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 October 2024 for all
currently registered students at Alba online programs.

Table of Contents

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 Student Code of Conduct of The American College of Greece (page), 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.

1.1.1. Reporting Misconduct

To promote transparency, fairness and shared accountability, all students are encouraged to report their concerns about cases of suspected misconduct internally, either openly, or 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 AGBS.

This procedure covers cases of breach of the regulations described in this document (AGBS Academic Regulations). Other offenses are addressed by the policies of The American College of Greece (e.g. the ACG Non-Discrimination, Anti-Harassment, Sexual Misconduct, Relationship Violence and Stalking Policy).

Students are encouraged to raise their concerns by completing an incident report form which is found at the Student Code of Conduct and submitted to incident@alba.acg.edu .

Upon receipt of the incident report, the Associate Dean and the Director of the Academic Programs will oversee the whole process of handling the case according to the Student Code of Conduct that applies to AGBS students (page 37 – 38).

Anonymous complains may be filed but anonymity may limit the College's ability to respond and may preclude disciplinary action. Hopefully, all students will share responsibility in sustaining the values of the AGBS community by openly and eponymously raising their concerns.

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.

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.

1.2. Specific Standards

1.2.1 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 produced by a third party, with or without a payment, 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.

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.

- Teamwork per course. 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.

- 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.

1.2.2. 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 2.1.5.

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 Program Manager to receive an official ACG approval for special accommodations, and the Program Manager will facilitate the appropriate arrangements.

1.2.3. Examination 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 Office, prior to preparing for an online exam.

Cheating is a serious offence and subject to disciplinary action. Remote proctoring software is used to invigilate online exams, ensuring that rules are strictly followed. Failing to adhere to any of the above will result in an immediate **F** grade. Also, any merit-based scholarship will be discontinued for the rest of the program, and students will be excluded from any honors/distinctions in graduation.

1.2.4. Assignments

All written assignments (where appropriate) will be submitted by default as TurnitIn assignments on the Learning Management System. Students may check their work with TurnitIn or similar services prior to submission.

Students are committed to the following:

- To read and understand the Academic Regulations and I am aware of the potential consequences of committing plagiarism/cheating.
- To ensure that this work is theirs, 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 in other assessments for accredited programs of study.
- In case the piece of work raises concerns requiring investigation in relation to the points above, it is possible that other work submitted for assessment will also be checked, even if the marking process has been completed.
- 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.
- To understand that Alba Graduate Business School may make use of plagiarism and/or A.I. detection software.

Any failure to meet any of the above is considered as a breach of the Academic Regulations and will result in a disciplinary action.

1.2.5. Guidelines and Policies on the Use of Generative AI in Academic Assignments

Introduction

Generative AI technologies, like LLMs (e.g., ChatGPT), are swiftly becoming instrumental in academic settings. These tools offer a vast array of opportunities for enhancing research and academic work but necessitate an ethical and responsible approach.

Understanding Generative AI

Generative AI models, trained on an extensive array of content, can deliver valuable insights across diverse fields. However, it's vital to grasp that while they adeptly predict textual progressions, they lack genuine understanding and can produce inaccuracies.

Benefits

Generative AI tools can:

- Facilitate preliminary research, providing expansive insights on topics.

- Assist in framing and outlining arguments.

- Summarize vast datasets and articles efficiently.

- Provide proofreading and language enhancement suggestions.

Shortcomings of current Generative AI tools

- Fabrication: AI can generate plausible yet incorrect information. Always verify facts.

- Inherent Biases: Due to their training data, AI models might propagate biases. Recognition and rectification are vital.

- Limited Depth: AI might not capture the depth and nuances critical to academic work.

- Inconsistency: The same prompt may yield different results at various times.

Use of Large Language Models (LLMs) at Alba (e.g., ChatGPT, Perplexity, Gemini, Copilot, etc.)

<u>Acceptable Use:</u>

- **Ideation at the early stages of an individual or group project:**

  You can use LLMs to brainstorm ideas or develop initial concepts for your project. This includes gathering insights, suggestions, or diverse perspectives to shape the early framework of your work.

- **Literature review of the existing academic research in the field:**

  LLMs can assist in exploring and summarizing relevant academic research, helping you identify important studies, theories, and debates within your chosen field. This can streamline the process of compiling key references and sources.

- **Guidance on how to perform statistical data analysis, or the creation and use of synthetic data to test models:**

  LLMs may offer instructions or advice on conducting statistical analysis, helping to clarify methods or approaches. Additionally, they can assist in generating synthetic data, which can be useful for testing and refining statistical models.

<u>Unacceptable Use:</u>

- **Writing up parts or the entire assignment report:**

  LLMs should not be used to compose any portion of your written assignment, including the drafting of sections or the entire report. The integrity of your work depends on it being your original creation.

- **Correcting for language (e.g., grammar, syntax, etc.):**

  Utilizing LLMs to proofread or improve the language of your report, such as correcting grammar or syntax errors, is not allowed. This ensures that your writing reflects your own skills and capabilities.

When uncertain about how to use LLMs at Alba:

- **Seek guidance from your course instructor:**

  If you are unsure about the acceptable boundaries of LLM use in your course or project, it is essential to reach out to your instructor for clarification. They can provide specific instructions on what is permitted.

- **Clearly describe your use of LLMs in your report:**

  When you do employ LLMs, ensure transparency by detailing how you used them. This includes specifying the purposes for which LLMs were used and what prompts or inputs you provided during the process.

Plagiarism and AI Plagiarism

All submitted coursework will be scrutinized for traditional plagiarism and AI plagiarism. AI plagiarism refers to the direct use of AI-generated content without proper attribution or presenting AI-generated work as original content. Tools like Turnitin and similar platforms will be employed for this purpose. Violations will lead to disciplinary action in accordance with existing policies on academic integrity as these are outlined in the Alba Student Handbook.

Note on Individual Instructor Outline

Each course's outline may contain distinct guidelines regarding generative AI use. As the academic realm determines the optimal applications of this technology, students must adhere to the guidelines presented in their respective course outline.

Policy Evolution

This policy document is dynamic and will evolve as generative AI technologies and Alba's learning and assessment practices advance. Always refer to the most recent version for the best guidelines. When you are not certain about the potential use or misuse of generative AI tools, you are advised to speak to the respective course leader or the academic director of your program.

Conclusion

Generative AI holds significant potential but requires ethical and judicious use. Students are encouraged to utilize these tools while upholding academic integrity's highest standards.

1.2.6. 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 the Learning Management System or any other communication platform/application, 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 Online Program.

1.2.7. Alba Graduate Business School Institutional Review Board (Alba IRB)

Any student planning to conduct either primary data collection (e.g., survey research, experiments, interviews, focus groups, observation, etc.) or secondary data collection as part of an individual/group assignment or dissertation, must first consult with the course Instructor to assess whether approval of the data collection process needs to be secured by the Alba Graduate Business School Institutional Review Board (Alba IRB).

The Alba IRB is an administrative body established to promote and protect the rights, welfare, and privacy of human research subjects recruited to participate in research activities conducted under the auspices of the institution with which it is affiliated. The IRB is responsible for reviewing, prior to initiation, but also during execution if the need arises, all research involving human participants, regardless of funding. The Alba IRB strives to ensure that research methods to be employed are ethical, that the risks for the participants are minimized by using procedures that are consistent with sound research design and do not expose study

participants to unnecessary risks, that informed consent processes apply, and that appropriate procedures exist to debrief and provide psychological treatment to research participants whenever necessary. It has the authority to approve, exempt, disapprove, monitor, and require modifications in all research activities that fall within its jurisdiction.

1.2.8. 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:

- 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

- 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.

1.3. ACG Policies

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 **ACG Student Code of Conduct** and must become familiar with the ACG Policies. **You are required to read both this Student Handbook and the accompanying ACG Student Code of Conduct.**

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

2. ACADEMIC REGULATIONS

2.1 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.

2.2 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.

2.3 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" (30% of grade); -Weekly Quiz (20% of grade); -Final assessment (50% of grade)

The equivalence between US credits and the ECTS credits is the following: 1 US credit = 2.5 ECTS

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.

2.4. 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 ACG Learning Management System.

2.5 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 Program Management office. All students must clear their financial obligations prior to registering for an upcoming course. Registration for term courses takes place 15 days approximately before the term begins, and the Program Office communicates the registration period to students. However, it is the the responsibility of each student to register on time following the announced deadlines.

Students who have not registered properly for their upcoming course run the risk of being placed on a default deferral which will affect the duration of their studies. Students who default on their payment schedule will not be allowed to register for additional courses or have their work graded while payment is outstanding. Transcripts, certificates or other official records will not be issued until financial obligations are met.

2.6 Program & Course Duration and Fees

The standard duration of the online MBA program is defined at 2 years and 4 months (28 months), with a maximum period of completion defined at 4 years (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. Each course's duration is defined at 7 weeks with an 8th week for assessment and it is priced individually.

The School reserves the right to re-examine the structure of all academic programs and proceed to any necessary changes in the total year schedules.

At the time of registration, the minimum number of credits and the tuition fees are specified and will not change during the period of study which cannot exceed the maximum allowed period of four (4) years. Students may adopt a customized program of study (scenarios) without any change in their total tuition fee. Under exceptional circumstances a customized program of study with a longer duration can be considered and approved by the Academic Director and the AGBS Dean.

AGBS and ACG alumni who wish to pursue any AGBS program for which they are qualified, are eligible for a discount offered and approved by the Enrollment office of the College. Moreover, both AGBS students and alumni will be granted a 20% discount to all open-enrolment seminars, organized by the Executive Development Programs Department.

2.7 Prerequisites

The Business Project (capstone) consolidates the program intended learning outcomes through a business game in which students demonstrate the high-level skills and knowledge required to earn their qualification. The capstone project utilises an extensive business game in which students need to apply knowledge and skills gained in all previously taught courses. The Business Project course is always delivered at the very end of the

program. All courses are pre-requisites to the Business Project. There is no other pre-requisite for the study of all other courses and students can start the program at any given intake.

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

2.8 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.

2.9 Courses Withdrawal & Program Deferral Policy

Students reserve the right to **withdraw** from any courses up within the specified course withdrawal deadlines, as announced in the program's annual academic calendar and course important dates. Students may withdraw a course within one week after its commencement and receive a full refund of the course's tuition fees. Students who request to withdraw from a course within two weeks are entitled to a 50% refund of the course's 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 reviewed by the Academic Director.

Course withdrawal requests must be made in writing to the Program Office at onlineprograms@alba.acg.edu and to the Registrar's Office at e-registrar@acg.edu by submitting a Course Withdrawal form. If a student

discontinues classes without having officially dropped a 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.

Program **deferrals (study breaks)** are allowed during the entire program, upon prior approval and review from the Academic Director and issuance of a customized program of study (scenario), that is mutually agreed between the Academic Director and the student. Students reserve the right to resume their studies within a two-year period, following a deferral, and in all circumstances their program must be completed within the maximum duration of 4 years. Beyond this period, a student must re-apply to the program.

In cases where a student decides to **drop the program** or is asked to drop the program due to poor academic performance or misconduct, fees paid will not be refunded.

Students may request for a program deferral or a complete program drop, following these steps:
1) They must request and hold an academic counselling session with the Academic Director and/or Program Manager at least 10 days prior to the commencement of their next term. The outcome of that session is the mutual agreement of a customized program of study (scenario) and term of intended return.
2) Following the consultation, they must submit in written a Maintenance of Matriculation Form to the Program Office within 10 days from the commencement of their term; the relevant form must be submitted to both the Program Office at onlineprograms@alba.acg.edu and the Registrar at e-registrar@acg.edu

Students have the flexibility to **change concentrations** before the commencement of their concentration courses, upon registering for the course of their choice. An email request should also be sent to the Registrar's Office at e-registrar@acg.edu to officially request the change of concentration.

2.10 Course Requirements

Students may find the specific requirements for each course in the course outline. 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 outline. 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.

Under extenuating and unforeseen circumstances, which may prevent a student to attend a course or complete a course that the student has already started attending, the Academic Director in consultation with the Dean has the right to substitute that course with an independent study course. The course should be tailored to the current requirements of the curriculum and the program study schedule. The content of the independent study course should be approved jointly by the Academic Director and the faculty assigned to teach the independent

study. Independent study courses are 3 credit courses similar to any other course offered at the Online MBA program.

2.11 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 final 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 *(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 the Learning Management System. A 15-minute delay (or more) in the online class arrival will result in the recording of an absence.

Student 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 students are required to have their camera on, for purposes of identification.

In addition to the above policies, students across all programs and courses at AGBS should also comply with the policies of online class attendance as stated in the 1.2.6. Netiquette section.

2.12 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 the 1.2.4 Code of Ethics section.

2.13 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 outline.

2.14 Grading System

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

A (A, A-)	= Excellent
B (B+, B, B-)	= Very good - 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 Program Manager.

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.

2.15 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 (final exam or project).

It is the responsibility of the student to request an Incomplete in writing to the Program Office at onlineprograms@alba.acg.edu 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 does not pass the make-up assessment, that student will receive a first F in case he/she has prior an incomplete and a Final F in case he/she has already received a first F.

In any case that a student receives a Final F, he/she must re-register for the course whenever it is offered and pay the respective fees.

When a petition for incomplete is approved, it is important to note that all make-up assessments 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 <u>during the program</u> 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.

2.16 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 outline.

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 based on the initial course method of assessment, at a time to be agreed with the instructor and the Program Management Office, but no later than the end of the following term.

The overall course grade for a student who takes a make-up assessment (following an initial F grade) is solely determined (100%) by the student's performance in the make-up assessment components. In this case, the final course grade will be capped to the lowest grade of the class. 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 <u>a final course grade of F is received in 3 courses</u>, regardless of the reason for receiving this grade.

During the program, students are allowed to take up to <u>3 make up assessments</u> following failure in the initial assessment (either an exam or a project) of any course.

2.17 Academic Probation

Students whose cumulative GPA falls under 2.5 are considered to be in poor academic standing and receive a warning letter while students with cumulative GPA under 2.3 receive a probation letter. In both cases, they are strongly encouraged to consult the Academic Director of the respective Academic Program at an appointment arranged by the Program's office. The purpose of that meeting is to discuss alternatives and remedial measures available.

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.

2.18 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 given that no financial obligation towards the School exists.

2.19 Graduation Requirements

In order to graduate and receive the degree certificate on completion of the studies, students must:
- Complete all required credits;
- Have their file complete with all documents and certificates (English Language Tests, GMAT, etc.) required for admission in conditional offer they might have received from the school.
- Successfully complete (i.e. with a passing grade) all the courses on which they have enrolled;
- Have a CI of 2.3 by completion of the Program or higher;
- Fulfil all outstanding obligations such as tuition fees, accommodation fees, and any other financial liability to the School; library and other charges for any service provided by AGBS and the ACG
- Submit the Graduation Application Form and receive clearance from the respective program office.
- Pay the Graduation fee of €50.
- Complete and submit the Exit Feedback questionnaire sent by the Quality Department of the School.

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).

Participation in Graduation Commencements and a name appearing on the Commencement's graduation list do not necessarily constitute fulfillment of graduation requirements. Academic distinctions, i.e. honors and highest honors announced in the commencement, are based on the students' C.I. as recorded by the end of K3 term. These academic distinctions may change depending on the student's performance and their achieved grades in K4 and K5 and of any remaining courses for the completion of their studies.

2.20 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 are notified by the Program Manager about the availability of the course evaluation, that opens the last week of each course on their Learning Management System. Course evaluations are shared with the course instructors, following submission of student grades.

2.21 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.

3. TUITION FEES

3.1. 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.

3.2. 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 their program calendar. Students sponsored by companies for their studies are responsible for notifying these companies for the fulfilment of their financial obligations.

3.3. Scholarship / Financial Aid

Scholarships and Financial Aid are applicable only when tuition fees are paid directly by the student. If part or all of tuition fees is paid by a company, the company cannot benefit from Scholarship or Financial aid. Similarly, discounts offered to companies apply only to that portion of total tuition paid by the company, and not to the portion of tuition paid by the student.

3.4. Students with Delinquent Accounts

Student accounts that are not paid in full until the end of the first week of the teaching period the latest, will be deemed delinquent. These students will not be allowed to attend classes for the specific period of studies, will be denied access to systems (such as Blackboard, etc.) and will not receive grades, transcripts, diplomas or any other service, until their account balance is paid in full. Any exceptions to the above should be justified in writing to the Dean and are subject to his approval.

3.5. 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.

4. 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.

5. ONLINE STUDENT SERVICES

5.1. 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 Program Manager (PM) 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 PM is the main point of contact and is in regular communication with online students, to ensure program participation, learning and progress towards graduation. The PM 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.

5.2. 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 e-registrar@acg.edu .

5.3. 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

5.4. 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.

5.5. 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

5.5.1. 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 BookShelf service via Blackboard or through Vital Source directly by using their ACG email credentials. After

activating their licence, students can download their e-textbooks so as to read them offline and print limited number of pages (according to each publisher's restrictions). The BookShelf application can also be downloaded and installed on to computers and 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.

Access to e-books is provided for the duration of the course only. Some e-book licences may have a longer duration, but AGBS is not responsible for providing additional e-book licences for past courses. Students must download their e-books for offline reading prior to a course expiration date.

5.5.2. 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 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

5.6. 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 it@alba.acg.edu .

5.7. The Alba Career Office

The mission of the AGBS Career Office is to provide all students and graduates with excellent support and guidance, in order for them to pursue a career according to their goals, competencies and personal values. These efforts are founded upon the School's extensive knowledge of the job market and close links with the business community.

In order to accomplish its mission, the Career Office closely monitors the needs of students and graduates, maintaining close links with the Greek and international job markets and promoting a strong relationship between AGBS and its graduates.

5.7.1. Services for Online Programs Students

The Alba Career 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.

5.7.2. Alba Affiliation on LinkedIn Profile| Guidelines

In order to effectively represent their association with the School and optimize the impact of their profile **on LinkedIn**, students should follow specific guidelines. The objectives through these guidelines are to:

- ensure consistency across Alba community,
- strengthen the School's branding efforts,
- enhance their networking opportunities,
- and foster alumni engagement

The guidelines:
- **Display the School name and tag the School: "Alba Graduate Business School"**
  By tagging the School, the students' profile becomes discoverable to recruiters, alumni, and fellow students associated with our institution, enhancing their chances of being found by relevant professionals.
- **Display the Degree level:** Master of Business Administration - MBA
- **Online MBA Students: Specify the program you pursue/d**
  Field of study: Shipping Management
                    Supply Chain Management
                    Digital Transformation
- **Specify the period:**
  Period: start date: month/year
  End date (or expected end date): month/ year of graduation

5.8. The Alumni Office

At present the AGBS alumni body consists of approximately 6,000 members who are currently key players in the Greek and international markets, many of whom are also in the process of forging challenging careers, while at the same time enhancing AGBS's reputation in the Greek and international business communities.

The relationship between the alumni and AGBS does not end upon graduation; rather, the alumni remain close to the school and enjoy close links with each other. The Alba Alumni Office, a vital part of the broader ACG Alumni Community, plays an active role in organizing networking and social events that bring the community together. These events offer alumni the opportunity to reconnect with classmates, expand their professional networks, and stay engaged with the Alba Graduate Business School. From industry-specific networking sessions and panel discussions to more casual social gatherings, the Alumni Office ensures that alumni have ample opportunities to build relationships, exchange ideas, and collaborate. These events not only foster a sense of community but also support alumni in their personal and professional growth.

5.8.1. Alba Alumni Networking Platform

Students and alumni may join our alumni-networking platform: The ALBA Networker Group at ACG Connect: https://acgconnect.org/ a dedicated group exclusive for Alba alumni which we also extend to our students for networking purposes. Students and alumni may log in with their LinkedIn account (or create a new profile) and:

- Connect with Alba alumni as well as members from the wider Alba/ACG ecosystem. This expanded network opens doors to new professional relationships and collaborations.
- Access a curated list of job opportunities tailored specifically for Alba graduates. Whether seeking your next career move or recruiting top talent, ACG Connect is your resource.
- Engage in our dynamic mentorship program to either guide others or seek valuable advice from experienced professionals.
- Receive invitations to exclusive events such as networking sessions, workshops, and industry seminars, designed to provide valuable insights and foster meaningful connections.

5.8.2. AGBS 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.

5.8.3. AGBS Library for Alumni

Alumni may continue to use the AGBS Library and take advantage of its resources and services. **Registration is needed for membership at the ACG library.** A registered alumnus/a, will be able to:

- Borrow up to two books for a period of two weeks. A valid library card must be presented along with a photo ID to check out library material.
- Access our databases on campus or on library computers. Due to publisher restrictions, alumni are not eligible for off-campus access.
- Request articles from other libraries through document delivery

5.8.4. ACG Campus Access to Alumni

Alumni also have access to the state-of-the art sports facilities at the ACG Aghia Paraskevi campus.

5.8.5. AHEAD – Alba Hub for Entrepreneurship and Development (For Alumni)

Alumni have access to exclusive services that AHEAD, the Alba Hub for Entrepreneurship and Development, offers to the Alba community. These services include support to new venture creation, business founders and owners, and family business members.

AHEAD also celebrates the entrepreneurial activity of Alba alumni and students through the #AlbaEntrepreneurs campaign. You can read more about the services that AHEAD offers to the Alba community in the respective section of this handbook.

Alba alumni are more than welcome to support AHEAD by volunteering as trainers, mentors and coaches for any of the outreach programs it delivers.

5.9. Lifelong Learning

As a strong supporter of life-long learning, AGBS encourages the professional development of its alumni, by offering them special discounted rates in the following:

- tuition fee reductions for Academic Programs: 10% reduction
- executive development programs: 30% discount
- public events: 30% discount

5.9.1. Evolving Learners Certificate Program for Alumni

All AGBS graduates are eligible to participate in the Evolving Learners Certificate Program and being assessed on a Pass/Fail basis. With the successful completion of equivalent of three (3) full courses (6 credits in total), they will be awarded with the "Evolving Learners" certificate in Management studies. An official academic transcript will be issued by the Registrars' office for the courses attended with a Pass/Fail grade. Contrary to the auditing status, the participants of the program are required to attend the lectures, exercises and other activities during scheduled class time and participate in all methods of assessment along with the regular students of the respective Academic Program. The completion of the certificate requirements should be made within two years.

Graduates are allowed to participate in the Evolving Learners scheme more than once and are eligible to continue their studies towards acquiring a degree (other than that already held) and receive an exemption for the courses taken up to two years prior the enrolment in a new Academic Program. For the MBA Programs, the requirement of three years minimum working experience applies. For Executive MBA, the requirement extends to 10 years of total work experience of which 3 years of managerial role and strong evidence of senior leadership potential, assessed by the Academic Director.

Participants of the Evolving Learners certificate program will receive an up to 30% discount relative to the current price per credit per Academic Program.

Disclaimer: Discounts do not apply for the courses of the Executive MBA program.

5.10. AHEAD – Alba Hub for Entrepreneurship and Development

AHEAD - The Alba Hub for Entrepreneurship and Development is the hub that brings together all activities dedicated to entrepreneurship at Alba. AHEAD was established in 2009 with the mission to advance innovative

venture development by the creation, communication and celebration of entrepreneurial knowledge and activity for all forms of venturing, such as:

- Start-ups and New Venture Creation
- Family Businesses
- Social Enterprises
- Intrapreneurship and Corporate Venturing

The two main focal points of AHEAD's activities are start-ups and new ventures, and family businesses. AHED is embedded in the Greek entrepreneurship ecosystem and well-connected both locally and internationally through synergies and partnerships. AHEAD's activities reach the wider community, and it delivers a variety of inclusive outreach programs. AHEAD is also active throughout Greece, with several of its activities being connected to local communities

AHEAD supports Alba Students (and Alumni) by providing the expertise, support and connections needed to become effective entrepreneurs. This is mainly achieved through the following exclusive services:

- 1 to 1 consultation meetings
- Specialized events
- Networking opportunities
- Promotion of ALBA entrepreneurs

#AlbaEntrepreneurs are celebrated and featured on Alba's website. You may check the growing list **here**. Student and alumni entrepreneurs also can participate

- in consulting projects by Alba or international students with their business
- events and panel discussions organized by AHEAD
- outreach programs that support entrepreneurs in various stages (such as **VentureGarden Athens**)

You can read more about AHEAD's project's **here** and contact them at ahead@alba.acg.edu.

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. Amended disability text and support services contact info	15 Nov 2022
V7.0	Alba	3.16. Fail	17 Dec 2022
V8.0	Alba	3.15. Incomplete For Exams and Their Equivalents : changed wording about Incomplete 3.19 Graduation Requirements: graduation fee reduced, note on honors and graduation	10 Jan 2023
V9.0	Alba	Changed Renumbering of sections due to new sections • Academic Pursuits and responsibilities • Examinations Code of Conduct • The role and purpose of the Ethics Committee and standing in the Community, has been removed • Guidelines and Policies on the Use of Generative AI in Academic Assignments, was added • Courses Withdrawal & Program Deferral Policy: policy on withdrawals changed with no restrictions on how many Ws per program's duration; deferral policy changed to no restrictions on how many taken as far as program stays within max duration (4 years). • Course Requirements: added regulation regarding offering an independent study when mitigating circumstances apply • Course Credits: changed the % in assessment components and role of peer challenges in grading. • Academic Probation: distinguished between 2.3 and 2.5 GPA performances ; probation VS warning. • Graduation Requirements: updated text and graduation fee	15 Oct 2024

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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.

Version	Amended by	Revision summary	Date
		• Tuition Fees section: added sections for Scholarships, Financial Aid, Students with Delinquent Accounts • Student Services Section: added sections in Careers and Alumni including the Alba Affiliation on LinkedIn Profile Guidelines, section on AHEAD, section on Lifelong : Evolving Learners Program.	