

Hellenic Open University E-xcellence Label renewal

Final Report and Recommendations

Institution: Hellenic Open University (HOU)

Time period: 2025-2026

Reviewers: e-Xcellence External Reviewers Team

- Covadonga Rodrigo SanJuan. UNED
- Ángeles Sánchez-Elvira Paniagua. UNED
- Miguel Santamaría Lancho. UNED

HELLENIC OPEN UNIVERSITY E-XCELLENCE LABEL RENEWAL	1
FINAL REPORT AND RECOMMENDATIONS	1
1. Quick Scan Benchmarks Summary	1
2. Reviewers' Final Comments	2
Overall Institutional Progress	2
Evaluation of the 2027-2028 Roadmap	2
Final Recommendation	3
3. Annex: Quick Scan Information	3

1. Quick Scan Benchmarks Summary

Based on the evidence provided in the 2026 QuickScan and supplementary documentation, the institutional compliance against the E-xcellence benchmarks is summarized as follows:

- **Excellent in all aspects:** ~ 60%
- **Adequate with some examples of excellent performance:** ~ 30%
- **Adequate:** ~ 0%
- **Not adequate in some aspects / Missing Evidence:** ~ 10%
- **Not adequate in majority of aspects:** 0%

2. Reviewers' Final Comments

Overall Institutional Progress

The documentation provided by the Hellenic Open University (HOU) demonstrates clear progress since the previous review in 2017. The institution has evolved from a model characterised by isolated e-learning initiatives to a more integrated, mature, and quality-oriented digital learning environment. A key factor in this development has been the implementation of the HAHE-certified Internal Quality Assurance System (IQAS), which provides a consistent framework for course design, staff workload allocation, and student support across the University.

Evaluation of the 2027-2028 Roadmap

The Roadmap for the 2027-2028 period presents strategic and realistic objectives that directly address the specific gaps identified during the QuickScan evaluation. In contrast to previous iterations, this Roadmap formulates precise and innovative interventions aligned with the institution's strategic priorities.

- **Strategic Management & Policy:** The University directly addresses previously missing documentation by committing to develop a formal policy for Open Educational Resources (OER) and MOOCs, alongside a much-needed Code of Practice for the ethical use of Learning Analytics and predictive data modelling.
- **Curriculum & Assessment:** To proactively tackle academic integrity and enhance deep learning, the Roadmap outlines a transition toward problem-based Capstone projects and "Viva Voce" (oral examinations) via web conferencing.
- **Technological Innovation & Delivery:** The Roadmap outlines a coherent approach to further enhancing the University's digital learning environment through the planned integration of AI-supported personalisation, adaptive learning, and retrieval-augmented generation (RAG)-based tutoring. These initiatives have the potential to strengthen personalised learning and ongoing student support. The planned upgrade of the Virtual Learning Environment (VLE) to ensure compliance with the Web Content Accessibility Guidelines (WCAG) is a timely and appropriate measure that addresses an accessibility issue identified by the review team.
- **Staff & Student Support:** HOU proposes enhancements to existing support structures for staff and students. The planned AI-Literacy Training Program delivered through KEDIMA and the introduction of peer-to-peer digital mentoring are designed to support adjunct staff (SEP). For students, the transformation of the Helpdesk into a 24/7 Knowledge Base and the development of the Virtual Study Advisor podcast series for study skills are intended to address the current absence of individualised academic advisors.

Final Recommendation

The Hellenic Open University demonstrates a clear and sustained commitment to the continuous enhancement of quality. The Roadmap for 2027–2028 is well structured, realistic, and closely aligned with the institution's strategic objectives for digital education. It provides a coherent framework for further development while building on existing strengths.

Accordingly, **the review team recommends the renewal of the E-xcellence label.**

3. Annex: Quick Scan Information

The following breakdown reflects the reviewers' evaluation of the six E-xcellence domains based on the 2026 QuickScan narrative and submitted evidence.

1. Strategic Management

- *Excellent in all aspects:* Strategic Integration, Resource Allocation, System Compatibility.
- *Adequate with some examples of excellent performance:* Technological Monitoring & Innovation, External Collaborations.
- *Not adequate in some aspects:* Learning Analytics (Pending Code of Practice).

2. Curriculum Design

- *Excellent in all aspects:* Flexibility and Modularity, Assessment Procedures.
- *Adequate with some examples of excellent performance:* Academic Community Development, Knowledge and Transferable Skills.

3. Course Design

- *Excellent in all aspects:* Learning Outcomes Alignment, Pedagogical Rationale, Multidisciplinary Development (via ISO-certified EEYEM), Quality Review.
- *Adequate with some examples of excellent performance:* Assessment Integrity, Interactivity.

4. Course Delivery

- *Excellent in all aspects:* Infrastructure Suitability, Security and Privacy, Tool Availability, User Information.
- *Adequate with some examples of excellent performance:* Content Management (governed by IQAS, pending workflow manuals).
- *Not adequate in some aspects:* VLE Accessibility (Pending WCAG compliance audit).

5. Staff Support

- *Excellent in all aspects:* Staff Capacity, Training and Support (via KEDIMA), Dissemination of Good Practice, Workload Management.



- *Adequate with some examples of excellent performance:* Incentives and Recognition (Pending the 2025-2026 excellence recognition framework).

6. Student Support

- *Excellent in all aspects:* Course Information, Guidelines and Rights (Student Ombudsman), Community Building, Support Services (Career and Counselling Offices).
- *Adequate with some examples of excellent performance:* Learning Resources (excellent hybrid library; to be enhanced by the upcoming Virtual Study Advisor podcasts).