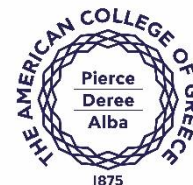




Business *unusual*



Academic Regulations



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Non-Discrimination Policy

ALBA Graduate Business School at The American College of Greece admits students of any race, color, 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 College does not discriminate on the basis of race, color, 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 ALBA Graduate Business School, 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 Academic Director or Associate Dean of the School.

ALBA Graduate Business School reserves the right to make any additions or changes to the following Academic Regulations at any time should the need arise

Regulations are effective as of September 2016 for all currently registered students

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CODE OF ETHICS

Preamble

The mission of ALBA is to become a leading centre of research and teaching excellence in postgraduate business education, not just in Greece but in Europe, 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 ALBA 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 ALBA community. Consequently, ALBA has adopted the following Code of Ethics, the aim of which is to promote adherence to the highest standards of academic integrity and ethical conduct.

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

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

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

Specific Standards

Representations and Conduct

ALBA 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 employer or anyone else while a representative of the ALBA community, especially by, but not limited to:

- Presenting false information to prospective 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 ALBA 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 on ALBA premises.

Examinations' Rules and Procedures

Written, in-house examinations are a standard method of evaluating individual performance on a course.

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

In any other case, students automatically receive an F for that exam, and must take the make-up exam offered by each course.

Students should NOT be late for the exam. In cases of emergency, which result in the student's delay in arrival, students will be accepted in the examination room ONLY during the first thirty (30) minutes of the exam and not later than that. NO extra time will be provided at the end of the exam for the students who are late.

The examination time is specified by the instructor and the Program Office. Students with medically supported learning disabilities must contact the Program Office for appropriate arrangements.

Examinations' Code of Conduct

Students must leave all personal belongings, including mobile phones, bags, briefcases, coats, notes, books out of reach. **All mobile phones must be switched off.**

During the examination students are not allowed:

- to eat, drink or smoke in the examination room
- to communicate with each other
- to leave the room without permission; students who leave without permission will not be allowed to re-enter the examination room. In case permission is granted, only one student may leave the room at a time.
- to leave the room during the first thirty (30) minutes or the last fifteen (15) minutes of the examination, even if they have finished with their exam.

Students are not allowed to ask questions during the examination.

Upon finishing the examination, students must return the exam paper, along with any stationery used (even scrap paper).

In case of emergency (e.g. fire alarm), the invigilator should make sure that the students leave the examination room orderly and without removing anything from the room. Subsequently, students should remain at one place until a decision is made regarding whether they should return to the examination room.

If a student is caught with crib sheets, smart phones, tablets or related equipment, and other unauthorized material, such as notes or any other device not specified by the instructor, that student will

1. receive a first “**F**” for the exam
2. will lose any merit based scholarship for academic excellence for the current and for all remaining teaching periods
3. will be excluded from any honors/ distinctions in graduation and
4. will be given a letter of reprimand stating that, if caught again, dismissal from the program will result.

Academic Pursuits

ALBA 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;
- 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 up on behalf of a classmate or signing up and not entering the classroom.
- Leaving the class after having signed on the list, without reporting it to the program office. This is an offence of knowingly misrepresenting the truth.
- In all cases, when a breach of the code of ethics has been determined, the student will lose his/her merit based scholarship and will be excluded from any honors/distinctions in graduation.

A special note should be made concerning:

- Company projects undertaken by managers who attend ALBA programs. If at any point the instructor has grounds to believe that work submitted is not original and was not prepared specifically for the course, the student(s) will receive an F and the case will be automatically referred to the Ethics Committee. Further elaboration of previous company projects is allowed only after prior consultation with the instructor.
- Team work per course. This should be done in a manner that is fair to the group as well as educationally appropriate. In every single course it is acknowledged that, while a student might take the lead in one particular assignment and another student a different one, this practice should be undertaken with the questions of fairness and sound pedagogy in mind. All team members must make some identifiable contribution to all course assignments and division of labour per course must be equitable. There can, however, be no trade off between courses. It is expressly prohibited for students to trade their participation in group work in one course for that in another.
- Student behavior 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.

Property

ALBA students are expected to respect the materials, data and property of ALBA (and other collaborating institutions where classes might take place) and other members of the ALBA community. No student will misuse or misappropriate the materials, data or other property of another, especially by, but not limited to:

- Accessing, removing, or destroying any information, materials, or other property from another student's or student organization's premises, locker, computer files or e-mail without prior permission;
- Accessing or removing without prior permission, or hiding or destroying, any corporate records, files, job postings 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 ALBA specifically and exclusively for educational purposes without prior permission of the provider.

Standing in the Community

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

Any sanction must bear a reasonable relationship to the severity of the breach involved. Appropriate sanctions are: Letter of Reprimand, Probation, Suspension, and Expulsion; in addition, the Ethics Committee may also recommend grade modification or exclusion from specified extracurricular activities (such as Career Forum, participation in international competitions / exchange programs, etc.). If the final determination in a hearing under the Code is in favour of the accused, no record of the complaint or of the related hearing will be made in the official file of the student as maintained by ALBA. Any sanction applied by the Dean will be included in the offending student's official file, along with details of the complaint and the findings.

NON-SMOKING POLICY

Policy

Smoking is not permitted anywhere inside ALBA Graduate Business School premises.

The ALBA Graduate Business School has implemented this policy out of social sensibility and, in particular, its concern for staff, students and those with health problems. This approach is also in line with the law, which forbids smoking in universities and places in general where educational activities take place.

Students are expected, not only to abide by this policy, but also to discourage those who breach it. Apart from the issues of health, it is also a matter of respect for one another.

Moreover, if a student is caught to disobey the non-smoking policy, the school reserves the right to convene the Ethics Committee for potential sanction.

ACADEMIC REGULATIONS

Academic Advising

All students, after admission, are assigned to an academic advisor. Academic advisors never make decisions for students; their role is rather to support and advise the students on matters relating to their studies. Individual meetings with the Academic advisor may take place during the process of choosing the elective courses.

Total Year Schedule

In the continuous pursuit of ALBA's vision to become a leading center of research and teaching excellence in postgraduate business education, the total year schedules of ALBA's MBA and MSc programs are subject to change. The school reserves the right to reexamine the structure of all academic programs and proceed to any necessary changes, in order to add more value to our students' knowledge and experience through their studies at ALBA.

Course Credit

To receive credit for a course, participants must comply with all academic requirements outlined by the instructor of the course. This includes, but is not limited to, the submission of assignments by the date announced, taking all tests and/or examinations and generally complying with all assessment requirements of the course.

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

| Teaching hours | Credits* |
|----------------|----------|
| 7 | 0.5 |
| 14 | 1 |
| 21 | 1.5 |
| 28 | 2 |
| 35 | 2.5 |
| 42 | 3 |

* 1 credit (14 contact hours) is equal to 3.2 ECTS

The completion of each program of study requires a minimum number of credits as specified in the "Total Year Schedule" upon registration.

With the approval of the Academic Director, students may exceed the credit hours required for the degree program in which they are enrolled. In that case, they are required to pay the equivalent fee for the additional courses.

Workshops, Guest Lectures and Other Academic Activities

In addition to the regular courses, each program contains several workshops, guest lectures and other related academic activities. These activities constitute part of the academic program and must be attended by all students. Most workshops will have an individual assessment. The grading system

for workshops is, in most cases, on a Pass or Fail basis; alternatively, it may follow the one applied to regular courses (see below).

VALID FOR THE ALBA MBA ONLY

(Full time mode) →

Failure to attend any of the workshops will result in the student's exclusion from the Career Forum.

Failure to attend special events such as the "On site insight" lecture series, guest lectures and company visits may result in the student's exclusion from graduation.

★Please note that participation in the Teambuilding Seminar is obligatory and cannot be deferred.

Registration and Pre-registration

Registration for term courses takes place during the first day of each term.

The time and pre-registration process for elective courses is specified by the respective program office.

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. In order to register for a particular course, students must have completed all prerequisite courses.

Course Duration and Fees

The standard duration of each program is defined in the "Total Year Schedule" at the time of registration.

Tuition fees will generally remain **fixed only for the standard duration** of each program. Students may transfer from the Full time study mode of their Program to the Part time study mode of the same Program Intake without change to their total tuition fee. In such cases, the standard duration of their program is the standard duration of the Part Time study mode of the same Program Intake.

Books are generally not included in the total tuition fees of our Academic Programs.

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

ALBA Graduate Business School and ACG alumni who wish to pursue a second degree from another ALBA program for which they are qualified will be granted a 10 per cent discount on the fees of this second program. Moreover, both ALBA Graduate Business School students and alumni will be granted a 20% discount to all open-enrolment seminars, organized by the Executive Development Programs Department.

Prerequisites

Students are not permitted to register for courses for which they do not have passes in all prerequisite subjects, either in the form of credits earned, credits transferred or waivers. In special cases, academic programs may allow certain courses to be attended in parallel with one of their prerequisites. The list of prerequisites is provided by the offices of the various academic programs.

Waiving of Courses

Students may request to have courses waived under the following conditions:

1. A similar course was taken at masters level during the last five years prior to registration at ALBA Graduate Business School at the American College of Greece.
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 waiver on the basis of sufficient equivalence – in content, learning outcomes and duration – between the prior course and its ALBA equivalent.
4. If the waiver is approved, the ALBA transcript shows the ALBA course with grade “TR” indicating a transfer of credits.
5. The maximum number of transfers allowed is the equivalent of 3 full courses in the MBA programs and the equivalent of one full course in the MSc programs.
6. Students are not charged tuition for the credits approved for waiver.

ALBA Graduate Business School alumni who wish to pursue a second degree from another ALBA program for which they are qualified are subject to the aforementioned regulation.

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

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

Dropping and Changing Courses

In general, students may add or drop a course prior to the second session of the course with the permission of the director of the respective program. All such requests must be made in writing to the respective program office. Where the request is approved, students must return all material (books, course pack, etc.) received upon registration. If a student discontinues classes without having officially dropped the course, that student will receive an “F” for the course and no refund will be considered.

Elective courses are open to students who have pre-registered for them. Enrolling in a course for which a student has not pre-registered may be allowed only in extenuating circumstances and with the permission of the respective program director. The elective selection process is described in a relevant memorandum distributed by the corresponding program office. Concerning adding/dropping elective courses the following rules apply:

- After selection has been made, a student is free to request an elective change prior to the second session of the course.
- To do this, the student must send an email to the corresponding program office, while noting the following:
 - Acceptance of the request depends on the size of both the class to be dropped and the one to be added;
 - Where a selected elective course has been changed, it may be necessary to purchase the book(s) for the different course selected.

Course Auditing

For Students

“Auditing” a course means attending lectures, exercises and other activities during scheduled class time EXCEPT taking part in exams and group-work outside of scheduled class hours. Moreover, “auditing” means WITHOUT taking the course for credit.

A student can **ONLY** audit an **elective** course, besides the ones already chosen, under the following circumstances:

- the academic director of the program approves the participation of the auditing student;
- the complement of auditors does not exceed 10 percent of the class.

The indication NC (Non-credit) is entered on student records, provided they have adhered to the attendance policy; otherwise the course does not appear in their records.

Courses are offered to auditors at 50 percent discount on the tuition fee. This means that, during the same year, two courses offered by different academic programs may be charged at different prices, because the tuition fees for the respective programs are different.

In a special case that students wish to attend more courses than their program includes, for their personal improvement, and wish the courses to appear in official records with credits (e.g. Official Transcript or a Certificate), then they should:

- Apply in written to the respective Program Office
- Receive the approval of the Academic Director of the target program
- Participate in all courses requirements and final exams\assignments
- Receive a grade for their participation in the course

In case the additional courses are offered from the program that the student has registered in (cases of elective courses), then the grades and the relevant credits will be appeared in the official transcript of the student and the grade will be calculated to the overall C.I. The grades from additional courses beyond the curriculum of the program the student has registered in, do not count in the final CI of the student, but a Certificate of attendance for the course will be granted to the student.

In case of for-credit attending an additional course, it will be offered at the price of the course in the total year schedule of the program that is included.

For Alumni

“Auditing” a course means attending the lectures, exercises and other activities during scheduled class time EXCEPT taking part in the exams and in group-work outside of scheduled class hours. Auditors receive neither a grade nor a pass/fail mark. A maximum 10 percent of the class size can be auditors, as per the current policy with electives, subject to the restrictions regarding class size.

A student joining a class as auditor must be an alumnus from an ALBA academic program, including in-house MBAs but excluding other executive diplomas or seminars. Any such student has to apply according to the processes set out by each program offering the course. Academic program offices are responsible for advertising available courses and details of the application/admissions process via all appropriate channels. Applications will be handled on a first come, first served basis until the 10 percent limit or the maximum total class size has been reached. Confirmation of admission cannot, therefore, normally be issued before the main class component has been finalized.

Prerequisites do not apply, regardless of the course, the program offering it, the background and experience of the alumnus or the ALBA degree previously completed. Any special requirements set out by the instructor must be observed.

The academic director of each program (in consultation with the instructor when necessary) reserves the right to review and deny an application for auditing on the grounds that significant prior knowledge and/or experience on the subject is necessary in order to safeguard the academic rigor of the class.

Auditors adhering to the attendance policy set out for all students will receive a formal certificate of attendance. Auditors will receive copies of, and access to, all the teaching materials (e.g. software, electronic resources, lecture notes, books, etc.).

Auditors must fulfill all the obligations of their peers, notably attendance at the class, except exams and group work outside of scheduled teaching.

All provisions made here apply equally to both core and elective courses, except where explicitly mentioned otherwise.

Courses are offered to auditors at 50 percent discount on the current portion of the tuition fee for the same course. This means that, during the same year, two courses offered by different academic programs may be charged at different prices, because the tuition fees for the respective programs are different.

Course Requirements

Each instructor will distribute in class a course syllabus that describes the requirements and grading policy for the course. These requirements usually include: homework assignments, cases, projects, business simulation games, field visits, class participation and/or term project or final exam.

Requirements are to be fulfilled, according to the instructor's guidelines, either individually or on a group basis.

Assignments (cases, projects, etc.) should be handed in by the deadlines set by the instructors. Late submission will normally result in failure of that assignment, unless otherwise specified by the instructor. In particular, regarding term individual or group projects, in case of late submission there will be a 5 percent reduction in the grade of the assignment per calendar day of delay. In cases of health problems or mitigating professional circumstances, this penalty will be waived only if the student submits the requisite supporting documentation.

Class Attendance

Classes start at the time specified on the term schedule. Instructors may deny late comers admission to the classroom until the break, in order to minimize disturbance of the teaching process.

When present, students sign their name on a class attendance list. Students are expected to comply with the ALBA Code of Ethics in declaring on the class roster their presence in class. Under no circumstances may a student sign a class list on behalf of another student. The respective program office monitors this process. In the event of student misrepresentation (i.e. one signing on behalf of someone else), the School will consider this a severe breach of the Code of Ethics and will take the appropriate disciplinary action.

Attendance on all courses is compulsory. If a student is to be absent, it is the responsibility of that student to notify the relevant program office and instructors in advance and provide the pertinent documentation in justification of the absence.

The maximum number of absences allowed can be seen in the following table:

| | |
|-----------|-----------|
| | |
| 14 | 1 |
| 21 | 1½ |
| 28 | 2 |
| 35 | 2½ |
| 42 | 3 |

The student assumes responsibility for requesting assistance from instructors for making up any work missed. Missing more than the permitted maximum of class sessions will automatically result in the student obtaining a final F grade.

For each 4-hour class session, two attendance sheets are distributed, one at the start and the other near the end. For each full-day session, four attendance lists will be distributed accordingly. Similarly, one attendance sheet will be distributed during two-hour sessions. In all cases, each attendance sheet counts for a half-presence (or half-absence).

In case of multiple sections, students need to obtain the approval of the respective Program Office to attend, on occasion, a section other than the one for which they have registered. If the student does not seek the approval of the Program Office, or if the Program Office refuses to allow the student to attend the alternate session, the student will be expected to attend the session for which registration has been made. Failure to do so will result in class absence being marked in the student's records.

Teamwork

A substantial part of the student academic experience at ALBA is based on team work. 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 their academic advisor, the program director or the academic director, or indeed from all of them. The policy of ALBA 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.

Peer Evaluation

Courses which include group assignments should also include a process for peer evaluation. Instructors should make sure that their Course Outlines describe the peer evaluation process and how the peer evaluation affects individual team members' grades for their team assignment.

Participation in Exchange Programs

Students have the option to participate in exchange programs and attend courses at other collaborating business schools. These courses may replace the courses or FCPs (field consulting projects) required by the respective academic program. Participation in such programs requires the prior approval of the academic director, the program director and/or the FCP director, as appropriate.

Courses taken by ALBA students abroad through exchange programs will be transferred to ALBA under the following conditions:

1. Such courses can replace elective courses on the basis of ECTS equivalence
2. Such courses may replace core courses on the basis of ECTS equivalence only if the exchange course and the ALBA core course have equivalent content and assessment, as judged by the Academic Director of the Program.
3. Transferred courses will be marked as such on the student transcript and will not carry a grade.
4. All courses taken as part of an exchange program must be offered at graduate level by the host institution and must be related to the subject matter of the Program attended at ALBA, as judged by the Academic Director of the Program.

Internship Opportunities for ALBA Students

Internship: Definition and Overview

ALBA, wishing to enhance student learning, provides the opportunity to students to apply and undertake practice on business and management areas, with companies that have expressed an interest in contributing to the training of ALBA students.

The Internship may or may not be part of the curriculum of a degree program. If it is a required part of the curriculum, it carries credit and grade and is governed by the Internship syllabus as specified by the faculty in charge in collaboration with the respective Academic Director.

The purpose of the practice (internship) is the enhancement of student learning and skills development through the enrichment of academic knowledge and training with experiential learning.

ALBA will provide information for internship positions to all interested students. In case students are not successful in getting an Internship, ALBA cannot commit to finding them one.

Characteristics of the Internship Candidates

1. The candidate for the internship needs to be a current (active) ALBA student. Students are considered to be active until their graduation.
2. The candidate should not be employed by another company at the time of applying for the internship and for the duration of the internship
3. Students have the right to undertake an internship, as long as they have completed three teaching periods.

4. Students in probation or warning academic status are not allowed to participate in an internship program
5. Exceptions may be granted or additional requirements may be imposed at the discretion of the Academic Director, on the basis of the following three criteria: position requirements, the courses taken by the student, and student performance.
6. Current students who are already ALBA graduates have the right to take on an internship immediately upon their registration for their new degree at ALBA.
7. The candidate must have fulfilled all obligations regarding the Accounting Department and the Academic Programs Office. There must be no outstanding fees upon the period that the student wishes to start an Internship and there must be no pending documentation of the candidate's student file.

Characteristics of the Internship

1. The internship is a mandatory requirement for a degree program then it carries credit and contributes to the student grade (G.P.A. and C.I.) as shown on the student transcript. Otherwise, it is not mentioned on the student transcript.
2. The expected duration of the internship is a maximum of three (3) months. The last day of the internship cannot be later than the day of graduation.
3. At the end of the successful completion of the Internship, students will receive a letter by the ALBA Career Office stating the internship position, the company, the duration and the purpose of the internship.

Grading System

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

| | | | | | | | | |
|---|---|-----------|---|---|---------------|----|---|------------|
| A | = | Excellent | I | = | Incomplete | P | = | Pass |
| B | = | Good | W | = | Course Waived | TR | = | Transfer |
| C | = | Fair | F | = | Failure | NC | = | Non-credit |
| D | = | Poor | | | | | | |

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 core 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.

For **elective** courses, a similar grade distribution is encouraged. A deviation from the above distribution may, however, be acceptable at the discretion of the Program Academic Director.

Students are entitled to request re-evaluation of their tests/written assignments within two months of the award of their grades, by making a written petition to the instructor and notifying the respective program office. The instructor is solely responsible for awarding grades to students.

A passing grade on the final exam (*where a final exam is given*), or other major assignment is mandatory for passing any course.

Incomplete

The grade I (Incomplete) is given to a student who has not fulfilled all the requirements of a course.

Students may petition for the grade of I (Incomplete) if they have not fulfilled all course requirements (e.g. final exam or term project), due to extenuating circumstances beyond their control. Where a petition is approved by the respective academic director, instructor of the course and program director, the student **MUST** fulfil the course requirements, as agreed with the instructor, 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 I automatically becomes F. The petition must be approved by the last day of the course or final exam. It is the responsibility of the student to acquire the necessary approvals.

If a student does not take the final exam or submit the term project and does not have an approved petition for Incomplete, that student automatically receives an F for the course and should take the make-up exam/submit the make-up project.

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

No student is allowed to receive more than two I grades during the program.

Fail

The grade of F (Fail) is given to students whose overall performance in the course is less than 55 per cent of the course grade.

A student with an F grade in a course is allowed to take a make-up final exam or submit (once) a make-up final project for that course, at a time to be agreed with the instructor and the respective office but no later than the end of the following term. In cases where a student achieves a pass in a make-up exam/project 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 exam/project, the course is graded F (final) and that student has to register and pay for the course again when it is offered in the next academic year.

A student cannot be awarded a degree unless all program requirements are fulfilled. A student will be dismissed from the program where a final course grade of F is received in more courses than the equivalent of two full courses (four credits), regardless of the reason for receiving this grade. Furthermore, no student can take more than three make up exams due to the initial failure of any

course. Where a student is asked to leave the program for the aforementioned reasons, that student will not be allowed to remain as auditor in the classes.

Academic Probation

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

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

Valid for the MBA Programs → Students who, after completing 3/5 of the program, have a CI lower than 2.3, will be **expelled** from the program. The minimum requirement in order to **graduate** is **2.3**. If the CI is below 2.3 upon completion of the program, the student will receive a certificate of attendance.

Valid for the MSc Programs → The minimum requirement in order to **graduate** is **2.3**. If the CI is between 1.7 and 2.29 upon completion of the program, students will receive a diploma. If the CI is below 1.7 upon the completion of the program, students will receive a certificate of attendance.

Dropping out of the Program

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

In order for a student to withdraw either permanently or temporarily from the program, the student must submit **in writing** a request to the respective program office; otherwise, an F grade will be received for each course on which that student is currently registered.

Student Transcripts

At the end of each term, all students receive a transcript with the grades received for the courses on which they were enrolled during that term. Where a student is sponsored by a company, this transcript will also be sent to the sponsoring company, unless otherwise agreed. No information or document referring to a student's academic or personal life is released to any party outside the School without the prior, written consent of that student.

Requirements for Scholarships

As long as the academic folder of a student is not complete, the student cannot take any fellowship that the school provides and he/she is liable for all expenses related to his/her studies.

All students receiving scholarships on the basis of merit, either in full or in part, are expected to maintain a Cumulative Index (CI) of 3.0 or above. If the CI of scholarship recipient drops below 3.0 at the end of a term, the scholarship will be discontinued until such time as the term Grade Point Average (GPA) or the

CI rises to 3.0 or above. In such cases, the student will become personally liable for payment of tuition fees corresponding to the teaching periods (terms) for which both the term GPA and the CI have been below 3.0. This rule does not apply to the first teaching period of the Program.

Graduation Requirements

In order to graduate, students must:

- Complete all required credits (including the field consulting project for the ALBA MBA Program);
- Successfully complete (i.e. with a passing grade) all the courses on which they have enrolled;
- Have a CI of **2.3** or higher;
- Fulfil all financial obligations;
- Fulfil all outstanding obligations toward the program office (i.e. study room keys, etc.) or the library;
- Submit the Graduation Application Form and receive clearance from the respective program office.

Students must meet the above requirements in order to attend the graduation ceremony and receive their certificate. Students as Graduates attend the ceremony free of charge yet, there is a graduation fee per guest amounting to €20 (except children) that supports future ALBA Scholarship Fund.

Students with a cumulative point average of 3.5 and above will graduate with Honors; the student with the highest cumulative point average will graduate with Highest Honours.

Course Evaluations

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

At the last class of each course, the instructor is required to facilitate the evaluation process, allowing students 15–20 minutes in which to conduct the course evaluation. The instructor will remain outside the classroom during this time and will only continue the lecture when the process of evaluation is complete.

Course evaluations are passed to the instructors following submission of their grades to the respective program offices.

Program Evaluations

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

With the conclusion of the last term of each program, the Quality Department sends to the students of each graduating class an electronic exit-feedback questionnaire. This is completed and sent back to the Quality Department either via e-mail or mail, within a period of one month after receipt.

The results of Program evaluations are then given to the academic and program directors for further elaboration, discussion and action planning.

Election of Class Representatives

Each class should elect class representatives, in order to facilitate communication flow and feedback from the class to the respective program office. It is the responsibility of the class to elect its representatives during the first three weeks of each program.

TUITION FEES¹

Policy

Tuition is billed according to the credits a student is registered at the beginning of each academic period. Students are charged at the rate at which they entered the program and for the standard duration of their program. After that time, they will be charged the latest applicable price per credit.

Tuition Payments

A non-refundable registration fee is payable upon admission. This fee is part of the total cost of tuition. No student can attend classes without the payment of the registration fee. Tuition for each teaching period is payable one week in advance of the start of the period. Students sponsored by companies for their studies are responsible for notifying these companies for the fulfilment of their financial obligations.

Scholarship / Financial Aid

Scholarships and Financial Aid are applicable only to that portion of tuition fees paid by the student. If part or all of tuition 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.

Students with Delinquent Accounts

The following is the ALBA policy regarding students with outstanding tuition balances:

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 the systems (Melete, etc.) and will not receive grades, transcripts, diplomas or any other service, until their account balance is paid in full. Please note that all deadlines are relative to the start of the teaching period, not to the start of sessions of any individual course (which may start later).

In all cases, absences marked while a student account is delinquent cannot be revoked under any circumstances after the balance is fully paid.

Any exceptions to the above should be justified in writing to the Dean and are subject to his approval.

Tuition Refund Policy

ALBA students who withdraw or take a leave of absence before completing 60% of a period will be fully refunded for this period, after returning all educational material they have been given for this period. No tuition adjustment applies after 60 percent of a period has been completed.

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, a student can appeal to the director of the program for waiver of a particular rule. Such appeal can only be made in writing. It should explain fully the circumstances that justify the appeal. The academic director will make a decision on the matter within two weeks. The decision will be final and cannot be further appealed.

¹ This section does not apply to the THE ALBA MBA in Financial Services (EFG Eurobank)

CAREER & ALUMNI SERVICES²

Career & Alumni Office

Mission

The mission of the ALBA Career & Alumni 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 & Alumni 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 ALBA and its graduates.

Policy Statement

For ethical and professional reasons, ALBA does not directly support the placement efforts of students who are fully or partly sponsored by their employers. An exception is made for students who are employed in a family business.

ALBA alumni have access to job market information resources, career advice and coaching. They are also welcome to seek individual direct placement support.

Services for Students

The Career & Alumni Office offers a wide range of services to assist students of all academic programs in their career planning and professional development. Specific services include:

- Career Coaching
- Career Preparation Workshops
- Career Development Events
- The Career Forum
- Keeping Student Community Updated & Informed and Acting as a Liaison between Students & Companies

Career Coaching

On-going career coaching is offered to any student or graduate wishing to discuss specific career issues. The purpose of Career Coaching is to understand the individual needs of students and to prepare and empower them to make the right decision about their career. This service aims at:

- Exploring personality skills and competencies
- Discovering potential career paths and opportunities
- Setting career objectives
- Developing job search strategies
- Preparing a personal career action plan
- Assisting in the composition of effective CVs and cover letters
- Achieving career redesign

² Career services are primarily targeted to early and mid-career professionals. Participants of company-specific degree programs are exempted from career services.

Career Preparation Workshops

Throughout the academic year, the Career & Alumni Office hosts various workshops so as to enhance students' understanding of the recruitment process, strengthen their skills and overall prepare them for entry into the job market. The following workshops are held:

- **Market Mapping: How to Make a Difference in Your Job Search:** A successful career begins with thoughtful career planning. Therefore, it is only fitting that the first workshop of the academic year presents students with the necessary tools and information on how to successfully plan their career. Students are presented with vital information on the Greek and international job markets, teaching them how to target specific companies and industries, whom to contact and overall how to remain up to date with market trends. Primary focus is given to the various recruitment tools and global employment sites ALBA offers to all students and alumni.
- **CV & Cover Letter Preparation:** This workshop teaches students how to write a well-presented CV and Cover Letter so that it highlights their achievements and gives the recruiter a clear indication of why they should be considered for their company.
- **Interview Skills:** This is an intensive workshop that prepares students for future interviews with recruiters. The main objective is to provide them with an in-depth understanding of the selection process and help them improve their skills as interviewees.
- **Networking to Land a Job:** This workshop presents focuses on the value of networking and provides students with tips and tricks on how to create a strong network so as to expand their sphere of influence and increase their chance of finding a job.
- **Psychometric Testing:** These tests measure personal abilities that are directly related to the effective or superior performance of an employee. Students have the opportunity to practice Verbal Critical Reasoning and Numerical Critical Reasoning in order to familiarize them with this assessment procedure and make them feel more confident during the selection process.

Career Development Events

The Career & Alumni Office hosts a variety of career development events throughout the academic year so as to introduce students to key players in the Greek and international job markets and familiarize them with the major companies operating in Greece and abroad. These events include:

- Career panels
- Company presentations
- Company visits
- CEO presentations

Career Forum

The pinnacle of the Career & Alumni Office's activities is the Career Forum. This is the time and the place for potential recruiters to meet with students and explore employment possibilities. ALBA's annual Career Forum takes place every September on campus. Participating companies screen students (with less than 5 years of working experience) based on the CV Book/CV database that they receive prior to the event. The Career Forum has proven to be a very successful hiring mechanism and is highly rated and recognized by many companies.

- Students sponsored by companies may not participate unless their companies provide us with written consent.
- Students graduating the year of the Career Forum participate.

- Students with less than 5 years of experience are eligible to participate.
- Students may participate only once in the Career Forum.

Keeping Student Community Updated & Informed & Acting as a Liaison between Students & Companies

The Career & Alumni Office offers students eligible for direct placement support (see policy statement) individual assistance and guidance, in order to provide the business community with the right employee in the right position.

- We help students make contact with potential employers and assist them in evaluating job offers.
- A variety of support services are offered to all students and graduates wishing to gain extensive, up-to-date information about the job market.
- Specific job vacancies submitted to ALBA, together with selected press and internet announcements, can be found throughout the year at the Career & Alumni Office announcement boards, thus keeping every student informed. These announcements are also included on the dedicated site of the ALBA alumni community, in the ALBA LinkedIn group and are communicated to all alumni.

Internships

The dedicated team of the ALBA Career & Alumni Office can help you find internships from fields such as Accounting, Economics, Finance, Marketing, Sales, Human Resources, Information Management and Operations.

All internships are non-paid and have a duration of three months.

CV Database

The Career & Alumni Office works closely with all students in preparing their CVs, which are included in the CV Database, an electronic database showcasing ALBA CVs to the entire HR community. The CV Database serves as a useful tool for all potential recruiters, regardless of whether or not they attend the Career Forum as they have access all year round.

Graduating Class Yearbook

Each year, an electronic Graduating Class Yearbook is created, briefly presenting ALBA graduates from all academic programs, so as to strengthen professional and social bonds and to offer networking opportunities to ALBA graduates.

Alumni

At present the ALBA alumni body consists of approximately 3000 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 ALBA's reputation in the Greek and international business communities.

The relationship between the alumni and ALBA does not end upon graduation; rather, the alumni remain close to ALBA and enjoy close links with each other. Moreover, they enthusiastically support the school's objectives, and contribute to its mission through a variety of social and professional activities. They act as intermediaries between their companies and ALBA, encouraging and actively promoting new forms of collaboration.

Graduates are heavily involved in the life of ALBA, acting as:

- Potential recruiters of ALBA graduates, on an on-going basis, with participation in the annual Career Forum
- Speakers at career-related panels, offering ALBA students with advice and guidance for the future
- Members of the Admissions Committee, during the selection process of the ALBA MBA Program, MSc in Strategic HRM, MBA in Banking and MBA in Shipping candidates
- Supervisors of group/field consulting projects assigned by companies to the MBA class
- Advisory members in various focus groups, such as academic programs, curriculum revision, fundraising activities, etc.

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

- Elective courses of all ALBA academic programs: 50% discount
- Executive development programs: 30% discount
- Public events: 30% discount

ALBA Alumni Networking Platform

Alumni may join the new networking platform developed in the summer of 2014: the ALBA Networker (www.albanetworker.com); a dedicated website exclusively for ALBA's alumni.

ALBA alumni may log in with their LinkedIn or Facebook accounts (or create a new profile) and:

- Find and reminisce with fellow ALBA alumni; see what they have been up to and stay in touch.
- Give back to the School: Introduce, employ and mentor current ALBA students. Take part in the life of the School.
- Network: Leverage the professional ALBA network to get introduced to people they should know.
- Advance their career through ALBA connections working in top companies.
- Post a job or apply for a job
- Create or attend an event
- Share photos and news

ALBA Alumni Association

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

LIBRARY SERVICES

The ALBA library is an academic library covering the subject fields of business administration and related sciences.

The aim of the library is to support both teaching and the research requirements of students, faculty and researchers.

Below is a brief guide to the ALBA library services (as new services become available this information will be revised accordingly):

The Collection

Books

The library has about 7,700 titles available for loan, covering all aspects of accounting, competitive strategy, management, marketing, ethics, finance, human resources management, organizational behaviour, total quality management, shipping, etc.

A separate section of reference books contains directories, handbooks, manuals, guides, general and specialist terminology directories, etc. It also contains past ALBA seminars and field consulting projects.

Serials (including Journals)

The Serials collection (including annual reports and statistical series) consists of:

- nearly 250 foreign titles
- around 15 Greek periodical titles; and
- major domestic and international economic newspapers.

Electronic Services

Electronic services are available to current students, alumni, faculty and staff.

- **OPAC (On-line Public Access Catalogue).** To search the library catalogue through ALBA's web site <http://www.alba.edu.gr>, click on **Library**, top right. Then click on **Quick search** and search by title, author, subject or keyword.
- **Business Source Complete.** This is the world's definitive scholarly business database, providing the ultimate collection of bibliographic and full text content. Business Source Complete contains far more active, peer-reviewed, business-related journals than any other database currently available. As part of the comprehensive coverage offered by this database, indexing and abstracts for the most important scholarly business journals dating back to 1886 are included, in addition to the searchable cited references provided for more than 1,200 journals. **Access through all terminals within ALBA facilities:** <http://search.epnet.com>. Click on **Business Source Complete**. Search by keyword, title, author, publication, etc. **Tip:** Tick on **Full text** to avoid any articles in abstract form.
- **Econlit FullText.** The American Economic Association's electronic database. A source of references to economic literature. The database contains more than 825,000 abstracts covering 1969–present. EconLit covers virtually every area related to economic.
- **Psychology & Behavioral Sciences Collection** is a comprehensive database covering information concerning topics in emotional and behavioral characteristics, psychiatry & psychology, mental processes, anthropology, and observational & experimental methods. This is the world's largest full text psychology database offering full text coverage for nearly 400 journals.
- **Academic Search Premier:** This multi-disciplinary database provides full text for more than 4,600 journals, including full text for nearly 3,900 peer-reviewed titles. PDF backfiles to 1975 or further are available for well over one hundred journals, and searchable cited references are provided for more than 1,000 titles.

- **Communication & Mass Media Complete** provides the most robust, quality research solution in areas related to communication and mass media. CMMC incorporates the content of CommSearch (formerly produced by the National Communication Association) and Mass Media Articles Index (formerly produced by Penn State) along with numerous other journals in communication, mass media, and other closely-related fields of study to create a research and reference resource of unprecedented scope and depth encompassing the breadth of the communication discipline. CMMC offers cover-to-cover (“core”) indexing and abstracts for more than 570 journals, and selected (“priority”) coverage of nearly 200 more, for a combined coverage of more than 770 titles. Furthermore, this database includes full text for over 450 journals.
- **Hospitality & Tourism Complete** covers scholarly research and industry news relating to all areas of hospitality and tourism. This collection contains more than 828,000 records, with coverage dating as far back as 1965. There is full text for more than 490 publications, including periodicals, company & country reports, and books.
- <http://www.clarksons.net/sin2005> Shipping Intelligence Network (SIN) 2005 available on-line through the library terminals only
- **Lloyd’s list on-line** available through the library terminals only
- **Hellastat** available through the library terminals only
- **ICAP: The Greek Financial Directory on-line** available through the library terminals only
- **ICAP: Consolidated balance sheets** available on-line through the library terminals only
- **Financial Times on-line (FT.com)** available on-line through the library terminals only
- **National Network of Scientific and Technological Libraries** in Hellas. This service provides instant on-line access to the collection of journals of each and every scientific and technological library in Hellas. It also offers on-line document ordering services for any article of any journal possessed by any library of the network
- **British Library Document Delivery Service (BLDDS)**. The library offers a document delivery service, supplying copies of materials held in the British Library.
- **Naftemporiki on line** available on-line through the library terminals only
- **Datastream Advance and IBES** Thomson Datastream is the most respected historical financial numerical database, covering an unparalleled breadth of financial instruments, equity and fixed-income securities and indicators for over 175 countries and 60 markets worldwide. Thomson Datastream brings unrivalled content to your Windows desktop, through a fully featured interface and a powerful set of add-ins, enabling integration with MS Office applications. Available Monday to Friday 12:00–14:00 and 18:00–20:00, plus the whole weekend.

Library Regulations

Access rights

All students registered at ALBA are entitled to use the library’s collection and its electronic services. Resident and visiting faculty are entitled to use the library’s collection and its electronic services. Members of the Alumni Association do not have borrowing rights but may use the library for reference purposes only. They may also use the library’s electronic services. Individuals requiring occasional access may use the library for reference purposes only.

Photocopying

- The photocopy machine is located at the 3rd floor, 316 classroom and works with personal copy cards, which are available for sale at the library. There are two kinds of copy cards: a) valid for 25 copies and b) valid for 100 copies. Information regarding the cost is available at the library.
- Use of the photocopy machines located in the Administration offices is **strictly forbidden**.
- In emergency situations, where facilities become inaccessible (i.e. breakdowns), students must inform the Academic Programs Office, so that alternative access can be provided.
- Due to the required specifications of the photocopy machine, students are not allowed to use their own paper or transparencies. The type of transparency used for the Xerox Photocopy Machine RX5828 is the Xerox, 3R96023.
- Students are not allowed to make photocopies of copyrighted material. Copyright law of Hellas (N. 2121/1993, N. 2819/2000, N. 3049/2002, α. 14, N. 3057/2002, α 81).

Borrowing rights

All registered students have the right to borrow a maximum of five books per week. Resident faculty, visiting faculty and staff have the right to borrow a maximum of five titles every two weeks. Textbooks for the period, if available, may be loaned for 48 hours with no renewal.

Borrowing regulations

Journals, newspapers and reference material, field consulting projects and ALBA seminars are **not** available to borrow. Borrowing rights are strictly personal and not transferable.

Renewals and reservations

All loans may be renewed for one more week provided that some other user has not reserved the book(s). Only one additional loan period is allowed.

Fines for overdue books are levied at a rate of €1 per day per book.

Each user is personally responsible for returning books borrowed in the same condition they were in when taken from the library. In case of loss, misuse or defacing with pen or pencil marks, underlining, turning down page edges, removal of pages, etc., the user will have to pay the cost of the replacement.

The library reserves the right to suspend the borrowing privileges of any user when:

- they do not follow library regulations in general;
- borrowing regulations are systematically ignored; and
- lost or defaced material is not replaced

Reading room regulations

When entering the library, bags, books, clothes, etc. should always be left near the entrance.

Eating, smoking and/or drinking are not allowed inside the library.

The use of mobile telephones is not allowed inside the library.

Used materials of any kind (books, newspapers, journals, etc.), should always be left on the tables. It is the responsibility of the librarians to return items to their shelves.

Please always leave the computers on.

All users are asked to refrain from noisy or any other distracting behaviour.

ALBA Library working hours: Mon.-Frid.: 09:00-21:00, Sat.-Sun.: 10:00-18:00

PLEASE REMEMBER THAT LIBRARY CLEARANCE IS REQUIRED FOR GRADUATION

COMPUTER SERVICES AND MORE

Local Area Network (LAN) consists of more than 120 PCs running under Windows 8 operating system and configured with the latest versions of software. Almost half of them are located in study rooms and laboratories where networked, high-speed, laser, mono and colour printers are also available.

Computer systems are available at the library for book and periodicals management. Also available are information retrieval systems for databases and libraries world-wide.

Students are given their own login name and password in order to logon to the network. The network provides the user with access to the Internet and a personal e-mail account. It is **absolutely forbidden**, however, to install and run any software other than that provided by the School or to abuse the systems in any way.

In case of loss of ID card, students have to contact the IT department in order to re-issue it at the price of €10. The replacing procedure will take place within 5 working days.

Printing Facilities

There are nine (9) laser printers distributed as follows:

- Two (2) printers located at library (LexmarkT654Mono and RICO430HColor)
- One (1) printer located at laboratory 107 (IBM1822Mono)
- Two (2) printers located at study rooms 202 & 203 (LexmarkT654Mono and RICO430HColor)
- Four (4) printers located at study rooms 305 & 308 and at laboratory 307 (LexmarkT654Mono x 2 and HP3525Color x 2)

Each student is initially assigned with a **free quota of 20,000 print credits** for his/her printing needs during his/her academic studies. This quota can be used in any way taking into consideration the following charge table.

| Printer | Type | Colour | Single Sided Print credits per page | Location |
|-------------|-------|--------|----------------------------------------|------------------------|
| IBM1822 | Laser | NO | 5 | 107 |
| LexmarkT654 | Laser | NO | 5 | Library, 202, 305, 307 |
| RICOHC430 | Laser | YES | 12 | Library, 203 |
| HP3525 | Laser | YES | 12 | 305, 308 |

There's a discount of 10% in the above print credits in case of double sided printings

An icon on the Windows taskbar on all computers located in the above areas (Laboratory, Large Study Room, Small Study Room/Classroom) shows your balance on line at any time. A warning pop up message is displayed on the screen when you reach at the end of this balance. If you want to purchase additional print credits, you have to contact IT department in order to buy extra ones at the price of 10 € for each 1,000 print credits.

Computer Department Regulations

- The normal opening hours of the laboratory are 9.00 a.m. to 9.00 p.m. The study room is available to students 24 hours a day.
- Any tampering with the equipment or software provided by the school is **strictly forbidden**.

- Problems regarding the computer hardware and/or software should be reported to the Computer Department.

Miscellaneous Services

Study Rooms

- The study rooms are provided to the students of ALBA in order to facilitate their group studies and various assignments while on campus.

Switchboard Operation/Phone Calls

- The switchboard operates daily from 9:00 to 21.00. The operator will not take messages, however, except in cases of emergency.