



D1.3 Quality Policy of the academic unit for the development and improvement of the joint Master's program

Πολιτική Ποιότητας της ακαδημαϊκής μονάδας για την ανάπτυξη και βελτίωση του κοινού ΠΜΣ

The Quality Assurance Policy of the Joint Master's Program is fully aligned with the quality policies of the Universities of Ioannina [Uoi] and Klaipėda [K.U.], committed to providing high-quality foreign-language higher education to the students who choose it, by organizing and implementing Master's Programs of high academic standards and significant added value, in the English language, in key sectors and fields covered by the Departments [ECEDU and Pedagogy Department].

Furthermore, the Departments of the Universities of Ioannina and Klaipėda seek to foster a creative environment for research, free scientific expression, and work for all staff and members of the academic community. The Departments of the Universities of Ioannina and Klaipėda are committed to implementing this quality policy in all master's programs they currently offer and will offer in the future, implementing the quality procedures established by the Institution, with the ultimate goal of their continuous improvement. Through this Quality Policy, the academic character and orientation of the graduate programs are strengthened, their purpose and scope are promoted, as well as the implementation of specific annual goals, while defining the means and methods for achieving the above and ensuring the participation of stakeholders in the evaluation and redesign processes. Specifically, for the implementation of this policy within the AI4DLG Joint Master's Program, the Departments of the Universities of Ioannina and Klaipėda are committed to implementing the quality processes/procedures outlined and analyzed in the Quality Manual of the Institution, the University of Ioannina, and Klaipėda University and are implemented at the level of the Departments' Curricula [ECEDU

and Pedagogy Department] with the required specialization/tailoring to the specific Master's Program, and in close collaboration with the Quality Assurance Unit of the University of Ioannina (MODIP). All quality assurance procedures for the Postgraduate Programs of the Departments [ECEDU and Pedagogy Department] are subject to inspection, review, and revision, which are conducted on an annual basis by the Internal Evaluation Committee (IEC), in collaboration with the Quality Assurance Unit (QAU) DI.P of the Institution of the P.I. and the corresponding K.U. The processes and procedures applied for monitoring and continuously improving the quality of the Master's Programs are as follows:

- 1) The Implementation of the Quality Assurance Policy for Master's Programs, which includes specific quality assurance measures aimed at establishing a framework within which Master's Programs must operate.

- 2) The allocation and management of resources for the Master's Programs of the Departments [ECEDU and Pedagogy Department] through processes that contribute to optimal choices, thereby creating a suitable environment for achieving the Institution's goals regarding the provision of necessary resources—including staff, funding, infrastructure, and equipment, so that the Master's Programs can operate effectively and continuously improve their effectiveness in terms of achieving the quality objectives they set.

- 3) The establishment of quality assurance objectives on an annual basis by all Master's Programs of the Departments [ECEDU and Pedagogy Department] of the University of Ioannina and, respectively, for K.U. that are currently operating or are scheduled to begin operations within the academic year. For each Master's program, following consultation and agreement between the administration of the Departments and the Master's programs, specific, measurable, and immediately observable annual quantitative and qualitative targets are selected, which are assessed using specific indicators. The achievement of these targets is considered crucial for improving the effectiveness of the internal operations (administrative, educational, and research) of the Master's Programs

- 4) The periodic internal evaluation and monitoring, on an annual basis, of all master's programs offered by the Department of Physical Education and Sports Science, in collaboration with and with the support of the University's Quality Assurance and Improvement Unit (MO.DI.P). In all Master's programs, an internal evaluation and assessment of all procedures implemented therein is conducted, so that by identifying areas and issues for correction through the implementation of improvements agreed upon jointly with the MODIP the set objectives are achieved, with the ultimate result being the improvement of the Master's Programs of the Departments [ECEDU and Pedagogy Department].

- 5) Quality Data Collection: measurement, analysis, and improvement of the Master's Programs of the Departments [ECEDU and Pedagogy Department], in which effective procedures are implemented for collecting and analyzing information regarding the Master's Programs (including data on students, faculty, the structure

and organization of courses, teaching, and services provided to postgraduate students, etc.) and are fed into the ETHAAE's OPESP information system as well as the internal information systems of the Departments and the Institution

6) The Publication of Information on the Master's Programs of the Departments [ECEDU and Pedagogy Department] of Business and Organizational Management. Through this process, all information regarding the Master's Programs is made immediately accessible, up-to-date, and presented with objectivity and clarity. The existence of a dedicated section on the Departments' [ECEDU and Pedagogy Department] website for promoting the Master's Programs, the existence of a specific bilingual page for them, as well as the procedures for reviewing and updating their content are verified

7) External Evaluation of the Departments' [ECEDU and Pedagogy Department] Master's Programs. All Master's Programs of the Departments [ECEDU and Pedagogy Department] undergo a periodic certification process by ETHAAE, which is carried out through external evaluation by committees of independent experts.

The implementation of the above procedures in the Joint AI4DLG Master's Program will ensure:

- a) the appropriateness of the structure and organization of its curriculum,
- b) that the learning outcomes and the resulting qualifications of the program's graduates are designed to align as closely as possible with the European and National Qualifications Framework for Higher Education at Level 7,
- c) the promotion of the quality and effectiveness of the teaching activities of this M.Sc. program through its monitoring by the coordinating committee, the Internal Quality Assurance Committee (IQAC), the Departmental administrations, and the Quality Assurance Unit (QAU) of the Institute, as well as the corresponding unit at Klaipėda University
- d) that the qualifications of the teaching staff, and particularly those of external collaborators, are appropriate for the education of graduate students,
- e) the formulation, implementation, and review of specific annual quality objectives for the improvement of the Intensive AI4DLG Master's Program,
- f) the level of demand for the qualifications acquired by graduates in the labor market, through regular surveys of labor market needs and tracking the career paths of graduates of the joint "AI4DLG" Master's program,
- g) that the support services provided to graduate students—including international students—are of high quality and meet their needs for effective academic support, e.g., easily accessible and available administrative services and libraries, online services, scholarships, and student support services appropriate for the M.Sc. program,

- h) the efficient utilization of the program's financial resources derived from tuition fees to provide the necessary services to graduate students and facilitate the operation of the programs at the facilities of the Departments [ECEDU and Pedagogy Department], as well as for any other necessary purposes, e.g., field trips to locations outside the Departments [ECEDU and Pedagogy Department] for their comprehensive education,
- i) conducting the annual internal evaluation and review of the quality assurance system for the Joint Master's Program "AI4DLG" in collaboration with the Internal Evaluation Committee (IEC) and the Internal Quality Assurance Unit (IQAU) of the University of Ioannina

The quality objectives on which the Departments of the Universities of Ioannina and Klaipėda will focus their efforts for the Joint Master's Program "AI4DLG" will be:

1. Improving the Graduation Rate of Graduate Students
2. Strengthening the Culture of Quality in the Joint Master's Program "AI4DLG"
3. Activating Academic Advising
4. Active Participation of Students and Graduates in Internal Evaluation Processes
5. The Quality of Research Output by Faculty Members of the Joint MSc Program "AI4DLG" Based on Publications and Scientific Impact
6. The Participation of Students in the Joint MSc Program "AI4DLG" in Research Processes
7. Linking the joint master's program "AI4DLG" with doctoral-level studies
8. Implementing initiatives to connect the joint master's program "AI4DLG" with the job market and the local community
9. Utilizing, collaborating with, and networking with graduates of the Departments [ECEDU and Pedagogy Department] and the joint MSc program "AI4DLG"
10. Attracting international students to the joint MSc program "AI4DLG"
11. Attracting additional faculty members to the Joint Master's Program "AI4DLG" from foreign institutions
12. Participation in European university collaboration activities under the ARTEMIS initiative
13. Participation of graduate students in the program in the ERASMUS program
14. The development of management information systems and digital governance services
15. The improvement of infrastructure and support services for the student community of the joint AI4DLG Master's program