

**ιη. Ενημερωτικό υλικό προς τους φοιτητές
για τις υπηρεσίες που τους παρέχονται
(στην αγγλική γλώσσα)**

**Ξενόγλωσσο Προπτυχιακό Πρόγραμμα
Σπουδών**

Bsc in “Information Technology”



HAROKOPIO UNIVERSITY
Department of Informatics and Telematics

Student Services Guide
Information for Students on Available Services



Guide for International Students

To better support international students, particularly those arriving from countries outside the European Union (third-country nationals), Harokopio University of Athens provides a concise guide addressing essential aspects of studying and living in Greece. The guide is designed to assist students throughout their academic journey, from the preparation period before arrival to their integration into university and everyday life in Athens.

Understanding the procedures related to visas, residence permits, healthcare, accommodation, academic registration, and student rights and obligations is essential for a smooth transition and a successful academic experience. In addition, international students are encouraged to familiarize themselves with the services and support structures offered by the University, including digital services, academic guidance, student welfare, and communication channels.

Harokopio University aims to foster an inclusive, safe and academically supportive environment, helping international students adapt successfully to both university life and the wider Greek academic and social community.



Entry into Greece and Student VISA

All students from non-European Union (non-EU) countries are required to obtain a special student entry visa (Type D Student VISA) before arriving in Greece. This requirement also applies to nationals of countries (USA, Canada, Australia, Argentina etc) that are otherwise exempt from short-term tourist visa requirements within the Schengen Area.

The student visa is issued by the competent Greek Consular Authority or Embassy in the student's country of residence and should be obtained prior to travel arrangements. Students are strongly advised to begin the application process early, as visa processing times may vary depending on the country and local consular procedures.

It is important to note that entering Greece with a tourist visa or another type of short-stay visa does not permit conversion to a student residence permit while remaining in the country.

In short, without the appropriate student VISA:

- a residence permit for study purposes cannot be issued,
- and the student may be required to return to their home country in order to apply for the correct visa.

For this reason, international students are encouraged to ensure that all required documentation has been properly completed and approved before their arrival in Greece.



Residence Permit for Studies

Upon arrival in Greece, international students from non-EU countries are required to apply for a residence permit for study purposes in order to legally reside in the country for the duration of their studies. The application is submitted to the competent Immigration Authority through the relevant public services and administrative procedures.

Students are strongly advised to begin the application process promptly after their arrival in Greece and well before the expiration date of their student VISA.

Key Points:

- The application for a residence permit must be submitted before the student VISA expires.
- The application is examined and processed by the competent Immigration Authority.
- In certain cases, students may be invited to attend an interview or provide additional supporting documentation.
- During the application process, students may also be required to submit biometric data in accordance with Greek immigration regulations.

The residence permit for studies is typically valid for one academic year and may be renewed annually, provided that the student demonstrates satisfactory academic progress and continues to meet the legal requirements for residence in Greece.

Students are encouraged to carefully monitor the expiration date of both their VISA and residence permit and to initiate renewal procedures in a timely manner in order to avoid administrative complications or interruptions to their legal stay in the country.

Required Documents

To obtain a residence permit for study purposes in Greece, international students are generally required to submit a set of supporting documents to the competent Immigration Authority. The required documentation may vary depending on the student's country of origin and the applicable immigration regulations.

Students must typically provide:

- A valid passport containing the appropriate student VISA (Type D)
- Recent passport-sized photographs, according to official specifications
- A certificate of enrollment or official acceptance to the Information Technology undergraduate programme
- Proof of sufficient financial resources to cover living expenses during the period of study in Greece (approximately €500 per month, unless otherwise specified or covered by a scholarship)
- Valid health insurance coverage for the duration of the stay in Greece
- A medical certificate, where required by the competent authorities

Depending on the individual case, students may also be asked to provide additional supporting documents, official translations, certified copies, or further administrative information during the application or renewal process.

Students are encouraged to consult the relevant Greek Consular Authorities and Immigration Services for the most up-to-date requirements before submitting their application.

Financial Requirements

International students are required to demonstrate that they possess sufficient financial resources to support themselves during their studies and stay in Greece. Proof of financial capacity is an important requirement for both the issuance and renewal of a residence permit for study purposes.

As a general guideline, the minimum indicative amount required is approximately €500 per month, intended to cover basic living expenses such as accommodation, food, transportation, study materials and personal expenses. The exact amount may vary depending on individual lifestyle choices and accommodation arrangements.

Financial resources may be demonstrated through:

- personal or family bank statements,
- scholarship certificates,
- sponsorship declarations,
- or other official financial documents accepted by the competent authorities.

Students receiving a scholarship or financial aid may be exempt from certain financial requirements, provided that appropriate supporting documentation is submitted.

Right to Work

International students holding a valid residence permit for study purposes may be permitted to work during their studies in Greece, in accordance with the applicable Greek immigration and labour legislation.

Employment is allowed:

- on a part-time basis only,
- and subject to the necessary official authorization and legal requirements.

Part-time employment may help students gain professional experience and support their living expenses while studying. However, students are expected to ensure that employment responsibilities do not interfere with their academic obligations and satisfactory academic progress.

All employment activities must comply fully with Greek labour, insurance, and tax regulations. In this context, students may be required to obtain:

- a Greek Tax Identification Number (AFM),
- a Social Security Number (AMKA),
- and any additional documentation required by the employer or public authorities.

International students are encouraged to seek official guidance regarding employment conditions and legal procedures before accepting any work position in Greece.

Travel and Mobility

International students holding a valid residence permit for study purposes in Greece are entitled to travel under the conditions provided by the applicable European and Greek regulations.

With a valid residence permit:

- students may travel to their home country and re-enter Greece without the need to obtain a new student VISA,
- and they may travel within the Schengen Area for short stays of up to three (3) months within a six-month period, in accordance with Schengen regulations.

Students are advised to always carry their valid passport, residence permit and any additional travel documentation required during international travel.

In addition, students may have the opportunity to participate in international mobility and exchange programmes within the European Union, such as Erasmus+ and other academic cooperation initiatives, depending on the regulations and partnerships of the study programme.

Participation in mobility programmes can provide valuable academic, cultural, and professional experience, while promoting international collaboration and intercultural exchange within the European Higher Education Area.

Family-Related Matters

According to the current Greek immigration framework, family reunification rights are generally not granted to international students holding a residence permit for study purposes.

As a result, family members who wish to visit students in Greece are typically required to enter the country using a short-term tourist visa or under the applicable short-stay travel regulations of the Schengen Area.

Students should be aware that a student residence permit does not automatically provide residence rights to family members or dependents. Any family visit arrangements must comply with the relevant visa and immigration requirements established by the Greek authorities.

For specific cases or exceptional circumstances, students are encouraged to contact the competent Greek Consular Authorities or Immigration Services for further guidance and updated information.



Student Obligations

International students residing in Greece for study purposes are required to comply with the obligations established by Greek immigration and university regulations throughout the duration of their studies.

Students are required to:

- renew their residence permit within the required deadlines,
- promptly declare any significant personal changes (such as change of address, marital status, passport information, or contact details) to the competent authorities where applicable,
- comply with Greek laws, immigration regulations, and university policies and procedures.

Students are also expected to maintain satisfactory academic progress and remain actively enrolled in their programme of study, as this may be required for the renewal of their residence permit.

Failure to comply with the applicable legal and administrative obligations may result in delays, non-renewal, suspension, or revocation of the residence permit, as determined by the competent authorities.

For this reason, international students are encouraged to regularly monitor official announcements and maintain communication with the relevant university and administrative services throughout their stay in Greece.



After Graduation

Upon completion of their studies, international students holding a residence permit for study purposes are generally required to leave Greece following the expiration of their residence permit, unless they qualify for a different type of legal residence status.

Students who wish to remain in Greece after graduation may have the opportunity to:

- continue their studies through a postgraduate or doctoral programme,
- participate in academic or research activities,
- or apply for another type of residence permit, provided that they meet the requirements established by the applicable Greek legislation.

Any change of residence status is subject to approval by the competent Greek authorities and may require the submission of additional supporting documentation.

Graduates are encouraged to seek timely information regarding available options and legal procedures before the expiration of their residence permit in order to ensure compliance with immigration regulations and avoid interruptions to their legal stay in Greece.

Student Rights

International students studying at Harokopio University of Athens are entitled to a range of rights and protections that support their academic experience, personal wellbeing and equal participation in university and social life.

International students enjoy:

- access to healthcare services in accordance with the applicable legal and insurance framework,
- participation in academic, cultural, athletic and social aspects of student life,
- access to public services and administrative support procedures,
- equal treatment and protection under the Greek Constitution, European legislation and relevant international conventions.

The University is committed to promoting an inclusive, respectful and safe academic environment that supports diversity, academic freedom and equal opportunities for all students, regardless of nationality, cultural background, gender, religion or personal identity.

International students are encouraged to actively engage with the university community and make use of the academic, support and welfare services available throughout their studies.

Support at Harokopio University

Harokopio University of Athens and its administrative and academic services are committed to supporting international students throughout their studies and their adaptation to university life in Greece.

The University provides guidance and assistance on:

- residence permit and administrative procedures,
- academic matters related to studies and student services,
- adaptation to everyday life in Athens and integration into the university community.



International students may receive support regarding registration procedures, access to digital services, communication with university departments and general information related to studying and living in Greece. The University also encourages students to seek guidance whenever they encounter academic, administrative or practical difficulties during their studies.

Through its student-centered approach, Harokopio University aims to create a welcoming, inclusive and supportive academic environment that facilitates the successful integration and overall wellbeing of international students.

Electronic Access & User Account

Upon successful registration, all students are provided with a personal university account consisting of a unique username and password. These credentials grant access to the University's electronic services and digital learning environment.

Through their institutional account, students can access:

- the e-class asynchronous learning platform,
- the student registry system (e-studies),
- the Academic ID application platform,
- the institutional email account,
- and other electronic academic and administrative services provided by the University.

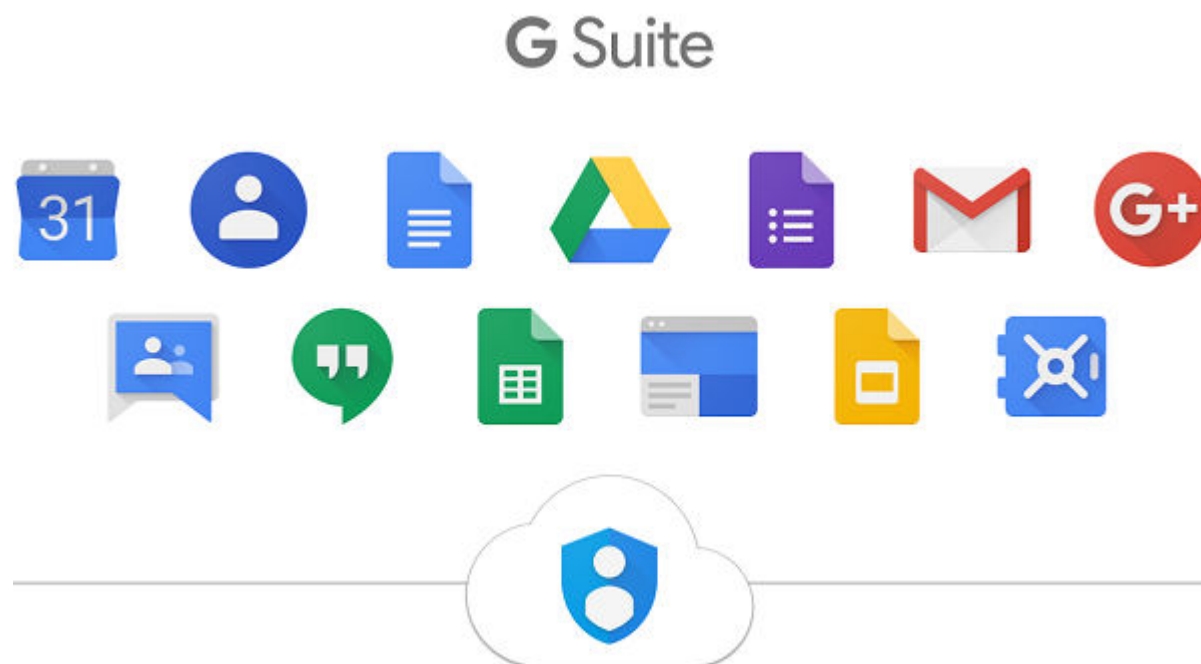
The login credentials are issued by the University's Informatics and Networks Operation Center (huanoc@hua.gr) and are sent to the personal email address submitted during the application process.

Students are strongly encouraged to activate and regularly monitor their institutional accounts, as official announcements, course information, examination updates, and administrative notifications are communicated primarily through the University's digital platforms and institutional email services.

For security reasons, students should keep their login credentials confidential and avoid sharing their account information with third parties.

For additional information regarding access to the University's electronic services, students may consult the relevant online instructions and support resources provided by the University, please visit [this link](#).

Institutional Email



Every student is assigned an institutional email account in the format *****@hua.gr** through Google Workspace for Education. The institutional email serves as the official communication channel between students, the University Secretariat, academic staff, and university services.

All official announcements, course notifications, examination updates, and administrative communications are sent exclusively to the student's institutional email address. Students are therefore strongly encouraged to check their university email regularly throughout the academic year.

Access	https://mail.google.com/a/hua.gr
Alternative access	www.hua.gr → HUA Webmail icon
Instructions	Email setup guide
Video tutorial	Watch on YouTube
Storage quota	5 GB (Google Workspace)
Important	Keep your credentials strictly confidential

Student Registry (e-studies / Φοιτητολόγιο)

The Student Registry system (e-studies) is the University's primary electronic platform for managing academic and administrative student records throughout the duration of studies.

Through the e-studies platform, students are able to:

- complete semester registration procedures,
- declare and manage courses for each academic semester,
- request official certificates and academic transcripts electronically,
- monitor grades and overall academic progress,
- and access important academic and administrative information related to their studies.

The platform plays an essential role in the students' academic administration and should be used regularly in accordance with the deadlines and instructions announced by the Secretariat.

Access to the Platform

Students may access the Student Registry system at: e-studies.hua.gr/ Login is performed using:

- the institutional username (without @hua.gr),
- and the personal university password.

Additional Support

- Access instructions and user guidance are available through online support material and video tutorials provided by the University. [Watch tutorial](#).

Students are strongly encouraged to complete all required registration and course declaration procedures within the official deadlines, as failure to do so may affect participation in courses and examinations.



Course Registration & Semester Enrolment

At the beginning of each academic semester, students are required to complete two separate administrative procedures through the University's electronic systems.

Semester Enrolment

Semester enrolment confirms the student's active academic status for the specific semester and is required in order to maintain participation in the study programme.

Course Declaration

Course declaration allows students to register for the courses they intend to attend and be examined during the semester, according to the curriculum and academic regulations of the programme.

Both procedures are mandatory and must be completed within the official deadlines announced by the Secretariat.

Students who fail to complete both:

- semester enrolment,
- and course declaration,

will not be eligible to participate in end-of-semester examinations or receive grades for the corresponding courses.

Detailed instructions, deadlines, and relevant announcements are communicated by the Secretariat through the institutional email account and the University's electronic platforms. Students are therefore strongly encouraged to regularly monitor their university email and complete all required procedures in a timely manner.

Academic Identity Card (Paso)



All registered students are entitled to receive an Academic Identity Card, commonly known in Greece as the “Paso”. The Academic ID serves as official proof of student status and provides access to a variety of academic, transportation, and cultural benefits and services.

Benefits of the Academic Identity Card

The Academic ID provides students with:

- reduced fares on public transportation, including buses, metro, tram, and suburban railway services,
- discounts at museums, cultural institutions, exhibitions, theatres, and various student-related services,
- identification for academic and administrative procedures, as it also functions as a means of identification,
- and in most cases, it is required for participation in end-of-semester examinations and access to certain university facilities.

Application Procedure

Applications for the Academic Identity Card are submitted electronically through the official platform of the Greek Ministry of Education:

academicid.minedu.gov.gr

During the application process, students will be required to upload:

- a recent colour passport-style photograph with a neutral background,
- and personal information exactly as stated on their passport or official identification document.

Students are advised to carefully verify all submitted information before finalizing their application.

Delivery

The Academic Identity Card is delivered to an authorised pick-up point, usually a Vodafone store located near the student's declared address of residence.

Additional Support

- Application instructions and guidance are available through online support resources and video tutorials provided by the relevant services, [Watch tutorial](#).

e-Class Platform (Asynchronous e-Learning)



The e-Class platform (eclass.hua.gr) is the University's official asynchronous e-learning environment and serves as the primary digital tool for course organization, educational material distribution, and communication between students and instructors.

Through the e-Class platform, students are able to access important academic resources and participate in course-related activities throughout the semester.

Available Services through e-Class

The platform provides access to:

- lecture slides and course notes,
- educational material and supplementary resources,
- announcements and updates from instructors,
- assignment submission tools,
- course-specific discussion forums,
- and additional learning activities related to each course.

The e-Class platform supports the educational process by facilitating continuous communication and flexible access to academic content both on and off campus.

Access and Registration

Students may access the platform through:

eclass.hua.gr

First-time users are required to register on the platform as "learners" through the registration page before accessing course content.

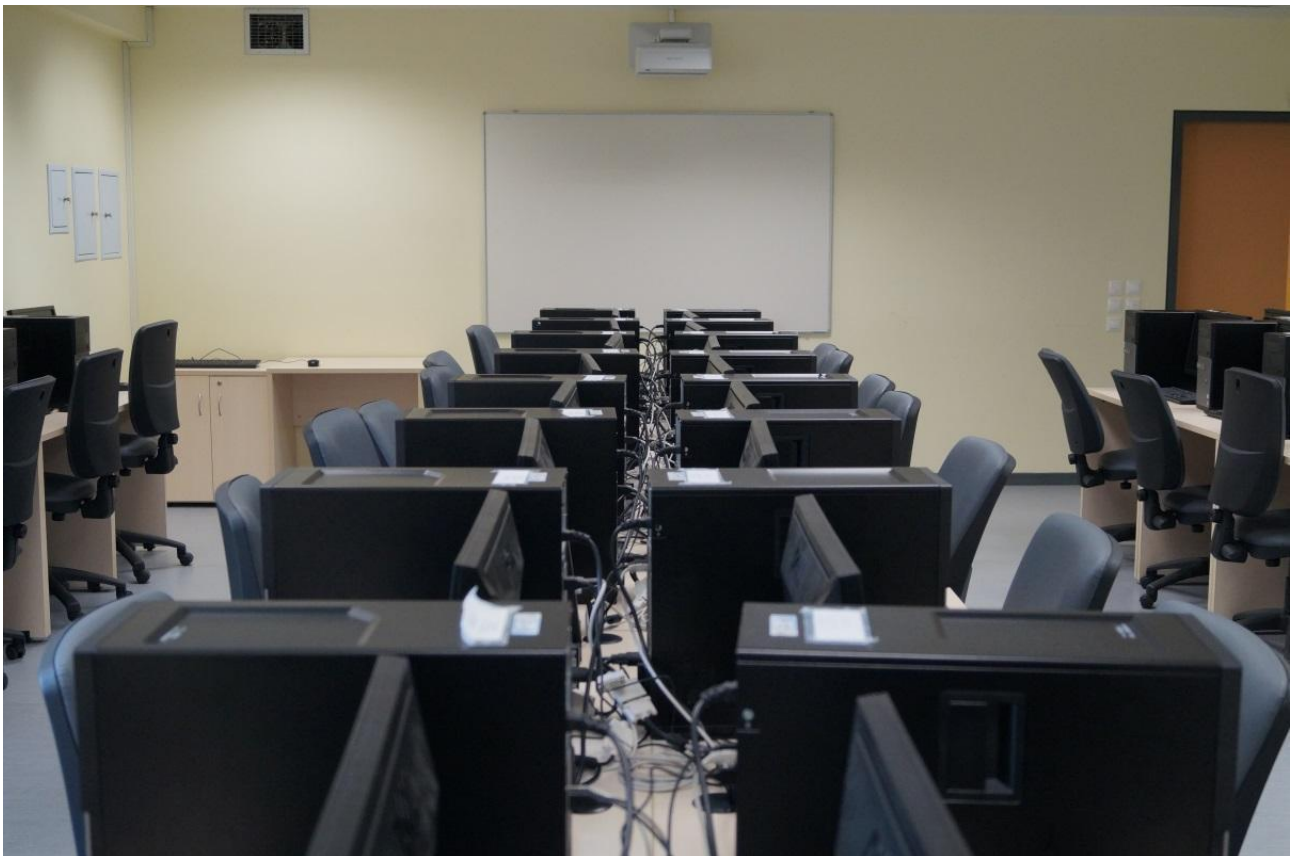
eclass.hua.gr/modules/auth/registration.php.

Additional Support

- Platform usage instructions and video tutorials are available through the University's online support resources. [Watch tutorial](#).

Students are encouraged to regularly monitor the e-Class platform, as important course announcements, assignment deadlines, and educational materials are communicated electronically throughout the academic semester.

Computer Laboratories



Students have access to the Department's computer laboratories and computing infrastructure, which support educational, laboratory, and academic activities throughout the duration of the programme.

The laboratories provide access to specialized software, programming environments, network services, and digital tools required for coursework, laboratory exercises, assignments, and project development.

Laboratory Account Activation

To activate a laboratory account, students should visit:

accounts.ditapps.hua.gr

and log in using their institutional credentials.

Cloud Access & File Storage

Files stored on laboratory computers may also be accessed remotely through the University's Nextcloud platform, allowing students to securely access their academic files and data from different devices and locations.

MyCloud @



Powered by Nextcloud

Storage Quota

- Storage quota per student: 5 GB

Students are responsible for maintaining regular backups of their personal files and academic work. While the Department provides storage services and technical infrastructure, it does not guarantee permanent file availability or recovery of lost data.

Students are therefore encouraged to use external backup solutions and follow good data management and cybersecurity practices when using university computing services.

Synchronous Distance Learning



zoom



Google Meet

In exceptional circumstances or when required by academic or operational needs, educational activities and lectures may be conducted remotely through synchronous distance learning platforms.

Harokopio University supports online teaching and real-time communication through officially supported video-conferencing services, including:

- Google Meet (via Google Workspace for Education),
- Zoom.

These platforms enable students to participate in live lectures, presentations, laboratory sessions, meetings, and other academic activities from remote locations while maintaining communication and interaction with instructors and fellow students.

Access to synchronous distance learning services is available to all students and academic staff members through their valid @hua.gr university account.

Students are encouraged to ensure stable internet access, appropriate technical equipment, and regular monitoring of institutional communication channels in order to effectively participate in online educational activities whenever required.

Academic Advisor (Σύμβουλος Καθηγητής)

Upon enrolment, each student is assigned an Academic Advisor, who is a member of the Department's academic staff. The Academic Advisor serves as a point of academic guidance and support throughout the student's studies.

The Academic Advisor:

- supports students in adapting to the academic environment and study programme,
- provides guidance regarding course planning, academic progress and professional development,
- assists students in understanding academic procedures and university regulations,
- and offers additional support to students facing personal, family, social or other difficulties that may affect their academic performance or student life.

The Academic Advisor system aims to strengthen communication between students and the Department, facilitate academic integration and support students in successfully completing their studies.

Students are encouraged to maintain regular communication with their Academic Advisor, particularly when facing academic challenges, making important study-related decisions or seeking guidance regarding future academic or professional opportunities.

Further information regarding the role and responsibilities of Academic Advisors is available through the relevant University regulations and official departmental guidelines at [this link](#).

Study Regulations & Programme Guide

The Study Regulations constitute the official academic framework governing the operation of the study programme and provide detailed information regarding academic procedures, student obligations, course requirements, examination regulations, grading policies, and other important aspects of university studies.

Students are strongly encouraged to consult the Study Regulations regularly in order to become familiar with:

- the structure and organization of the programme,
- academic rights and responsibilities,
- course attendance and examination procedures,
- progression and graduation requirements,
- and all relevant academic policies and regulations.

The Programme Guide provides concise and practical information regarding the curriculum, course content, learning objectives, and overall academic structure of the programme. It serves as an important reference tool for understanding the educational scope and academic orientation of the undergraduate studies offered by the Department.

Both documents are considered essential academic resources and are intended to support students throughout their studies by providing clear guidance on academic procedures, programme requirements, and university regulations.

Students may access the Study Regulations and the Programme Guide through the official University and Departmental webpages at [this link](#).

Certificates & Official Documents

Students may request a variety of official academic and administrative documents electronically through the University's Student Registry system (e-studies), facilitating efficient access to important certificates and records throughout their studies.

Available documents include:

- Certificate of enrolment / proof of student status,
- official academic transcript (analytical grade report),
- certificates for social security bodies, tax authorities, military service, scholarships, and other official uses,
- and additional academic or administrative certifications provided by the Secretariat.

Electronic services allow students to submit requests remotely and monitor the status of their applications through the University's digital systems.

Depending on the type of document and the applicable administrative procedures, official documents may:

- be collected directly from the Secretariat,
- be sent electronically through the institutional email account,
- or be collected by an authorised representative where permitted.

Students are encouraged to submit document requests in a timely manner, particularly when certificates are required for official, legal, immigration or scholarship-related purposes.

Library & Information Centre



The Harokopio University Library & Information Centre supports the educational, academic and research activities of the University community by providing access to scientific resources, study spaces, digital services, and research support tools.

Students have access to:

- printed and electronic books,
- academic journals and databases,
- study and reading areas,
- electronic information resources,
- and library support services for academic research and coursework.

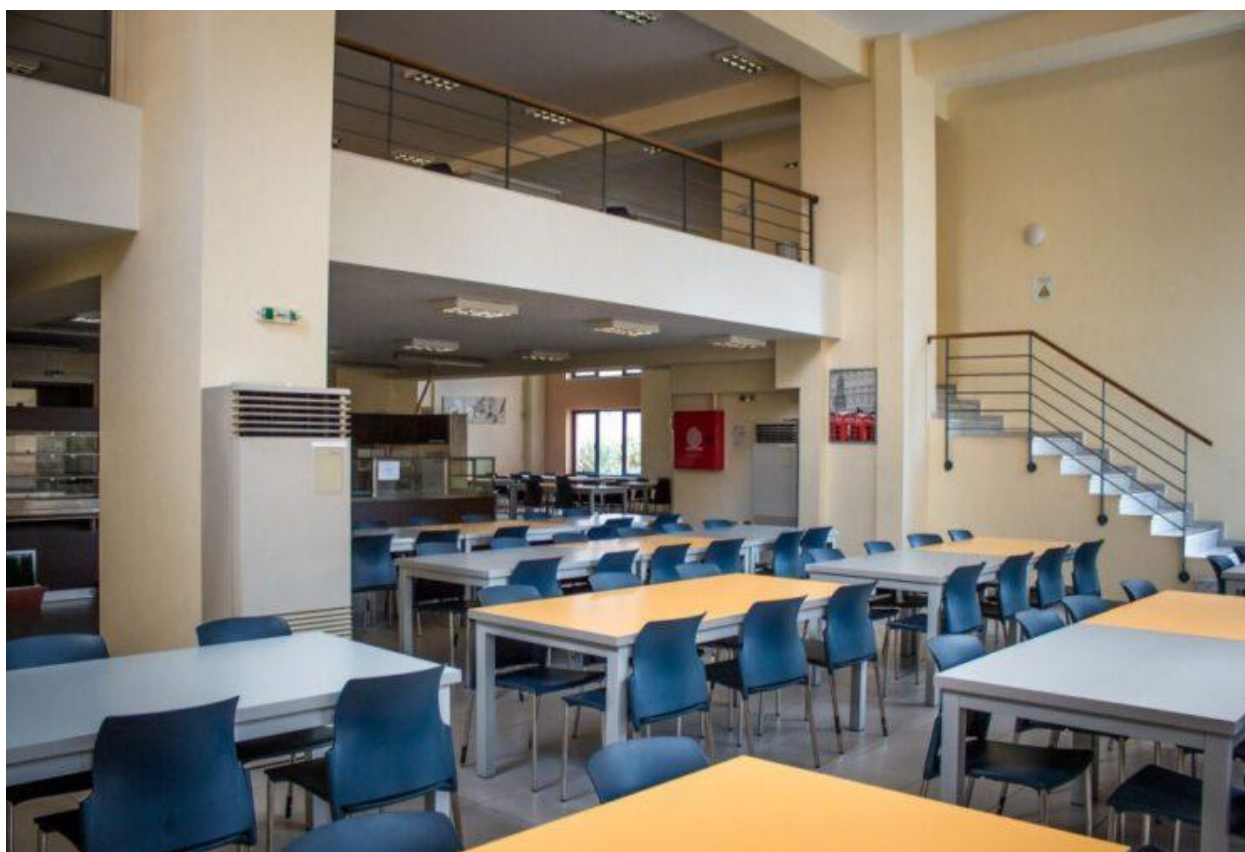
The Library plays an important role in supporting independent study, research activities, and the development of academic and information literacy skills throughout the duration of the programme.

To register as a library member

In order to register as a library member, students must first obtain their Academic Identity Card (Academic ID / Paso). Following this, students may contact the Library to complete the registration process and gain access to library services and borrowing privileges. Students are encouraged to make active use of the Library's physical and digital resources in order to support their academic progress and research activities.

Address	El. Venizelou 70, Kallithea
Telephone	210-9549170 / 169 / 334
Email	library@hua.gr
Website	library.hua.gr

Student Meal Services (Σίτιση)



Harokopio University provides student meal support services through a subsidised meal programme aimed at supporting student welfare and everyday living during the academic year.

Eligible students may apply for a subsidised meal card (κάρτα σίτισης), which provides access to student meal services according to the terms and conditions defined by the University and the Student Welfare Office.

Applications are submitted electronically during specific application periods announced by the University. Students are advised to regularly monitor official announcements and institutional communication channels for information regarding deadlines, eligibility criteria, and required supporting documents.

The Student Welfare Office is responsible for the administration and support of the meal services application process.

Contact person	Ms. Ch. Lampridi
Telephone	210 9549221
Email	tacad.foitmer@hua.gr
Website	www.hua.gr → Student Affairs → Meal Services

Student Healthcare

Students are entitled to healthcare coverage and access to healthcare services in accordance with the applicable Greek legislation and the relevant student welfare provisions.

Healthcare support may include access to:

- public healthcare facilities and services,
- medical consultations and hospital care,
- pharmaceutical services,
- and additional healthcare support available through the national healthcare system or approved insurance coverage.

International students are encouraged to ensure that they maintain valid health insurance coverage throughout the duration of their studies and residence in Greece, as this may also constitute a legal requirement for residence permit procedures.

Detailed information regarding eligibility, healthcare coverage, and the procedures for obtaining or updating the student health booklet (βιβλιάριο υγείας), where applicable, is available through the relevant University and public healthcare services at [this link](#).

Student Complaints Management

Harokopio University of Athens has established a formal procedure for the submission, examination and management of student complaints across all study programmes, with the aim of ensuring transparency, fairness, equal treatment and the continuous improvement of academic and administrative services.

Students may submit complaints, concerns, or requests related to academic, administrative, or student welfare matters through the procedures defined by the University. All complaints are examined in accordance with the applicable institutional regulations and confidentiality principles.

The complaints management procedure aims to:

- support effective communication between students and the University,
- ensure timely and fair handling of student concerns,
- promote accountability and quality assurance,
- and contribute to the continuous enhancement of the student experience and academic environment.

Detailed information regarding the complaint submission process is available at [this link](#).

Students are encouraged to make use of the available communication and support mechanisms whenever they require guidance, clarification, or the resolution of academic or administrative issues.

Handling Harassment Incidents

Harokopio University of Athens is committed to maintaining a safe, respectful, inclusive, and non-discriminatory academic environment for all members of the university community.

The University does not tolerate any form of harassment, discrimination, abusive behaviour, or violence, including verbal, psychological, physical, sexual, or online harassment. All students have the right to study and participate in university life in an environment based on mutual respect, equality, dignity, and academic integrity.

Students who experience or witness incidents of harassment or inappropriate behaviour are encouraged to report them through the official procedures and support mechanisms established by the University. Reports are handled with confidentiality, sensitivity, and in accordance with the applicable institutional regulations and legal framework.

The University's policies and procedures aim to:

- protect students and members of the academic community,
- ensure equal treatment and respect for human dignity,
- provide appropriate guidance and support,
- and promote awareness and prevention of harassment-related incidents.

Further information regarding reporting procedures and available support services can be found at [this link](#).

Department Social Networks

Students and prospective applicants are encouraged to stay connected with the Department through its official social media channels, where important announcements, academic activities, events, research initiatives, student achievements and departmental news are regularly shared.

The Department's social media presence aims to strengthen communication with the academic community, promote student engagement and provide updates regarding educational and extracurricular activities.

Official Department social media channels include:

- [Facebook](#)
- [LinkedIn](#)
- [YouTube](#)
- [Instagram](#)



Through these platforms, students may stay informed about:

- academic and student events,
- seminars, workshops, and conferences,
- research and innovation activities,
- programme announcements and deadlines,
- and other initiatives related to university and student life.

Students are encouraged to follow the Department's official accounts in order to remain informed and actively engaged with the academic community.

Secretariat Contact Details

The Department Secretariat is responsible for supporting students in a wide range of academic and administrative matters, including registration procedures, certificates, academic records, course administration, and general student support services.

Students are encouraged to contact the Secretariat for guidance regarding academic procedures, official documentation, administrative requests, and programme-related inquiries.

Postal address	9 Omirou Street, Tavros, 177 78 (2nd floor)
Telephone	+30 210 9549400 / +30 210 9549402
Email	itsec@hua.gr

For full details on each service, please refer to the official University website: www.hua.gr

For full details regarding student services, academic procedures, announcements, and university information, students may visit the official Harokopio University website: www.hua.gr