INTERNATIONAL
HELLENIC
UNIVERSITY

UNIVERSITY
OF MACEDONIA

HELLENIC
REPUBLIC

Student Handbook
2025-2026

MSc in
Humanitarian Logistics and
Crisis Management

University
of Macedonia

University Center for International
Programmes of Studies

UNIVERSITY OF MACEDONIA

INTERNATIONAL HELLENIC UNIVERSITY

DEPARTMENT OF BALKAN, SLAVIC AND ORIENTAL STUDIES

DEPARTMENT OF SCIENCE AND TECHNOLOGY

UNIVERSITY CENTER OF INTERNATIONAL PROGRAMMES OF STUDIES

INTERINSTITUTIONAL MASTER OF SCIENCE IN

HUMANITARIAN LOGISTICS AND CRISIS MANAGEMENT

STUDENT HANDBOOK

2025-2026

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Objectives

The **M.Sc. in Humanitarian Logistics and Crisis Management** is an interinstitutional postgraduate degree programme, which is being offered by the Department of Balkan, Slavic and Oriental Studies of the University of Macedonia and the Department of Science and Technology of the University Center of International Programmes of Studies of the International Hellenic University.

The postgraduate degree programme combines humanitarian logistics with crisis management, providing high quality theoretical and technological knowledge, as well as analytical and technological tools, to cover the need for professionals in the above scientific fields of government agencies including civil protection, national and international organizations, military, police, coast guard, fire department, NGOs, local authorities, private sector companies, as well as academia.

The recent and ongoing crises in Greece and globally such as the COVID-19 pandemic, refugee crisis, climate related disasters, global financial crisis, as well as the more recent energy crisis, have shown their interconnectedness and the need for an effective management of the phenomena in all stages, such as preparedness, response and recovery, with the contribution of all stakeholders, for the development, disaster risk reduction and resilience building at a local community, national and international level. Importantly, they have led to an even more demanding need for education focused on the provision of technological and theoretical knowledge and development of suitable competencies and skills to obtain integrated knowledge in humanitarian logistics and crisis management.

The M.Sc. in Humanitarian Logistics and Crisis Management provides interdisciplinary education that combines technological, theoretical and managerial knowledge, as well as technological and analytical tools in humanitarian logistics and crisis management. Graduates obtain the necessary knowledge and skills, in the scientific fields of humanitarian logistics, crisis management, emergency management and business continuity for a successful academic and professional career.

The M.Sc. in Humanitarian Logistics and Crisis Management is taught exclusively in English.

Aims

The basic aims of the M.Sc. in Humanitarian Logistics and Crisis Management include:

• to provide interdisciplinary education in the scientific fields of humanitarian logistics, crisis management, emergency management and business continuity, leading to the development of the corresponding competencies.

• to provide the technological, institutional, humanitarian and managerial knowledge for a successful professional career in national and international organizations, government agencies, military, NGOs, local authorities and private sector companies (among others) in humanitarian logistics, crisis management, emergency management and business continuity.

• to provide technological and practical tools needed for humanitarian logistics and for the efficient management of humanitarian crises and emergencies.

• to provide theoretical knowledge and analytical tools on issues of cultural difference, social relations, policy and institutions for the development of best practices in crisis management and refugee flows, at an operational as well as strategic level.

• to contribute to the understanding of challenges that relate to policy and international development issues.

Organization and Structure

The MSc in Humanitarian Logistics and Crisis Management is governed by:

1. The **Programme of Studies Committee (hereinafter PoC)**

The PoC consists of seven (7) members and is composed of three members. of the Department of Science and Technology of the University Center of International Programmes of Studies of the international Hellenic University, by four members of the Department of Balkan, Slavic and Oriental Studies of the University of Macedoni[1]. The Director is elected by the members of the PoC.

For 2025-2026, the PoC consists of

- From the Department of Balkan, Slavic and Oriental Studies, University of Macedonia:
- Associate Professor Nikolaos Zaikos

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[1] Problems with the student electoral processes and the changes in the Law for the Tertiary Education did not allow to include two representatives of the students

- Professor Ioannis Manos
- Assistant Professor Leonidas Karakatsanis
- Assistant Professor Dimitrios Karkanis
- From the Department of Science and Technology, International Hellenic University:
- Professor Maria Drakaki
- Professor Eleni Hercleous
- Associate Professor Dimitrios Tzetzis

2. Responsibilities

The PoC exercises the powers defined by law, in particular:

a) Validates the final list of successful candidates in the MSc programme.

b) Appoints the supervisors of postgraduate diploma theses, as well as the members of the respective advisory committees following the proposal of the supervising professor.

c) Appoints the members of the examination committees.

d) Awards the Diplomas of Postgraduate Studies.

e) Assigns the teaching of the courses to the Faculty Members. to the Schools and Departments collaborating in the MA or other Schools of the University of Macedonia or other Universities at home or abroad, as well as Visiting Professors and Specialist Scientists.

2.2. **The Director** exercises the powers defined by the Law, in particular:

a) He/she chairs the PoC.

b) Every matter concerning the effective operation of the MSc programme is recommended to the PoC.

3. The Department with the administrative responsibility for the MSc in Humanitarian Logistics and Crisis Management is the Department of Balkan Slavic and Oriental Studies of the University of Macedonia.

The financial management of this Program is undertaken by the Research Committee of the University of Macedonia.

- For **2025-2026,** the elected Director of the MSc in Humanitarian Logistics and Crisis Management is Professor Maria Drakaki, Department of Science and Technology, International Hellenic University.

Teaching Staff (2025-2026)

- **Drakaki Maria**
- **Karakatsanis Leonidas**
- **Karkanis Dimitrios**
- **Kataiftsis Dimitrios**
- **Manos Ioannis**
- **Mantanika Regina**
- **Tzetzis Dimitrios**
- **Tzionas Panagiotis**
- **Tsibiridou Fotini**
- **Nomikou Paraskevi**
- **Zalidis Vasileios**
- **Akritidis Leonidas**
- **Papanikolaou Vaya**
- **Zaikos Nikolaos**

CVs available at https://st.ihu.gr/studies/postgraduate/hlcm#academicfaculty.

Secretariat

The Programmes secretariat can be found at the

International Hellenic University, Department of Science and Technology, University Center of International Programmes of Studies

Address: 14th Km Thessaloniki N. Moudania, 57001, Thermi, Thessaloniki, Greece

Email: infohlcm@ihu.edu.gr

Tel: (+30) 2310 807531.

Courses offered during the academic year 2025-2026

First Semester

Core courses

- Anthropology for a World in Crisis
- Humanitarian Logistics
- Crisis and Emergency Management

Elective courses (students choose 2 electives)

- Ethnographic field methodologies and digital humanities in times of crisis
- International Development, Poverty and Sustainability
- Social Transformation and Migration
- Project Management under Crisis

Second Semester

Core courses

- Humanitarian Decision Making Methods
- Humanitarian Law and Ethics
- Anthropology and Humanitarian Aid Emergency

Elective courses (students choose 2 electives)

- History and Politics of Humanitarian Interventions (18th -21st centuries)
- Tools and Technology in Humanitarian Logistics and Crisis Management
- Environmental Hazard Management
- Social and Solidarity Economy in times of Crisis

Third Semester (students choose between 2 choices)

Choice 1

- Dissertation

Choice 1

- Dissertation

- Consulting Project

All courses are compulsory and are assessed with **six (6) ECTS**. The dissertation is assessed with **thirty (30) ECTS**. When students choose dissertation and consulting project then the dissertation is assessed with **thirty (20) ECTS** and the consulting project is assessed with 10 ECTS. All courses and teaching staff are evaluated by students according to the instructions set by THE Quality Assurance Unit. The process of evaluation is electronic and anonymous. All students are encouraged to take part in the evaluation process.

Semester	Course	ECTs
Core Courses		
A	Anthropology for a World in Crisis	6
A	Humanitarian Logistics	6
A	Crisis and Emergency Management	6
Elective Courses (students choose 2 electives)		
A	Ethnographic field methodologies and digital humanities in times of crisis	6
A	International Development, Poverty and Sustainability	6
A	Social Transformation and Migration	6
A	Project Management under Crisis	6
	1st Semester ECTS summary	**30**
Core Courses		
A	Humanitarian Decision Making Methods	6
A	Humanitarian Law and Ethics	6
A	Anthropology and Humanitarian Aid Emergency	6
Elective courses (students choose 2 electives)		
B	History and Politics of Humanitarian Interventions (18th -21st centuries)	6
B	Tools and Technology in Humanitarian Logistics and Crisis Management	6
B	Environmental Hazard Management	6
B	Social and Solidarity Economy in times of Crisis	6
	2rd Semester ECTS summary **(students choose between 2 choices)**	*30*
C	**ΕΠΙΛΟΓΗ 1** Dissertation Thesis	30

C	**ΕΠΙΛΟΓΗ 2** Dissertation Thesis	20
C	**ΕΠΙΛΟΓΗ 2** Consulting Project	10
C	**3rd Semester ECTS summary**	*30*
Course Total ECTS credits		**90**

Courses Summaries

Anthropology for a World in Crisis

This course addresses the need to relate the anthropological thought with the Contemporary World in crisis. A series of themes explore how anthropologists engage with the pressing political, social and environmental concerns and crises related to their ethnographic fieldwork. This course examines key debates in public anthropology, as global unequal development and state capitalism modernization, colonial genealogies and technologies of violence, European epistemologies and their encounter with the local knowledges, cosmologies and communities. Particular attention is attributed to the selected 'hot topics' in the discipline (i.e. culture and environment, race, gender, class, ethnicity, tribe, patriarchy, borders, migration, politics, religions, publics, counter publics and post-humanism). The module clarifies the relevance of anthropology for the world in crisis beyond the university, and educates students in how to adapt anthropological knowledge and skills to challenge real world issues. Throughout, a key objective is to support students in developing and consolidating skills in public anthropology and social action for a world in crisis.

Humanitarian Logistics

The number of natural and man-made disasters increases continuously, while the impacts are devastating, primarily in human losses and including among others infrastructure and business losses as well as individuals' assets. Humanitarian logistics involves the efficient and cost-effective flow and storage of goods and information

from the point of origin to the destination point in order to meet the needs of the end beneficiaries (people in need). The course examines the fundamental concepts of humanitarian logistics and humanitarian supply chains, the involved parties and the relevant humanitarian network. The course investigates the phases of humanitarian logistics: mitigation, preparedness, response and recovery. The module focuses on needs assessment, procurement of goods and services, sourcing, storage, transportation and distribution of humanitarian aid. Through case studies, relationship building, coordination and collaboration challenges, as well as the performance evaluation of humanitarian logistics are discussed.

Crisis and Emergency Management

The course examines the concept of crisis, the differences between crises and disasters as well as the fundamental concepts of risk, vulnerability and resilience in crises and emergencies. The course examines the emergency management phases: mitigation, preparedness, response and recovery and the involved parties in crisis and emergency management. The course focuses on the assessment and communication of risks as well as risk management. The module investigates planning and development of crisis and emergency management plans and national action plans. The course focuses on contingency planning as well as early warning systems. The course will discuss the differences between crisis management in the public and private sectors. The course investigates information and communication strategies in crises and emergencies, community engagement in crisis and emergency management and community resilience building. The frameworks of disaster management and disaster risk reduction adopted/developed by UN as well as case studies are discussed in the course.

Humanitarian Decision Making Methods

The course examines the synthesis, analysis and solution of complex problems such as the ones associated with humanitarian aid and crisis and emergency management. The course investigates decision making modeling methods, statistical modeling as well as simulation for humanitarian decision making. The course focuses on quantitative and qualitative decision making methods (including multicriteria decision making, machine learning and artificial intelligence methods) in humanitarian logistics, crises, emergencies and disasters. Using case studies, decision making methods in conflicts, proof of evidence in the humanitarian sector, needs assessment and performance evaluation are discussed.

Humanitarian law and Ethics

The course Humanitarian law and Ethics provides an introduction to the international legal framework governing armed conflicts. Humanitarian Law is one of the oldest thematic branches of International Law – it is also known as the Law of Armed Conflict/ Law of War/ Law of Military Operations. The topics to be discussed include: Ethics and War: Can there be just wars? When is the use of force legally permitted at the international level? Attempts at explaining the reasons of war/ Current trends in armed conflicts at the global level: From "classic" interstate wars to contemporary hybrid conflicts/ War and the Law: origin and evolution of the international legal framework on armed conflicts/ Military education and professionalism/ Military operations, bioethics and technology/ Legal and illegal means and methods of warfare/ The four fundamental principles of Humanitarian Law: (a) Distinction (Civilians/ Combatants and civilian/military objects) – (b) Humanism (prohibition of weapons causing superfluous or unnecessary suffering) – (c) Proportionality – (d) Military necessity/ Prohibited weapons (Nuclear/ Chemical/ Biological) – Prohibited conventional weapons/ Armed conflicts and population flows (Refugees/ Migrants)/ The crime of genocide in historical and legal perspective/ Prosecution of war crimes, crimes against humanity and genocide.

Anthropology and Humanitarian Aid Emergency

By the end of the last century anthropologists have watched and written as the world has crossed into new humanitarian emergency, frontiers of ethical, logistical, legal, and cultural problematics. Humanitarianism, however, has existed in all forms of missionary European and western colonial presence for centuries, and later through the missionary endeavors to „save the soul through the body" (International Committee of the Red Cross (ICRC). Since the collapse of Communism in the early 1990"s, humanitarianism has transformed yet again into a massive institutional apparatus with an array of funding mechanisms, moral, ethical, and legal commitments, governmental and anti-governmental affiliations, and activities. Large scale humanitarian organizations like CARE, the IRC, ARC, Médécins sans Frontiéres, and OXFAM manage large scale water and sanitation projects, feeding programs, hospitals, reproductive health programs, job training, psycho-social rehabilitation for ex-combatants, reconstruction of disaster sites, and the care and housing of internally displaced person (IDP) and refugee populations. In addition, these organizations have developed massive fundraising, propaganda, and political operations. The course is giving an anthropological critical sight to all this body of knowledge, morality, justification and practices that overlap with colonialism, world crisis of inequality, conflicts, poverty and different types of migration. This course introduces the anthropological perspective in 'humanitarian emergencies'. This approach includes a) the introduction of the native point of view in the identification of a so-called humanitarian emergency, the needs of the displaced populations and their survival strategies as they have been intrenched over time (habitus), b) an analysis of local power relations that are being redefined in the context of an 'emergency'. These do not merely include changing relations among members of the affected populations (ie redefinition kinship and social obligations), they also entail a new delicate balance among victims, their hosts and the variety of 'outsiders' that move in to assist, and c) finally, it addresses the factors that lead to labelling a situation as an 'emergency'

(Who decides? With what criteria? In whose interests?) and the impact aid programs help on the affected populations.

History and Politics of Humanitarian Interventions (18th -21st centuries)

The course examines the relation between humanitarian protection and coercion. More specifically it focuses on those historical instances when the calls for humanitarianism and the protection of human rights, or alerts about an ongoing humanitarian crisis led to coercive action and the intervention of third parties in a conflict. Such instances are widely known as humanitarian interventions or humanitarian wars.

The course will draw insights from International History and Political Theory with a twofold aim: At the cognitive level it will familiarise the students with the history of humanitarian interventions during the last two centuries and the different typologies offered for their explanation. The second aim is the development of critical skills through the engagement with the historical and philosophical dilemmas regarding the use of violence for humanitarian reasons.

Ethnographic field methodologies and digital humanities in times of crisis

The course focuses on the epistemological, theoretical and methodological issues related to applying ethnographic research in combination with digital technologies in societies and populations that experience various forms of crises while going through political and humanitarian interventions. ;Ethnographic research, as a methodological tool of Social Anthropology, combines analytical tools in social theory with the observation and design of political discourse, humanitarian or other interventions in the field. Ethnographic field research is considered a basic methodological proposal for qualitative social research, which other social and political sciences also employ. It blends the critical analysis of the dominant discourse with the experiences and perceptions of social subjects, adopting a bottom-up perspective to those affected by policies and interventions and being in a state of crisis, discrimination, and exclusion. The course will train students in data collection techniques and provide skills for the implementation of field research, such as participatory observation, interviews, life stories, storytelling, the documentation of actions and practices in public and private space, analysis of the dominant discourse over rights, and the embodied action against policies of survival, integration, resistance, advocacy, protest. The inclusion of contemporary digital technologies in the methodological tools of ethnographic research (such as digital storytelling, internet and social media research, the exploration of the use of digital media, the parallel lives of real and virtual reality) multiplies and strengthens the research planning and data analysis on issues of humanitarian crises and interventions.

International Development, Poverty and Sustainability

The course offers a comprehensive introduction to the key aspects of development theory, paradigms, and institutions both national and international. It examines the main theoretical schools of thought from the grand narratives onto more contemporary approaches including attempts to understand development and sustainability as a fundamentally political process. The course turns to the main institutions involved in promoting development including global governance institutions, the developmental state, markets, and civil society. The course turns to understanding, measuring, and analysing poverty in relation to development and environmental sustainability, as well as key strategies, practices and policies to reduce poverty. In addition the role of different actors, including states, international in;stitutions, including the post- 2015 agenda, and social movements in addressing poverty is also discussed. Finally, the course examines the concept of sustainable development, focusing on the interplay between environmental sustainability, eradication of poverty, and reduction of inequality.

Social Transformation and Migration (Κοινωνικός Μετασχηματισμός και Μετανάστευση)

The course explores the dynamics of social transformation that entails the condition of migration. The processes of social transformation that are related to livelihoods, social networks and the environment, are examined in a dynamic, international context, and at different levels, through a comparative perspective, with a focus on cohesion and exclusion processes, equal and unequal access to resources but and inclusion policies. The course deals with the relevance of theories and research approaches coming from different scientific fields and focuses on the experiences of mobile subjects. The intervention policies and strategies are examined through social transformation, as well as the interaction with research, taking into account the views of various stakeholders. The course explores the different roles of different stakeholders and social institutions, as well as the ethical perspective in their decisions and the perspective of the active participation of mobile subjects. Generally, the ways in which migration causes changes both in the host societies and in conjunction to those of origin, are examined at the micro-and macro levels, i.e. the effects on the structure of society from the gradual social integration of mobile subjects in host society.

Tools and Technology in Humanitarian Logistics and Crisis Management

The course examines the tools and technologies used in humanitarian logistics and crisis management focusing on big data analysis in crisis and disaster management for mitigation, preparedness, response and recovery phases as well as assessment. The course investigates the use of Internet of Things, emerging technologies as well as 3d printing and 3d scanning in crisis and disaster management. Applications of tools and technologies for crisis and emergency management are discussed. Using case studies, the impact of tools and technologies on the efficiency and effectiveness of humanitarian logistics and crisis management is examined.

Project Management under Crisis

The course focuses on the fundamental concepts and principles of project management in the humanitarian sector as well as the design, development and implementation of project management. The course focuses on the methodologies, tools and techniques of project management, human resources management and project finance management as well as the strategies of responding to challenges in project management in the humanitarian sector and under crisis. Using case studies, the course examines issues of quality, reliability and reporting as well as project evaluation indicators, challenges in project management and the skills for project management in the humanitarian sector and under crisis.

Environmental Hazard Management

The course examines a variety of environmental hazards and potential impacts, the methodologies, technologies and tools for environmental hazard assessment. In the context of the course, interactions and interrelationships between nature, human agents, social, economic and political factors are examined through theory and case studies. The course provides an understanding of the management of environmental hazards. The course uses case studies to investigate vulnerability, risks and resilience, for environmental hazard identification planning, environmental hazard management, community participation in environmental hazard management and resilience building for raising awareness and reduction of environmental hazards.

Social and Solidarity Economy in times of Crisis

The social and solidarity economy is an interdisciplinary field of approach, with a particular interest in social science programs and social justice policies. Due to the prolonged, chronic and successive economic and financial crises, the health crisis-pandemic and other environmental disasters, alternative models of development and survival are sought around the world that focus on the values and practices of cooperation and glocal knowledges of communing and solidarity practices. Through the analysis of case studies the course is looking for the examples of social and solidarity economies that stand in the way of social justice, dignity and equality. It further examines the dynamics of this targeting as an ideology and practice that promotes genuine gender equality, justice and dignity for labor rights, citizenship and good living, beyond capitalist antagonisms, liberal difference and neoliberal precarity.

Consulting Project

The course involves student participation in real projects including the participation in working groups, in the fields of humanitarian logistics, crisis management, migration management and migration issues, business continuity, etc. The consulting project is implemented by students in cooperation with organisations and agencies

including humanitarian organisations, NGOs, businesses, public sector agencies, local government/municipality agencies etc.

Dissertation

The PoC, following the student's application which states the proposed title of the dissertation, the proposed supervisor and the summary of the proposed dissertation, designates the supervisor of dissertation and sets up the examination committee for approval of the dissertation, one of whose members is the supervisor of the approved dissertation. The student must defend the dissertation before the examination committee. The members of the committee must have the same or related scientific specialty as the subject of the work.

The planning of each student's Master's Thesis is the responsibility of the supervisor. After the collection and processing of the sources or research data, the writing of the Master's Thesis follows.

The content of the Master's Thesis should concern contemporary issues of science and be compatible with the mission of the MSc programme, as defined in the introduction of tis Guide. Postgraduate students, in collaboration with their supervisors, are encouraged to present their research data at conferences and publish it in scientific journals.

The writing language of the Master's Thesis is English.

After completing the writing of the Master's Thesis and after the supervisor's approval, the candidates deliver a copy of it to the members of the examination committee. When the committee judges that the work is ready, it is publicly supported after a relevant announcement by the Program Secretariat, in a specific period of time, provided by the founding act of the MA (FEK).

Dissertations that have been successfully examined are deposited UoM Institutional Repository. Before their official support before the Three-Member Committee, the Dissertation has been checked, for plagiarism by TURNITIN. UoM Library' regulation allows a max. of 25% score at TURNITIN. With this check, a Similarity Report is obtained, in which the percentage of identification/similarity of the specific work with the content of the sources from the software database is stated. The evaluation of the "Similarity Report" is done by the thesis supervisor/supervisor and then submitted together with the main body of the thesis to the Three-Member Committee. Diploma theses are also published on the internet as open access texts with the relevant permission from their editor (https://dspace.lib.uom.gr/).

The final evaluation of the Master's Thesis is done by the above committee. Approval requires the consent of at least the majority of committee members. The Master's Thesis is graded from zero (0) to ten (10), with a minimum passing grade of five (5). In

case of rejection of the Master's Thesis, a new evaluation date is determined by the SE, at least three (3) months after the first judgment. In the event of a second rejection, the candidate is deleted from the MA.

The approved Master's Thesis, after the end of any corrections proposed by the committee, is deposited in the Library and Information Center one (BKP) copy in electronic form, and is posted on the website of the relevant Faculty (https://dspace.lib.uom.gr/) . The Department's Secretariat does not complete the stages of awarding the corresponding academic title, if it does not previously receive from the candidates a certificate of submission of the master's thesis from the institution's BKP. Under the responsibility of the Library of UoM, all these works are published in the institutional repository of the University https://ruomo.lib.uom.gr/ and https://dspace.lib.uom.gr/?locale=el

Research

Students are encouraged to use UoM's Library and the Research Assistance provided:

(https://www.lib.uom.gr/index.php/en/support-search-en, https://www.lib.uom.gr/index.php/en/services-en/itemlist/category/231-students-en).

Students also encouraged to attend, if they feel they need it, the specialized seminars conducted by the Library. Check for availability at:

https://www.lib.uom.gr/index.php/el/seminar-form.

Student are facilitated in their research through remote access: https://www.lib.uom.gr/index.php/en/serrvices-en/itemlist/category/204-apomakrysmeni-syndesi-en

Erasmus+

For student mobility either for studies or internships, students may consult:

https://www.uom.gr/en/bso/erasmus-mobility for detailed information

Students' Complaints

● For matters of a purely academic nature, students can apply to the Academic Advisor of the Department.

● For issues that require mediation between students and professors or administrative services of the Foundation, the observance of legality in its context academic freedom, dealing with maladministration phenomena and safeguarding it orderly operation of the Foundation, students can contact Student's Advocate

● For violations of rules of ethics and study quality, the students they can address the Ethics Committee of the Foundation.

● For issues related to gender discrimination, students can be addressed to the Gender Equality Committee.

● For issues related to the protection of personal data, the students can contact the Protection Officer Data Controller (DPO).

For complaints

Students should address their formal complaints (for students' rights and obligation see the Regulation Guide) to the Complaints Management Committee either in person or by using the electronic form https://www.uom.gr/forma-paraponon. The electronic form is automatically submitted at the Program Secretariat. The Secretariat sends to the applicant requesting the number of the protocol for filing a complaint/objection and forwards it completed form to the relevant Complaints Management Committee. The students who have reservations about nominal submission complaints/objections may request an oral hearing from a member competent committee.

Within 30 days, the Committee must respond in writing or orally for the actions taken to resolve the problem, as well as for any decisions made.

In case the decision does not satisfy the student, the latter may re-submit a request for reconsideration of the complaint / objection his/her by the General Assembly of the Department or by the Program Committee

The processing of students' personal data is done for the purposes serving the complaint and objection management process as described thoroughly in articles 4 and 5 of the Implementation Guidelines. The Complaints Management Committee and Objections adheres to all processing principles as well as all required organizational and technical measures to protect students' personal data.

Complaint Management Committee (for 2023-2024)

Prof. Maria Drakaki, mdrakaki@ihu.gr

Assist. Prof. Leonidas Karakatsanis, lkarak@uom.edu.gr

Assist. Prof. Dimitrios Karkanis, dkarkanis@uom.edu.gr

Life at UoM and IHU

The strategy of the University of Macedonia (UoM) and International Hellenic University (IHU) is also to support excellence in teaching and to ensure a high quality of studies for all students.

Students, whose infinite energy is predominant, have a leading role in the academic community.

The purpose of this section is to provide students with comprehensive, in-depth and up-to-date information on topics that may concern them from the day of their registration till after their graduation through the Alumni Office.

Student Welfare Department

The UoM Student Welfare Department [https://www.uom.gr/en/student-care] ensures the students' quality of life of throughout their studies. It aims to provide quality services and proper information on student life issues related to boarding, housing, health care (European Insurance Card), housing allowance and in general everything that facilitates students in their daily life, taking into account the power of law of the state and the decisions of the University administration.

Networks

AISEC

Finance Club UoM

TEDxUniversity of Macedonia

Registration / Update of information in the "Alumni Network of the University of Macedonia

ESN can provide information about accommodation in Thessaloniki, especially for non-Greek students, who as MA students may are in need of accommodation.

Students also can have access to UoM cafeteria and restaurant where they could have food and beverages at low prices.

Career Offices at UoM and IHU

The Career Office (CO) of the University of Macedonia has been operating since 1994, focusing on immediate, accurate and effective services to students and new graduates of the University of Macedonia, assisting those who receive its services to manage their knowledge, experience and skills, in order to achieve personal and professional development.

The Career Office offers the following services:

- individual Study and career-related consultancy services.
- organizing events providing information and networking with the labour market.
- implementing group counseling and workshops for the development of social skills and the enhancement of the professional readiness of students and graduates of the University.
- posting announcements related to the academic and professional choices of its beneficiaries (postgraduate programs, scholarships, competitions, job openings, job opportunities etc.)
- Continuous communication and investigation of prospects of graduates of the University of Macedonia to cooperate, with scientific, academic and professional bodies, in Greek and foreign companies.

Visit https://careerservices.uom.gr/ for more information.

The Careers Office of the International Hellenic University is one of the most active, dynamic and forward looking departments of the International Hellenic University. Its role is to actively engage students in exploring and pursuing their career aspirations by providing a wide range of career - related services.

Mission of the Careers Office

The Careers Office is committed to providing professional guidance, resources and access to employment opportunities to a diverse body of students and alumni. The office has adopted a student-centered philosophy according to which each student receives individual support for every career concern.

Webpages

- Visit the Careers Office website at https://career.ihu.gr/ and find out more about the services offered.

Contact us

We welcome your questions regarding your career planning and your career opportunities. An IHU Careers Officer will respond to your inquiry as soon as possible. Please direct your inquiries to careers@ihu.edu.gr

Where to find us: The Careers Office is located in Building A, Ground floor, IHU Thermi campus.