



**Department of Medicine, Aristotle University
of Thessaloniki
Iscte - Instituto Universitário de Lisboa
(Portugal)
Laurea-ammattikorkeakoulu Oy (Finland)**

***"Managing Digital Transformation in the Health
Sector - "ManagiDiTH"***

**A18
Special Regulation
for the implementation
of eLearning
(if the MSc is offered by distance learning methods)**

In English

20/June/2024

DRAFT SUB-APPROVAL

Annex to the Regulation of the Postgraduate Studies Programmes of the Aristotle University of Thessaloniki (Aristotle University of Thessaloniki)

<https://qa.auth.gr/documents/accreditation/template/M4.3.pdf>

The MSc Managing Digital Transformation in the Health Sector - "ManagiDiTH" is offered exclusively at a distance, as stated in the Special Cooperation Protocol between the Department of Medicine, AUTH of Iscte - Instituto Universitário de Lisboa (Portugal) and Laurea-ammattikorkeakoulu Oy (Finland) and is in accordance with the provisions of the Special Regulation for the implementation of e-learning, as described below.

1.1 Legal framework

The legal framework of the MSc Regulations of the Aristotle University of Thessaloniki is defined by the K.Y.A. 18137/Z1¹ and, in particular, the following relevant articles.

- Article 3: Specifications of digital technology infrastructure
- Article 4: Content of the Regulation of postgraduate and doctoral programmes for distance postgraduate programmes
- Article 5 Procedure for the establishment of Postgraduate Studies Programmes using distance learning methods (paragraph 4)
- Article 6: Remote examination and evaluation
- Article 7: Protection of Personal Data

1.2 Access, accreditation and User rights in the integrated e-learning system

The AUTH offers an Institutional Account Service and a Single Sign On (SSO) service for easy access to all Academic Resources / Applications based on the user category (lecturer, student, service administrator, etc.). Especially for the support technicians of the MSc, additional access rights are granted upon request, if required.

The initial verification of the identity of applicants for the issuance of the institutional account is carried out during the application phase in accordance with a procedure defined by the MSc Secretariats.

1.3 Technological infrastructure of the Aristotle University of Thessaloniki

1.3.1 Infrastructure

Today, horizontal services/infrastructures of the Foundation that can be used for the modern, asynchronous or mixed educational process are indicatively the following:

1. **Service/Infrastructure 1:** Integrated e-learning management system (<https://elearning.auth.gr/>, <https://elearning.auth.gr/guides-site/guides-teachers.php>) (LMS) which is implemented by the open source software Moodle and allows the creation and hosting of a virtual classroom
2. **Service/Infrastructure 2:** Provision of a synchronous tele-learning environment for real-time interaction of participants that allows remote lectures for course needs using tools such as Zoom, MS Teams, Google Meet, BigBlueButton (<https://it.auth.gr/services/academicsupport/>)

¹ Government Gazette 2023-Volume B' 1079/28.02.2023

3. **Service/Infrastructure 3:** Classrooms with appropriate audio-visual equipment to host a distance learning postgraduate programme delivered either fully distance or in a hybrid format (<https://avclass.auth.gr/>).
4. **Service/Infrastructure 4:** Creation and hosting of the website of the respective MSc using the service <https://websites.auth.gr/>
5. **Service/Infrastructure 5:** Technological support for the creation of multimedia material (podcasts - videocasts) synchronized with the presentation of a speaker in the offered courses through the production infrastructure of educational material of the Aristotle University of Thessaloniki (<https://it.auth.gr/service/studio/>)
6. **Service/Infrastructure 6:** Support for live and streaming/recording of courses (<https://it.auth.gr/service/streaming/>)
7. **Service/Infrastructure 7:** Electronic secretariat service for the management of applicants, students, teachers and courses (<https://sis.auth.gr/>) (SIS)
8. **Service/Infrastructure 8:** Institutional Account and SSO services for easy access to all Academic Resources / Applications
9. **Service/Infrastructure 9:** Integrated Library system based on the open source software Koha and the Public Catalogue of books and electronic resources and subscriptions of the AUTH (<https://search.lib.auth.gr>)
10. **Service/Infrastructure 10:** Institutional Repository of Scientific Theses of the Aristotle University of Thessaloniki (<https://ikee.lib.auth.gr>), which collects and makes available (among others) all postgraduate and doctoral theses
11. **Service/Infrastructure 11:** Service for the provision of digitised material of historical and cultural interest (<https://digital.lib.auth.gr>) and archival collections (<https://archives.lib.auth.gr>)
12. **Service/Infrastructure 12:** Plagiarism detection and control service via the commercial TurnItIn program
13. **Service/Infrastructure 13:** Service to train users in bibliographic search techniques, bibliographic search and compilation techniques and good practices on copyright management to avoid plagiarism
14. **Service/Infrastructure 14:** Support services for people with disabilities (PWD) <https://www.lib.auth.gr/el/amea>

The horizontal service of the Aristotle University of Thessaloniki <https://elearning.auth.gr/> provides the possibility of digital organization and availability of the educational material of the courses and offers communication tools between those involved in the educational process (students and lecturers) facilitating the smooth and uninterrupted conduct of the course. In addition, the horizontal service <https://elearning.auth.gr/>:

- offers an interface with modern distance learning tools
- manages all required roles and the corresponding access rights
- is part of the general framework of technical support, maintenance and upgrading of the Foundation's central digital services
- offers tools to check tasks for plagiarism
- offers tools for the development of educational material accessible to people with disabilities
- complies with the data protection policies of the Aristotle University of Thessaloniki
- is hosted in the central computing infrastructure of the Aristotle University of Thessaloniki, which is certified according to ISO 27001:2013 for the Information Security Management System that follows
- is interconnected with the electronic registry service of the AUTH (<https://sis.auth.gr/>) which manages the registration issues in the student register of the AUTH. It is noted that through the electronic registry service standard certificates are offered in Greek and English, in order to serve the international profile of the institution in the best possible way and with the adoption of efficient procedures.

1.3.2 Maintenance and upgrading of infrastructure and technologies to support the distance learning process and user obligations

The maintenance and upgrading of the horizontal services/infrastructure 1-14 of the above paragraph is carried out centrally by the Foundation.

The technical support staff of the Department that implements the Postgraduate Studies Programme support the faculty members who, in turn, are supported at a second level by the central services of the Foundation in the context of the dissemination of know-how and good practices that the Foundation supports over time.

1.3.3 Other issues

The individual MSc programmes should also take into account the following issues:

- The choice of the electronic platforms to be used (elearning.auth.gr or any other platform of the Department) must be indicated in the internal regulations of the MSc and in the evaluation report.
- In case it is decided to use any other Departmental platform, this platform should cover corresponding tools/subjects (such as maintenance, upgrading and support of infrastructure, etc.) mentioned in **K.Y.A. 18137/Z1**.

1.3.4 Pedagogical framework - Specifications and procedures

Each distance learning postgraduate programme of the AUTH should follow the Pedagogical Approaches outlined in the Strategy of the Institution.

In order for each distance postgraduate programme of the Aristotle University of Thessaloniki to meet the requirements set by the legislative framework for its establishment and operation (K.Y.A., 18137/Z1, especially articles 4 and 5), the following procedures are proposed.

- A prerequisite for the most effective **educational support of students** (K.Y.A. 18137/Z1 Article 4.c) is the development of guides for (a) navigation in the programme, and (b) time management of students. Given that the main reasons for dropping out of distance learning include the isolation of learners, lack of overall supervision of the curriculum, time management and the inability to estimate the workload per unit of the curriculum, most distance learning programmes develop tools for navigating the curriculum, such as study guides or study guides, as well as study timetables. The course **study guides** briefly analyse the course content, indicate the key links between the individual parts of the material and, in general, provide a complete navigation of the asynchronous learning material to be studied. The timetable **for the study of** a course shall analyse the indicative workload of a unit of material (for example a chapter) per unit of time (usually per week, or less often per month) and, if necessary, set out summary milestones. More generally, these two guides should accompany each course in the postgraduate curriculum and should be regularly revised on the basis of the results of the internal and external evaluation of the programme and of current developments in the field of the subject matter concerned.

Based on the above, each MSc must provide clear instructions/information available through the e-Secretariat Service (SIS) and/or the Integrated e-Learning Management System (LMS) on the following issues:

1. Course Summary
2. Aims and Learning Objectives (overall or per teaching unit)
3. Structure - Course content (e.g., number of modules, number of chapters, etc., accompanied by an indicative study load)

4. Course calendar highlighting important dates (e.g., meetings via modern distance learning, submission of assignments, exams, etc.)
 5. Rating Scale and Evaluation Rules
 6. Forms of Evaluation. An example is the choice or combination of the following:
 - work (individual or group),
 - written or oral examinations (in person or remotely),
 - interviews (in person or remotely)
 - overall participation (e.g., participation in course forums)
 7. Weighting of each form of assessment (e.g., 30% for the assignment, 15% for total participation, etc.)
 8. Educational material and possible additional learning resources (accompanied by an indicative study load)
 9. Definition of a modern distance learning system (zoom, Microsoft Teams, Google Meet, etc.) and how to access it (through an institutional account)
 10. Methods of feedback / evaluation of the course
 11. Related Bibliography.
- The **pedagogical framework for the design of distance postgraduate programmes** (K.Y.A. 18137/Z1 Article 4.d) presented in the Strategy of the Foundation can serve as a framework of basic principles on which the curricular design of each programme can be based. Depending on the type of programme and its specific conditions, **the compulsory use of a camera by all participants during the contemporary part of the teaching** is established, not only in order to make it possible to ascertain their presence, but above all to establish and reinforce social presence and to ensure uninterrupted communication between all participants, elements that are key components of effective distance education.

1.4 Process for evaluating and upgrading the digital skills of teaching staff

Regarding the digital skills of the teaching staff, the lecturers of the Department should become familiar with the available guides of all the ICT tools offered and the training material (with self-assessment possibilities) available from the Centre for e-Government and KEDIMA AUTH. Additional training programmes should be offered to improve these skills.

The criteria for periodic internal evaluation, as well as the corresponding tools for the evaluation of the teaching staff and the programme in general, are formulated on an annual basis by the AUTH's MDEP, in order, on the one hand, to be compatible with the ESDP and, on the other hand, to meet the requirements of the NIFAE and ENQA (cf. and relevant provisions of the legislative framework: K.Y.A., Article 5(6) and Article 215 of Law no. 4957/2022).

1.5 Plagiarism

As mentioned in section 1.4.1, the elearning.auth e-course service offers faculty access to a plagiarism detection tool (Turnitin). Students have access to a similar tool (Turnitin Draft Coach) using the online Microsoft 365.

1.6 Privacy Policy

The Aristotle University of Thessaloniki has a data protection policy, in compliance with the relevant provisions (<https://www.auth.gr/gdpr/>).

1.7 Security policy for e-learning information systems & Information privacy and cyber security management policy

The horizontal services mentioned in section 1.4.1. and hosted in the central computing infrastructure of AUTH follow [the security policy of AUTH](#) and are certified with [ISO 27001:2013](#) for the Information Security Management System they follow. The modern tele-education services follow the respective [Third Party Service Provider Terms of Service \(Google Apps for Education, Microsoft Office 365, Zoom\) at AUTH](#) as listed on <https://it.auth.gr/thirdpartycloudterms/>.

1.8 Criteria periodical internal evaluation of εξ distance learning postgraduate programmes

Regular monitoring, review and revision of the postgraduate programmes aim to maintain the level of educational provision and to create a supportive and effective learning environment for students. The internal evaluation of the Postgraduate Programmes is a process provided for in the Internal Quality Assurance System of the Institution and is carried out according to criteria in line with the Quality Standards of the HEAE and the Quality Assurance Principles of the European Higher Education Area.

More specifically, for Postgraduate Programmes implemented using distance learning methods, the internal evaluation is based on the following elements:

- the content of the curriculum according to the latest research in each subject, in order to ensure the contemporary nature of the MSc
- the effective design of the curriculum fully in line with the methodology of distance education and the need for students to interact with the material.
- participation in teacher training programmes focusing on the interaction and specificities of distance education.
- the volume of work, progress and completion of postgraduate studies
- the design of an assessment framework, focusing on distance learning methodology, including clearly defined assessment criteria for student work and the final examination.
- students' expectations and needs as well as their satisfaction with their curriculum with a specific plan to ensure that students interact with each other, with the teaching staff and with the teaching material.
- the maximum utilization of the potential of the distance education technologies provided by the Foundation, the support services and their suitability for the mentioned MSc.

1.9 Registration procedure of students in the student register of the Aristotle University of Thessaloniki

The MSc can use the electronic secretariat service of the Aristotle University of Thessaloniki to manage safely and through a single system, the student's entire path, from the application stage and the registration process in the MSc (student register of the Aristotle University of Thessaloniki) until graduation. All student applications for certificates/confirmations and any required actions for course registrations etc. are completed through the same system. <https://enrollment.auth.gr/> (Environment for Initial Application for Participation in a Programme of Studies) <https://it.auth.gr/manuals/registrar/> (Guide to the Secretariat Management Environment) <https://it.auth.gr/manuals/facultyauth/> (Guide to the Teaching Environment) <https://it.auth.gr/manuals/studentsauth/> (Guide to the Student Environment)

1.10 Actions required for each MSc

According to K.Y.A. 18137/Z1 the **competent body of each MSc** should proceed to the following actions:

1.10.1 Article 4 c and d

- to define the pedagogical framework for the design and implementation of courses and other educational activities using distance learning methods and student assessment; and
- define the educational support process for students.

1.10.2 Article 5

- To proceed with documentation on the possibility and suitability of the subject matter of the MSc to be organised using distance learning methods. In order to document the suitability of the subject matter (K.Y.A. 18137/Z1 Article 5.4.a), it is proposed that it be accompanied by some examples of similar programmes in Greece and abroad that are conducted using distance education methods. For subjects that have a strong laboratory or applied character, it is proposed to list either the ways of adequate educational substitution (e.g. virtual laboratories) or the explicit reference to courses conducted face-to-face in blended learning programmes.
- To carry out an analysis of the proposed methods of organization of the educational process (face-to-face, synchronous, asynchronous, mixed system) per educational activity of the curriculum and the distribution of teaching hours of each educational activity of the MSc by method of implementation, as well as the percentage of any asynchronous distance learning per educational activity and overall in the programme. It is recommended that a table with appropriate documentation be used to show the full distribution of hours between synchronous and asynchronous training. It is also necessary to document in terms of workload the hours corresponding to the asynchronous part of the training.
- Define the digital learning material.

1.10.3 Article 6: Remote examination and evaluation

The decision establishing the MSc should specify the possible assessment methods per educational activity. It is noted that the

- Evaluation of students in the context of distance Postgraduate Studies Programmes (MSc) is carried out through written or oral examinations conducted in person or through written or oral examinations conducted through distance methods, as well as through alternative methods, such as the submission of assignments, the conduct of a practical test.
- If the assessment is carried out by examination (in person or at a distance), the HEI must take the appropriate and necessary measures to ensure the reliability and integrity of the process. In particular, the written or oral distance examination may be conducted through technological mediation and corresponding distance examination systems/applications, ensuring the authentication of the user, his/her physical identification and the supervision of the examination process, where necessary. If specific technological equipment is required on the part of students for the assessment process, **this should be announced in the notice issued each year** for the submission of applications by candidates wishing to enrol in the MSc.