

## TEMPUS IV-6<sup>TH</sup> CALL FOR PROPOSAL

PROPOSAL NUMBER: 544390-TEMPUS-1-2013-1-GR-TEMPUS-JPHES

UNITE PROJECT – WP2\_ DEVELOPMENT OF LIAISON OFFICES\_  
DELIVERABLE 3: “LIAISON OFFICES-GOOD PRACTICES IN EUROPEAN  
UNIVERSITIES-THE CASE OF LIAISON OFFICE SEC T.E.I. PIRAEUS, GREECE”

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### FOREWORD

The employability of higher education graduates is nowadays one of the first priorities in Greece and last but not least in Europe. A smooth and successful vocational socialization of higher education graduates-future workers or entrepreneurs-is a substantial goal of educational systems and policy makers. Passing on the Knowledge Society, the human capital is progressively, of more importance in production rather than the physical one, and indeed the thinking human capital, apparently created with Education and eminently with higher education.

The contribution therefore of higher education in entrepreneurship and consequently employability can be both a teaching effort (as possible) and the organized transfer of experience and reflection. But because entrepreneurship is not taught ex cathedra, is necessary to operate structures, through which the above mentioned could be done. The creation, operation and further development of Liaison Offices is crucial for the accomplishment of many goals from Higher Education Institutes and as a result its graduates success. Liaison Offices play a vital part by linking the University with society and market through their activities and ‘the good practices’ they apply.

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## **1 - PROJECT REFERENCE**

Project /action Title and acronym (If applicable): **PROPOSAL NUMBER: 544390-TEMPUS-1-2013-1-GR-TEMPUS-JPHES**

Start Date: 1/12/2013 End Date: 30/11/2015

Duration: 24 Number of participant institutions: 12 Number of countries involved (If applicable):6

Global financial involvement:

Project /action Title and acronym (If applicable): **WP.2 Development of Liaison offices\_Deliverable 3: Laison Offices - Good practices in European Universities**

Start Date: 1/12/2013 Programmed End Date: 30/4/2014

Number of participant institutions: 9 Number of countries involved (If applicable):5

## **2- PROJECT TEAM (WP2\_3)**

*Dimitrios I. Tseles, Georgios Priniotakis, Maria E. Kaltsogianni, Chris A. Tsitsis*

## **3- SUMMARY INCLUDING CONTEXT AND OBJECTIVES**

UNITE Council will be a body consisting of representatives from Academia, Industry and government with the main objective to promote and support the modernisation of HE in textile sector in Belarus. The Council will have a strategic decision making role and it will set the ground for the more active involvement of enterprises in higher education. During the project the members of the UNITE Council will be appointed, the statute, processes and procedures for its operation will be produced.

The conditions for the development of a Council between Academia and Industry are favourable, due to the on-going programme for the modernization of textile sector in Belarus and the strong commitment of Bellegprom. A key pillar for the modernization of industry is the cooperation of higher education with textile industry and there is stated interest from all stakeholders to this direction.

## **4 - PROJECT DESCRIPTION**

The success of liaison offices is the effect of four factors: (a) the relevance and the quality of the provided services, (b) qualifications of staff, (c) strong links with stakeholders in R&D, (d) promotion of the services among the target groups. Addressing all these factors in the design of the work, we maximize the effectiveness, efficiency and impact of liaison offices in R&D and employment.

The aim of the second work package is to establish liaison offices in the three Belarusian HEIs. Liaison offices will serve two main purposes. First they will reinforce cooperation between HEIs and industry in research and development (R&D) and second they will act as a bridge between HEIs and labour market, facilitating employment opportunities of graduates, continuous professional development of employees and workers, internships at national and international level. The tasks involved in the WP2 are:

### **2.1 Good practices in EU countries**

The EU partners will gather good practices related to the establishment, function and evaluation of University liaison offices including their main activities, resources required and the impact they have at local, regional, national and sector level. The activities they will perform are desk research, mapping of services provided by liaison offices, in-depth interviews of staff of liaison offices. The result of the activity will be a report.

### **2.2 Needs analysis survey**

The three Belarusian HEIs will conduct a needs analysis survey among stakeholders in R&D and their students and recent graduates. The needs analysis survey will be based on a questionnaire that will capture the needs and expectation of the different target groups of liaison offices. Topics to be addressed are scientific/ technological, IPR, policy making etc. The result of the activity will be a needs analysis report.

### **2.3 Establishment of liaison offices**

The establishment of the liaison offices involves the formulation of the services that will be provided, the qualifications of the staff that will work and provide services to the target groups, the purchase and installation of the necessary equipment, the

development of organizational processes and support material. There will be one liaison office in each HEI.

#### 2.4 Training of liaison offices staff

The staff of the liaison offices will be trained in an intensive training course in Greece. The good practice report of liaison offices in EU HEIs will include case studies from the partner organizations institutes regarding the establishment, staff, services, operation and impact of liaison offices. The report will include five case studies, a synthesis of findings and the main conclusions including the process of establishment of liaison offices, main challenges and recommendations. The report will have a length of 100 pages, it will developed in EN and translated to Russian.

### **5 WP2\_DELIVERABLE 3: TEIPIR CONTRIBUTION**

#### **5.1 HIGHER EDUCATION IN GREECE**

The Greek educational system is mainly divided into three levels, primary, secondary and tertiary (Higher Education), with an additional post-secondary level providing vocational training. Higher Tertiary education is provided by Universities and Polytechnics, Technological Educational Institutes (T.E.I., 1983 ~ present) and Academies which primarily cater for the military and the clergy. Undergraduate courses typically last 4 years (5 in polytechnics and some technical/art schools, and 6 in medical schools), postgraduate (MSc level) courses last from 1 to 2 years and doctorates (PhD level) from 3 to 6 years. Higher education in Greece consists of two parallel sectors: the University sector (Universities, Polytechnics, Fine Arts Schools) and the Technological sector (Technological Education Institutions and the School of Pedagogic and Technological Education). Higher Education Institutes are self-governing legal entities under public law, supervised and subsidized by the state through the Ministry of National Education and Religious Affairs. The main source of funding is the state budget through the Ministry of Education and European funds. Additional funding is provided by National and European Framework research projects (RTD), through other ministries and third bodies that receive services provided by the Higher Educational Institutions. The basic requirement for admission to tertiary education is the achievement score on the 'Certificate' (*Bebaios*) which includes grades in six general education and 'stream' subjects that are examined at the national level. The internal structure, organization, and operation of administrative, financial and technical services; overall teaching and research policy; planning; the procedures and requirements for hiring personnel for such positions; the allocation of funds, etc, are determined by the respective provisions and the internal regulations of each university or T.E.I.. Greek Higher Education Institutes develop their own curricula which are published in the Official Journal of the Greek Government and come up for review every two years, by law. Course validation and accreditation is subject to the advisory body of The National Council of Education (ESYP). However, Greek Higher Education Institutes award their own qualifications (Degree, Diploma, MSc, Doctorate). A national credit system has existed in both sectors of higher education since the beginning of the 1980s. This is in fact an accumulation system in which the credits are directly equivalent to the weekly hours of instruction (e.g. a course of four teaching hours per week corresponds to four credits). However, ECTS is used by institutions in both sectors as a transfer system for European mobility programmes. The new 2005 law on Quality Assurance in Higher Education makes the use of ECTS for transfer and accumulation compulsory in two-cycle programmes at all higher education institutions. Currently, ECTS is fully implemented and both systems are in use. Higher education institutions are encouraged to set up their own internal quality assurance mechanisms to provide a

sound basis for external evaluation. The aim is to combine institutional autonomy and accountability effectively within the national quality regulations framework. Each institution has the right to independent decision-making and is therefore responsible for devising its own quality assurance system for assessing education and administrative and research functions, although general provisions are set out in the legislation. Teaching and administrative staff as well as students are the main participants and contributors in this process.

### **5.1.1 Universities and Technical Universities**

All the Higher Tertiary state-accredited Universities in Greece are public. The duration of the undergraduate degree programs for most disciplines is 4 years (full-time). Programs in engineering, dentistry, pharmacology, agronomics, forestry, along with some programs in fine arts, have a duration of 5 years (240E.C.T.S - 300E.C.T.S ISCED 5A). Medicine is the only discipline with duration of studies of 6 years.

[Agricultural University of Athens](#), [Aristotle University of Thessaloniki](#) (campuses: [Thessaloniki](#), [Serres](#)), [Athens School of Fine Arts](#), [Athens University of Economics and Business](#), [Democritus University of Thrace](#) (campuses: [Komotini](#), [Xanthi](#), [Alexandroupoli](#), [Orestiada](#)), [Harokopio University](#), [Hellenic Open University](#), [International Hellenic University](#), [Ionian University](#), [National and Kapodistrian University of Athens](#), [National Technical University of Athens](#), [Panteion University of Social and Political Sciences](#), [Technical University of Crete](#), [University of the Aegean](#) (campuses: [Mytilene](#), [Chios](#), [Karlovassi](#), [Rhodes](#), [Ermoupoli](#), [Myrina](#)), [University of Crete](#) (campuses: [Heraklio](#), [Rethymno](#)), [University of Ioannina](#), [University of Macedonia](#), [University of Patras](#) (campuses: [Patras](#), [Agrinio](#)), [University of Peloponnese](#) (campuses: [Tripoli](#), [Korinthos](#), [Kalamata](#), [Nafplio](#), [Sparti](#)), [University of Piraeus](#), [University of Thessaly](#) (campuses: [Larissa](#), [Volos](#), [Karditsa](#), [Trikala](#), [Lamia](#))

[University of Western Macedonia](#) (campuses: [Florina](#), [Kozani](#))

### **5.1.2 Technological Educational Institutes**

All the Higher Tertiary state-accredited Technological Educational Institutes in Greece are public. Technological Educational Institutes were initially established in 1983. They currently offer a 4-years (full-time) undergraduate degree programs equivalent to Honours [Bachelor's Degree](#) (240E.C.T.S ISCED 5A) and since 2008 they are also allowed to run on their own postgraduate that lead to a [Master's Degree](#) and PhD programs.

[Alexander Technological Educational Institute of Thessaloniki](#) (campuses: [Sindos](#), [Katerini](#), [Kilkis](#), [Nea Moudania](#)), [Higher School of Pedagogical and Technological Education](#), [Technological Educational Institute of Athens](#), [Technological Educational Institute of Chalkida](#) (campuses: [Chalkida](#), [Thiva](#)), [Technological Educational Institute of Crete](#) (campuses: [Heraklio](#), [Chania](#), [Rethymno](#), [Agios Nikolaos](#), [Ierapetra](#), [Sitia](#)), [Technological Educational Institute of Epirus](#) (campuses: [Arta](#), [Ioannina](#), [Preveza](#), [Igoumenitsa](#)), [Technological Educational Institute of the Ionian Islands](#) (campuses: [Lefkada](#), [Argostoli](#), [Lixouri](#), [Zakynthos](#)), [Technological Educational Institute of Kalamata](#) (campuses: [Kalamata](#), [Sparti](#)), [Technological Educational Institute of Kavala](#) (campuses: [Kavala](#), [Drama](#), [Didymoteicho](#)), [Technological Educational Institute of Lamia](#) (campuses: [Lamia](#), [Amfissa](#), [Karpenisi](#)), [Technological Educational Institute of Larissa](#) (campuses: [Larissa](#), [Karditsa](#), [Trikala](#)), [Technological Educational Institute of Western Greece](#) (campuses: [Patras](#), [Missolonghi](#), [Pyrgos](#), [Aigio](#), [Nafpaktos](#) and [Amaliada](#)) (Created by the union of T.E.I. of Patras and T.E.I. of Missolonghi), [Technological Educational Institute of Piraeus](#), [Technological](#)

[Educational Institute of Serres](#), [Technological Educational Institute of Western Macedonia](#) (campuses: [Kozani](#), [Florina](#), [Kastoria](#), [Grevena](#) and [Ptolemaida](#)).

Students who successfully complete their studies in Universities and T.E.I. are awarded a *Ptychio* (degree) which leads to employment or further study at the post-graduate level. University and T.E.I. graduates can continue their studies to attain an MSc and a PHD provided they meet the criteria set by each department running the courses. According to the Constitution of Greece, higher education is public, is provided solely by the state and is provided free of charge at the undergraduate level. Fees for some MSc courses are set by the departments running the courses. The State Scholarships Foundation (IKY) provides scholarships to students who wish to study at tertiary education institutions. Scholarships are also granted to graduates of universities and technical education institutions for post-graduate or post-doctoral studies in Greece and abroad based on academic achievement of undergraduate studies. Additionally, students (at any level) can receive mobility grants to study at other European Higher Education Institutes under the Lifelong Learning Programmes (LLP). The first cycle leads to the first degree (*ptychio* or *diploma*) in both sectors of higher education, i.e. the university and technological sectors. The second leads to the second degree, which is called a postgraduate specialisation diploma (equivalent to the Master's degree), and the third degree (doctorate). Studies in the fields known as regulated professions (medicine and surgery, agriculture, arts, dental studies, pharmacy, veterinary medicine and engineering) last for five to six years. A doctorate is obtained after at least three years of original research, including the preparation and writing of a thesis. In some doctoral programmes, theoretical courses are compulsory and are taken prior to individual research. Under the 2004 law, a new international scheme for joint Master's degrees has been established. This provides for cooperation between institutions to work out the details concerning the organisation and functioning of postgraduate study programmes which lead to joint qualifications. Art. 23 of law 3404.

### **5.1.3 Liaison & Career Offices in Greek Universities**

Liaison Offices/Career Offices are a relatively new institution for Greek Higher Education, as they did for the first time appeared in Universities & Technological Education Institutes of the country in the early 1990s, under relevant financing from the A' CSF. The continuation of funding through B' and C' CSF allowed the creation of Liaison Offices in almost all Institutions of Higher Education, which, through a wide range of activities have been developed, aimed at supporting the academic community, particularly students and alumni in their transition efforts from study to professional life-from the University to the labor market-. Today, the existing services offered by the Liaison & Career Offices appeal to a wide audience, which extends from academic community (students, postgraduate students, alumni, faculty members, Researchers etc) to the labor market (enterprises, chambers, employers' organizations, etc.) and the wider community ( students, parents, School Vocational Guidance counselors from area Secondary Education etc.).

More specifically, the most important services offered by the majority of Career Offices of the Universities of the country are the following:

- Counseling Services

Divided into actions of group and individual counseling concerning on resume writing, cover letter, job interview personal, career search techniques, and career decision.

- Services in connection with the labor market

Include activities aimed at market approach. Working primarily through the development of contacts and cooperation with enterprises and employers' organizations, as well as the communication of available work positions. Also, the

Liaison Offices concentrated material (printed and / or electronic ) associated with labor market trends professions etc.

- Services related to Postgraduate Studies and Scholarships.

They inform and support student Postgraduate Study in Greece and abroad and support in choosing appropriate postgraduate program.

- Services to faculty members and departments of their institutions. In all the institutions there have been developed, either systematically or occasionally, diodes of communication and cooperation with the departments and faculty members.

- Information Services to Secondary Education

In cooperation with the governing bodies of secondary education, actions undertaken to inform students, parents and school guidance counselors for the specialist fields of Institutions and professional outlets of their graduates.

- Events-Organized events, meetings and workshops with topics relevant to the labor market and career days and selection Masters Curriculum.

- Entrepreneurship Services

This is a relatively new service, which began to be provided by the 2003 onwards. The relative activity with the greatest impact on student audience is the organization of group counseling seminars, with notes written & distributed by the same Career Office itself for so as to meet specific needs. In parallel, other activities such as workshops, organization and function of libraries information guides and information leaflets on commitment of entrepreneurial action, Entrepreneurship website etc.

- Surveys

These services include development of research for coverage of specific needs, aiming to improve/adapt their services so as to achieve the best possible support of the beneficiaries. The services offered by the Career Offices, although not related exclusively to entrepreneurship, are extremely important and useful, well, not only can complement entrepreneurship actions, but are directed and diffused in a growing number of students. In this light, the exploration of prospect of continuous operation, as an organizational unit of Higher Education Institutions is necessary.

Almost the same period, simultaneously with the Career Offices, the Liaison Offices initiated to operate under the same funding source but under the Ministry of Growth-not the Ministry of Education. The purpose of the Liaison Office is to support the members of the University community and to help create the appropriate partnerships for further development of innovative research results.

Liaison Office is usually organized into two units: The Unit of Public Relations and Promotional partnerships in research and the Unit of Research Results Development & Exploitation. The Unit of Public Relations and Promotional Partnerships aims to intensify the participation of research groups of the University proposals according to the interests of researchers and focuses on finding suitable partnerships and appropriate funding sources for the development of research activity of researchers. Also through the actions of this Unit, the function of the Liaison Office is well known in both the academic community and the business world, while it also concerns for renewing the skills of the staff and finding funding for the operation of that Office. The Unit of Research Results Development & Exploitation aims at providing the necessary assistance to researchers to develop & exploit their research results. Liaison Offices usually offer the following services: Continuous recording of interesting workshops and opportunities for participation in programs, System targeted information on interesting workshops available funding, but requests for cooperation from other agencies, based on their interests and abilities, Counseling and support for participation in proposals, Assistance in finding suitable partners, Finding partners, Counseling in signing the agreements on intellectual property and cooperation agreements in the context of equity -funded programs, Contact with local businesses who are interested in cooperation with the University, Creating networks with other Liaison Offices in Greece and abroad, Establishing relationships with regions, municipalities and other bodies involved in the development of the region,

Establishing relationships with our nearby universities and colleges, Organization of information days for researchers, Organization of information days for local entrepreneurs, Information, education staff on issues related to the better functioning of the office, Search for funding to enhance the function of that office, Contact with the local press, Production of information material, Maintain updated website, Continuous recording of useable research laboratories results to find suitable mode of recovery and appropriate method of financing, Providing legal advice and assistance for the registration of a research and cooperation agreements: Copyright, Trademark, Draft , Patents, Confidentiality Agreement for preliminary discussion exploitation investigation, Technology transfer agreements or technology to third parties, License Agreement, Cooperation Agreements, Surveys, Support in applying for patent, Investigate the existence of another patent, Decision on Greek or other patent, Assisting in the preparation of the patent application, Applying patent, Find programs or other funding agencies for exploitation of research results, Financing of current programs, Funding from specific industrial or other entities) that are in contact and may be interested, Funding from Venture Capital, Funding bodies warmers, Find partners through participation in targeted Investment Forums.

In some Higher Education Institutes there have been created and operate both the Career Office as well as the Liaison Office. However, in some, due to lack of funding or personnel they have tried to combine the two Offices and offer joint services. Of course there is also a minority of Universities where only Career Offices operate while Liaison Offices are underactive or their services are offered indirectly either through other structures or individually by professors and researchers. With the continuation of the funding in the frames of NSRF (National Strategic Reference Framework) and the operational programme for education and life-long learning, co-financed by Greece and European Union, a new structure is developed the Structure of Employment and Career which is established and is active since 2009 in Higher Education and is responsible for organizing, supervising and coordinating all individual structures / programs relating to the connection of higher education to the Labour Market and Industry. Career Offices, Practical Training Agencies, Innovation & Entrepreneurship Units, Counselling and Psychological Support Centers are separate parts of these new Structures of Employment and Career (S.E.C.). Below there is a table with the Public Higher Education's Institutes and their Career & Liaison Offices.

**TABLE 1: LIAISON OFFICES IN GREEK HIGHER EDUCATION INSTITUTES**

UNIVERSITIES & NSTITUTES	WEB SITE	STRUCTURE OF EMPLOYMENT AND CAREER/CAREER OFFICE/ LIAISON OFFICE
NATIONAL & KAPODISTRIAN UNIVERSITY OF ATHENS	<a href="http://www.uoa.gr/">http://www.uoa.gr/</a>	CAREER OFFICE  <a href="http://www.uoa.gr/foithtes/symboleytikes-yphresies/grafeio-diasyndeshs.html">http://www.uoa.gr/foithtes/symboleytikes-yphresies/grafeio-diasyndeshs.html</a>  LIAISON OFFICE  <a href="http://www.uoa.gr/to-panepistimio/yphresies-panepisthmiakes-monades/grafeio-diamesolabhshs.html">http://www.uoa.gr/to-panepistimio/yphresies-panepisthmiakes-monades/grafeio-diamesolabhshs.html</a>
NATIONAL TECHNICAL UNIVERSITY OF ATHENS ( NTUA)	<a href="http://www.ntua.gr/">http://www.ntua.gr/</a>	CAREER OFFICE  <a href="http://career.central.ntua.gr/">http://career.central.ntua.gr/</a>



		LIAISON OFFICE <a href="http://liaison.ntua.gr/core/portal.asp?cpage=NODE&amp;cnode=1">http://liaison.ntua.gr/core/portal.asp?cpage=NODE&amp;cnode=1</a>
AGRICULTURAL UNIVERSITY OF ATHENS	<a href="http://www.aua.gr/index.php">http://www.aua.gr/index.php</a>	CAREER OFFICE <a href="http://www.career.aua.gr/">http://www.career.aua.gr/</a>
ATHENS UNIVERSITY OF ECONOMICS AND BUSINESS	<a href="http://www.aueb.gr/">http://www.aueb.gr/</a>	CAREER OFFICE <a href="http://www.career.aueb.gr/">http://www.career.aueb.gr/</a>
PANTEION UNIVERSITY OF SOCIAL AND POLITICAL SCIENCES	<a href="http://www.panteion.gr/">http://www.panteion.gr/</a>	CAREER OFFICE <a href="http://www.panteion.gr/index.php?p=content&amp;section=20&amp;id=143&amp;lang=el">http://www.panteion.gr/index.php?p=content&amp;section=20&amp;id=143&amp;lang=el</a>
ATHENS SCHOOL OF FINE ARTS	<a href="http://www.asfa.gr/">http://www.asfa.gr/</a>	CAREER OFFICE <a href="http://www.dasta.asfa.gr/frontend/articles.php?cid=2">http://www.dasta.asfa.gr/frontend/articles.php?cid=2</a>
UNIVERSITY OF PIRAEUS	<a href="http://www.unipi.gr/">http://www.unipi.gr/</a>	CAREER OFFICE <a href="http://career.unipi.gr/">http://career.unipi.gr/</a>
ARISTOTLE UNIVERSITY OF THESSALONIKI	<a href="http://www.auth.gr/">http://www.auth.gr/</a>	CAREER OFFICE <a href="http://dasta.auth.gr/cmsitem.aspx?sid=2&amp;id=155">http://dasta.auth.gr/cmsitem.aspx?sid=2&amp;id=155</a>
UNIVERSITY OF MACEDONIA	<a href="http://www.uom.gr/index.php">http://www.uom.gr/index.php</a>	CAREER OFFICE <a href="http://career.uom.gr/careerindex/index.html">http://career.uom.gr/careerindex/index.html</a>
UNIVERSITY OF WESTERN MACEDONIA	<a href="http://www.uowm.gr/">http://www.uowm.gr/</a>	CAREER OFFICE <a href="http://dasta.uowm.gr/career/">http://dasta.uowm.gr/career/</a>
UNIVERSITY OF PATRAS	<a href="http://www.upatras.gr/">http://www.upatras.gr/</a>	CAREER OFFICE <a href="http://www.upatras.gr/index/page/id/104">http://www.upatras.gr/index/page/id/104</a>
UNIVERSITY OF PELOPONNISOS	<a href="https://www.uop.gr/index.php">https://www.uop.gr/index.php</a>	CAREER OFFICE <a href="http://career.uop.gr/">http://career.uop.gr/</a>
UNIVERSITY OF IOANNINA	<a href="http://www.uoi.gr/gr/">http://www.uoi.gr/gr/</a>	CAREER OFFICE <a href="http://www.uoi.gr/gr/facilities/career_office.php">http://www.uoi.gr/gr/facilities/career_office.php</a>  LIAISON OFFICE <a href="http://liaison.uoi.gr/">http://liaison.uoi.gr/</a>
UNIVERSITY OF CRETE	<a href="http://www.uoc.gr/">http://www.uoc.gr/</a>	CAREER OFFICE

		<a href="http://www.dasta.uoc.gr/career/">http://www.dasta.uoc.gr/career/</a>
TECHNICAL UNIVERSITY OF CRETE	<a href="https://www.tuc.gr/2969.html">https://www.tuc.gr/2969.html</a>	CAREER OFFICE <a href="http://www.career.tuc.gr/3532.html">http://www.career.tuc.gr/3532.html</a>  LIAISON OFFICE <a href="http://www.liaison.tuc.gr">http://www.liaison.tuc.gr</a>
UNIVERSITY OF THE AEGEAN	<a href="http://www.aegean.gr/">http://www.aegean.gr/</a>	CAREER OFFICE  <a href="http://career.aegean.gr/">http://career.aegean.gr/</a>
DEMOCRITUS UNIVERSITY OF THRACE	<a href="http://www.duth.gr/">http://www.duth.gr/</a>	CAREER OFFICE  <a href="http://career.duth.gr/cms/">http://career.duth.gr/cms/</a>
IONIAN UNIVERSITY	<a href="http://www.ionio.gr/central/">http://www.ionio.gr/central/</a>	CAREER OFFICE  <a href="http://dasta.ionio.gr/liaison">dasta.ionio.gr/liaison</a>
UNIVERSITY OF THESSALY	<a href="http://www.uth.gr/">http://www.uth.gr/</a>	CAREER OFFICE  <a href="http://www.career.uth.gr/">http://www.career.uth.gr/</a>
HELLENIC OPEN UNIVERSITY	<a href="http://www.eap.gr/">http://www.eap.gr/</a>	CAREER OFFICE  <a href="http://career.eap.gr">http://career.eap.gr</a>
INTERNATIONAL HELLENIC UNIVERSITY	<a href="http://www.ihu.edu.gr/">http://www.ihu.edu.gr/</a>	CAREER OFFICE  <a href="http://career.duth.gr/cms/">http://career.duth.gr/cms/</a>
TECHNOLOGICAL EDUCATION INSTITUTE OF ATHENS	<a href="http://www.teiath.gr/">http://www.teiath.gr/</a>	CAREER OFFICE  <a href="http://www.career.teiath.gr/Career/Articles/215.html">http://www.career.teiath.gr/Career/Articles/215.html</a>
TECHNOLOGICAL EDUCATION INSTITUTE OF WESTERN MACEDONIA	<a href="http://www.teiwm.gr/index.php?lang=el">http://www.teiwm.gr/index.php?lang=el</a>	CAREER OFFICE  <a href="mailto:career@kozani.teikoz.gr">career@kozani.teikoz.gr</a>
TECHNOLOGICAL EDUCATION INSTITUTE OF EPIRUS	<a href="http://www.teiep.gr/">http://www.teiep.gr/</a>	CAREER OFFICE  <a href="http://dasta.teiep.gr/grafeiodiasyndesis">http://dasta.teiep.gr/grafeiodiasyndesis</a>
ALEXANDER TECHNOLOGICAL EDUCATION INSTITUTE OF THESSALONIKI	<a href="http://www.teithe.gr/">http://www.teithe.gr/</a>	CAREER OFFICE  <a href="http://www.career.teithe.gr">www.career.teithe.gr</a>
TECHNOLOGICAL EDUCATION INSTITUTE OF CENTRAL GREECE	<a href="http://www.teiste.gr/">http://www.teiste.gr/</a>	CAREER OFFICE  <a href="http://career.teilam.gr/">http://career.teilam.gr/</a>
TECHNOLOGICAL EDUCATION INSTITUTE OF	<a href="http://www.teilar.gr/">http://www.teilar.gr/</a>	CAREER OFFICE

THESSALY		<a href="http://dasta.teilar.gr/default.htm?box=1&amp;tile=112">http://dasta.teilar.gr/default.htm?box=1&amp;tile=112</a>
TECHNOLOGICAL EDUCATION INSTITUTE OF IONIAN ISLANDS	<a href="http://www.teiion.gr/">http://www.teiion.gr/</a>	CAREER OFFICE <a href="http://www.teiion.gr/index.php/el/management/daas.html">http://www.teiion.gr/index.php/el/management/daas.html</a>
TECHNOLOGICAL EDUCATION INSTITUTE OF CENTRAL MACEDONIA	<a href="http://www.teikav.edu.gr/teikav/">http://www.teikav.edu.gr/teikav/</a>	CAREER OFFICE <a href="http://career.teikav.edu.gr/">http://career.teikav.edu.gr/</a>
TECHNOLOGICAL EDUCATION INSTITUTE OF KALAMATA	<a href="http://www.teikal.gr/">http://www.teikal.gr/</a>	CAREER OFFICE <a href="http://dasta.teikal.gr/Career/default.aspx">http://dasta.teikal.gr/Career/default.aspx</a>
TECHNOLOGICAL EDUCATION INSTITUTE OF CRETE	<a href="http://www.teicrete.gr/teien/index.php">http://www.teicrete.gr/teien/index.php</a>	CAREER OFFICE <a href="https://dasta.cs.teicrete.gr/web/career-office/">https://dasta.cs.teicrete.gr/web/career-office/</a>  LIAISON OFFICE <a href="http://www.liaison.teicrete.gr/">http://www.liaison.teicrete.gr/</a>
TECHNOLOGICAL EDUCATION INSTITUTE OF WESTERN GREECE	<a href="http://www.teiwest.gr/index.php/en/">http://www.teiwest.gr/index.php/en/</a>	CAREER OFFICE <a href="http://www.teiwest.gr/index.php/el/home-2/dasta-gr">http://www.teiwest.gr/index.php/el/home-2/dasta-gr</a>
TECHNOLOGICAL EDUCATION INSTITUTE OF PIRAEUS	<a href="http://www.teipir.gr">http://www.teipir.gr</a>	Structure of Employment and Career (S.E.C.) <a href="http://www.teipir.gr/index.php?option=com_content&amp;task=view&amp;id=90&amp;Itemid=84">http://www.teipir.gr/index.php?option=com_content&amp;task=view&amp;id=90&amp;Itemid=84</a>  Liaison Office <a href="http://gdias.teipir.gr">http://gdias.teipir.gr</a> Counselling and Psychological Support Center <a href="mailto:counseling@teipir.gr">counseling@teipir.gr</a>  Practical Training Office <a href="http://apollon.teipir.gr/praktiki/">http://apollon.teipir.gr/praktiki/</a>  Innovation & Entrepreneurship Unit <a href="http://www.teipir.gr/mke/">http://www.teipir.gr/mke/</a>  European Programmes and International Relations Office, <a href="http://euoffice.teipir.gr/">http://euoffice.teipir.gr/</a>  T.E.I. Piraeus Alumni Association <a href="http://gdias.teipir.gr/alumni">http://gdias.teipir.gr/alumni</a>
TECHNOLOGICAL EDUCATION INSTITUTE OF CENTRAL MACEDONIA	<a href="http://www.teiser.gr/">http://www.teiser.gr/</a>	CAREER OFFICE <a href="http://diasyndesi.teicm.gr/">http://diasyndesi.teicm.gr/</a>
SCHOOL OF PEDAGOGICAL & TECHNOLOGICAL EDUCATION <a href="http://www.aspete.gr/">http://www.aspete.gr/</a>	<a href="http://web.aspete.gr/aspete/index.php">http://web.aspete.gr/aspete/index.php</a>	CAREER OFFICE <a href="http://dasta.aspete.gr/Career/default.aspx">http://dasta.aspete.gr/Career/default.aspx</a>

## 5.2 TECHNOLOGICAL EDUCATION INSTITUTE OF PIRAEUS

Established by a special law in 1976, merging two faculties, Anastasiadis Faculty founded in 1947 and Sivitanidios Faculty founded in 1957, the KATEE of Piraeus was founded. T.E.I. of Piraeus was established under the terms of Law 1404/83 in 1983. It is a Technological Education Institute maintaining a high standard of teaching supported with applied research in chosen areas. T.E.I. of Piraeus maintains permanent links with other national and foreign educational and research institutions

aiming at continuous improvement of the education it offers to its students. On the other hand T.E.I. of Piraeus participates in numerous cooperative programs of the European Union so as to encourage international cooperation and improve knowledge diffusion. Technological Education Institute of Piraeus (T.E.I.) of Piraeus (Tel: +30 210 5381100, Fax: +30 2105450962, Web site: <http://www.teipir.gr> ) is one of the oldest T.E.I.s in Greece, with a long tradition of involvement in the country's educational life. It Students wishing to enter TEI must first successfully take the *Panhellenic* examinations, a legal requirement, and once students have joined, full attendance is compulsory. As part of its courses, T.E.I. of Piraeus offers both theoretical and practical education to help students use their scientific, technological and artistic knowledge and skills. Courses at each of T.E.I.'s departments last eight semesters, including the six-month practical work. To graduate, students need to complete successfully the courses offered by their department, write a dissertation and complete a six-month period of work placement. T.E.I of Piraeus's headquarters are in Western Attica in the Municipality of Aegaleo, alongside P. Ralli and Thivon Street. Its buildings are located in the heart of the ancient grove of Athens, near the Platonic Academy, where philosophers used to teach in ancient times. Its facilities, with additions and improvements form a comprehensive and contemporary academic environment of high standards. The buildings of T.E.I. Piraeus are covering an area of 100.000sqm. The Laws 2916/2001, 3549/2007, 4009/2011 and 4076/2012 have integrated the current operating frame as a Higher Education Institute, providing high level technological education while elaborating applied research programs at the specific professions. The training provided includes undergraduate and postgraduate studies on subjects with technological and economic content. T.E.I. Piraeus maintains permanent collaborations with other institutions and research institutes in Greece and abroad and participates in EU programs to strengthen international cooperation, to continuously improve the level of education and promotion of science. T.E.I. Piraeus offers a wide variety of postgraduate programs, highly estimated and recognized by the Labour Market. The Technological Education Institute of Piraeus is one of the fourteen independent and self-governed T.E.I. which constitute the technological sector of the national system of higher education in Greece. T.E.I.s are distinguished from traditional universities in Greece by their technological orientation of their curriculum. T.E.I. of Piraeus offers more than 25 different degree – awarding-programs across the entire spectrum of learning, from arts and social sciences to applied sciences and engineering. The institute is built on its own campus of approximately 100.000m<sup>2</sup> in the middle of an olive grove that includes some of the very same olive trees that used to shade Plato's Academy situated then nearby. It is close to the picturesque and famous port of Piraeus and within the metropolitan area of greater Athens. Regular bus service is provided by the metropolitan transportation system connecting the institute directly with down-town Athens and Piraeus as well as with the rest of Attica through easy connections. Regular bus service connect the institute with Egaleo METRO station 2km of distance. The postgraduate programs at the T.E.I. of Piraeus enjoy the Administration's special attention and with the support of the staff of the collaborating institutions have been well accepted by the market. T.E.I. of Piraeus welcomes international students and promise's an up to date training in the best tradition of Greek hospitality. As already mentioned the operation of the Institute is based on the Greek laws 4009/2011, 4076/2012, 3549/2007, 2916/2001. The degrees offered are recognized by the Greek state and EU and are fully evaluated. The studies in the Departments of TEI of Piraeus for the first level degrees are lasting four years typically and are equivalent to 240 ECTS, according to the Bologna Process Guidelines. After graduation, the new scientists may continue their studies in the second level (MSc) programs that last one to two years weighted 90-120 ECTS. Then, a third level course is possible for PhD studies in collaboration with several Universities in Greece or in European region. Nine (9) Departments exist in TEI of

Piraeus, grouped in two schools. In the Engineering School there are the following departments:

1. Automation Engineering Department,
2. Civil Engineering Department,
3. Computer Systems Engineering Department,
4. Electrical Engineering Department,
5. Electronic Engineering Department,
6. Mechanical Engineering Department,
7. Textile Engineering Department,

In the School of Business and Economics there are the following Departments:

1. Accounting and Finance Department,
2. Business and Administration Department

TEI of Piraeus had been may awarded a DS label for the system of Higher Education alignment procedures.

There are also sixteen (17) Postgraduate Programs at the second level (Master). Some of them are autonomous and are governed by the TEI of Piraeus rules. There are also programs that are organized in collaboration with several Universities in the European area and the United States.

- Accounting and Finance, Master in Business Administration, Public Economics and Policy, International Business Management, Health Services Administration, Science of decisions with information systems, Energy Systems Management and Optimization, Information & Communication Technologies in Education, Networking & Data Communications, Applied Information Systems, Management in construction, Applied Policies and Techniques of Environmental Protection, Educational Technology & Human Resources Development, Advanced Industrial & Manufacturing Systems, Master of Science in Energy, Interactive & Industrial Product & System Design, Seismic & Energy Upgrade Construction & Sustainable Development

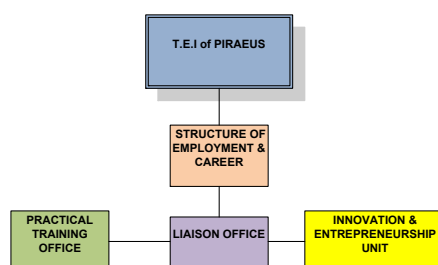
Each year approximately 1500-2000 new students are enrolled in TEI of Piraeus and the total number of the active full time students is approximately 12.000 while, along with the inactive part time students, the total number reaches 25.000. The permanent Academic Staff is encountered to 160 Professors. The teaching staff is enriched with approximately 300 part time professors. The academic operation is supported by 160 permanent members of the administration staff and 20 permanent members of the technical staff. These operations are also supported by approximately 30 additional persons that are engaged in several R & D programs. There are approximately 25 Laboratories in Engineering Scholl and 10 Laboratories in the School of Business and Economics that support the teaching and research and development activities. They are engaged in several research and development programs that are funded by the Greek Government and European Union. T.E.I. of Piraeus being the second largest Technological Institute of Education in Greece, with 2 Faculties: Faculty of Applied Sciences and Faculty of Management and Finance-, 9 Departments and more than 25.000 students enrolled, running 17 fully accredited post-graduate programs, in various academic fields, in cooperation with other universities from Greece, and abroad maintains permanent links with other and foreign educational and research institutions and participates in numerous programs of the European Union, while encourages international cooperation and improvement of knowledge diffusion. The Technological Education Institute of Piraeus as an autonomous State Institution of Higher Education, is mainly supported by the state funds and the Research Consultancy budget. This account is handling allocations for research and education as well as allocations such as E.P.E.A.E.K., NSRF which are derived from several different sources and are destined for the cover of expenses that are essentials rot the needs of research, education, training, development of projects as

well as continuous training. It is in fact that, with the new philosophy of international education, all foundations of third degree education are charged with a new social cost through their active participation in economy. Applied technological research is constantly creating closer relations with production units. Having all of the above in mind, it is therefore natural that this Special Account is constantly upgraded, since it consists the way through which this connection is materialized. There is a **Technological Research Center**, within the bounds of approach of T.E.I. with the Production Units, that functions with the purpose of elaborating researches and studies about its area of responsibility. There is also a **Vocational Training Centre** located at the centre of Athens, which offers training programs to university and High School graduates. Each Academic Year starts on the 1<sup>st</sup> of September and ends on the 5<sup>th</sup> of July of the following year. It includes two semesters (winter and spring semester) of 15 weeks each. After the end of course delivering in each semester, two sequential examination periods are programmed (of usually 15 days length). **Main University Regulations (notability recognition procedures):** According to the Regulation of Studies, published in the Gov. Gar. 816\21-5-1999, the modules delivered are distinguished into three categories: Compulsory Modules, Mandatory Elective, Optional Modules. The total number of modules for each student is forty (40) that are weighted (240 ECTS credits). Each module may include theory, labs, tutorials, seminars and special projects. Some of the modules are characterized as prerequisite for other modules that are characterized as dependant. Exams: Depending on the way that each module is being instructed, there are examinations for the Labs (which take place during the semester), writing of essays as well as final examinations at the end of each semester, which take place in two successive periods. Placement: The six month placement is obtained when the student has successfully attended 2/3 of the obligatory courses and all specialization modules. The aim of the placement is the consolidation and application of all the knowledge that has been gained during the studies. It can take place in public or private companies as well as educational centers and enterprises of European Union Countries, within the boundaries of European Programs. A certain fee is given to the students under placement. Dissertation: The dissertation is elaborated under the supervision of the educational staff on subjects related with the topic of studies, and must be orally presented to a three member committee, publicly, one of the members being the supervisor of the student. **ECTS institutional co-coordinator** is the Deputy President\ Academic Affairs. Examination and Assessment Regulations: According to the Institution's studies regulation, grading is in a scale from zero to ten and grade distribution is as follows: 8,5-10: Excellent, 7,0-8,4: Very Good, 5,0-6,9: Good, 4,0-4,9: Insufficient, 0-3,9: Fail. Successful completion of a course requires a grade of at least 5.0. General Information for Students: **Cost of living** for students is minimum because of the low prices of the service in TEI Piraeus and the rent allowance that is provided to the students with financial difficulties. Additionally, there are no tuition fees and the studies are free of charge. The books and notes are also free of charge. For some of the students scholarships are given from the National Foundation of Scholarships, having as a criterion their study record and their financial situation. Scholarships are also likely to be given to students that are continuing their studies in a Post Graduate level either in Greece or abroad. Identity Cards are also supplied to students after their subscription, every year, from the secretariat which offers them a reduced price in all means of transportation (bus, trolleys, metro, trains, ships, airplanes) in Greece and abroad (trains and airplanes). **Accommodation:** Student with financial difficulties as well as those that come from families with many children are hosted in hotel rooms with which TEI has accomplished an agreement, otherwise a rent allowance is provided to those students. **Meals:** Students that are entitled to a meal card are provided with free breakfast, lunch and dinner in the restaurant of the Faculty which is located on the ground floor of Building A of T.E.I. The rest of the students can eat at the same restaurant paying a symbolic amount of

money. T.E.I has a restaurant that can feed around 600 people; it employs 20 persons. There are also 4 cafeterias in the faculty. **Medical Facilities:** Provided that students are not insured in any other service, they are entitled in full Medicare and hospitalization. The personal health booklet that is provided to students ensures that they are free of charge medical examination, dental work, orthopedic equipment, pregnancy allowance and physiotherapy. A doctor and a nurse are employed by the Department on a regular basis for medical advice and confrontation of extraordinary incidents. **Financial Support for Students:** Under certain circumstances, students with financial problems can obtain an interest free loan which should be paid after the termination of studies in monthly installments. **Student Affairs Office:** Each student is allocated to a member of permanent staff, who consults/mentors him in every case. In special cases psychological support may be provided by special staff. According to the Presidential Provisions 483/84, working students are facilitated in their studies as well as their exams. A fourteen days student leave is given to them as well as reduced working hours. Students with special qualifications can be employed with a part time job in several different programs of T.E.I and in particular services of the foundation. **Study Facilities:** Photocopy Center: There is a special division in the institute and each department for free printing of notes that are distributed to students. Sport Facilities: In our effort to provide a complete athletic program, T.E.I. of Piraeus offers basketball, volleyball, tennis and football courts as well as table tennis with programs for all the above sports and under the attention of special gymnasts. It also organizes special tournaments and contests in different kinds of sports and participates in matches with other universities, in the Pan-Hellenic games of all Greek Universities, in European as well as World Organizations and in games for charitable purposes. Library: Students have the ability to use the lending library of T.E.I, which numbers 16.000 book titles (27.000 volumes), 160 magazines and dissertations. Working hours of the library: Monday to Friday 9.00pm-19.00am. Digital Library: The digital library gives the students the opportunity to gain access to books, magazines and bibliographic data as well as to all kinds of digital information and knowledge that is available in libraries of other Educational and Research Institutions (National and International). Furthermore, free internet access is available as well as the use of digital material in the form of CD-ROMs. Public Relation and Information Office: The activities of this office cover the development of Public Relations of T.E.I, the access of T.E.I's activities domestically and internationally, the achievement and signing of agreements with foreign Foundations, the organization of lectures, ceremonies and cultural events, the exchange relations with foreign Educational Foundations and the welcoming as well as stay of foreigner scientists. Computer Facilities: All students have access in computer labs, where they are taught the relevant courses and have the opportunity to use a computer for the needs of their studies as well as the writing of essays. **International Programs:** Through European Union and International Relation Office, T.E.I participates in many programs such as SOCRATES/ERASMUS, TEMPUS PHARE, TEMPUS TACIS, ADAPT, JEAN MONNET, LEONARDO DA VINCI etc. Students are encouraged to participate in such programs in order to gain special knowledge and experience. **Language Center:** Students have the opportunity to improve their knowledge in foreign languages such as English, French, Italian and German. On the other hand foreign students can improve their knowledge and use of Greek language. For this purpose our language center has two labs of 30 students each, equipped with computers and optical-acoustic systems. **Students Union:** All students of the School of Engineering belong to the Union of the above School which is administrated by a 9 persons committee that is elected every spring semester by the students of T.E.I. A special compartment of the student union is engaged in the everyday needs of the students, such as catering, accommodation, etc. The **Structure of Employment and Career** will be analyzed below.

### 5.3 STRUCTURE OF EMPLOYMENT AND CAREER TEI PIRAEUS

The Structure Employment and Career (SEC) was established by the Council Decision of TEI with the Act 20/26.05.2009. It coordinates, the planning and programming of the separate structures that compose the institutional Structure Employment and Career (SEC): Liaison Office, Practical Training Office, Unit of Innovation and Entrepreneurship, Counseling and Psychological Support Center. The objectives of the Structure are the exploitation of scale economies, optimized coordination and management, the widening and strengthening of networking with other institutions, the labor market and the Practical Training /Employment/Innovation/Entrepreneurship promotion accredited bodies. This structure is a coalescence action, transformation and rationalization of structures of Technological Education Institutions regarding the above mentioned issues and the liaison between education and the labor market. The role of SEC is to capture the vision, to develop the strategy of each institution for its connection to the labor market and to ensure the development of a sustainable and coordinated approach to individual structures and policies of the Foundation in this field. SEC recommends to the competent bodies of the Institute and implements its decisions, always in collaboration with other involved departments of the institution. SEC's activities are directed to undergraduate and postgraduate students/graduates. The main objective is to offer the students, in an organized manner, the opportunity to experience the environment of their future career and at the same time gain knowledge and skills that will allow them to claim the best terms with their place in the professional arena. All component individual transactions are under the SEC's coordination, but still each of them has also its own administrative organization and operation in accordance with the chart of the Technological Educational Institute of Piraeus and legislation:



#### 5.3.1 Liaison Office TEI Piraeus

The **Liaison Office of T.E.I. of Piraeus** was set up as part of the Institute's efforts to provide support where needed and to reach out to a greater number of contacts, thereby allowing the T.E.I. to become a permanent link between the educational community and the forces of production. In 1993, a Career Office was established in TEI Piraeus with Scientific Director professor Dr Solon Antoniou (1993-2010). The office came into operation during the period covered by the 2<sup>nd</sup> Community Support Framework (Hellenic Ministry of National Education and Religious Affairs - Operational Programme for Education and Initial Vocational Training "O.P. Education"). In 1997 it was incorporated into the 2<sup>nd</sup> C.S.F., renamed to Liaison Office and started participating in the Horizontal Action of Greek T.E.I.'s Liaison Offices. In 2001 it was incorporated into the 3<sup>rd</sup> C.S.F. & in the formal organizational structure of T.E.I. In 2010 was the initiation of the operation of S.E.C. (Structure of



Employment and Career) with (total budget:2.647.897,00 €) till 2014, with Institutional Scientific Director Dr Antonis Antoniou (2009-2013) and Dr Dimitris Tseles (2013-.....). In 2007 Liaison Office becomes a member of the EUE-NET (European Universities Enterprises Network) while in 2010 becomes a member of the CDO-NET (European Career Development Offices Network). From 1993 till 2014 LO completed 21 years of successful operation with total funding 1.683.572,81€.

### **5.3.2 Practical Training Office TEI Piraeus**

**Practical Training Office:** The six month placement is obligatory for TEI Piraeus and is obtained when the student has successfully attended 2/3 of the obligatory courses and all specialization modules. The aim of the placement is the consolidation and application of all the knowledge that has been gained during the studies. It can take place in public or private companies as well as educational centers and enterprises of European Union Countries, within the boundaries of European Programs. A certain fee is given to the students under placement. Practice is an important part of the Institute regarding the contact between students and the Labour Market. It is a way of linking theory with practice. The practical training office is funded by EU and Greek Government and handles all the issues on internships from the finding of the placement to the quality assessment of the practical training etc.

### **5.3.3 Entrepreneurship and Innovation Unit TEI Piraeus**

**Innovation & Entrepreneurship Unit** was established as a separate unit along with SEC. However, before this, entrepreneurship services were offered both by Liaison Office and the Undergraduate Departments through Entrepreneurship courses. Activities include elearning entrepreneurship courses, Production of educational material for educational purposes, Visits to businesses and other organizations associated with the object of study of the students, Seminars for entrepreneurs and business executives, virtual enterprises and / or developing simulation exercises and website development both for information and for distribution of educational material, Development of case studies referring to specific existing companies or specific business issues, Development of business ideas and business plans, Prizes of Entrepreneurship, Creation of Figures mentoring within the contact between students & business executives and organizations, Networking (Includes participation in events and conferences of organizations implementing entrepreneurship programs, contact with alumni networks, with incubators of new businesses - technology parks, with new centers of entrepreneurs), Activities for the promotion and publicity of the program as conferences, workshops and display production and diffusion of printed promotional material.

### **5.3.4 Counseling and Psychological Support Center TEI Piraeus**

At the end of 2010 with the establishment of the Structure of employment and career- a **Counselling and Psychological Support Center**, modernly equipped, started to operate as a separate unit with specialised experienced staff, with ambitious plans, use of modern tools always in cooperation with the above mentioned Offices.

## **5.4 PRESENTATION OF LIAISON OFFICE TEI PIRAEUS**

The Liaison Office of T.E.I. Piraeus has been operating since 1993, aiming to offer:

- ✓ A source of up to date and accurate advice and information on a range of educational, career guidance and counseling issues.
- ✓ A meeting point between T.E.I. of Piraeus and the labour market.

- ✓ An opportunity to get in contact with public sector bodies, in general.
- ✓ A bidirectional node between the Academic Society and the production sector to create partnerships.
- ✓ A contact point between T.E.I. of Piraeus and other educational institutes throughout Greece and abroad.

The Liaison Office has been an important part of the organizational structure of T.E.I. of Piraeus since 2001. It belongs administratively at the Institute's Direction of Studies Co-ordination and Student Care and specifically at the department of Studies, Practical Training and Career. With the continuation of the funding in the frames of NSRF (National Strategic Reference Framework) and the operational programme for education and life-long learning, co-financed by Greece and European Union, Liaison Office is incorporated in the Structure of Employment and Career which is established and is active since 2007. Liaison Office is part of organizationally to Structure of Employment and Career (S.E.C.) of T.E.I. Piraeus.

***To achieve its goals the Liaison Office:***

- Publishes information material.
- Organizes workshops, special events and exhibitions.
- Keeps its libraries well stocked with a wide range of information, both in printed form and online.
- Maintains confidential databases with details of companies, graduates, students etc.,
- Conducts Graduate Career Path Monitoring Research, Labour Market Studies, Job Profiles Guides Studies etc.
- Offers counseling on personal and career issues and performs individual and group consultative seminars.
- Has its own dedicated website, blog, e-magazine, Facebook profile, Twitter, Linked In and Youtube accounts, which are regularly updated.
- Participates in third party activities,
- Coordinates and supports activities of T.E.I. Piraeus Alumni Association (T.P.A.A.).
- Develops information guides: Career Management Guide in Greece and Abroad, Post Graduate Studies & Scholarships Guide in Greece and Abroad, etc.
- Enables the use of computers with free internet access and also provides a reading room.
- Provides psychometric evaluation tests for free.
- Brings together students and alumni with potential employers for job vacancies respectively in Greece and abroad.
- Supports activities that help secondary-level students to make vital career decisions and to take advantage of the specialized services offered by the Institute, in regard to its current departments.
- Develops collaborative networks at local, national and international level with the productive and social agencies.
- Gathers information about agreement or joint projects, I & D research projects.
- Assists in matters of Entrepreneurship.
- Participates in the coordinating, institutional and advisory committee of Structure of employment and career.
- Participates in European University Enterprises Network & Career Development Offices Network.
- Maintains project committee consisting of representatives from all departments aiming to bidirectional information between Academic Society and Liaison Office, on common interest issues.
- Last but not least, Liaison Office, in order to ensure the quality of its services, has established and applies a quality management system for Counselling and Advising Services to Educational and Employment Issues according to DIN EN ISO 9001:2008.

***The Liaison Office provides you information on:***

- ✓ Postgraduate studies in Greece and abroad,
- ✓ Scholarships and endowments,
- ✓ The classification of Higher Education Graduates,
- ✓ Professional Rights & Employment Fields for T.E.I. Piraeus Departments,
- ✓ Jobs in Greece and abroad,
- ✓ Enterprises and Organizations Profiles,
- ✓ Résumé writing, cover letter, self-descriptive report and presentation to interview selection either for work, postgraduate study program or scholarship,
- ✓ The existing legislation, employment programs, funding for individuals special categories,
- ✓ Training and retraining,
- ✓ Seminars, workshops, events and conferences,
- ✓ Agreement or joint projects, I & D research projects,
- ✓ Entrepreneurship issues.

**Services provided by the Liaison Office can be used by:**

- **Students** (undergraduate & postgraduate) of T.E.I. Piraeus but also of all Higher Education, seeking opportunities & prospects to continue their studies, to get into the labour market or express interest in a part-time or volunteer work.
- **Seniors** of T.E.I. Piraeus and of all other Greek T.E.I.s, with common specializations, looking for a temporary job.
- **Graduates** of T.E.I. Piraeus and of all other Greek T.E.I.s, with common specializations who seek a workplace as well as information on postgraduate studies, seminars, professional rights, etc.
- **Companies-Organizations** which are looking for specialised staff to fill job vacancies and seeking to develop co-operation with the Institute.
- **Members of the T.E.I. of Piraeus Academic and Administrative Community**, who need support organizing various events.
- **Greek and foreign Educational Institutes** interested in developing collaborations with the T.E.I. of Piraeus.
- **KE.SY.P (Advisory and Orientation Centres) and GRA.S.E.P. (Advisory and Professional Orientation Offices) – Secondary – level students** who require information concerning T.E.I.'s departments and career opportunities for graduates of these departments.

**How can someone use Liaison Office's services?**

One can visit the Liaison Office S.E.C. T.E.I. of Piraeus (A014) everyday from 07:30 until 17:00pm and use its services, libraries, computer facilities or just pick up some information from the notice boards. It's easy to use our services and completely free of charge. One should ask to complete the specific registration form so that his details can be included at the Liaison Office's databases. This will help him take full advantage of our Employment and Educational Information and Advisory Services.

**Specifically:** If someone is a senior / graduate looking for part time or full time job in Greece or abroad, wanting educational information, needing to take advantage of the Counseling Service, wanting to subscribe to T.E.I. Piraeus Alumni Association (T.P. A.A.) then he should fill in the "D 4.3.2 Inventory Card/Census Form". While if someone is an employer looking for undergraduates / graduates to fill vacant permanent / fixed term / part time / seasonal jobs he should fill in the "D 4.3.1 Notification Form of Available Job or Practical Training Offers".

**Liaison Office S.E.C. T.E.I. of Piraeus has the following permanent staff:**

-Prof Pantelis Malatestas, Scientific Director of Liaison Office and Head of the Electrical Engineering Department of T.E.I. Piraeus, [pmal@teipir.gr](mailto:pmal@teipir.gr)

-Maria Kaltsogianni, Msc Mechanical Engineer, Coordinator, Education Advisor, Publicity & Information Dissemination and Quality Assurance Manager of Liaison Office S.E.C. T.E.I. Piraeus, [dy@gdias.teipir.gr](mailto:dy@gdias.teipir.gr) & [edu@gdias.teipir.gr](mailto:edu@gdias.teipir.gr)

-Chris Tsitsis, Mechanical Engineer, Assistant Coordinator, Quality Labour market Monitoring Manager of Liaison Office S.E.C. T.E.I. Piraeus, [dy@gdias.teipir.gr](mailto:dy@gdias.teipir.gr)

-Eugenia Moulou, Automation Engineer, Employment Advisor & Secretariat of Liaison Office S.E.C. T.E.I. Piraeus [secre@gdias.teipir.gr](mailto:secre@gdias.teipir.gr) & [ergasia@gdias.teipir.gr](mailto:ergasia@gdias.teipir.gr)

-Alexandros Alatsatianos, Msc Electronics Communication Engineer, E-magazine administrator of Liaison Office SEC T.E.I. Piraeus, [emagazine@gdias.teipir.gr](mailto:emagazine@gdias.teipir.gr)

-Nasos Stergiopoulos, Msc Automation Engineer, Information Technology Manager & Technical Support of Liaison Office S.E.C. T.E.I. Piraeus, [administrator@gdias.teipir.gr](mailto:administrator@gdias.teipir.gr)

-Nicholas Alexiou, Psychologist, Career Counsellor of Structure of Employment and career (S.E.C.), [counsellor@gdias.teipir.gr](mailto:counsellor@gdias.teipir.gr) & [counseling@teipir.gr](mailto:counseling@teipir.gr)

#### **5.4.1 Mission**

It is the job of the Liaison Office at the T.E.I. of Piraeus to provide top quality services, both to the educational community and to public and private sector companies, organisations, local authorities and collective bodies. By providing such services, the T.E.I. of Piraeus aims to:

- Contribute to the training, specialisation and professional placement of graduands and graduates of the Institute.
- Help businesses find the specialised staff they need.
- Keep the Institute informed of the needs and demands of production and to participate in activities related to the adaptation of Study Programmes.
- Co-operate with similar offices in A.E.Is and T.E.Is throughout Greece and abroad.

A fundamental principle and commitment of the Liaison Office at the T.E.I. of Piraeus, and, indeed the guiding philosophy of each member of its staff, is to provide all interested parties with services that meet their requirements fully, that comply with regulatory demands and that meet the quality standards that the Liaison Office insists on.

#### **To guarantee quality, the management of the Liaison Office at the T.E.I. of PIRAEUS**

- Has introduced a quality assurance system which complies with ISO 9001:2008. This has been applied to all aspects of the Office's work and to all the activities it is involved in which affect the quality of service it offers and the assistance it provides to students and other interested parties.
- Continually reviews and improves its services wherever possible to maximize the effectiveness of its procedures and, by extension, of its Quality Assurance System as a whole.
- Has established measurable objective targets for quality in the Office, T.E.I. Departments, procedures and services. Efforts to achieve these targets are regularly appraised by the Senior Management of the Liaison Office of the T.E.I. of Piraeus as part of the Quality Assurance review process.
- Strives to ensure the necessary resources are available to enable each section of the Office to operate freely, effectively and efficiently.
- Invests in ongoing training and education to keep its staff abreast of contemporary developments and to promote the concept of Quality throughout all the office's activities.
- Monitors, measures and appraises all the vital parameters and procedures to ensure it achieves its targets.

By adopting the principle of ongoing improvement, the Liaison Office of the T.E.I. of Piraeus recognizes and rewards team work and individual effort, makes an investment in people and shows its respect for students and other interested parties.

#### **5.4.2 Program Components**

In the current NSRF, Liaison Office has the following content:

<b>W.P.1: OPERATION AND MANAGEMENT</b>
<b>W.P.2: PUBLICITY and DIFFUSION of INFORMATION</b>
<b>W.P.3: STUDIES-RESEARCHES</b>
<b>W.P.4: EMPLOYMENT SECTOR</b>
<b>W.P.5: EDUCATIONAL INFORMATION/ADVICE</b>
<b>W.P.6: COUNCELLING/MENTORING</b>

**Table 2: Content of the project**

The SUBSTANTIVE OBJECT ANALYSIS is presented below.

#### **WP1: OPERATION AND MANAGEMENT (1/9/2010 - 31/10/2015 )**

##### **1.1 Management of the Scientific Director**

##### **1.2 Internal Operation Sector**

##### **1.2.1 Staff's Education and Training**

##### **1.3 Development, Management, Maintenance Communication - Information Systems and Networks Sector**

##### **1.3.1 Extension, further development of the information system and Integration in the SEC's unite information system**

##### **1.3.2 Development of electronic services' system**

##### **1.4 Secretarial Support Sector**

##### **1.5 Data Collection and Processing Sector**

##### **1.5.1 Collection and recording of data for monitoring / evaluation**

##### **1.5.2 Monitoring the progress of students/graduates who benefited from the services**

##### **1.6 Quality Management Sector**

##### **1.6.1 Project Assessment Mechanism Creation**

**Management** (Monitoring the progress of the Project (substantive and financial)), aiming the successful completion, is implemented by the Scientific Director and the **Internal Operation Sector** through the Internal Operation Coordinator and the Deputy Internal Operation Coordinator under the coordination framework of SEC. A new innovative electronic document management system is applied so as to accelerate communication, improve working conditions and increase productivity.

**Development, Management, Maintenance Communication - Information Systems and Networks Sector** monitors and implements new technologies in LO, and assumes : a) Integration in the SEC's unite information system b) the development of an integrated information system to integrated information - communication system / network interaction between Liaison Office's beneficiaries and users in real time (interactive real time information networking system) and c) the improvement and further development of e- services system (e-servicenet).

All data from the Liaison Office's operation are collected and encoded in Monitoring Indicators within the wider evaluation mechanisms which are developed continuously & updated by the Office. This includes the maintenance of the Quality Management System according ISO 9001:2008 which we already have applied since 2007. The

currently existing system has been expanded and an objective staff/ external partners appraisal system has been designed and is implemented on a regular basis.

A continuous monitoring mechanism has been developed for the beneficiary graduates aiming at the SEC's "regular Database feeding" and the contribution of the Office in developing intervention actions for disabled and socially vulnerable groups which will be implemented by the Institute's Counseling Center.

Liaison Office has developed training plan activities for its staff using also e-learning methods on specific topics such as innovative e-consultancy, life coaching-mentoring, and sign language. Besides Liaison Office makes the necessary trips so as to participate in national & international networks, knowledge transfer meetings, relevant conferences etc in order achieve its goals.

#### **WP2: PUBLIC RELATIONS, PUBLICITY & DISSEMINATION OF INFORMATION (1/9/2010 - 31/10/2015)**

**2.1 Database & Site Upgrade, Enrichment and linkage to the SEC's unite information system**

**2.2 Printed and Electronic Informational Material Completion**

**2.2.1 Implementation of E-magazine**

**2.2.2 Reading Hall & Libraries development, update and enrichment**

**2.3 Events Organization and conduct**

**2.4 Liaison Office's promotion actions to the academic community**

**2.5 Partnerships and Promotion General Activities**

**2.5.1 Networking at International level**

**2.5.2 Connection to secondary education**

**2.5.3 Update stakeholders on the TEI Piraeus specialties, their graduates and their employment opportunities**

**2.5.4 Development of Mechanisms for the linking of alumni to the Institute**

The Liaison Office's printed and electronic information material is continuously updated and enriched (E-magazine, Career Guide in Greece & Abroad, Postgraduate & Scholarships Guide in Greece & Abroad, Job Profiles, Entrepreneurship Guides etc). The site is also continuously updated and enriched so as to meet the increased needs. The rich information material of the Liaison Office is available in hardcopies in the reading hall but also in digital archive. We continuously organize events to promote the institution of the Liaison Office and we further develop the network of collaborations with several Bodies, Champers, Observatories, Businesses/Industries, Universities, Embassies, Ministries, Municipalities, other institutions and networks at national, European and international level. There have been developed binding activities with the Secondary Education and the Alumni Institute Association.

#### **WP3: STUDIES-RESEARCH (1/9/2010 - 31/10/2015)**

**3.1 TEI Piraeus' Graduates Career Path Monitoring Research**

**3.2 Labour Market Research**

**3.3 Job Profiles Guides Updating**

The performance of the **TEI Piraeus' Graduates Career Path Monitoring Research** every three years as well as the **Labour Market Research** every three years aim to capture the Greek reality of the labor market, lifelong learning, disabled and vulnerable groups peculiarities. By improving the system of data collection, record keeping, processing and analysis LO aims to monitor the alumni career path and simultaneously create a useful tool for the development and further improvement actions at both the educational process and at the employment promotion especially in the current economic challenging environment. Regarding **Job Profiles Guides**, they are updated and published every three years for all **TEI Piraeus'** specialties, giving one more asset to our beneficiary users.

#### **WP4: EMPLOYMENT (1/9/2010 - 31/10/2015)**

**4.1 Students/graduates support process from practical training/work placement finding, in Greece and abroad**

**4.1.1 Networking with other bodies of employment promotion**

#### **4.1.2 Online job search service**

#### **4.1.3 Actions counseling in employment**

The Employment Sector refers to the operation and development of the respective areas of LO. The Sector A) has developed a network of partnerships with institutions for the promotion of employment at national, European & international level, b)has organized and runs the information service for working in Greece and abroad, and c) currently uses a database and maintains a special blog for practical training/work places in Greece and abroad, but is also developing a modern "jopnet" (online registration service & students' / alumni's CVs search, new job vacancies from employers, innovative entrepreneurship ideas etc) and d) has already begun to systematize actions of mentoring (career mentoring).

#### **WP5: EDUCATIONAL INFORMATION ( 1/9/2010 - 31/10/2015)**

#### **5.1 Education Counseling Sector**

##### **5.1.1 Information on undergraduate & postgraduate studies, scholarships, qualifying exams, training seminars**

##### **5.1.2 Vocational Guidance of students and graduates at secondary education level**

##### **5.1.3 Mentoring Actions on postgraduate studies issues**

The Education Counseling Sector regarding the operation and development of the respective areas has developed a network of partnerships with training organizations at national, European & international level (connecting to the network alumni.net), b) applies an electronic service "e-servicenet" on relevant issues, c)has developed further actions for collaboration with the Secondary Education and last but not least d)has systematized actions of mentoring (education mentoring).

#### **WP6: COUNSELING (1/9/2010 - 31/10/2015)**

#### **6.1 Counseling Sector**

##### **6.1.1 Career Counseling & Professional Orientation**

##### **6.1.1.1 Mentoring Actions on career issues**

##### **6.2 Support Services Development for the Disabled or other vulnerable social groups**

##### **6.3 Supply and implementation of psychometric test tools for personal skills & self-awareness assessment**

The Liaison Office's Counseling Service works in partnership with the Counseling and Psychological Support Centre of our Institute and is supported by the internal/external mentors networks and several external partners. As part of the infrastructure we provide a) e-counseling system (on professional matters etc), b)implementation of mentoring activities targeting vulnerable social groups. c) use of development tools and personal skills self-assessment (psychometric tools), d)implementation of activities designed to support students / graduates-disabled or from vulnerable social groups-. Networking with Institutions worldwide, collection of information, recording of the above students / alumni and actions for the development of opportunities that facilitate the access of the disabled to information and services applied are also included.

However besides the above outputs Liaison Office has proposed expanding its activities developing new ones such as Assistance in finding suitable partners, Finding partners, Counseling in signing the agreements on intellectual property and cooperation agreements in the context of equity -funded programs, Providing legal advice and assistance for the registration of a research and cooperation agreements: Copyright, Trademark, Draft , Patents, Confidentiality Agreement for preliminary discussion exploitation investigation, Technology transfer agreements or technology to third parties, License Agreement, Cooperation Agreements, Surveys, Support in applying for patent, Investigate the existence of another patent, Decision on Greek or other patent, Assisting in the preparation of the patent application, Applying patent, Find programs or other funding agencies for exploitation of research results,

Financing of current programs, Funding from specific industrial or other entities) that are in contact and may be interested, Funding from Venture Capital, Funding bodies warmers, Find partners through participation in targeted Investment Forums. As soon as it gets the funding the above activities will operate through the Liaison Office by specialized personnel rather than being implemented professors individually or through other existing structures partially.

### **5.4.3 Quality Management System**

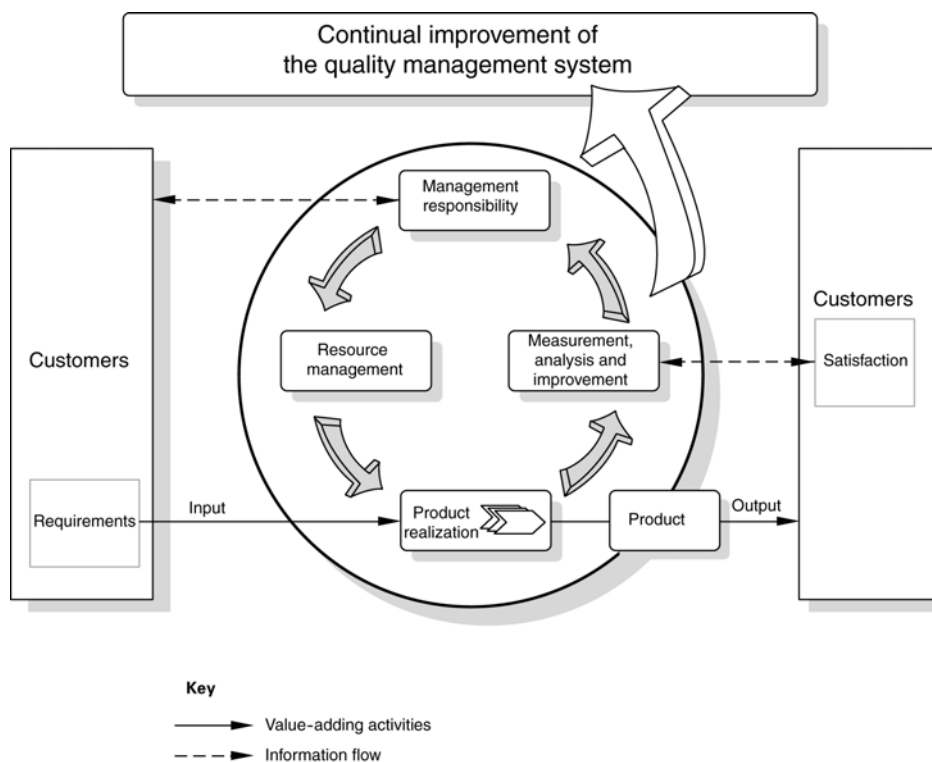
The main system for support and aid of the Liaison Office SEC T.E.I. of Piraeus is based on the continuous evaluation of the system using internal processes. Consequently, it provides continuous control and updating of the electronic systems used for the diffusion of information as well as the guarantee of unhindered follow-up of the project's requirements, based on the recording of internal needs from the Institution and the briefing with regard to the innovative processes that take place in other equivalent liaison offices. Several qualitative and quantitative indicators have been set to guarantee the evaluation process in addition to the statistics software used, which is based on 6-sigma and is going to contribute to the control of the system and the new information system that is under development. Weekly sessions have been established for the personnel of the liaison office to present and evaluate to the whole of the team all the processes, in order to solve any kind of problem that might arise, also daily cooperation takes place between the internal operation manager and the Scientific Director. Flow charts of the services, duties catalogue, job descriptions that the liaison office of SEC T.E.I. of Piraeus has developed, are evaluated regularly and are modified accordingly to achieve the best possible results for the liaison office. Additionally the evaluation of the liaison office is not only concerned with the Intermediary Report of Evaluation but also expands yearly to develop analytic reports of proceedings of travels / attending third party events / support and organize events as well as development of analytical process plans of all the parts of the office using monthly work sheets. Thus is ensured, the continuous feedback of the Scientific Director but also of all the participants and the stakeholders. Besides the internal evaluation, we have development external evaluation of the project with the entrusting of relative study to a responsible researcher. Objective of the external evaluation was the identification of possible interventions in the operation of the office for the optimization of processes and their effectiveness. The external evaluation was considered more objective and had the possibility of proposing corrective processes as much in the current system of evaluation as in the more general organization and operation of Liaison Office. All the above, constitute a most excellent source of information for the project, by referring specifications and results that have resulted in combination and the objectives that have been placed. Continuous evaluation includes using also the project indicators, as they have been recorded and defined in the Technical Bulletin of the Project. The operation but also the services offered from the liaison office were recorded and the necessary improvements took place so that the liaison office achieved the ISO 9001:2008 certification in June 2008 up to today, with annual audits, from the Accredited Institution of Certification TUV RHEINLAND. The certification of services ensures the continuous evaluation of our work and constitutes a step towards the guarantee of its viability.

<p><b>1 Scope</b></p> <p><b>1.1 General</b></p> <p><b>1.2 Application</b></p>	<p><b>6 Resource management</b></p> <p><b>6.1 Provision of resources</b></p> <p><b>6.2 Human resources</b></p>
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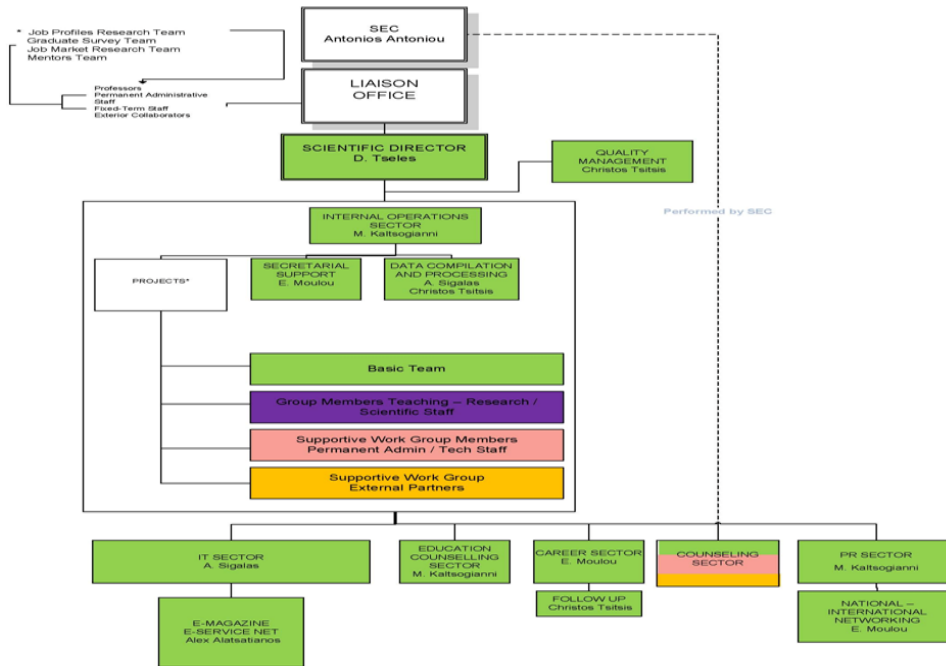
<b>2 Normative references</b>	<b>6.3 Infrastructure</b>
<b>3 Terms and definitions</b>	<b>6.4 Work environment</b>
<b>4 Quality management system</b>	<b>7 Product realization</b>
<b>4.1 General requirements</b>	<b>7.1 Planning of product realization</b>
<b>4.2 Documentation requirements</b>	<b>7.2 Customer-related processes</b>
<b>5 Management responsibility</b>	<b>7.3 Design and development</b>
<b>5.1 Management commitment</b>	<b>7.4 Purchasing</b>
<b>5.2 Customer focus</b>	<b>7.5 Production and service provision</b>
<b>5.3 Quality policy</b>	<b>7.6 Control of monitoring and measuring equipment</b>
<b>5.4 Planning</b>	<b>8 Measurement, analysis and improvement</b>
<b>5.5 Responsibility, authority and communication</b>	<b>8.1 General</b>
<b>5.6 Management review</b>	<b>8.2 Monitoring and measurement</b>
	<b>8.3 Control of nonconforming product</b>
	<b>8.4 Analysis of data</b>
	<b>8.5 Improvement</b>

**Table 3: Content of ISO 9001:2008**

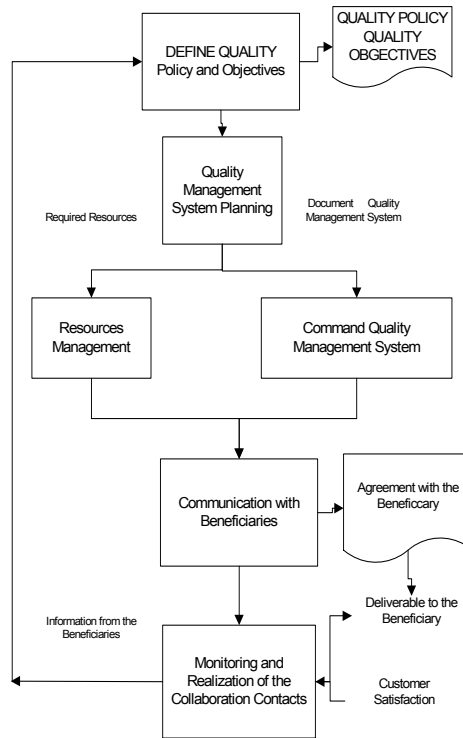


**Figure 1: QMS**

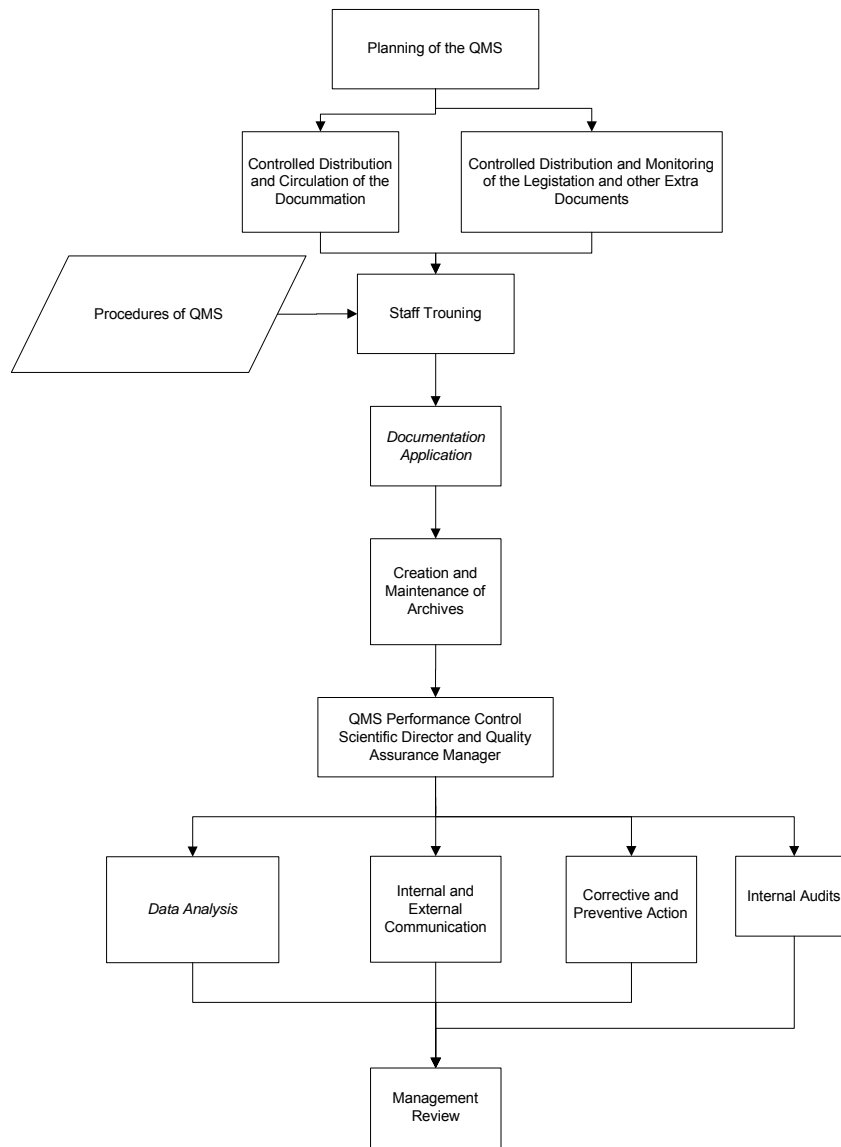
In an attempt to secure the overall quality of the services offered to our beneficiaries, Liaison Office of T.E.I. of Piraeus has established and applies a QMS for Counseling and Advising Services to Educational, Employment and Practical Training Issues. Proof has been furnished that the requirements according to DIN EN ISO 9001:2008 are fulfilled. The Quality Manual has full description of all the standardized processes and procedures that are used by the liaison office of T.E.I. of Piraeus for all the services provided.



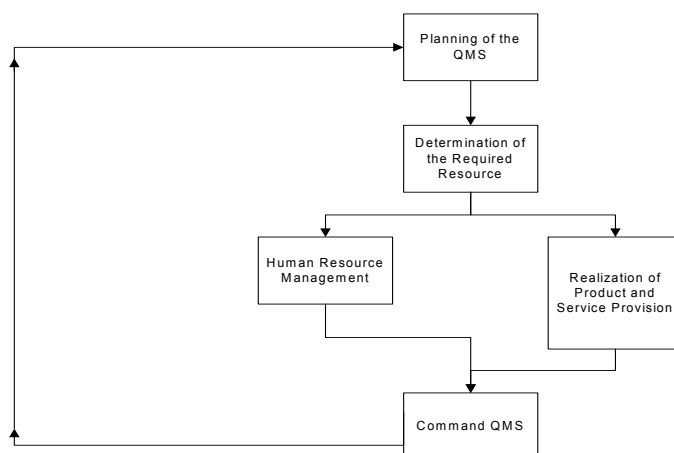
**Figure 1: Organizational Chart**



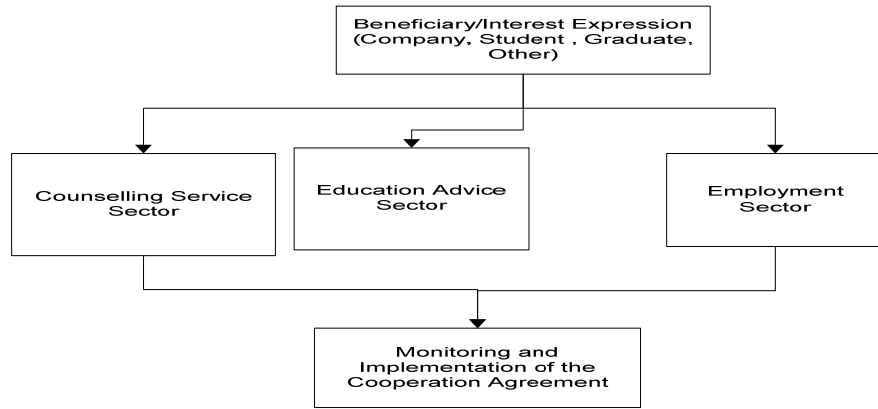
**Figure 2: Basic Processes**



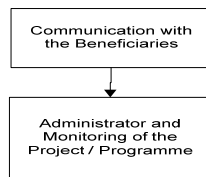
**Figure 2: Command of the Quality Management System**



**Figure 3: Resource Management**



**Figure 4: Communication with Beneficiaries**



**Figure 5: Monitoring and Implementation of the project**

<b>Serial Number A/A</b>	<b>Procedure Code</b>	<b>Procedures of the QMS</b>
1.	P 1	Development and Improvement
2.	P 2.1	Control of Documents and Records
3.	P 2.2	Corrective and Preventive Action
4.	P 2.3	Internal Audits
5.	P 3.1	Human Resource Management
6.	P 3.2	Products and Services Provision Process
7.	P 4.1	Counseling Service Sector
8.	P 4.2	Education Advice Sector
9.	P 4.3.1	Employment Sector (Companies)
10.	P 4.3.2	Employment Sector (Students , Graduates)
11.	P 4.4	Integrated Information System

**Table 4: Quality Management System Procedures Catalog**

<b>Serial Number A/A</b>	<b>Record Code</b>	<b>QMS Records/Documents</b>
1.	D 2.1.1	QMS Documents Catalog
2.	D 2.2.1	Problems and Complaints
3.	D 2.3.1	Audit Program
4.	D 2.3.2	Audit Report
5.	D 3.1.1	Personnel's Education
6.	D 3.1.2	Individual Evaluation Form
7.	D 3.1.3	Staff Evaluation Catalog
8.	D 3.1.4	Staff State Check in – Check out
9.	D 3.2.1	Suppliers Evaluation Catalog

10.	D 4.3.1	Notification Form of Available Job or Practical Training Offers
11.	D 4.3.2	Inventory Card/Census Form
12.	D 4.3.3	Companies Service Evaluation Questionnaire
13.	D 4.3.4	Students /Graduates Service Evaluation Questionnaire
14.	D 4.3.5	Loyalty card – Complaint

Table 5: List of Documented Records Required

<ul style="list-style-type: none"> <li>a. <u>Interim Evaluation Annual Report</u></li> <li>b. <u>Annual action plan</u></li> <li>c. <u>Technical Project Bulletin</u></li> <li>d. <u>Monthly expenditure monitoring reports</u></li> <li>e. <u>Operation Progress Monitoring Sheet</u></li> <li>f. <u>Financial Forms</u></li> <li>g. <u>Administrative Forms</u></li> <li>h. <u>Application Forms</u></li> <li>i. <u>Sworn Statements</u></li> <li>j. <u>Project Plan</u></li> <li>k. <u>Personnel's Duties Catalog</u></li> <li>l. <u>Job Descriptions</u></li> <li>m. <u>Plenary session proceedings</u></li> <li>n. <u>Code of ethics</u></li> </ul>
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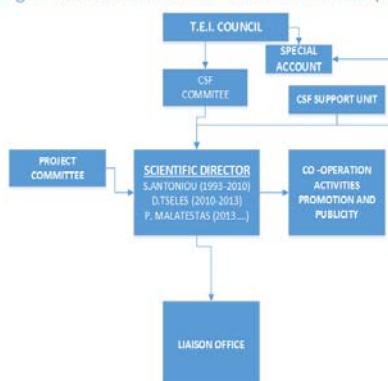
Table 6: Other record kept

#### 5.4.4 Organization

Nowadays, Liaison Office consists of four (4) teams:

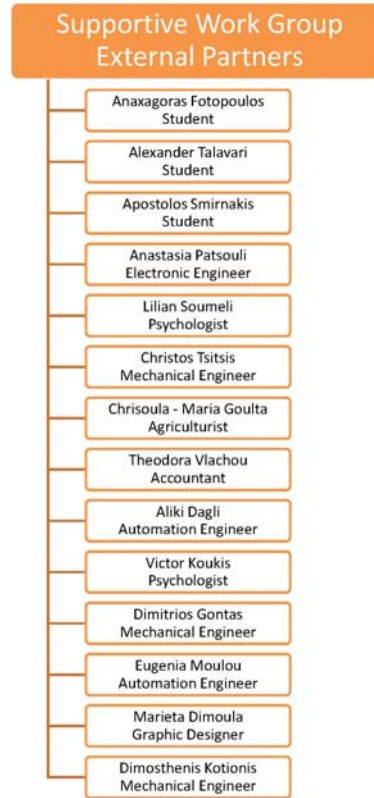
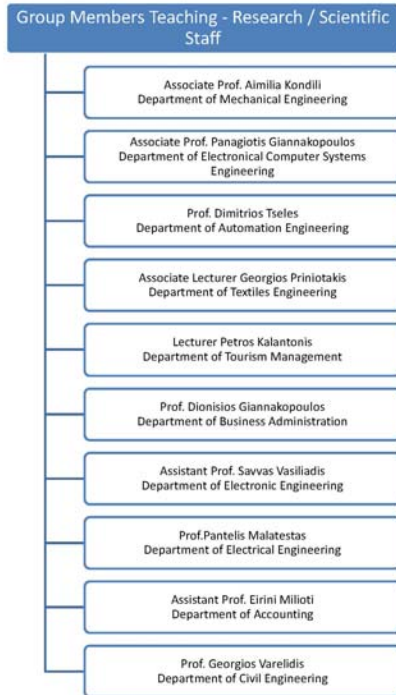
- A. The Basic Team which constitutes from the Scientific Director and the staff:
- B. Group Members Teaching-Research Staff
- C. Supportive Work Group Members-Permanent Administrative & Technical Staff
- D. Supportive Work Group External Partners

Organisational Structure of the Liaison Office (Staff)









#### **5.4.5 Code of Practice and Ethics**

As soon as the T.E.I. of Piraeus Liaison Office came into existence, it began work on creating its [Codes of Practice and Ethics](#), which governs all the Office's dealings with and responsibilities towards the outside world. Staff of the Office has, from the very outset, observed certain operating principles. These principles, which are based on the staff's expertise and experience and on the guidance provided by the Scientific Directors, have subsequently shown themselves to be proper and appropriate and have, therefore been included in the attached Codes of Practice and Ethics. Drawing up the Codes was referred to the Project Committee, becoming one of the primary matters it dealt with at its meetings during the Academic Year 1998 - 1999. Thereafter, the Liaison Office also used the results of similar work by the Universities and T.E.I. Horizontal Action departments. By combining all the work done, and adapting it on the basis of its own experience, the Office created the Codes of Practice and Ethics. The Codes of Practice and Ethics is attached to all application forms given to those interested in working with the Liaison Office. This ensures that all those who use the services of the Office are aware of the Codes and accept its contents. The Code of Practice & Ethics was reformed and approved by the TEI Council, with the Action No.15/5.4.2000 – Item 2 in 2000 and with the Action No.30/26.7.2012 – Item 2 in 2012. The code of practice and ethics deals with matters such as: *GENERAL PRINCIPLES AND OBJECTIVES, LIAISON OFFICE SEC TEI PIRAEUS STAFF, PROJECT COMMITTEES, INSTITUTIONAL STEERING & ADVISORY SEC COMMITTEE, DATABASES - E-MAGAZINE WEBSITE - IN SOCIAL NETWORKING MEDIA, SERVICES USERS, EMPLOYERS' SPECIAL OBLIGATIONS AS SERVICE USERS, APPLICATION OF THE CODE OF PRACTICE & ETHICS.*

#### **5.4.6 Human Resources**

The Liaison Office is distinguished in the following sectors:

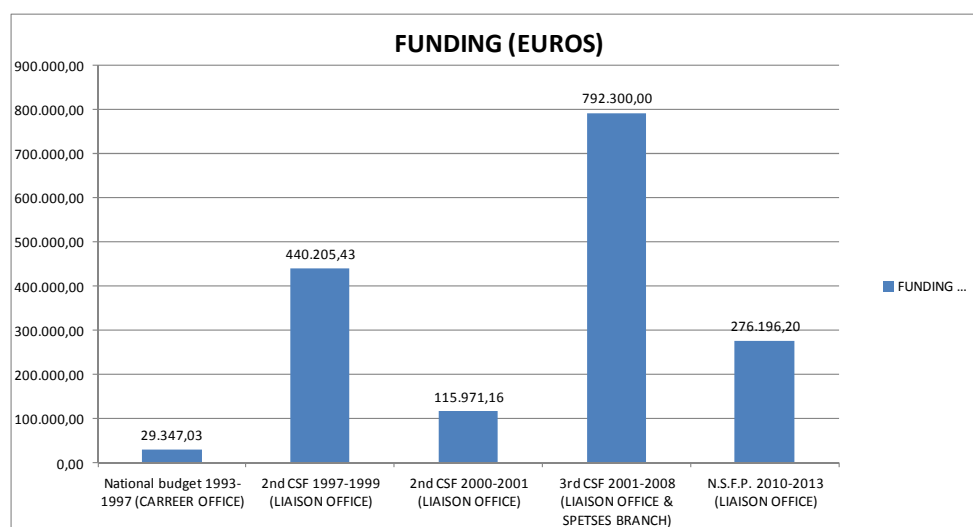
*SECTOR OF MANAGEMENT BY THE PERSON IN CHARGE OF THE PROJECT, SECTOR OF INTERNAL OPERATION, SECTOR OF GROWTH, MANAGEMENT, MAINTAINANCE OF COMMUNICATION - INFORMATIVE SYSTEMS AND NETWORKS, SECTOR OF SECRETARIAL SUPPORT, SECTOR OF COLLECTION AND TREATMENT OF ELEMENTS, SECTOR OF MANAGEMENT OF QUALITY AND FOLLOW-UP OF JOB MARKET, SECTOR ELECTRONIC PERIODICAL AND INFORMATIVE SYSTEM, SECTOR OF NETWORKING & PROMOTION IN NATIONAL AND INTERNATIONAL LEVEL ,SECTOR OF PUBLICITY AND DIFFUSION OF INFORMATION, SECTOR OF STUDIES, SECTOR OF EMPLOYMENT, SECTOR OF EDUCATIONAL ADVISORY, COUNSELLING SERVICE.*

While respectively the human resources consist of the:

*PERSON IN CHARGE OF ACTION, PERSON IN CHARGE OF INTERNAL OPERATION, ASSISTANT PERSON IN CHARGE OF INTERNAL OPERATION PERSON IN CHARGE OF GROWTH, MANAGEMENT, MAINTAINANCE OF COMMUNICATION - INFORMATIVE SYSTEMS AND NETWORKS, SECRETARIAL SUPPORT, COLLECTION AND TREATMENT OF ELEMENTS, MANAGEMENT OF QUALITY AND FOLLOW-UP OF JOB MARKET, SUPPORT ELECTRONIC*

PERIODICAL AND INFORMATIVE SYSTEM, SUPPORT OF NETWORKING IN NATIONAL AND INTERNATIONAL LEVEL OF ALSO ACTION OF PROJECTION, SUPPORT OF PUBLICITY AND DIFFUSION OF INFORMATION, COLLABORATORS FOR THE STUDIES, THE PUBLICITY AND DIFFUSION OF INFORMATION, THE MENTORING, PERSON IN CHARGE OF EMPLOYMENT SECTOR, PERSON IN CHARGE OF EDUCATIONAL ADVISORY SECTOR, PERSON IN CHARGE OF COUNSELLING SERVICE

#### 5.4.7 Financial Resources



#### 5.4.8 Events

To help establish strong links between the Educational Community and the forces of Production, the LO of the TEI of Piraeus organises **Open Weeks, Careers Days, Forums, Innovation Festivals, Entrepreneurship Exposition, Seminars and Meetings, etc** covering topics that match the needs of those who attend. These events represent a permanent source of reliable information and also act as a channel for the promotion and dissemination of the work of the Office. Some of them are the following: “Innovation Festival 2014”, “Liaison 2013:From studies to Career”, “Support of ERA 5,6,7,8 convention”, “Entrepreneurship-patent Exposition 2010”, “The presentation of the TEI of Piraeus and the L.O. at secondary level education events”, (2001-2008), “Liaison 2007:From studies to Career”, “Liaison 2006:From studies to Career”, “Education 2006”, “Tourism, Entrepreneurship and Liaison Offices” (2005), “Careers’ Days” (2004, 1999), “Postgraduate studies in Greece and abroad” (2003, 2000, 1998), “Education 2002”, “Development of young people’s entrepreneurship and enterprise excellence” (2001), “Education and employment at the threshold of the 21st century” (1999), the “Curriculum Vitae – Interview: the start of a career” seminars, (run more than twice a year, each year from 1998 until 2006), etc.

#### 5.4.8 Networks

The **Horizontal Action of Liaison Offices of the Greek TEI** was an OP program which was co-financed by the Ministry of Education and the European Union. The purpose of the project and the initial aim was to define and implement a modern organizational / coordination framework horizontal networking of Liaison Offices of the Greek TEI and ASPAITE. The Horizontal Action complemented and assisted vertical actions carried out by each Institution. The main instruments of the project

was the Steering Committee and the three Members Executive Secretariat. The Scientific Directors attended it representing all the Greek Liaison Offices of TEI and ASPAITE. The Liaison Office of TEI Piraeus participated in the Horizontal Action from 1998 until 2008, -when it ceased operating- while our Scientific Director was one of the three Members in the Executive Secretariat.

The **European Network EUE-Net** ([www.eue-net.org](http://www.eue-net.org)) began its operation, in October 2007 with the approval and financing of European Union. It is the continuation of the previous Network EUI-Net that also had been financed by the EU, on time interval 2005-2007. Objective of the Network is the narrower collaboration of Universities and enterprises. In March 2007, TEI of Piraeus, via its Liaison Office, it signed Letter of Intention of Collaboration (Letter of Intent) with EUE-Net. In February 2007, in 7 and 8, part of its personnel, concretely S. Antoniou, X. Korizi, A. Sigalas and M. Kaltsogianni, participated in the inaugural meeting of the Network that was realised in Brasov of Romania and was organised by the Transilvania University (the particular University coordinates the program). Objective of our attendance in this Network was the enlargement and extension of our Office' activities in European level. In 2010, Liaison Office S.E.C. TEI of Piraeus became also member of the **CDOnet** network ([www.cdonet.eu](http://www.cdonet.eu)).

CDOnet is the **Network of Career Development Offices in Europe**, initiated by [EUE-net](http://www.eue-net.org) - the European University - Enterprise Network. All European Career Development Organisations related to Universities are invited to join. The main objective of the network is to assemble and make the efforts of CDOs visible and usable at European level for the benefit of students, enterprises, universities and policy makers. The network will reach this objective by gathering together all actors, organising regular meetings and European conventions as well as developing IT- and marketing tools for the benefit of its members. The first general assembly of CDOnet took place in Vienna, Austria at the [CareerCon2010](#) Convention.

#### THE OBJECTIVES

- ✓ To support the realisation of a European Higher Education Area.

CDOnet will encourage best use of activity results both of its members but to any subscribing organisation type CDO through the capitalisation of crucial information at European level that will allow the Universities to continuously tailor their offer to the demand. It will also to develop innovative products and processes and to exchange good practice of CDO's to support employment and employability in all fields covered by the Lifelong Learning Programme, in order to improve the quality of education and training in general.

- ✓ To improve the quality and to increase the volume of multilateral cooperation between higher education institutions in Europe

CDOnet aims to eventually become pan-European Network assembling all efforts in the field of Career Development. Through the creation of a Virtual space for employment and employability at European level it will significantly contribute to the creation of a European Higher Education Area, creating a framework of common interest where Universities, Enterprises and students will meet to know each other better in terms of needs and expectations.

- ✓ To improve the quality and to increase the volume of cooperation between higher education institutions and enterprises.

The CDOnet will lift the regional and national career centres to a European level and open transnational opportunities for the recruitment of young potentials for employers. With the acquisition of CDOnet member's multilateral cooperation will increase and an exchange of information among and about CDOnet content will start and grow.

- ✓ The management of higher education institutions.

CDOnet is a generic framework for Cooperation including not only Universities and Enterprises but also the students. Taking the matters of employment and employability at European scale represent a significant step towards a shift in quality

and volume of the cooperation. CDOnet will create a new momentum that has the potential to show new levels of collaboration between the Universities and enterprises. The European Barometer of employment and employability will connect together all actors around the main result of the educational process – the graduate and his/her job.

✓ Cultural and linguistic diversity.

As transnational networking and co-operation on the basis of a web hosted database with multilingual access are the main issues of the project, the cultural and linguistic diversity is implicitly involved. As one of the CDO partners is UEAPME – the European Association of SMEs, one of the main beneficiaries are the SMEs that will be enabled to act at transnational level, having access to information on a European scale. Taking into consideration UEAPME counts more than 10 million SMEs, the potential for cultural and linguistic diversity promotion is significant.

✓ Employment

CDOnet systematically addresses the matter of employment in Europe putting the graduates face to face with the employers offering the jobs, thus improving their employability. The education providers will be able to see at any time what is the demand from enterprises and quickly adapt their offer accordingly; enterprises will be able to see what is the availability of certain qualifications in terms of students approaching graduation in a specified location and thus base their business on real facts; high school graduates will be able to see what is the demand from enterprises at which locations and thus be more informed before choosing their future education path.

✓ Enterprise

On demand, detailed information will be made available by online connected Career Centres' data. Enterprises will be able to check availability of graduates via the networks IT tools; feedback from enterprises will influence the curricula of universities.

✓ Lisbon partnership for growth and jobs

The CDO-net results with its good practise business model for the management of a career service centre will be a tool for identifying, developing and disseminating information on good practice to stimulate growth and jobs Europe in terms of exploiting the full potential of jobs in enterprises on one hand and maximising employability of graduates on the other hand.

**CareerCon** is the European Convention of Career Centres that was launched in 2009 as result of [EUE-Net](#) project. Representatives of Career Services from all over the world come together to present their Centres' best practices in cooperation with the Enterprises and Universities, Career mediation tools, employment statistics, as well as to discuss the future development of cooperation between Universities and Enterprises. Well-established career services and newcomers find the needed platform for networking and exchange of ideas. EUEnet and CareerCon contribute to reach the objectives of Europe 2020. Concretely, the Union has set five ambitious objectives - on employment, innovation, education, social inclusion and climate/energy - to be reached by 2020. Career Centres can give major input to answer the most important questions regarding the modernisation of higher education. How to ensure that (new and existing) curricula meet the needs and requirements of the Labour Market and of Academia; what are the key issues preventing the stakeholders to engage in dialogue and cooperation for the design of curriculum; learning outcomes – a possible common language to facilitate dialogue between higher education and business; how to develop co-operation in the field“ what needs to be done on institutional, regional, national or European level; what concrete actions could/should be initiated on European level. (\*source European Commission, DG EAC, Brussels 8.12.2010).

## 5.5 GOOD PRACTICES OF LIAISON OFFICE TEI PIRAEUS

### 5.5.1 Results and impact

This section describes and analyzes the results expected and the impact on our stakeholders. As already mentioned, in the implementation of the related Programs in Institutions of Higher Education we observe significant differences between the approaches and variations in the success of the program and the achievement of objectives. Through these different approaches, a series of 'good practice', can be traced, which can be analyzed and exploited (as it is or where applicable adjustments) from the Higher Education Institutions in the next phase of implementation of these or similar programmes. The "good practices" identified concern both Incentive Programs Business activities, innovative applications, entrepreneurship actions and Liaison Offices discussed above. A good practice is identified in realizing stable and long-term partnerships between educational institutions and bodies related to entrepreneurship/market etc (at local, regional or national level). Although to some extent all the institutions have developed partnerships with agencies and organizations for the implementation of programs, some institutions have developed collaborations in a systematic way and on a long bodies and organizations, which also involved them in several stages and in several activities at the implementation of programs. The stability and duration of these partnerships has enabled substantial involvement of stakeholders and people outside the institutions and provided substantial incentives for their participation in program activities. At the same time, was a factor activation of local communities (in an extent) as to be interested and participate in the programs, while also helped significantly to the diffusion and dissemination of programs and results. At the level of cooperation and networking, the collaboration between structures of common interest, creation of scale economy is identified as a good practice within the institutions themselves. In some of the institutions that implement entrepreneurship programs, there was substantial and continuous cooperation between different Programs especially with the Liaison Office and as a result joint actions were implemented, allowing economies of scale and development of synergies. As good practice, we can identify, also the development and monitoring & assessment mechanisms for the progress of the programs and the achievement of objectives in relation to qualitative & quantitative characteristics. In some such cases mechanisms were developed (for example questionnaires surveying business, attitudes of students / graduates before and after monitoring entrepreneurship courses), which served as an effective monitoring tool about the achievement of quality targets and feedback of Strategy for Institutions that applied.

Some of the expected results of a comprehensive analysis of all Actions (old & new ones), include:

- ✓ the widespread introduction of entrepreneurship in Higher Education, which is one of the major innovations in higher education in relation to economy, economic development and professional / business careers of graduates. Although the emergence of substantial results requires significant over time, on one hand and on the other hand the Greek Economical crisis overturned the results, still, it is the beginning of implantation of the concept, and then the culture of entrepreneurship throughout the Tertiary Education.
- ✓ Employment impacts can not always be quantified as it depends from exogenous factors. Qualitatively, however, one can characterize them as very positive for the following reasons:
  - Develops and fosters students:



- Analytical ability to identify and evaluate business and innovation opportunities.
- An understanding of the economic and multi- technological developments and their effects.
- The development of entrepreneurial culture and mindset.
- Acquisition of basic knowledge on the principles of entrepreneurship and the business operating.
- Development of creative thinking about new products and services.
- sharpening of critical thinking and the development of professional Flexibility.
- The overall initiation of student entrepreneurship, functions and design of business-oriented action discipline / professional field trained.
- encourages students to turn to creative self employment
- increases the employability and adaptability of graduates as managers, since they know the mode, the market rules, the domestic and international competition etc.
- improves business competitiveness and effectiveness of public interest organizations which absorb the students.
- provides an alternative outlet for graduate employment, helping to overcome the mentality that prevails on the graduates' preference to work in the public sector.

In other words, the graduate, who has taken part in courses, games on entrepreneurship and gained knowledge and culture in relation to entrepreneurship, has acquired qualifications that are hard to find in labor market and contribute substantially to meet the needs of businesses and organizations.

As shown, after all, and so far the implementation of actions on the entrepreneurship, the opportunity for the students to gain knowledge, experience and direct contact with questions about the entrepreneurship and business reality, provides them “one way out”, encouraging them to develop business activity and providing them with the right knowledge and tools so that their business becomes successful. It is characteristic that operations and business plans of students enrolled in the respective programs have won awards at regional and national level, while some of them are currently in search of funding so to begin implementation or have already been implemented. The expected impact on the economy is directly related to the expected impact on employment. More specifically, through the several actions, we expect:

- increasing of the employability of graduates and thus reducing waiting time for entering the labor market,
- increase of the skills of graduates and therefore increase of their salary,
- decrease of unemployment by creating new businesses,
- improving the competitiveness of the economy through the improvement the establishment of scientific and operational executives in private and public sectors,
- improving conditions for SMEs and succession of female and juvenile entrepreneurship and employment.

In this direct impact on the economy, we should include the ripple effect due to the development of a business culture/mentality that currently lacks the Greek economy and society in general, which is difficult to concretise.

Actions associated with the Liaison Office, match - and in many cases, are common or complementary. The expected impact of the implementation of activities related to connection with the labor market and vocational rehabilitation of graduates (Actions, ie, implemented by the Liaison Office and Practical Training Office are related to employment, economy in general and in extraversion and - to a degree - in effectiveness of our Higher Education Institute. Specifically, the expected impacts regard:

- Increase of employment through information and support of student for their entry into the labor market.
- Employment growth through networking with businesses, organizations and organizations and support services recruitment.
- Reducing the time of entry into the labor market by the time of obtaining the degree.

- Reducing the number of higher education graduates employed in positions not related to their field of study and increase the satisfaction degree of our graduates in finding suitable job.
- Improving the employment prospects of graduates, through systematic information, contact with the labor market and work experience.
- Increase of productivity through the improvement of qualifications, skills and competencies of students and facilitation in finding the appropriate and relevant to the subject of study, workplace.
- Contribution to lifelong learning with a positive impact on career graduates and the productivity and competitiveness of the economy.
- Improvement of the satisfaction of students and alumni regarding employment and their employment prospects, which, except of social, have positive economic impacts enhance the propensity to relieve the public sector through the enlargement of the employment prospects of graduates.
- Increase the internationalization of our institute, through the cooperation and networking with businesses, associations and organizations
- Improving knowledge and understanding of the labor market - and the economy in general - at local, regional and national level.
- Increase of the adjustment capacity of the strategy - and, therefore, the curricula at undergraduate and postgraduate level- to respond more appropriately to current needs and requirements.
- Gaining experience and expertise in issues and career employment of graduates of educational institutions.

The LIAISON OFFICE SEC TEI OF PIRAEUS, despite the difficulties that had to face, along with the Greek economic crisis, has had a positive impact on all the stakeholders students/graduates/recruiters/faculty and staff/families/academic community/labor market. Until today, indicatively, Liaison Office, for example:

- Has conducted a total of **30.720** documents, incoming and outgoing correspondence and in particular for the period from 1/9/2010 through 30/04/2014, **6.189** respectively.
- Has worked steadily with **3.946** companies in total, while especially for the period from 1/9/2010 till 30/04/2014, with respectively **711** companies mainly in the private sector, aiming at employing TEI PIRAEUS' students and graduates and the development of multidimensional cooperation in technological issues of common interest.
- Promoted total of about **30.540** student & graduates CVs, in internships and workplaces, while especially for the period from 1/9/2010 till 30/04/2014, **15.113** respectively.
- More than **17.173** students and graduates in total are enrolled in the Liaison Office's databases and both benefited from the information services offered on the postgraduate studies possibilities in Greece and abroad, placement exams, training seminars, workshops, conferences and the Counseling Service, while in particular for the period from 1/9/2010 till 30/04/2014, **5.110** respectively.
- More than **147.026** in total students, graduates and others (uniquely) visited our website, more than **11.324** visited our blog, more than **1.679** have stated their preference on facebook profile, both benefited from the various electronic information services offered for the period from 1/1/2012 till 30/04/2014.
- More than **234.944** and **12.713** multiple visits to the Liaison Office's website and blog respectively.



- More than **60.861** multiple visits while **53.831** in total students, graduates and others visited the Liaison Office's e-magazine and there were more than **160.000** bulk e-mails with the e-magazine newsletter for the period from 1/1/2012 till 30/04/2014.
- There were more than **15.388** students and graduates of the institution, informed for different Liaison Office's events and actions for the period from 1/1/2012 till 30/04/2014.
- There were more than **6.880** graduates of the institution's academic years 2001 to 2011, informed about the Career Path Monitoring Research while 1168 of them finally responded for the period from 1/1/2012 till 31/12/2012.
- There were more than **1.245** companies informed about the annual Labour Market Research while 5,3% of them finally responded from 1/1/2012 till 31/12/2012.
- There were more than **24** events organized by others that the Liaison Office participated from 1/9/2010 till 30/04/2013 while it organized with its own resources or in collaboration more than **69** events and **229** counseling group workshops in the same period. Last but not least, the Liaison Office participated in **10** scientific conferences with more than **15** joint publications on relevant topics to its activities from 1/9/2010 till 30/04/2013.
- There were **10** Job Profile Guides published by the Liaison Office staff, **4** studies performed, **2** Guides on career & postgraduate issues, 1 volume of proceeding from its open week, -all of them with ISBN numbers- during the period from 1/9/2010 till 30/04/2013.
- Has conducted **4** internal staff assessments, **4** external inspections, during the period from 1/9/2010 till 30/04/2013.

### **5.5.2 Conclusion**

After all good methodologies:

- promote self-assessment and self-regulation initiatives using professional standards as key factors in fostering improvement in programs, services, and processes;
- honour institutional uniqueness and recognize that information is not always comparable across institutions because of differences in location and local economic conditions; student characteristics, abilities, and preparation; variety and quality of academic programs; and missions of the institutions and their career services offices. Any analysis of data must include explanations of such qualifiers;
- include qualitative as well as quantitative approaches;
- lead to internal improvement;
- encourage methodical, meticulous, and reliable collection and presentation of information that will provide evidence of quality, and promote analysis and synthesis of information; and
- demonstrate external and internal accountability.

Small career centers or liaison offices face many challenges in today's higher education industry. These challenges often force centers to be more specific in their approach while providing services to their students, graduates, faculty, fellow staff, administrators and others. In an effort to ensure, that, a center is bridging these challenges and audiences, a simple acronym is put together to help guide directors

or staff. Experience, tells us that, without students, no program is going to be successful, especially for smaller schools. Time and again, great ideas often fall flat due to low engagement or student turnout. This leads to the first R – Relationships. In a small school environment, this is of the utmost importance. Career staff must make efforts to build relationships with key players on their campus and outside it. The notable thing here is to identify who that is. Each campus has its own culture - define what that is (certain high enrolled majors, athletics, etc...), and look for ways to partner or assist them in their objectives. This will often times, lead to increased presence and credibility. Secondly, to add even further use of services, student engagement and increased outcomes, a small center needs to focus on building R-Resources. This comes in the form of utilizing alumni, having a resources page devoted to websites, subscribing to searchable databases, and subscriptions. Find ways to cater to specific audiences within your campus culture. This seems to be commonly understood, however, it plays a critical role with one key audience – your students/graduates. If and when, you have an opportunity to meet with a class, or one-on-one in appointments, having multiple resources to explain, can quickly connect and resonate with students, and build confidence and credibility of your office. In addition, this allows beneficiaries to feel empowered that, there is something they can use from your office, without having to make an appointment. Lastly, small career centers can struggle with the perception of the needs of their students. Make office goals and keep an agenda to focus on using up-to-date web technology, popular databases, and more programs. I would caution this as the third and final R - Reality. For a center to operate effectively and have a positive impact on its campus, it must be realistic in its aims. Setting unrealistic goals, trying to be all things to all beneficiaries, doing more programs that are less targeted (i.e. general workshops) can work, but can also lead to less impact and staff burnout. Though each career center or liaison office is different, most aim for the same goal – to prepare students/graduates for the world after college and to liaise education to production. Keeping in mind these guidelines can help your office become stronger, better skilled and effective in working with your students.

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