Student Handbook

Online Academic Programs

Non-Discrimination Policy

Alba Graduate Business School, The American College of Greece (AGBS from now on) admits students of any race, colour, national and ethnic origin, gender, sexual orientation, age, religion or physical disability to all the rights, privileges, programs, and activities generally accorded or made available to students. The school does not discriminate on the basis of race, colour, national and ethnic origin, gender, sexual orientation, age, religion or physical disability in administration of its educational policies, admissions policies, scholarship and loan programs or other school-administered programs.

As a condition of enrolment at AGBS, every student is required to comply with the academic regulations. Students are expected to familiarize themselves with these regulations, and an assertion of ignorance of their provisions cannot be accepted as a basis for an exception to them. No student or group for students should expect to be warned individually to conform to any of the regulations contained in this publication. Students are advised to pay special attention to all deadlines given in the academic regulations. Students who have questions or concerns about these regulations should consult their Administrative Director of Academic programs, the Academic Director and the Associate Dean of Academic Programs.

AGBS reserves the right to make any
additions or changes to the following Student Handbook at
any time should the need arises.

The Student Handbook is effective as of December 2021 for all
currently registered students at the online programs.

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1. CODE OF ETHICS

1.1. Preamble and Mission Statement

The Mission of the American College of Greece (ACG) is to add distinctive and sustainable value to our students, Greece, American Education, Hellenic Heritage and the global community through transformative teaching, scholarship and service.

The mission of Alba Graduate Business School (AGBS) is to become a leading center of research and teaching excellence in postgraduate business education, through an emphasis on the generation of actionable knowledge and its effective application. It aims at fostering a new generation of executives who will be catalysts of change — individuals who embrace the new and effect change both within their organisations and the wider social environment in which they operate.

All members of the AGBS community (students, alumni, staff and faculty) are expected to demonstrate its norms of moral responsibility. Students in particular are expected to note and understand the ethical dimension of their actions. Fulfilling this mission is a collective responsibility of the AGBS community. Consequently, AGBS has adopted the following Code of Ethics, the aim of which is to promote adherence to the highest standards of academic integrity and ethical conduct.

Each member of the community is expected to take individual responsibility for their behaviour and to participate actively in maintaining standards of ethical conduct in order to foster an environment of honour and trust within the school. Adhering to such standards will help students develop a professional attitude, enhance the quality of educational experience and strengthen the wider image of AGBS, all of which, in turn, will increase the value of the AGBS degrees.

As representatives of AGBS, all members of the community — students, alumni, staff and faculty — are expected to maintain the highest standards of honesty and integrity. Each individual will strive for these standards in both their social and academic pursuits, and will respect the property and individual rights of others; they will uphold the specific principles described in the Code and will actively support it. Standing in the AGBS community will be subject to adherence to these basic principles of ethics.

1.2. Academic Rights

Right to Pursue Knowledge and the Right to Free Expression
The student's right to pursue knowledge and to express views responsibly is of the utmost importance in an academic institution and it is so recognized by the American College of Greece.

Right of Confidentiality
No information or document referring to a student's academic or personal life (such as the student's address, college e-mail address, grade report card, or transcript of record) is released to anybody outside the College without the written permission of the student, subject to legal requirements. Should students, ex-students, or graduates want information from their personal files to be released to persons outside the College, such requests must be made in writing and include the student's signature.

Right to Know and Participate
Students have a right to be informed about policies and procedures that affect their academic progress. Detailed information regarding all course offerings is available to students in course syllabi, deposited in the libraries. Students have the right to make recommendations for changes to the existing rules through their representatives. Such recommendations, when referring to the academic area, must be submitted to the respective academic dean, who will channel the suggested changes to the proper administrative or academic body for consideration.

Right to Petition for Exception

Students have the right to petition for exceptional academic treatment or for deviation from certain academic policies, provided they submit adequate documentation justifying the request. In these rare cases, the Program Director, the Academic Director and the Associate Dean will examine the case and the School's Dean will take a decision on the matter in due time. The decision will be final and cannot be further appealed.

Integrity

Honesty is an integral part of the learning process. Breaches of academic integrity and personal integrity undermine that process. Maintaining high ethical standards is the responsibility of both students and instructors.

Academic Integrity

The American College of Greece is an academic community whose fundamental purpose is the pursuit of knowledge. Essential to the success of this educational mission is a commitment to the principles of academic integrity. Academic honesty is an integral part of the learning process and a core value of the College. All members of the ACG community—students, faculty, and staff—are responsible for upholding the highest standards of honesty at all times. Activities that have the effect or intention of interfering with education, pursuit of knowledge, or fair evaluation of a student's performance are not tolerated. Ignorance of the College's policy on academic integrity is not an acceptable defense against any charge of academic dishonesty.

1.3. Academic Pursuits and Responsibilities

AGBS students are expected to represent themselves honestly in all oral or written statements. No student will deliberately misrepresent any material fact to other students, faculty, staff, prospective or current employer or anyone else while a member of AGBS community, especially by, but not limited to:

- Presenting false information to prospective or current employers, either directly through oral or written statements, or indirectly through misrepresentation of facts in a CV or personal bio sketch;
- Misrepresenting any material fact on an AGBS application, financial aid form, or other official document; or
- Presenting false information to a fellow student, a faculty member or an administrator in order to gain preferential treatment.

Finally, all students are expected to conduct themselves properly, maintaining the highest standards of courteous and collegiate behavior and respecting every individual they encounter in AGBS. The Instructor has the right to ask a student to leave the synchronous faculty-led sessions if the student does not follow the instructions given and repeatedly causes disruptions in the learning process of other students. In that case, the student will take an absence and if refuses to leave the session, disciplinary action will be taken.

AGBS students are expected to represent their academic work honestly and fairly. No student will deliberately use any dishonest method to gain an unfair advantage over other students in academic pursuits, especially by, but not limited to:

- Giving or receiving any unauthorized aid on an assignment or exam, including working in groups on any assignment that has been designated as individual by the instructor;

- Communicating with fellow students during exams, or any attempt to use course material (class notes, books, etc.) not allowed during the exam, unless stated otherwise by the instructor.

- Misrepresenting the originality of one's work (plagiarism), particularly by failing to reference the contributions of others; submitting substantially the same work for credit in more than one class, except with prior approval of the instructor; submitting work that is substantially the same as that submitted on a previous occasion, in another institution (self-plagiarism).

- Signing in a live session on behalf of a classmate or signing in and not attending the online session.

In all the above cases, when a breach of the code of ethics has been determined and admitted by the student, the student fails the course with a final F (course grade) and needs to repeat the course and will be excluded from any honors/distinctions in graduation. The student will be given a letter of reprimand stating that, if caught again, the student will be dismissed from the program.

In case that a student is found to have submitted work for assessment that is procured through a third party, with or without a payment being made, for the whole or part of individual or group assignment (contract cheating), the student will be automatically dismissed from the school.

In cases of severe misconduct (e.g. contract cheating or extensive plagiarism or self-plagiarism) the Associate Dean may request that the review team also checks assignments previously submitted by the same student even if they have received a final grade.

In case the student does not admit the breach of the code of ethics, the matter goes to the Ethics Committee for evaluation and decision (see section 1.8).

A special note should be made concerning:

- Company projects undertaken by managers who attend AGBS programs. If at any point the instructor has grounds to believe that work submitted is not original and was not prepared specifically for the course, the student(s) will receive an F and the case will be automatically referred to the Ethics Committee. Further elaboration of previous company projects is allowed only after prior consultation with the instructor.

- Team work per course. This should be done in a manner that is fair to the group as well as educationally appropriate. In every single course it is acknowledged that, while a student might take the lead in one particular assignment and another student a different one, this practice should be undertaken with the questions of fairness and sound pedagogy in mind. All team members must make some identifiable contribution to all course assignments and division of labour per course must be equitable. There can, however, be no trade-off between courses. It is expressly prohibited for students to trade their participation in group work in one course for that in another (see section 3.12).

- Student behaviour within a team. Students should behave responsibly, collegiately and fairly within a team. Genuine team spirit and team efficiency and effectiveness should be actively pursued by all team members. Systematic failure to do so may result in disciplinary action for some or all team members.

1.4. Examination Rules & Procedures

Written virtual examinations may be required on certain courses of the online MBA program. The school reserves the right to use appropriate remote proctoring software for online exams.

The exam date is clearly specified in the respective course timetable and all students are expected to be present, unless they have an approved petition for "Incomplete", as described in section 3.1.5.

In any other case, students automatically receive an "F" (fail grade) for that examination and must take the make-up exam offered by the course.

Students are expected to comply with the respective rules and guidelines of each course examination method. Students will be accepted in the exam only during the first 30 minutes of the exam and no later than that. No extra time will be provided at the end of the exam for students who were late.

The examination time is specified by the instructor and the Program Management Office. Students with medically supported learning difficulties must contact their Student Success Coordinator and the Program Management Office will take action for appropriate arrangements.

1.4.1. Examinations Code of Conduct

Before the Exam:

- Toilet breaks are not allowed during a live exam, and cameras should be on at all times. In a case of a medical condition, the student must inform the academic office prior the exam.

- Students who leave without permission will not be allowed to re-enter the examination room, unless there was a technical reason (i.e. loss of connection).

- Students must ensure that they are in a quiet room, undistracted from mobile phones.

- Before they start exams, students must ensure that they have a stable, uninterrupted internet connection. If the internet access fails during an exam, this may result in needing to retake the exam.

- Only the use of specific documents and material as indicated by instructors are allowed during the exam. Students are not allowed to use unauthorized sources of information for the exam.

- Students must not communicate with each other during an online exam.

- Any recording of the exam screens, including taking screenshots, pictures, or videos are not allowed during the exam.

- Allowing other individuals (other than examinee and online instructor) to come in and out of the room where the student is taking the exam and during the exam, is forbidden.

- Students are not allowed to ask questions during the examination unless the instructor allows it.

Students should read the **Online Exams Guide** as provided by the Program Ooffice, prior to preparing for an onlin exam.

Cheating is a serious offence and subject to disciplinary action. Proctorio is used to invigilate online exams, ensuring that rules are strictly followed. If a student is caught cheating the student will:

1. receive a final "F" for the exam
2. will be excluded from any honours/ distinctions in graduation and
3. will be given a letter of reprimand stating that, if caught again, dismissal from the program will result.

1.4.2. Assignments

All written assignments (where appropriate) will be submitted by default as TurnitIn assignments on Canvas. Students nay check their work with TurnitIn or similar services prior to submission.

Upon submission to the Learning Management System (Canvas) students will be asked to make the following declaration on all of their assignments' cover sheet:

<u>Declaration (individual assignment):</u>

- I have read and I understand the Academic Regulations and I am aware of the potential consequences of committing plagiarism/cheating.

- This work is entirely my own in accordance with the Academic Regulations on plagiarism, self-plagiarism, collusion, and contract cheating.

- All external references and sources are clearly acknowledged and identified within the contents.

- No substantial part(s) of the work submitted here has also been submitted by me in other assessments for accredited programs of study.

- I understand that should this piece of work raise concerns requiring investigation in relation to the points above, it is possible that other work I have submitted for assessment will be checked, even if the marking process has been completed.

- I am aware that Alba Graduate Business School expects all students who use proofreading services (with or without pay) to retain responsibility for compliance with the Academic Regulations on plagiarism, self-plagiarism, collusion, and cheating.

- I understand that Alba Graduate Business School may make use of plagiarism detection software and that my work may therefore be stored on a database which is accessible to other users of the same software.

  Please tick both boxes below:

  ☐   I declare that these statements are true.

  ☐   I confirm that this is the correct submission for the assignment "<e.g. Individual Assignment, or Take-home exam>", in course "<course title>".

  <dated and signed by student

Declaration (group work):

- Each and every member of our team has read and understands the Academic Regulations and is aware of the potential consequences of committing plagiarism/cheating.

- This work is entirely the work of our team in accordance with the Academic Regulations on plagiarism, self-plagiarism, collusion, and contract cheating.

- All external references and sources are clearly acknowledged and identified within the contents.

- No substantial part(s) of the work submitted here has also been submitted by any member of our team in other assessments for accredited programs of study.

- Each and every member of our team understands that should this piece of work raise concerns requiring investigation in relation to the points above, it is possible that other work we collectively or any of us individually or in other teams have submitted for assessment will be checked, even if the marking process has been completed.

- Each and every member of our team is aware that Alba Graduate Business School expects that if a team uses proofreading services (with or without pay), each and every member of the team retains responsibility for compliance with the Academic Regulations on plagiarism, self-plagiarism, collusion, and cheating.

- Each and every member of our team understands that Alba Graduate Business School may make use of plagiarism detection software and that our work may therefore be stored on a database which is accessible to other users of the same software.

Please tick both boxes below:

□ Each member of our team declares that these statements are true.

□ Each member of our team confirms that this is the correct submission for the assignment "<e.g. Individual Assignment, or Take-home exam>", in course "<course title>".

<dated signed by each member of the team>

1.5. Netiquette

AGBS students are expected to respect the materials, data and intellectual property of the school and other members of the AGBS community. No student will misuse or misappropriate the materials, data or any intellectual property of another, especially by, but not limited to:

- Accessing, removing, or destroying any information, materials, or any property from another student's or student organization's computer files or e-mail without prior permission;

- Accessing or removing without prior permission, or hiding or destroying, any corporate records, files, or academic materials from the library or any administrative office;

- Divulging proprietary or confidentially provided information obtained for class assignments;

- Utilizing for commercial purposes any material provided to AGBS specifically and exclusively for educational purposes without prior permission of the provider.

During synchronous sessions students are expected to have their cameras on and unmute their microphones to participate in class, when needed. Students must treat online sessions with professionalism, i.e. arriving on time, wearing appropriate attire, avoid speaking over each other, avoiding smoking or eating and overall being professional and polite.

Students are expected to be mindful of cultural norms and their communication style. Humor may not translate quite the same way online as it would face-to-face, the use of sarcasm can be misinterpreted. The use of body language and even facial expressions can be less obvious when communicating online so it's important to be mindful of how conversations could be misread. The use of plain professional English in all their online interactions, is recommended.

For any other online interactions such as messages on discussion forums or through LMS courses or any other online live environment, students must be mindful of their communication style. Messages on discussion forums or emails should be treated with respect towards the receivers. It is recommended that students avoid capitals – as it is considered "shouting" - and equally avoid excessive exclamation or question marks – as it is considered aggressive.

Information shared online, even if not "live", is still covered by legislation and ACG policies on data privacy and confidentiality apply. Students should not use the screenshot function nor record the sessions

For security purposes, all students enter an online session through the waiting room facility of the online platform or through the use of their ACG credentials. Only registered students in the course are allowed to enter any online session of that course.

Students are encouraged to use a virtual background if they wish, preferably the one of their AGBS Program.

1.6. Policy concerning copyright and the use of images for Students

Students are required to comply with copyright laws and the applicable legislation on personal data, regarding use of images. Disregard for intellectual property and privacy issues constitutes infringement of ethical standards and violation of laws, involving potential legal action. "Copyright-protected works" range from literary works, to recordings, musical scores, plays, films, visual works of art, choreographic works, typographical works, photographs and more. As not everything available on the web is free to use, students must keep in mind that images are likely protected by copyright. It's better not to use images whose copyright has not been ascertained.

We encourage students to use images which are in the public domain or available through subscription resources. However, there is less rigidity involved when material protected by copyright is used for educational purposes especially in non-profit institutions. This is referred to as 'fair use': students may exceptionally use relevant material for a class project, but must acknowledge the source and the creator/author if appropriate. Fair use does not apply when the project is made known to parties other than the instructor and classmates e.g. through social media or publications. Images in the public domain are not subject to copyright laws. Ethical issues should be taken into consideration when manipulating/changing an image. Furthermore, fair use is not free of any limits whatsoever, e.g. students cannot photocopy their entire textbook(s). Generally, one may make one copy of up to 10% of a book or one chapter.

In addition, students must secure written permission/consent from:

a) anyone who has been the subject in a photograph, video or other medium even taken/made by the student who intends to use this material in an educational or other manner

b) anyone who has participated in a performance should the student wish to publicize, record or display such recordings to others.

Students are required to fill out the relevant release and consent forms and obtain signatures by all parties involved.

1.7. ACG Policies

The principles that govern student conduct are stated in the following ACG policies:
- ACG Safeguarding Policy
- ACG Equality and Inclusion Policy
- ACG Non-Discrimination, Anti-Harassment , Sexual Misconduct, Relationship Violence and Stalking Policy
- ACG Harassment and Sexual Misconduct Policy

To this end, the College has developed its own standards for student conduct as well as procedures for disciplinary action. All ACG students are responsible for abiding by the **Student Conduct Code** and must become familiar with the Student Code of Conduct, Academic Regulations and College policies.

In addition to the above, students must review and comply with IT policies:
- Computer Ethics Policy
- E-Mail Policy
- Acceptable Use of College Technology Resources
- Password Policy

ACG and Alba mostly process personal data regarding the students' identity and their academic activities. More info can be found on ACG Student Privacy Policy.

If students have any queries in relation to the protection of their personal data or wish to exercise any of their legal rights, they can contact the Data Protection Officer of the American College of Greece by using the following contact details:

Address: 6 Gravias Street, Aghia Paraskevi, 15342
E-mail address: dpo@acg.edu
Tel: (+30)2106009800

1.8. The role and purpose of the Ethics Committee and Standing in the Community

The Code will be administered and maintained by the AGBS Ethics Committee, comprised of four resident faculty members appointed by the faculty assembly; one representative of the AGBS Alumni Board; and one or more representatives from the Academic Program class of the student who is brought to the notice of the Ethics Committee. Administration of the Code is subject to review by the Dean and the Faculty of AGBS. The Ethics Committee meets at the behest of the Dean, following the appropriate application of the Academic Director of a degree program. On certain occasions, the Academic Director may form a fact-finding committee to investigate the basis of any alleged or suspected student malpractices and/or misbehavior. All resident and visiting faculty are urged to contact the Academic and Administrative Director of a degree program for any actual or potential breach of the Code of Ethics.

A student who accepts and adheres to the standards described in these regulations will remain in good ethical standing within the AGBS community. If a student fails to adhere to the Code, that student will be referred by the Dean to the Ethics Committee for a hearing and potential sanction. Any sanction recommended by the Ethics Committee will be imposed by, and at the discretion of, the Dean of AGBS.

Any sanction must bear a reasonable relationship to the severity of the breach involved and must be in agreement with the sanctions prescribed by the school's regulations where available. Appropriate sanctions are: Letter of Reprimand, Probation, Suspension, and Expulsion; in addition, the Ethics Committee may also recommend grade modification or other penalties such as exclusion from specified extracurricular activities, loss of scholarship and/or exclusion of any prize, honor and distinction.

If the final determination in a hearing under the Code is in favor of the accused, no record of the complaint or of the related hearing will be made in the official file of the student as maintained by AGBS. Any sanction applied by the Dean will be included in the offending student's official file and notation on the student's transcripts, along with details of the complaint and the findings.

1.9. Reporting Misconduct

To promote transparency, fairness and shared accountability, all students are encouraged to report incidents suspected misconduct internally or openly , in confidence or anonymously, in the knowledge that such concerns will be taken seriously and investigated appropriately. Even if such concerns turn out to be mistaken, students should feel able to raise them without fear of reprisals, in the spirit of upholding the community values of Alba.

Offenses addressed in all previous sections by the policies of Alba or the American College of Greece must be reported by students through either following an official process (describe process/use incident form) or raising their concerns with their Student Success Coordinator at the relevant Program Management Office. Depending on the nature of the concern, it will be reviewed and where appropriate an investigation process will be started and feedback will be provided to the student raising the concern.

Those students who are worried about potential reprisals should feel safe to report their concerns by requesting confidentiality. In these cases, their identity will be shared with those who will investigate the facts of the case, with the prior consent of the reporting student(s).

Students who do not feel safe reporting their concerns under the above confidentiality protection, are still encouraged to report anonymously, even though anonymity tends to make fact finding harder. The reporting should be done to the Student Success Coordinator on the first instance at the Program Management Office. In collaboration with the Academic Director it will be determined whether the case can be effectively investigated anonymously. Further investigation will be conducted, where applicable, by the Ethics Committee.

Students raising concerns of suspected misconduct will be treated fairly, with respect for their request for confidentiality or anonymity and will be supported throughout the process. Students are expected to raise genuine concerns in good faith for the advancement of the integrity of the AGBS academic environment, even though they may turn out to be mistaken. However, if it turns out that allegations are malicious or motivated by personal gain, the alleging student may be subject to disciplinary action.

If a student suspects that a violation of academic integrity has been committed, she/he is required to immediately inform the Student Success Coordinator and Program Management office. The Program Management office will notify the Academic Director and the investigation process will commence, collating evidence and following the School's process in raising it to the Ethics Committee.

3. ACADEMIC REGULATIONS

3.1 Academic Advising

The Academic Director of each Program is the Academic Advisor of the students of the Program. Academic Advisors never make decisions on behalf for students; their role is rather to support and advise the students on matters relating to their studies. Request for academic advising should be put forward to the Student Success Coordinator and assessed by the Program Management team.

3.2 Total Year Schedule and Program Structure

The total year schedules of Alba's programs are provided to the students at the beginning of their studies and at the beginning of each term by the Registrar's Office and the Program Management Office.

The school reserves the right to re-examine the structure, the courses, and the content of all academic programs and proceed to any necessary changes, in order to add more value to students' knowledge and experience through their studies at AGBS.

3.3 Course Credits

To receive credit for a course, participants must comply with all academic requirements as outlined by course description. This includes, but is not limited to, the submission of assignments by the date announced, participation in the live faculty-led sessions of each course, taking all examinations, and generally complying with all assessment requirements of the course.

The equivalence between the teaching hours and the corresponding credits is the following:

Credits of each course	Contact Hours			Total Learning Hours	Student Weekly Workload (in hours)	Assessment Method
	Face-to-Face	Synchronous Contact Hours	Asynchronous Active Learning Hours			
3	n/a	9	47	168	18-22	-Discussion Forum Activity "Peer Challenge" (20% of grade); -Weekly Quiz (20% of grade); -Final assessment (60% of grade)

All the courses sum up to 168 learning hours of synchronous contact hours, asynchronous active learning hours and independent study time. More specifically, each course offers 9 contact hours of synchronous delivery, 47 hours of active learning delivery (asynchronous) and 112 hours of independent study. Students are expected to work on average 18-22 hours every week in their courses. Given its increased demand for supervision and independent study time the capstone course will offer 21 hours of synchronous delivery and only 10 hours of asynchronous.

The completion of each course requires a minimum number of 3 US credits as specified by the program upon registration.

3.4. Orientation & Other Online Activities

In addition to the regular courses, the Online MBA program contains an Orientation course that constitutes part of the academic learning journey and must be attended by all students. The orientation course is an important requirement to ensure a smooth online learning experience and onboarding of the online students to the main institutional processes and program procedures. The Orientation course content can be found on the Student Hub on the learning management platform, Canvas.

3.5 Registration

The Registrar's Office is responsible for registering all students at the beginning of each term prior to the commencement of their course/s. Students must provide their accurate information concerning all changes (if any) to personal details and communicate any such changes well in advance through their Student Success Coordinator to the Program Management office.

3.6 Program & Course Duration and Fees

The **standard** duration of the online MBA program is defined at 24 months, with a maximum period of completion defined at 48 months. The program course offering follows the "Academic Year Calendar" sequence as announced by the Registrar's Office. The standard mode of study for the online MBA program is part-time.

Tuition fees will remain **fixed for the standard duration** of the online MBA program (aka 24 months).

Students who choose to extend their studies beyond the standard duration of the program in which they are enrolled, as approved by the respective Program Office, will have their course fees adjusted in line with the tuition fees applicable at the time the student takes the courses, in case there are tuition fee changes at that time.

Each course's duration is defined at 7 weeks with an 8th week for assessment and it is priced individually. For more information on tuition fees please read section 4.

3.7 Prerequisites

The capstone course (Business Project) consolidates the program intended learning outcomes through a group project in which students demonstrate the high-level skills and knowledge required to earn their qualification. The capstone project will be based upon the taught courses from the program of study and draw on the academic knowledge and past experiences in the chosen field. Projects should be relevant with business and management, engineering and technology and social science subjects. Most importantly, working in groups, students should use their capstone projects to conduct meaningful investigations and interventions in their current work context. Students will be equipped with necessary methods and techniques to implement the capstone project through the "Business Methods" course.

The Business Project and the Business Methods courses are always delivered at the very end of the program. The Business Methods course is prerequisite to the Business Project course. Additionally, the two concentration modules also comprise prerequisites to the Business Project course. There are no other prerequisites in the program, but it is expected that students have successfully completed the 8 core modules before they continue with the Business Methods and the Business Project course. Should students have not managed to successfully complete any of the eight core courses, they could upon

Academic Directors' permission be allowed to proceed with the Business Method and the Business Project courses.

Students are not permitted to register for courses for which they do not have passed in all prerequisite subjects.

3.8 Transferring of Courses

Students may request to have courses transferred* under the following conditions:

1. A similar course was taken at masters' level during the last five years prior to registration at AGBS.
2. An official description and a detailed outline of the prior course are submitted to the respective Program office.
3. The Academic Director, in consultation with the respective instructor, approves (or otherwise) the transfer on the basis of sufficient equivalence – in content, learning outcomes, duration and – between the prior course and its AGBS equivalent.
4. Even if the above conditions are met, the transfer of the course might not be approved by the Academic Director in case the grade earned in that course is particularly low (e.g. lower than an equivalent grade of C+)
5. If the transfer is approved, the AGBS transcript shows the AGBS course with grade "TR" indicating a transfer of credits.
6. The maximum number of transfers allowed is the equivalent of 2 (two) full courses, which accounts for the 20% of the online MBA program.
7. Students are not charged tuition for the credits approved for transfer.

Transferring of a course is valid only for the core courses.

To request a course transfer, students must contact either the Enrolment Team or the Student Success Coordinator, provide the necessary documentation and follow the course transfer process till they receive approval by the Registrar's office.

CFA charter holders are eligible to transfer courses in Economics, Finance and Investments depending on the curriculum of each program and after ratification from the respective Academic Director. Transfers to CFA charter holders apply only to core courses.

Holders of other professional qualifications that require from its holders to have a university degree might also be eligible for transfer of credits in compliance with the above stated conditions, subject to the evaluation and proposal of the Academic Director and the approval of the Associate Dean of Academic Programs.

3.9 Dropping Courses & Dropping Out of the Program

Students may withdraw from any courses up within the specified deadlines, as announced in the annual academic calendar, by filling out the appropriate form with their Student Success Coordinator at the Program Management Office. Students may withdraw a course within one week after its commencement with a 100% refund of the course's tuition fees. Students who request to drop a course within two weeks are entitled to a 50% refund of the course fees. After the end of the second week a course withdrawal is not possible and the student will receive an F (fail) for that course, unless if mitigating circumstances had been claimed and reviewd by the Academic Director.

Students are allowed a maximum of two consecutive course withdrawals. During their program, the maximum number of course withdrawals are three.

All such requests must be made in writing to the Student Success Coordinator emailed to e-registrar@acg.edu. If a student discontinues classes without having officially dropped the course, that student will receive a final "F" for the course and no refund will be considered. Exception of this rule will be considered only for serious health and professional reasons upon submitting the required official documentation.

Maximum two deferrals are allowed for a period of up to 12 months, during the entire program, upon prior approval and review from the Academic Director and depend on a case-by-case evaluation of requests. In all circumstances, students must complete their program within the maximum duration of 4 years.

Students have the flexibility to change concentrations before the commencement of the concentration courses, upon registering for the course of their choice. The Registrar's office will change their concentration stream upon their request, prior to course registration.

In cases where a student withdraws or is asked to drop the program (due to poor academic performance or misconduct), fees paid will not be refunded. Students who wish temporarily to withdraw from the program reserve the right to continue their studies within one year from the date of withdrawal. Beyond this period, a student must re-apply to the program.

In order for a student to withdraw either permanently or temporarily from the program, the student must submit the Course Withdrawal form to the Registrar at e-registrar@acg.edu and cc the Program Office; otherwise, an F grade will be received for each course on which that student is currently registered.

3.10 Course Requirements

Students may find the specific requirements for each course in the course syllabus. These requirements usually include attendance to synchronous sessions, asynchronous activities, readings, discussion forum activities and/or course project or final exam. Requirements are to be fulfilled, according to the course guidelines, either individually and/or on a group basis.

Assignments during the course (cases, projects, etc.) should be handed in by the deadlines specified in the course syllabus. Late submissions of written projects (as final assignments) are allowed up to 5 days, however, in case of a late submission, the assignment mark will be capped at 50%.

Any submissions beyond the 5 days of delay, will receive an F (fail).

In cases of health problems or mitigating professional circumstances, this penalty will be waived only if the student submits the required supporting documentation and gets the approval of the Academic Director.

The passing grade of all courses is 50%. You must also achieve a minimum grade of 50% at all your final assessments, either when these are an examination or a written assignment.

The regulations of sections 3.15 are applied for assignments that serve as a final exam.

3.11 Class Attendance & Participation

The educational framework of AGBS assumes active participation and regular communication between students and instructors in online classes and during the various phases of the asynchronous learning journey. As such, regular attendance, punctuality, and active participation are essential to the academic process.

Consistent with US higher education standards, regular attendance is required as a condition in order to receive academic credit. Participation at faculty-led online sessions is compulsory and students are not allowed to miss more than 3 hours of online classes time per course, which is the equivalent of a one faculty-led online session (three x 3 hourly sessions are offered in each course). Missing more than the permitted maximum of class sessions will automatically result in the student obtaining a <u>final</u> F grade. If a student is to be absent, it is the responsibility of that student to notify their Student Success Coordinator at the program office and their instructor/s in advance, and provide the pertinent documentation in justification of the absence.

Synchronous contacts hours per course	Maximum hours of absences allowed
9 h	3h *(equivalent of one live session)*

Students who miss online faculty-led classes are expected to watch class recordings to catch up for content missed. Watching a recorded session does not compensate for non-attendance of a live class and the absence is recorded.

Where a synchronous component of online classes is required, students are expected to attend punctually at the time specified on the course schedule, as announced on Canvas. A 15-minute delay (or more) in the online class arrival will result in the recording of an absence.

Your online attendance throughout the duration of the 3-hour faculty-led online sessions is being recorded and absences are taken at the beginning, during and at the end of each online class. At the beginning of each class you will be required to have your camera on, for purposes of identification.

In addition to the above policies, the students across all programs and courses at AGBS should also comply with the policies of online class attendance as stated in section 1.5.

3.12 Teamwork

A substantial part of the student academic experience at AGBS is based on teamwork. The smooth functioning of student teams is vital to both student performance and the quality of the educational process. Team members are solely responsible for behaving maturely, collegiately, responsibly, efficiently and effectively. Any problems that may arise must initially be dealt with within the team and constructive solutions sought. If problems persist, team members (either collectively or individually) may ask for advice and help from the Program Director or the Academic Director.

The policy of AGBS is that, no matter what internal problems a team may be facing, the team should not be disbanded, but its members strive to find mutually acceptable ways of collaboration. The extent to which a team functions smoothly is the sole responsibility of its members.

A team may be disbanded only in extreme circumstances and only after the approval of both the Academic Director and Program Director.

As team members, students are also responsible to operate in accordance with the Code of Ethics of the school and take any necessary action to prevent any misbehavior and malpractice from any other members. If this happens and they do not notify the Academic and Administrative Director accordingly, they will be held equally liable as explained in paragraph the Code of Ethics (section 1).

3.13 Peer Evaluation

Courses which include group assignments should also include a process for peer evaluation. The peer evaluation process and how the peer evaluation affects individual team members' grades for their team assignment will be described in the course syllabus

3.14 Grading System

The Grade Point Average is calculated according to the following scale:

A (A, A-)	= Excellent			
B (B+, B, B-)	= Good			
C (C+, C, C-)	= Fair			
D (D+, D)	= Poor	F	=	Failure
P	= Pass			
TR	= Transfer			
I	= Incomplete			
W	= Withdrawal			

On a quantitative scale, and with a maximum of 4.0 points, the following correlations are assumed in calculating the cumulative point average:

A	= 4.0	C+	= 2.3			
A-	= 3.7	C	= 2.0			
B+	= 3.3	C-	= 1.7			
B	= 3.0	D+	= 1.3			
B-	= 2.7	D	= 1.0	F	= 0.0	

The grading distribution for courses is as follows:

A, A-   : no more than 20 per cent of the class
B+, B, B-   : no more than 50 per cent of the class
C+, C, C-, D, D+, F.   : approximately 30 per cent; however, **the F grade should not usually represent more than 5 % of the class unless it is required to pass the final exam in order to pass the course. This condition should clearly be stated in the respective course outline.**

In cases of small size classes, a deviation from the above distribution maybe at the discretion of the Academic Director.

Students are entitled to request feedback of their examinations within 5 working days of the announcement of their grades, by making a written petition to the instructor and notifying their Student Success Coordinator at their Program Management Office.

The instructor is solely responsible for submitting grades to students. Thus, second marking by another instructor is not permitted. Students cannot appeal on the basis that the result they have achieved is worse than they would have wished, or worse than they feel they deserve; that is, students cannot challenge academic judgement.

3.15 Incomplete For Exams and Their Equivalents

The grade I (Incomplete) is given to a student who has not fulfilled all the requirements of a course.
It is the responsibility of the student to request an Incomplete in writing by using the Incomplete Request Form. All requests must be accompanied by verifiable documentation.

Students may petition for the grade of I (Incomplete) if they have not fulfilled all course requirements (e.g. final exam, or project), due to extenuating circumstances beyond their control. Where a petition is approved by the respective Academic Director, the student must fulfil the course requirements, as agreed, by a date no later than the end of the following term. If the student has not fulfilled these requirements by the due date, the incomplete automatically becomes a final F (fail).

The petition for an Incomplete must be submitted latest 48 hours after the initial course assessment deadline, justifying the absence from the assessment and any subsequent delay in the submission of the petition. It is the responsibility of the student to acquire the necessary approval by the Academic Director, after providing sufficient evidence for the petition. For projects in particular, incomplete is granted only when there is evidence to show that the student was incapable of performing the required tasks of the particular assessment throughout the whole period of project preparation and not just on the day of submission. The petition for incomplete can be made either before the date of submission when the cause of not completing the project has first appeared or latest 48 hours after submission deadline.

If a student does not take the final exam nor he/she submits the project and does not have an approved petition for Incomplete, that student automatically receives a first F for the course and should take the make-up exam and/or submit the make-up project.

There will be only one make up exam or assignment offered per course. Therefore, a student who for any reason does not sit the original final exam or submit the final assignment of a particular course should take the make-up assessment offered. It is the responsibility of the student to make every effort to take the assessment, as scheduled by their program. Failure to participate in the scheduled assessment will automatically result in a first F grade for the course. Finally, in cases where a student fails the make-up assessment, that student will receive a Final F and must re-register for the course whenever it is offered.

When a petition for incomplete is approved, it is important to note that all resits offered for either a project submission or an examination assessment will be different from the original project or exam.

No student is allowed to receive more than two Incomplete (I) grades during the program unless there are serious issues (e.g. health problems) that the student is faced with. In that case a special permission is granted by the Academic Director with the approval of the Associate Dean of Academic Programs.

3.16 Fail

The grade of F (Fail) is given to students whose overall performance in the course is less than 50 per cent of the course grade or fail in the final assessment in case it is a prerequisite to pass the course which is clearly stated in the respective course syllabus.

Every course offers one make-up assessment (exam or project). A student with an initial F grade in the initial assessment of a course is allowed to take a make-up final exam or submit (once) a make-up final project for that course, at a time to be agreed with the instructor and the Program Management Office, but no later than the end of the following term.

In cases where a student achieves a pass in a make-up assessment for a specific course, the actual grade awarded cannot be higher than the lowest grade of the students who have already passed the course. This means that, where a student is awarded a pass grade lower than the lowest grade of the course, this grade will be kept as the final one. Where a student fails the make-up assessment, the course is graded F (final) and that student has to register and pay for the course again when it becomes available.

A student will be dismissed from the program where a final course grade of F is received in more than two courses, regardless of the reason for receiving this grade. During the program, students are allowed to take up to 3 make up assessments following failure in the initial assessment (either an exam or a project) of any course. A student cannot be awarded a degree unless all program requirements are fulfilled.

3.17 Academic Probation

Students whose cumulative GPA falls under 2.3 are considered to be in poor academic standing, are placed on academic probation and receive a warning. In such cases, students need immediately to consult their respective Academic Director to discuss alternatives and remedial measures available.

Students will be removed from academic probation at the end of a period in which their GPA meets the requirements of 2.3.

Students who, after completing 3/5 of the program, have a Cumulative Index (C.I.) lower than 2.3, will be dismissed from the program. **The minimum requirement in order to graduate is 2.3.** If the C.I. is below 2.3 upon completion of the program, the student will receive a certificate of attendance.

Students are not allowed to take extra courses to improve their C.I.

3.18 Academic Transcripts

At the end of each term, all students have access to a transcript with the grades received for the courses on which they were enrolled during that term.

3.19 Graduation Requirements

Academic Standing: The responsibility for meeting the degree requirements rests with the students.
In order to be awarded a graduate degree a student must:
- Complete all course requirements of the program.
- Complete all course requirements within the time frame specified by the program.
- Earn a minimum cumulative Index (C.I.) 2.3 or higher.

In order to graduate, students must:

- Successfully complete all required credits and courses with a passing grade
- Have a CI of 2.3 or higher
- Fulfil all outstanding financial obligations such as tuition fees, and/or other charges for any service provided by AGBS and ACG.
- Submit the Graduation Application Form and pay the graduation fee of 100 euros.
- Complete the Program Exit Feedback questionnaire.

Students with a cumulative point average of 3.5 and above will graduate with Honors; the student with the highest cumulative point average of the whole class of a particular Academic program will graduate with Highest Honors.

Graduates of the online programs have the right to participate physically in graduation ceremonies (optional) organized by Alba.

3.20 Course Evaluations

Students are expected to participate in the course evaluation process, as this assists AGBS in its efforts to achieve continuous improvement in the selection of faculty as well as in course content redesign efforts.

Students will be notified in due time about the availability of the course evaluation, available on Canvas. Course evaluations are shared with the course instructors, following submission of student grades to the Program Management Office.

3.21 Program Evaluations

Students are expected to participate in the overall Program evaluation process, as this assists AGBS in its efforts to achieve continuous improvement of quality. Moreover, it provides feedback regarding the content of the online program and the relevance between theoretical knowledge, skills enhancement and practical application in contemporary business environment.

With the conclusion of the last term of the online MBA program, the Quality Department sends to students of each graduating class an electronic "Program Exit Feedback" questionnaire. The results of this overall program evaluation are reviewed by the Associate Dean of Academic Programs, the Academic and Administrative Program Directors for further program improvements and planning.

4. TUITION FEES

4.1. Policy

Tuition is billed according to the courses a student is registered for, at the beginning of each academic term. Students are charged at the rate at which they entered the program and for the standard duration (24 months) of their program. After that time, they will be charged the latest applicable price per course.

4.2. Tuition Payments

No student can attend classes without prior payment of their courses in full. Tuition for each course is payable in advance of the start of each course as announced on the course/program calendar. Students sponsored by companies for their studies are responsible for notifying these companies for the fulfilment of their financial obligations.

4.3. Tuition Refund Policy

Fees are refundable to students who officially withdraw from courses for whatever reason on the following prorated schedule:

- Withdrawal within the first week of classes results in 100% refund of tuition.
- Withdrawal during the second week of classes results in 50% refund of tuition.
- Withdrawal thereafter results in no refund.

5. EXCEPTIONS TO THE RULES

Students are expected to abide by these rules at all times. Occasionally, however, extenuating circumstances can and do arise. In these rare cases, the Program Director, the Academic Director and the Associate Dean will examine the case and the School's Dean will take a decision on the matter in due time. The decision will be final and cannot be further appealed.

6. ONLINE STUDENT SERVICES

6.1. Program Management Office

The Program Management Office (PMO) supports students by offering comprehensive services in all aspects of student affairs, to ensure students' success and welfare during their studies at AGBS. Any matters concerning to the academic program experience is handled by the PMO to provide students with consistent, high-quality services virtually, from enrollment to graduation.

A Student Success Coordinator (SSC) is dedicated to supporting the online students, throughout their studies and to ensure that the right level of proactive encouragement and support are provided. The SSC is the main point of contact and is in regular communication with online students, to ensure program participation, learning and progress towards graduation. The SSC is able to advise or signpost to corresponding departments at Alba and ACG for general enquiries ranging from requesting a certificate, obtaining a form, a course scheduling query, submitting a graduation form, obtaining a transcript, requesting academic advising or any other matter.

6.2. Office of the Registrar

The Office of the Registrar is principally responsible for all aspects of the registration process, including the preparation of schedule material, demographic updates, registration, scheduling, issuance of certificates and transcripts, and processing of student grades. Students become officially registered through the Registrar's office to their respective courses and can view their courses and other information on their student portal "MyACG" at **https://campusweb.acg.edu/ics.** The Office of the Registrar can be reached at **registrar@acg.edu .**

6.3. Learning Support Services

ACG is committed to providing equal access and opportunity to its students and to making online programs, facilities, websites, and web-based applications accessible to students with disabilities. ACG will make every effort to provide reasonable accommodations to students presenting a documented disability. The Office of Learning Support Services is responsible for coordinating requests for accommodating learning disabilities and also handles requests to accommodate physical disabilities.

It is the responsibility of the student during admissions to disclose the disability to the Program Office and provide appropriate, written documentation supporting the disability to learningsupport@acg.edu. Accommodations will meet the particular needs of the requesting student. As a rule, accommodations will not compromise course educational goals, learning outcomes or essential course content, or impair the rights or opportunities of other students. Records are maintained in a confidential manner and are not included in a student's academic record.

Learning Support Services also help students who are experiencing problems within the educational setting with the aim of enhancing their learning. Challenges may include learning difficulties or other issues that may affect their learning. All services are provided confidentially and free of charge. We encourage students to contact directly learningsupport@acg.edu.

6.4. The ACG Counseling Center

The Counseling Center of The American College of Greece offers a broad range of psychological services available to currently enrolled students. Our services are designed to support, encourage, educate, counsel, and empower students in a college setting as they adjust to the challenges and transitions of university life as well as help faculty and staff function more effectively in their work with students.

The services rendered include assessment of various psychological and interpersonal difficulties and interventions in order to help you deal with those challenges. Services are provided by graduate psychology students in practicum, under the supervision of clinical psychology faculty. Challenges typically presented by students include, but are not limited to, the following:

- emotional problems such as depression, anxiety and intense fears;
- social problems, such as difficulties with peer interactions, aggression and social withdrawal;
- problems within the family of students, such as lack of effective communication;
- psychophysiological problems, such as migraines, headaches or psychosomatic symptoms;
- self-control problems such as eating disorders and smoking.

For requests to see a counselor, students may email directly counseling@acg.edu.

6.5. The Library

The electronic library https://library.acg.edu/home provides access to full text articles, abstracts, financial and statistical data, business reports, company and industry profiles, market analyses, balance sheets, as well as electronic encyclopedias and dictionaries. The library offers document delivery services through partner libraries around the world. Pay-per-article and document delivery services are also available from a variety of document suppliers and international publishers. An array of media services is also available to students and faculty.

The Library provides access to a wide range of electronic resources covering all academic disciplines emphasizing the areas of Business, Management, Economics, Law, Marketing and Shipping. Users can enrich their learning experience by searching and finding articles, e-books, statistical data and a great variety of content on almost 50 databases including Clarksons Research – Shipping Intelligence Network (SIN), Datastream (Thomson Reuters), EBSCO databases, Emerald Insight, Financial Times, JSTOR, Lloyd's list, ProQuest Ebook Central, ScienceDirect and more.

Students may search all available resources of the college libraries using the **Discovery Tool** located at the Library's Resources Page. You may log in using your ACG network credentials.

Specialized personnel provide individual research assistance and offer information literacy skills workshops and training sessions on the use of the library, the library discovery system and the online resources & tools. The Library also offers support for online skills development such as reading and academic writing. Online students may consult the main library webpage often during their program to learn more about upcoming workshops.

The library may be contacted via email on library@acg.edu or by filling this form:
https://library.acg.edu/contact

6.5.1. E-textbooks on Vital Source

Bookshelf by Vital Source is an e-text delivery system for higher education that collaborates with more than 300 publishers and it is used in 200 countries worldwide. It is an e-textbook distribution system that enhances learning through digital content. Students that are enrolled in courses that use an e-textbook are able to access the Vital Source BookSelf service via Canvas or through Vital Source directly by using their @acg.edu email credentials. After activating their licence, students can download their e-textbooks so as to read them offline and print them, however, note that students may be limited on the number of pages printed per printing effort according to each publisher's restrictions. The BookShelf application can also be downloaded and installed on to 2 computers and 2 mobile devices.

Students who withdraw from a course that uses an e-textbook, after the 50% withdrawal period, will have their initial access to the course's e-book expired.

6.5.2. LinkedIn Learning

LinkedIn Learning is a highly personalized learning experience designed to help students achieve their professional goals through learning that is accessible anywhere and immediately. LinkedIn Learning offers a series of learning paths and courses in a variety of topics . Active students, faculty and staff can connect to LinkedIn Learning via https://linkedin.acg.edu and access 24/7 an entire library of training material that includes:
- Over 8,000 online courses with over 245,000 videos
- Vast array of subjects and software presented by best-selling authors authors and classroom educators
- Rich features including bookmarking videos, chapters or courses for future reference, create collections, make notes and undertake knowledge checks
- Use Learning Paths where industry experts teach skills for career enhancement

Students can learn more about activating their LinkedIn Learning accounts through:
https://www.acg.edu/current-students/it-acg/linkedin-learning/how-can-i-activate-my-linkedin-learning-account

6.6. Information Technology Services

Information Technology is integral to all aspects of academic life at ACG, including teaching and learning, research & creative endeavors, outreach, administration, and student life. As the provider of technology and technology services, the Information Resources Management (IRM) department is committed to technology innovation consistent with the College's strategic plan.

Students are provided with two sets of credentials by the IT team:
- One for their acg.edu email account
- One for the ACG network that gives access to all other services such as library access, the myACG portal and the Learning Management System (Canvas).

Students needing IT assistance can access the ACG Helpdesk system at https://helpdesk.acg.edu or send an email at helpdesk@acg.edu .

6.7. The Alba Career & Alumni Office

The Alba Career & Alumni Office offers services that support students' personal development through a self-help approach that is consistent with the needs of working professionals of online programs. Offering flexibility and customization to Alba's students' personal needs, online students can leverage career planning tools such as :

- online asynchronous workshop content, offered to enhance students' understanding of recruitment markets and strengthen their market-readiness skills (ie. LinkedIn, Networking, CV preparation, Job search).
- job portals, offered to access international opportunities
- a career development portal, offered to sharpen certain skills such as CV writing and interview preparation.

The Alba Career Centre portal offers online students, useful tools such as:

- a CV builder with a CV template
- CV360 review and feedback to improve their document
- an interview preparation suite with a bank of interview questions, and
- hundreds of online resources, such as articles and recorded career webinars on a variety of career topics (CV, Cover Letters, Elevator Pitch, Mock Interviews, Salary Negotiations etc.).

Online students are also welcome to join the Career & Alumni Office group on LinkedIn at
https://www.linkedin.com/groups/52906/

Throughout their program online students have access to www.albanetworker.com, where they can stay connected with other Alba alumni, join groups of interest and learn about upcoming events. On the "Resources" tab of the platform they may also find career self-help resources for their personal career planning needs. Online students can activate their Alba networker account by using their ACG network credentials.

6.8.1. Alba Alumni Association

The Alba Alumni Association was founded in 1993. Since then, it has become a valuable source of information and contacts for every graduating class. New graduates can become part of an expanding network which offers them career guidance as well as an array of opportunities for employment and professional support.

Version	Amended by	Revision summary	Date
V1.00[1]	Alba	Version 1	15 December 2021
V2.0	Alba	6.6. IT Services: updated contact information	14 December 2021
V3.0	Alba	3.15. Incomplete For Exams and Their Equivalents: updated policy. 6.4. The ACG Counselling Centre: updated contact info.	04 February 2022
V4.0	Alba	1.5. Netiquette, no screenshot no recordings policy 3.3. Course credits, changes in table and on terminology of "contact hours" to "active learning hours of asynchronous delivery"; change of the number of learning hours table 3.10. Course requirements updated late submission policy ; the passing grade of all courses is 50%. 3.11 Class Attendance updated policy 3.15. Incomplete Petition policy reform 6. Updated Student Services Section with contact emails 6.7 Career Services amended offering	28 February 2022
V5.0	Alba	3.9. Amended course withdrawal policy to reflect Alba	24 March 2022
V6.0	Alba	6.3. Ammended disability text and support services contact info	15 Nov 2022

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[1] Alba Graduate Business School reserves the right to amend, alter, change, or repeal any provision of the current Student Handbook.