development of students. These activities include theater, traditional dances, music, choir, photography, cinema, the Oratory Club, and the Model United Nations (MUN) (<https://www.aueb.gr/en/content/cultural-activities>).

### **International Programs and Practical Information on International Student Mobility**

AUEB has been actively involved in the Erasmus Programme since 1987, fostering collaboration with universities, businesses, and international organizations within the European Union (EU) and facilitating the mobility of students, faculty, and administrative staff with partner institutions. Additionally, by further advancing its internationalization efforts, AUEB creates new opportunities through the Erasmus+ International Mobility Programme.

As part of this program, mobility scholarships are awarded through the State Scholarships Foundation (IKY) to both incoming and outgoing students across all three cycles of study, based on the annual funding approved by the Foundation. Outgoing students also have the chance to study at a partner institution outside the EU, with full academic recognition granted through the implementation of the European Credit Transfer and Accumulation System (ECTS). For more information, visit the [AUEB Erasmus webpage](#).

### **Student Associations**

The Athens University of Economics and Business boasts a vibrant array of student organizations and associations that actively contribute to the academic community. These groups provide opportunities for engagement, networking, and personal development among students. For more information, please visit the Student Associations page. (<https://www.aueb.gr/en/content/student-clubs>).

### **Internships & Interconnection**

Internships are a mandatory course in the final semester of study, carrying a weight of 18 ECTS credits. The primary objectives of the internship are to help students assimilate and expand their knowledge while allowing them to showcase their skills and abilities, preparing them for their professional roles. This experience not only fosters professional awareness and responsibility but also encourages initiative and innovative thinking. Successfully integrating into a business environment through internships equips students with practical experience, helping them manage challenges in their future workplaces.

To facilitate work experience opportunities for students, the Athens University of Economics and Business (AUEB) has established the Employment and Career Structure (D.A.STA). This structure acts as a bridge between students and the labor market, coordinating various initiatives, including:

- Development of Entrepreneurship and Innovation: Encouraging students to explore entrepreneurial ventures and innovative projects.
- Interconnection of Students and Graduates with the Labor Market: Providing pathways for graduates to enter the workforce effectively.
- Collaboration with Businesses: Strengthening ties between the academic community and industry, enhancing practical learning.
- Student Internships: Offering structured internship opportunities that align with students' academic programs.

- Support for Research Exploitation: Assisting in the practical application of academic research in real-world contexts.

DASTA comprises two main units:

1. Internship and Liaison with the Labor Market Unit: Focused on supporting students and graduates as they transition into the labor market, offering career guidance and consulting services.
2. ACEin Unit (Athens Center for Entrepreneurship and Innovation): This unit supports business initiatives aimed at implementing innovative ideas and sustainable business practices, as well as facilitating the exploitation of research outcomes.

For more information about the ACEin Unit, you can visit their website at [ACEin AUEB](#).

Additionally, IBT will actively build relationships with both Greek and international businesses to secure sponsorships and ensure effective pathways for graduates into the job market, addressing current industry needs.

### **Study Advisor**

The Program has established the role of **Study Advisor** by decision of the EPC (Educational Policy Committee), in accordance with Article 64 of the AUEB Internal Regulation. The primary function of the Study Advisor is to assist students in transitioning from secondary to tertiary education and to guide them in effectively organizing their studies for successful completion. The Study Advisor serves as the key resource for informing, discussing, and advising students throughout their academic journey.

More specifically, the Study Advisor addresses inquiries related to:

1. **Curriculum Structure and Course Content:** Information regarding both compulsory and elective courses, including prerequisite knowledge needed for specific courses.
2. **Course Portfolio Selection:** Guidance based on each student's personal, academic, and professional interests.
3. **Tutoring and Workshops:** Assistance with progressions, assignments, or exercises that may be offered in individual courses.
4. **Effective Learning Strategies:** Advice tailored to the specific needs and circumstances of each student to enhance understanding of the material and improve examination outcomes.
5. **Academic Progress and Problem Resolution:** Support for addressing any issues that may arise during the student's studies that could impact their academic experience.
6. **Connecting Students to the Labor Market:** Opportunities for internships or other forms of paid or voluntary work during their studies.
7. **Postgraduate Study Planning:** Insights on the design, type, feasibility, and necessity of pursuing postgraduate studies in Greece and abroad.

According to the EPC's decision, the following individuals have been appointed as Study Advisors for the first two years of the Program:

- Mr. Charalambos Saridakis, Associate Professor and EPC member, serves as the Student Study Advisor for the direction of Management, Strategy, and Leadership.
- Mr. Dimitris Manolopoulos, Associate Professor and Director of OPUS, is the Student Study Advisor for the same period.
- Mr. George Stamoulis, Professor and EPC member, is the Study Advisor for the direction of Technological Analytics.

### **Alumni Network**

AUEB has a long-standing tradition of fostering top executives in the economic, social, and political spheres of the country. The university takes pride in the fact that thousands of its graduates hold prominent positions in universities both in Greece and abroad, as well as in international research institutes, organizations, and major public and private sector companies.

To support this community, AUEB has established its **Alumni Network**, accessible through the platform <https://alumni.aueb.gr/en>, where all graduates of the university can register. The primary objectives of the Network include reconnecting graduates with their colleagues and former classmates, as well as keeping them informed about various activities, services, and events relevant to them.

For additional information on Alumni Organizations and Associations, please visit this page.

<https://www.aueb.gr/el/content/Organizations-and-Associations-Students-and-Alumni>

### **AUEB Volunteers Program**

As part of its commitment to social contribution, the Athens University of Economics and Business (AUEB) launched the "AUEB Volunteers" Volunteering Program in September 2017. The program aims to raise awareness about significant social issues and emphasizes the importance of participation and practical contributions from the university community. It also seeks to promote understanding of the 17 UN Sustainable Development Goals.

The actions of the AUEB Volunteers Program are structured around two main axes:

1. **Actions Towards the AUEB Community:** These initiatives focus on maintaining and enhancing the university's infrastructure, emphasizing both aesthetics and functionality. By engaging volunteers from the AUEB community, the program aims to foster a sense of ownership and responsibility for the university environment.
2. **Actions Towards Society:** This aspect of the program extends beyond the university, addressing broader societal needs. These initiatives are designed to engage students and staff in community service activities that have a positive impact on society at large.



The AUEB Volunteers Program serves as a platform for students, faculty, and staff to contribute meaningfully to their community while also developing skills and awareness related to social responsibility.

For more information about the program and its initiatives, you can visit the [AUEB Volunteers website](#).

### **Alumni Association of the IBT Program**

Continuing its long tradition of fostering a strong alumni community, the Athens University of Economics and Business (AUEB) aims to establish an Alumni Association specifically for the Program in International Business and Technology (IBT). This initiative is designed to provide valuable resources and opportunities for its members, ensuring they remain connected and engaged long after graduation. The key objectives of the IBT Alumni Association include:

1. **Alumni Network:** Facilitating connections among alumni of the program, both within Greece and internationally. This network aims to foster relationships that can lead to collaboration, mentorship, and support among members.
2. **Partnerships and Career Opportunities:** Creating opportunities for members to explore partnerships, internships, and professional job placements through networking events and initiatives. The association will serve as a platform for alumni to connect with potential employers and business partners.
3. **Events and Seminars:** Organizing a variety of events, seminars, and workshops focused on educational advancements, career prospects, and developments related to the program. These gatherings will provide a forum for continuous learning and professional development.
4. **Support for the Educational Community:** Collaborating with the university to strengthen the program and maintain a close connection with current students. This support will enhance the educational experience for current students by providing insights and resources from alumni.

The successful establishment of the IBT Alumni Association relies on the active participation of the program's first graduates and the support of the university foundation. By organizing its objectives, statutes, and structure, the association aims to gain significant visibility on an international scale while enhancing the professional prospects of its members.

This initiative not only fosters a sense of belonging and community among alumni but also reinforces the university's commitment to supporting its graduates in their professional journeys.

### **Quality Assurance at AUEB**

The Athens University of Economics and Business (AUEB) is committed to maintaining high standards of education and service through its Quality Assurance Policy. This policy focuses on the continuous improvement of study programs, research activities, and administrative services, with the overarching goal of enhancing both academic and operational excellence at the university.

Key Components of Quality Assurance:

1. **Quality Assurance Unit (MODIP):** AUEB operates the Quality Assurance Unit (MODIP), which plays a crucial role in coordinating and supporting the evaluation processes across the university. MODIP ensures that quality assurance measures are effectively implemented and monitored.
2. **Course and Teaching Evaluations:** A fundamental aspect of AUEB's quality assurance efforts involves gathering feedback from students regarding their educational experiences. This is achieved through a course/teaching evaluation questionnaire that students complete. This feedback is critical for assessing the quality of teaching and course content, allowing for data-driven improvements.
3. **Continuous Improvement:** The feedback collected through evaluations informs decision-making processes aimed at enhancing the quality of education and services provided. By regularly assessing and responding to student input, AUEB ensures that its academic programs remain relevant and effective.

For more information about AUEB's quality assurance policies and procedures, you can visit the official website of MODIP: [AUEB Quality Assurance Unit \(MODIP\)](#).

### **Centre for Training and Lifelong Learning (KEDIVIM) at AUEB**

The Centre for Training and Lifelong Learning (KEDIVIM) is an essential unit of the Athens University of Economics and Business (AUEB). It focuses on the development and coordination of various training and lifelong learning programs aimed at enhancing skills and competencies throughout an individual's career. Here's an overview of KEDIVIM's key functions and offerings:

Objectives and Functions:

1. **Interdisciplinary Cooperation:** KEDIVIM promotes collaboration across different disciplines to create comprehensive training and educational programs that meet the diverse needs of learners.
2. **Lifelong Learning Programs:** The center develops and implements programs that complement and modernize the knowledge and skills acquired through formal education and vocational training. These programs are designed to ensure that individuals can adapt to the changing demands of the labor market.

3. **Skills Enhancement:** KEDIVIM focuses on enhancing participants' competencies, helping them to integrate or reintegrate into the workforce, thereby improving their job security and professional development.
4. **Support for Personal Development:** In addition to professional skills, KEDIVIM's programs aim to foster personal growth and development, providing learners with tools and knowledge to succeed in various aspects of life.
5. **Facilitation of Labor Market Integration:** The training programs provided by KEDIVIM assist individuals in improving their employability, enabling them to transition smoothly into new roles or sectors.

For more information on the training and lifelong learning programs offered by KEDIVIM, you can visit their official website: [KEDIVIM - AUEB](#).