



Co-funded by the Erasmus+ Programme of the European Union

# IDEA: Inclusive tertiary Education in the West Balkans

<http://idea-cbhe.com>

**D.2.1.2-B: Development of New Protocols and Drafting of Policy Papers with Normative Suggestions  
Study Visit to National and Kapodistrian University of Athens  
Report**

Inclusive Tertiary  
Education in WBs

**December 2022**



MUNI



## IDEA project Partners



[POLIS University \(ALB\)](#)



[Universum College \(KS\)](#)



[University  
"Aleksandër Moisiu"  
Durrës \(ALB\)](#)



[University of Donja  
Gorica \(MNE\)](#)



[University of Medicine,  
Tirana \(ALB\)](#)



[National & Kapodistrian  
University of Athens  
\(GR\)](#)



[University "Luigi  
Gurakuqi" Shkodra  
\(ALB\)](#)



[Masaryk University \(CZ\)](#)



[Catholic University "the  
Lady of Good Council"  
\(ALB\)](#)



[University of  
Limerick \(IE\)](#)



[EPOKA University \(ALB\)](#)



[Albanian Disability Right  
Foundation \(ADRF\)](#)



[University of Pristina  
\(KS\)](#)



[Association of  
Paraplegic and  
Paralyzed Children in  
Kosovo \(HANDYKOS\)](#)



[International Business  
College of Mitrovica  
\(KS\)](#)



[Association of Youth with  
Disabilities of  
Montenegro \(AYDM\)](#)

<b>Project Acronym</b>	IDEA
<b>Project full Title</b>	Inclusive tertiary EDucation in the West BalkanS
<b>Project nr.</b>	618859-EPP-1-2020-1-AL-EPPKA2-CBHE-JP
<b>Funding Scheme:</b>	Erasmus+ KA2 Capacity Building in the field of Higher Education
<b>Project start-end date (duration):</b>	15-01-2021 - 15-01-2024 (36 months / 3 years)
<b>Total budget</b>	EUR 957,723
<b>Project website:</b>	<a href="http://idea-cbhe.com">http://idea-cbhe.com</a>

<b>Coordinator:</b>	Polis University (ALB)
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## Document information

<b>Deliverable Title:</b>	D.2.1.2-B: Development of New Protocols and Drafting of Policy Papers with Normative Suggestions - Study Visit to National and Kapodistrian University of Athens – Report
<b>Work Package:</b>	WP2 – Establishment / Enhancement & Operationalization of Accessibility Units
<b>WP Leader:</b>	P11 – National and Kapodistrian University of Athens
<b>Task:</b>	Task 2.1.1 – Development of New Protocols and Drafting of Policy Papers with Normative Suggestions
<b>Task Leader:</b>	P11 – National and Kapodistrian University of Athens
<b>Partner(s) / Contributor(s) Involved:</b>	National and Kapodistrian University of Athens
<b>Last version date:</b>	16 December 2022
<b>Status</b>	Final
<b>Dissemination Level</b>	public

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## Introduction

Task 2.1.1 includes study visits to the three partners from the Programme Countries. The aim of these study visits is to help the ten HEIs from the partner countries to draw models from good international practices in order to support the process of establishing their Accessibility Units. Specifically, partner countries' HEI will be informed by exposing, four representatives from each of them to the above accessibility centres and best practices in Europe. Thus, the representatives of P1-P10 were planned to visit the Accessibility Unit of the University of Athens (P11), the homologue Centre at Masaryk University (P12) and the one at the University of Limerick (P13) to study all aspects of how the units operate (normative, regulatory, technological, psychological, HR, communicative, managerial, administrative, etc.) & collect relevant materials. Their observations from what they studied can be transferred to home HEI and will help the leading universities of this activity develop the protocols and policy papers required.

This document constitutes the Report of the implementation of the study visit to the National and Kapodistrian University of Athens (NKUA) held in two phases: a) remotely (due to the COVID-19 pandemic) on 12, 14 and 18 May 2021 using the ZOOM teleconference platform, and b) with physical presence at the NKUA on 10 and 11 November 2022. The training material used in the two phases of this study visit are included as a separated delivery D2.1.2.A with 600 slides and 14 videos [1].

## Training Program

The training program of the remote study visit to NKUA includes 13 thematic presentations from the staff members of the NKUA Accessibility Unit, 14 videos, 4 presentations of experiences from NKUA students with disabilities and 3 sessions for discussions. The programme of the study visit with physical presence includes 12 thematic presentations from the staff members of the NKUA Accessibility Unit and one session for discussion. The two detailed programs are given in Annex 1.

## Participants

### a) Remote study visit: 12, 14 and 18 May 2021

In total there was 41 participants. Their names, along with their titles and their function in their institution are given per partner in Annex 2. For each day we provide in Annexes 3, 4 and 5 representative screen-shots from the ZOOM platform with the names of the participants.

### b) In situ study visit: 10 and 11 November 2022

An invitation letter was sent before the traveling to Athens (an example is given in Annexe 6). In total there were 42 participants. Their names, along with their affiliation are given per partner in Annex 2. For each day of we provide in Annexes 7 representative photos.

## Annex 1 : Training Programs



**IDEA: Inclusive tertiary EDucation in the West BalkanS**  
**D.2.1.1** Development of New Protocols and  
 Drafting of Policy Papers with Normative Suggestions  
**Remote Study Visit to NKUA**

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Athens time	Wednesday 12/05/2021	Presenter
10:00-10:30	Welcome - Introduction of the participants	
10:30-11:00	Experience of Students with Disabilities	<b>Stelios Kypouropoulos</b> , <i>Faculty of Medicine</i> <b>Evangelos Avgoulas</b> , <i>Faculty of Law</i>
11:00-11:30	Presentation of NKUA	<b>Stella Papamichou</b>
11:30-12:00	The Greek national legislation for SwD	<b>Georgios Kouroupetroglou</b>
12:00-13:00	break	
13:00-14:30	The Accessibility Unit of NKUA	<b>Georgios Kouroupetroglou</b>
14:30-14:45	break	
14:45-15:00	Support Service for the Academic Secretaries	<b>Stella Papamichou</b>
15:00-15:30	a) SwD, b) Built environment accessibility Service	<b>Ariadni Velissaropoulou</b>
15:30-16:30	Discussion	
<b>Friday 14/05/2021</b>		
10:00-12:00	Academic Advisors - PHINEAS Online System on Support Services for SwD	<b>Yiannis Petroulis</b>
12:00-12:30	Experience of Students with Disabilities	<b>Paraskevi Koutsaidi</b> <i>Department of French Language and Literature</i>
12:00-13:00	break	
13:00-14:30	Volunteers' service	<b>Ariadni Velissaropoulou</b>
14:30-15:00	break	
15:00-15:30	Experience of Students with Disabilities	<b>Odisseas Stefanis</b> , <i>Department of Informatics and Telecom</i>
15:30-16:00	Video presentations	<b>Georgios Kouroupetroglou</b>
16:00-16:30	Discussion	
<b>Tuesday 18/05/2021</b>		
10:00-10:30	Transportation Service	<b>Yiannis Petroulis</b>
10:30-11:00	Services for Deaf and Hard of Hearing	<b>Maria Emmanouil</b>
11:00-12:00	Accessible Textbooks life-cycle – ERMOFILOS system	<b>Paraskevi Riga</b>

12:00-13:00	break	
13:00-14:30	Assistive Technology for SwD	<b>Alexandros Pino</b>
14:30-14:45	break	
14:45-16:00	ATHENA & mATHENA Assistive Technology Inventories	<b>Alexandros Pino</b>
16:00-16:15	Experience of Students with Disabilities	<b>Danai-Antonia Basanti</b> <i>Department of History-Archeology</i>
16:15-16:30	Discussion	



**National and Kapodistrian University of Athens**  
**Accessibility Unit**

<https://access.uoa.gr>

[access@uoa.gr](mailto:access@uoa.gr)



## IDEA: Inclusive tertiary EDUCation in the West BalkanS

WP2-Establishment/Enhancement & Operationalization of Accessibility Units

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### Study Visit to NKUA

Time	Thursday 10/11/2022	Presenter
09:00-09:30	Registration	
09:30-09:45	Welcome	<b>Georgios Kouroupetroglou</b>
10:00-10:45	The new (2022) Greek legislation for SwD	<b>Georgios Kouroupetroglou</b>
11:00-11:45	The Accessibility Unit of NKUA-recent developments	<b>Georgios Kouroupetroglou</b>
12:00-12:45	Built environment accessibility Service for SwD	<b>Ariadni Velissaropoulou</b>
12:45-14:00	Lunch break	
14:00-14:45	Guidelines for the Accessibility Academic Advisors	<b>Georgios Kouroupetroglou</b>
15:00-15:45	Guidelines for the Academic Secretaries	<b>Stella Papamichou</b>
16:00-16:45	Volunteers' service for SwD	<b>Ariadni Velissaropoulou</b>
<b>Friday 11/11/2022</b>		
09:00-09:45	Transportation Service for SwD	<b>Yiannis Petroulis</b>
10:00-10:45	Digital Accessibility & Assistive Technology for SwD	<b>Georgios Kouroupetroglou</b>
11:00-11:45	Production of accessible textbooks	<b>Paraskevi Riga</b>
12:00-12:45	Support Services for Deaf and Hard of Hearing	<b>Maria Emmanouil</b>
12:45-14:00	Lunch break	
14:00-14:45	Assistive Technology for SwD	<b>Alexandros Pino</b>
15:00-15:45	Assistive Technology for SwD	<b>Alexandros Pino</b>
16:00-16:45	Discussion and closing	<b>Georgios Kouroupetroglou</b>



## National and Kapodistrian University of Athens Accessibility Unit

<https://access.uoa.gr>

[access@uoa.gr](mailto:access@uoa.gr)



## Annex 2 : List of participants

Partner	Name	Surname	Title	Function/Position in the University
<b>P1</b> <b>Polis University</b>	Malvina	Istrefaj	PhD. Cand	Head of "The Office of Student Support and Career
	Etleva	Dobjani	PhD	Academic Coordinator
	Besjana	Qaja	PhD Cand.	Academic Coordinator
	Albina	Tocilla	PhD Cand	Academic Coordinator
<b>P2</b> <b>Aleksandër Moisiu-</b>	Arba	Merhori	MSc	Head of Planning and Monitoring of Projects Sector
	Shqipe	Haxhihyseni	PhD	Vice Dean/ Faculty of Education
	Orneda	Gega	PhD	Academic staff/ Faculty of Education
<b>P3</b> <b>Medical University of Tirana</b>	Ines	Karapici	MSc	Office of Career and Development Specialist, FSMT,
	Erlin	Tagani	MSc	Specialist, Directorate of Curricula, UMT
	Eljora	Aliraj	MSc	Teaching Secretary, FM, UMT
	Ester	Tabaku	Mc Student	Student, FM, UMT
<b>P4</b> <b>University of Shkodra "Luigj Gurakuqi"</b>	Fatbardha	Osmanaga	PhD	Deputy Dean of the Faculty of Education Sciences
	Pranvera	Kraja	PhD	Lecturer at the Faculty of Education Sciences
	Irma	Baraku	PhD	Lecturer at the Faculty of Law
	Emiljano	Pjetri	PhD	Head of Department of the Faculty of Social Sciences
	Senada	Jubica	MSc	Lecturer of the Faculty of Natural Sciences
	Rina	Muka	PhD	Local coordinator
<b>P5</b> <b>University Lady of Good Council</b>	Claudio	D'Alonzo	PhD	Head of Research Centre of Studies on Economy of
	Juna	Kadilli	Ms.	Admissions Office
	Emanuela	Prendi	PhD. Cand	Academic Coordinator/ Lecturer
	Edlira	Bejko	MA	Lecturer
	Laura	Yzeiraj	MA	Project coordinator
<b>P6</b> <b>Epoka University</b>	Sadullah	Yilmaz	PhD	Dean of Students
	Altin	Bora	Mr.	Head of Office of the Administrator
	Denis	Stena	Mr.	Head of Registrar's Office
	Behar	Kadrija	Mr.	Head of Administrative and Technical Affairs Office
<b>P7</b>	Naser	Zabeli	Prof. Asoc. .	Head of Department of Pedagogy in Faculty of Education

<b>University of Prishtina "Hasan Prishtina"</b>	Blerim	Saqipi	Prof. Asoc.	Dean of Faculty of Education
	Dashmir	Berxulli	Prof. Asoc.	Dean of Faculty of Philosophy
	Donika	Koliqi	Ass., PhD Cand.	Secretary of Department of Pedagogy and Teacher assistant in Faculty of Education
	Besnik	Loxha		Quality Assurance Officer
<b>P8 International Business College, Mitrovica</b>	Jelena	Stanojevic	PhD	General Semester Coordinator, Lecturer
	Aleksandar	Djicic	PhD	Lecturer
	Arjeta	Mehmeti	Ms	Head of Student Service, Career Center Coordinator, Head of Marketing
	Mirjana	Krsmanovic Vlajic	Ms	Assistant to Directorate, International Relations Coordinator
<b>P9 Universum College</b>	Hadis	Karatashi	MA	Project Coordinator
	Gabriela	Ukaj	MA	Project Assistant
<b>P10 Donja Gorica University (Montenegro)</b>	Tamara	Radinovic	MSc	Director of Center for Foreign Languages UDG
	Tamara	Tomic	MSc	Library Director
	Lidija	Lukovac	Associate	International Cooperation Office
	Jovana	Popovic	Associate	Student Service Office



**IDEA: Inclusive tertiary Education in the West Balkans**  
**WP 2: "Establishment/Enhancement & Operationalization of Accessibility Units"**



**Study Visit to National and Kapodistrian University of Athens**  
**10 November 2022**

### List of Participants

	Name	Surname	Partner
1	Flora	Krasniqi	POLIS University
2	Besnik	Aliaj	POLIS University
3	Ilda	Rusi	POLIS University
4	Aurel	Plasa	POLIS University
5	Rovena	Qirici	POLIS University
6	Arba	Merhori (Gjikolli)	Aleksandër Moisiu-Durrës University
7	Shqipe	Haxhihyseni	Aleksandër Moisiu-Durrës University
8	Ambera	Duka	Aleksandër Moisiu-Durrës University
9	Elda	Tartari	Aleksandër Moisiu-Durrës University
10	Margarita	Gjata	University of Medicine, Tirana
11	Arben	Gjata	University of Medicine, Tirana
12	Alma	Idrizi	University of Medicine, Tirana
13	Entela	Haloçi	University of Medicine, Tirana
14	Fatbardha	Osmanaga	University of Shkodra "Luigj Gurakuqi"
15	Irma	Baraku	University of Shkodra "Luigj Gurakuqi"
16	Emiljano	Pjetri	University of Shkodra "Luigj Gurakuqi"
17	Rina	Muka	University of Shkodra "Luigj Gurakuqi"
18	Megi	Xhaci	Catholic University Our Lady of Good Counsel
19	Edlira	Bejko	Catholic University Our Lady of Good Counsel
20	Laura	Yzeiraj	Catholic University Our Lady of Good Counsel
21	Sadullah	Yilmaz	EPOKA University
22	Altin	Bora	EPOKA University
23	Denis	Stena	EPOKA University
24	Ermela	Toçilla	EPOKA University
25	Albulena	Blakaj Gashi	University of Prishtina "Hasan Prishtina"
26	Kurtesh	Sherifi	University of Prishtina "Hasan Prishtina"





**IDEA: Inclusive tertiary Education in the West Balkans**  
**WP 2: "Establishment/Enhancement & Operationalization of Accessibility Units"**



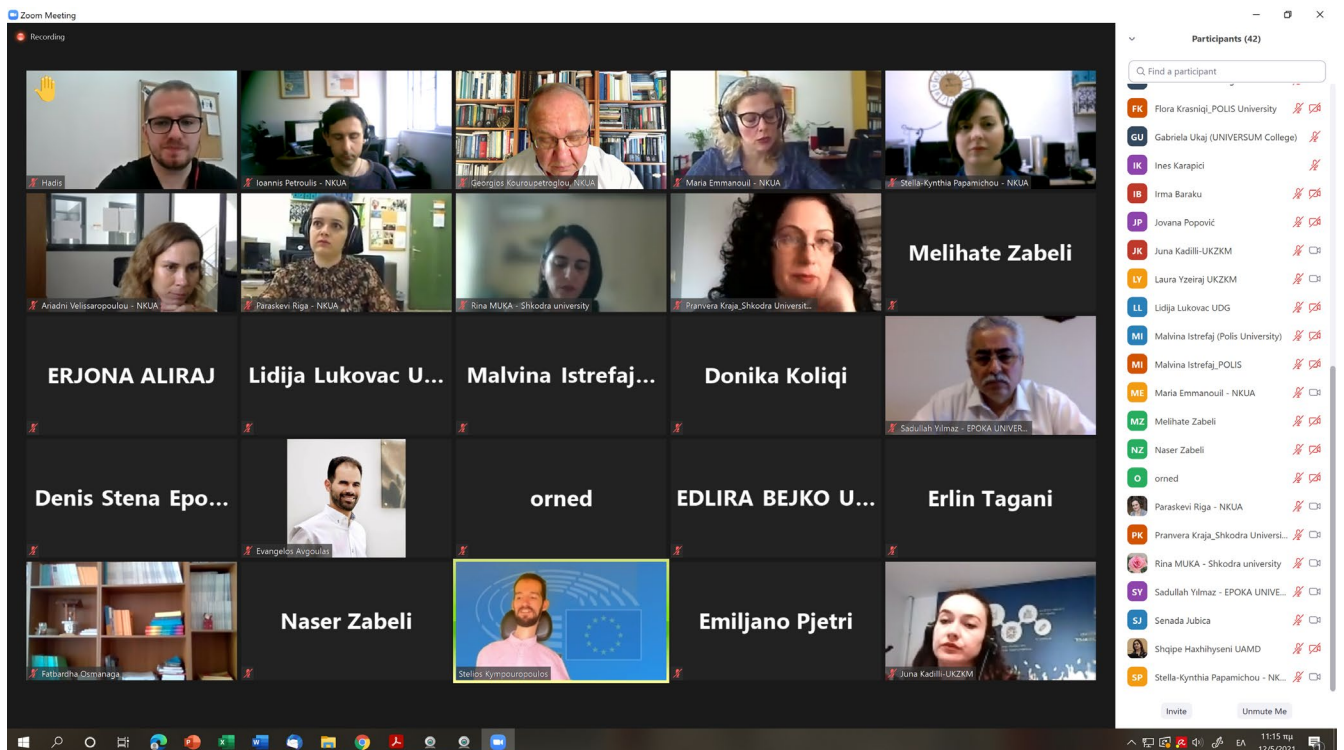
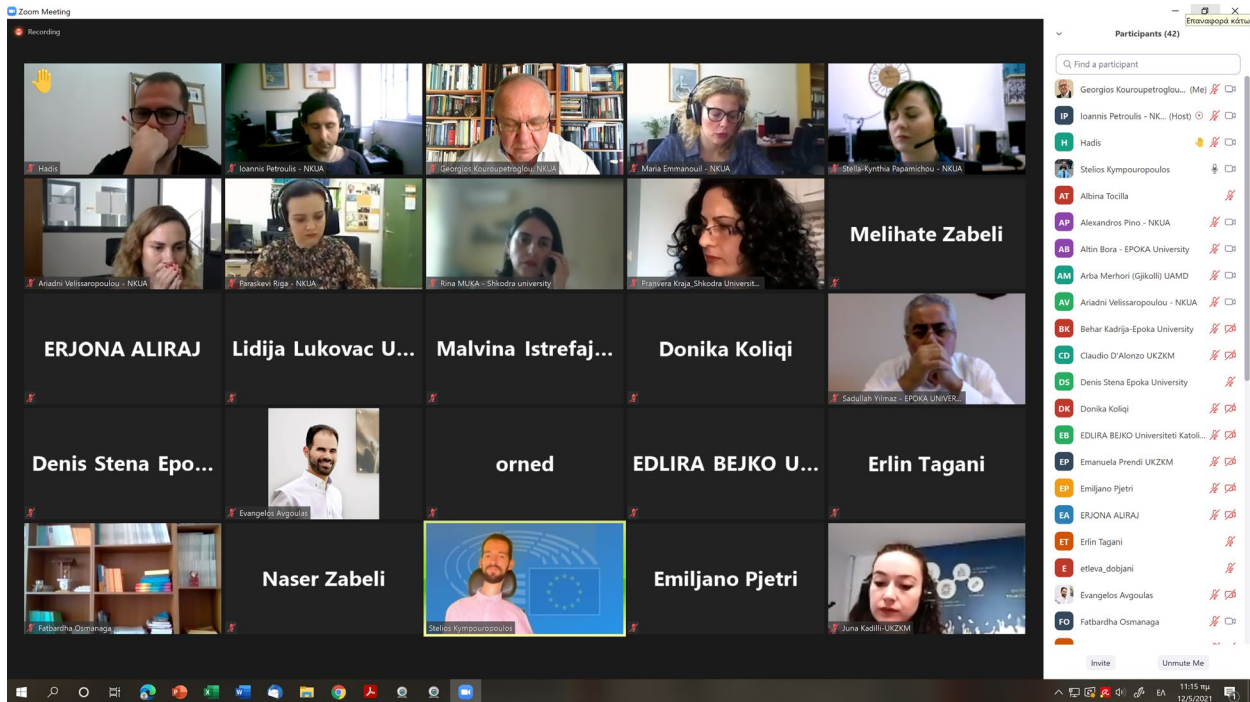
**Study Visit to National and Kapodistrian University of Athens**  
**11 November 2022**

### List of Participants

	Name	Surname	Partner
1	Flora	Krasniqi	POLIS University
2	Besnik	Aliaj	POLIS University
3	Ilda	Rusi	POLIS University
4	Aurel	Plasa	POLIS University
5	Rovena	Qirici	POLIS University
6	Arba	Merhori (Gjokolli)	Aleksandër Moisiu-Durrës University
7	Shqipe	Haxhihyseni	Aleksandër Moisiu-Durrës University
8	Ambera	Duka	Aleksandër Moisiu-Durrës University
9	Elda	Tartari	Aleksandër Moisiu-Durrës University
10	Margarita	Gjata	University of Medicine, Tirana
11	Arben	Gjata	University of Medicine, Tirana
12	Alma	Idrizi	University of Medicine, Tirana
13	Entela	Haloçi	University of Medicine, Tirana
14	Fatbardha	Osmanaga	University of Shkodra "Luigj Gurakuqi"
15	Irma	Baraku	University of Shkodra "Luigj Gurakuqi"
16	Emiljano	Pjetri	University of Shkodra "Luigj Gurakuqi"
17	Rina	Muka	University of Shkodra "Luigj Gurakuqi"
18	Megi	Xhaci	Catholic University Our Lady of Good Counsel
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20	Laura	Yzeiraj	Catholic University Our Lady of Good Counsel
21	Sadullah	Yilmaz	EPOKA University
22	Altin	Bora	EPOKA University
23	Denis	Stena	EPOKA University
24	Ermela	Toçilla	EPOKA University
25	Albulena	Blakaj Gashi	University of Prishtina "Hasan Prishtina"
26	Kurtesh	Sherifi	University of Prishtina "Hasan Prishtina"



## Annex 3: ZOOM Screen Shots – Day 1 May 12, 2022



**IDEA Project Number: 618859-EPP-1-2020-1-AL-EPPKA2-CBHE-JP**

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**Challenges**

- Finding the best way of communicating with each SwD
- Inconsistency from SwD
- Due to Covid-19, remote provision of their services
- Ignorance or indifference from Secretariat Employees appointed for SwD

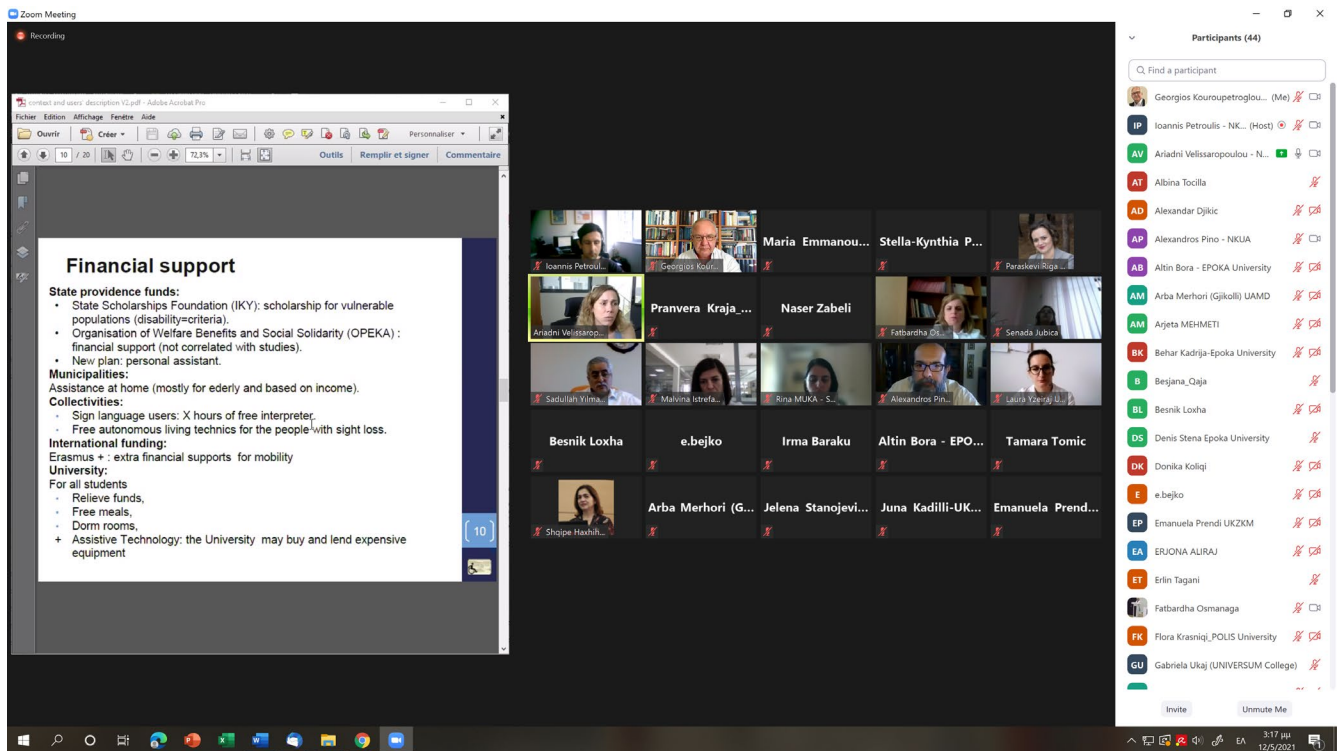
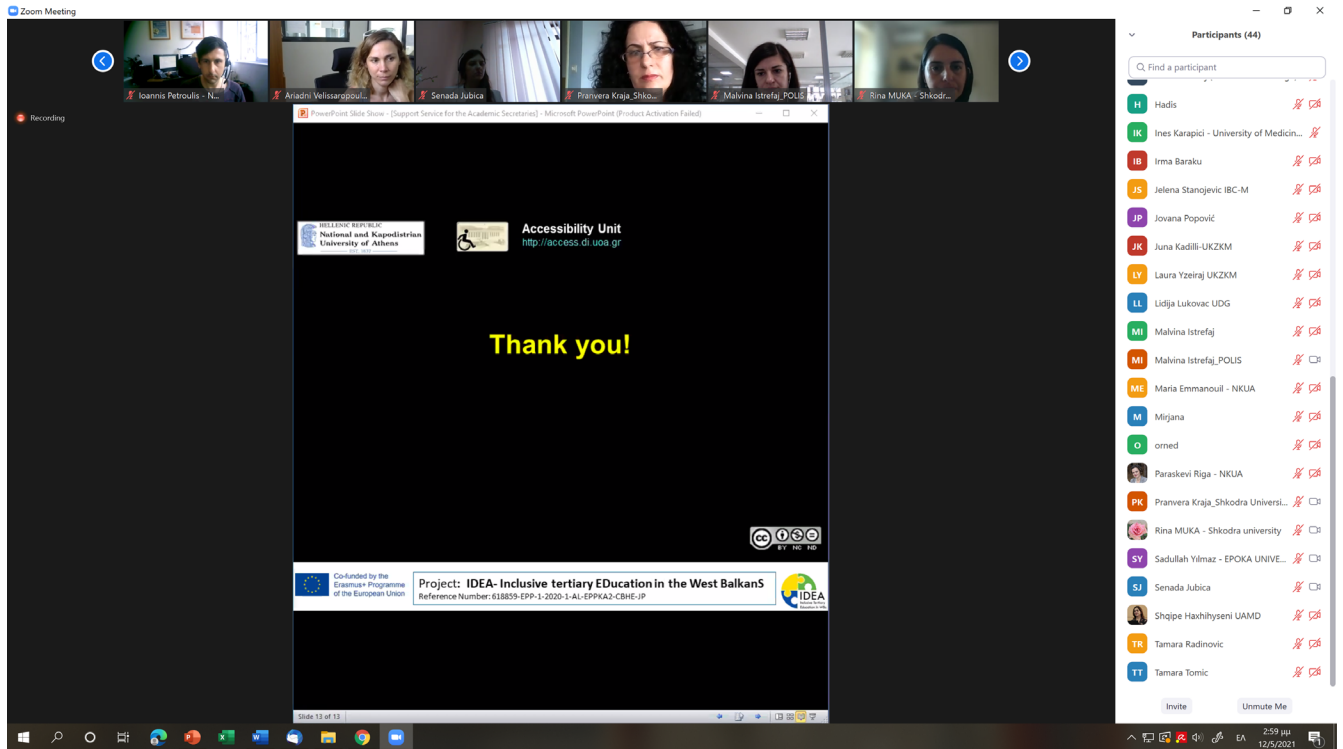
**Concluding...**

**Important role because:**

- Reference point for SwD
- Immediate support
- Psychological security

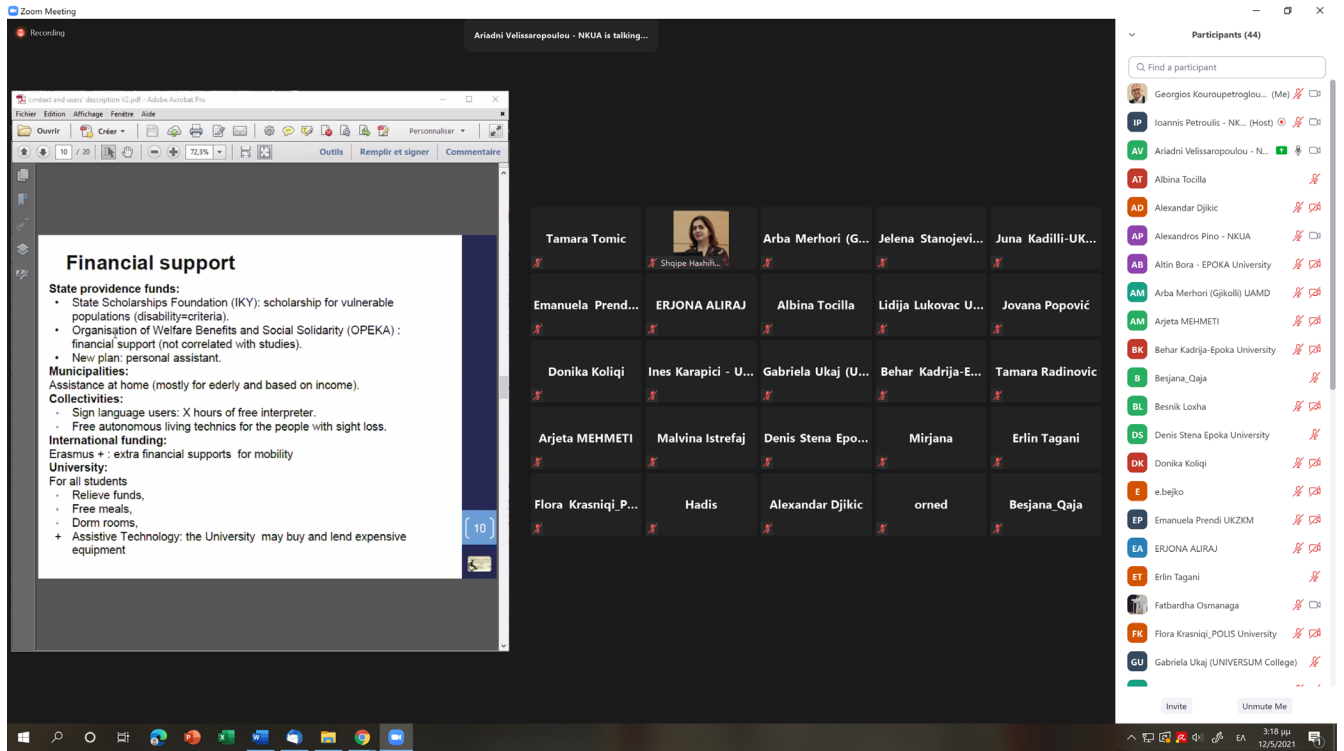
significance  
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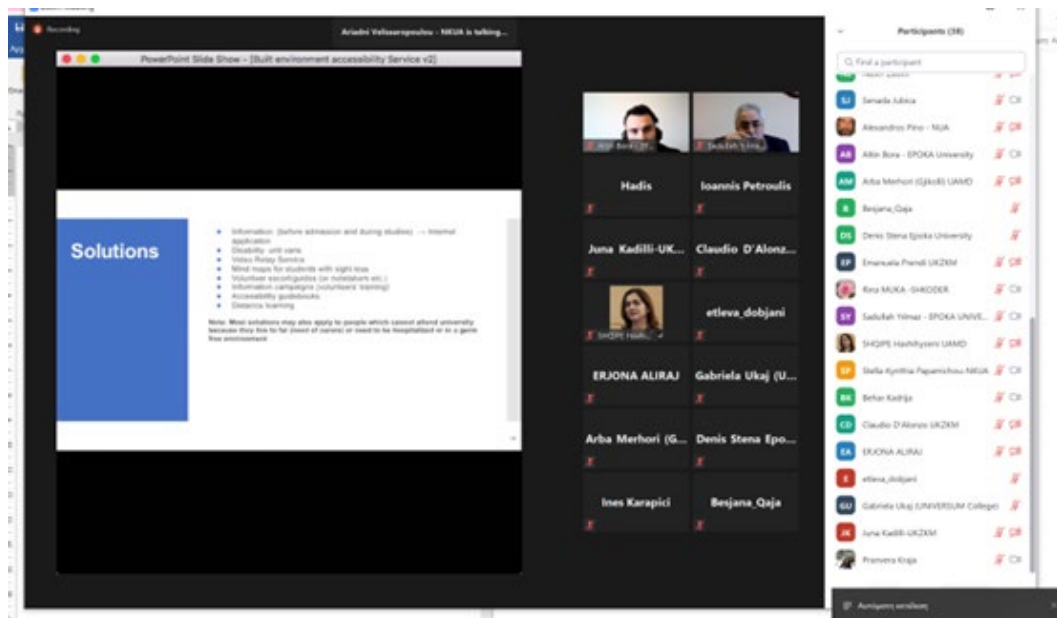
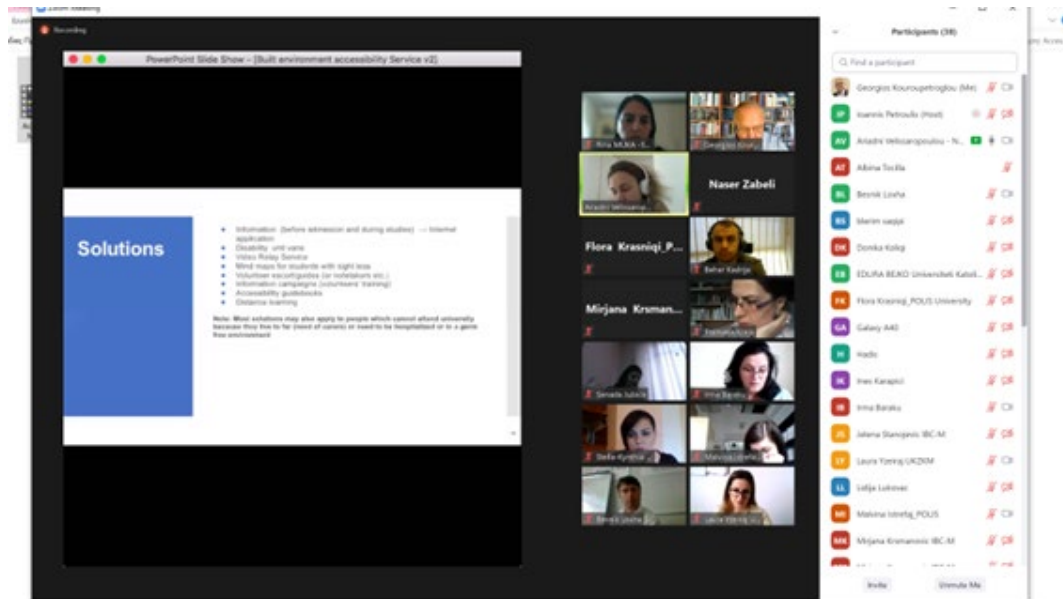


**IDEA Project Number: 618859-EPP-1-2020-1-AL-EPPKA2-CBHE-JP**

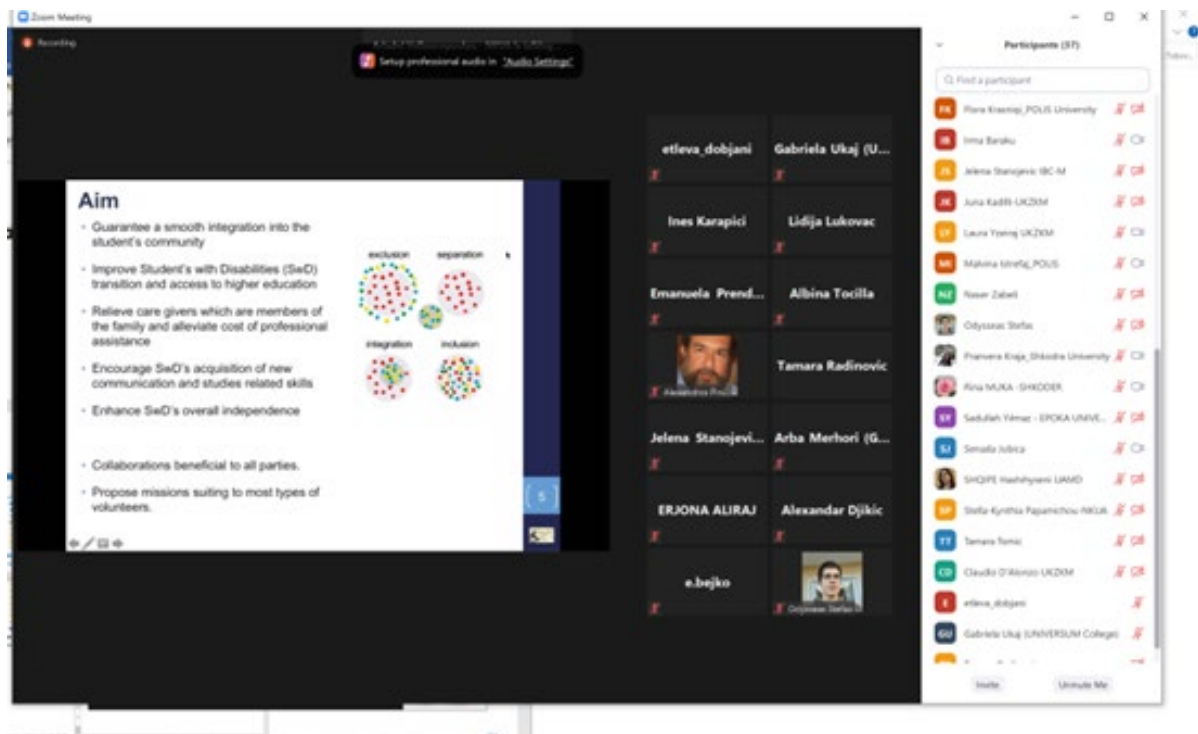
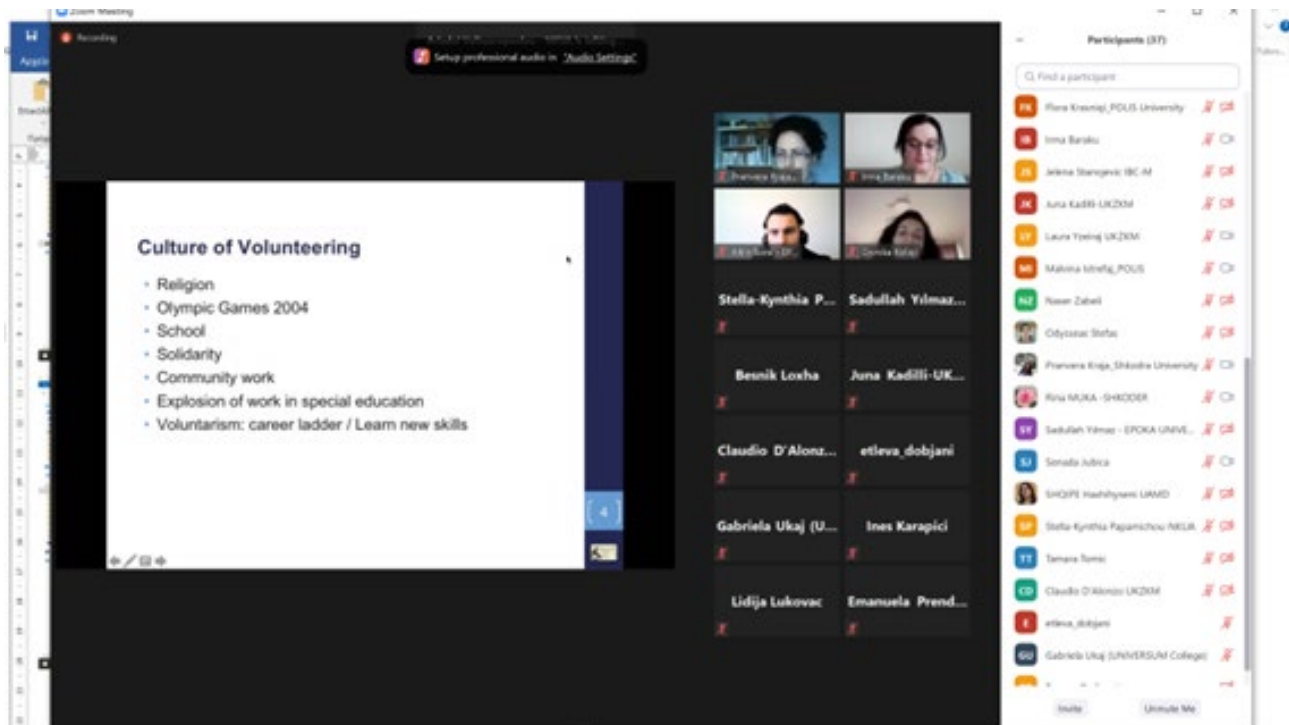
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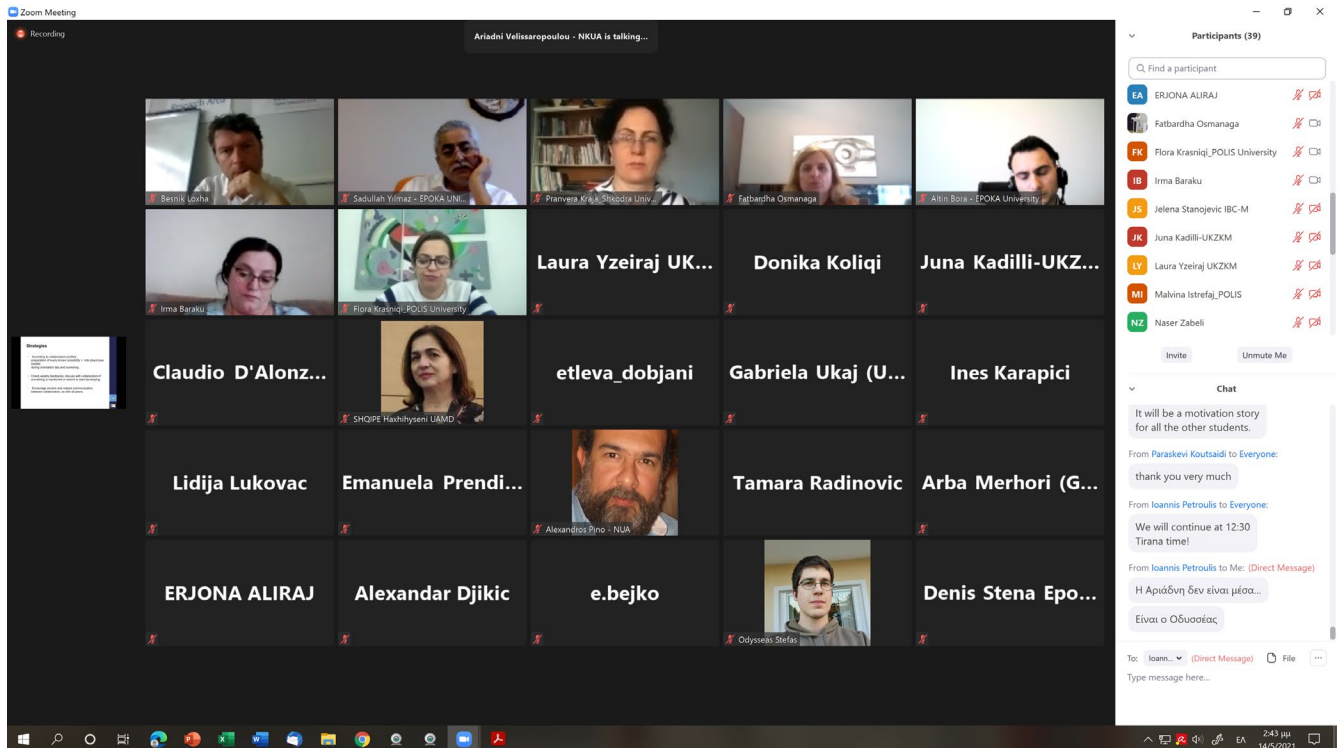
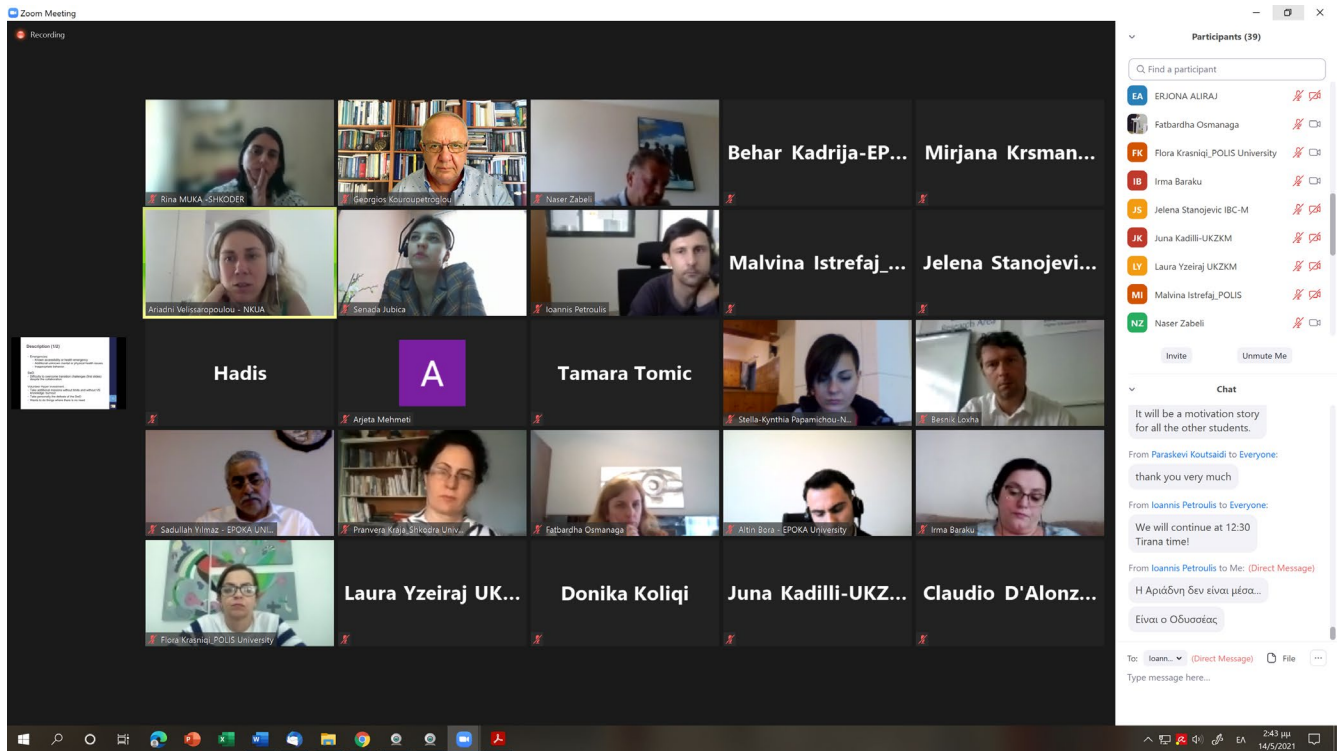


## Annex 4: ZOOM Screen Shots – Day 2 May 14, 2022

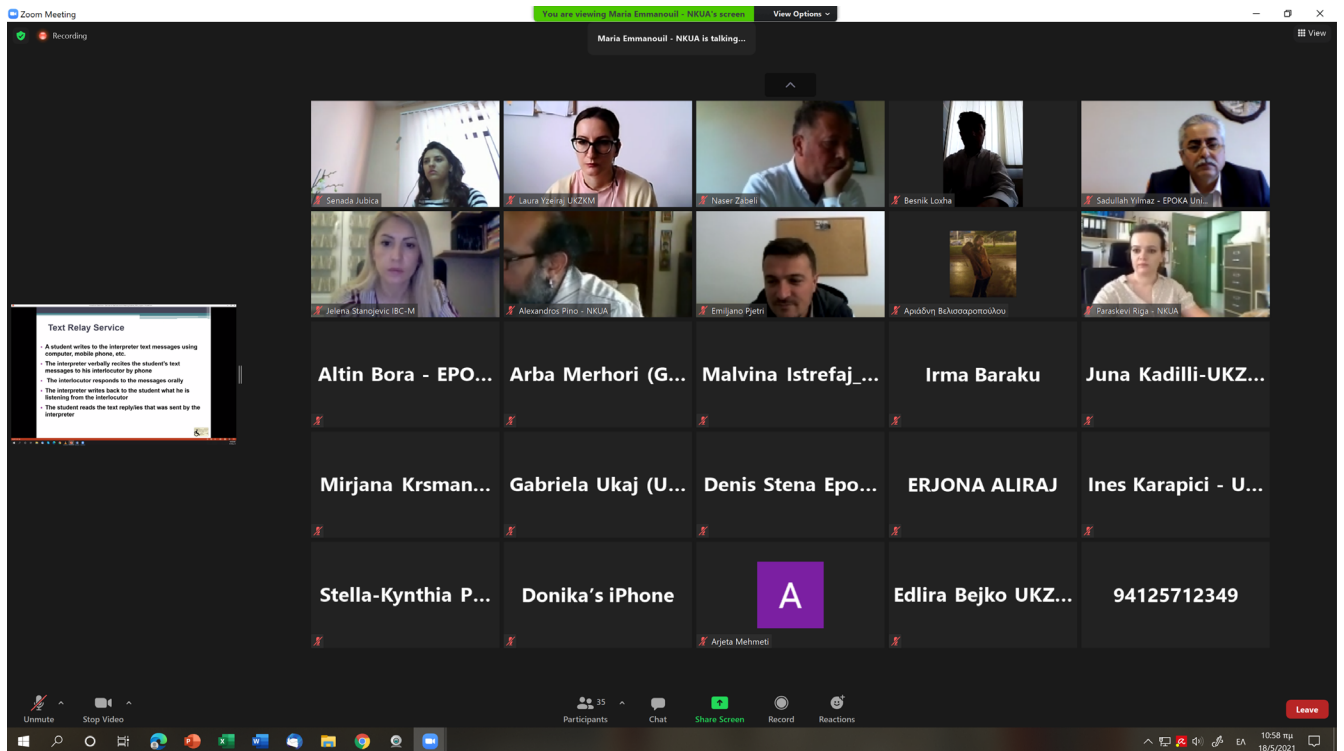
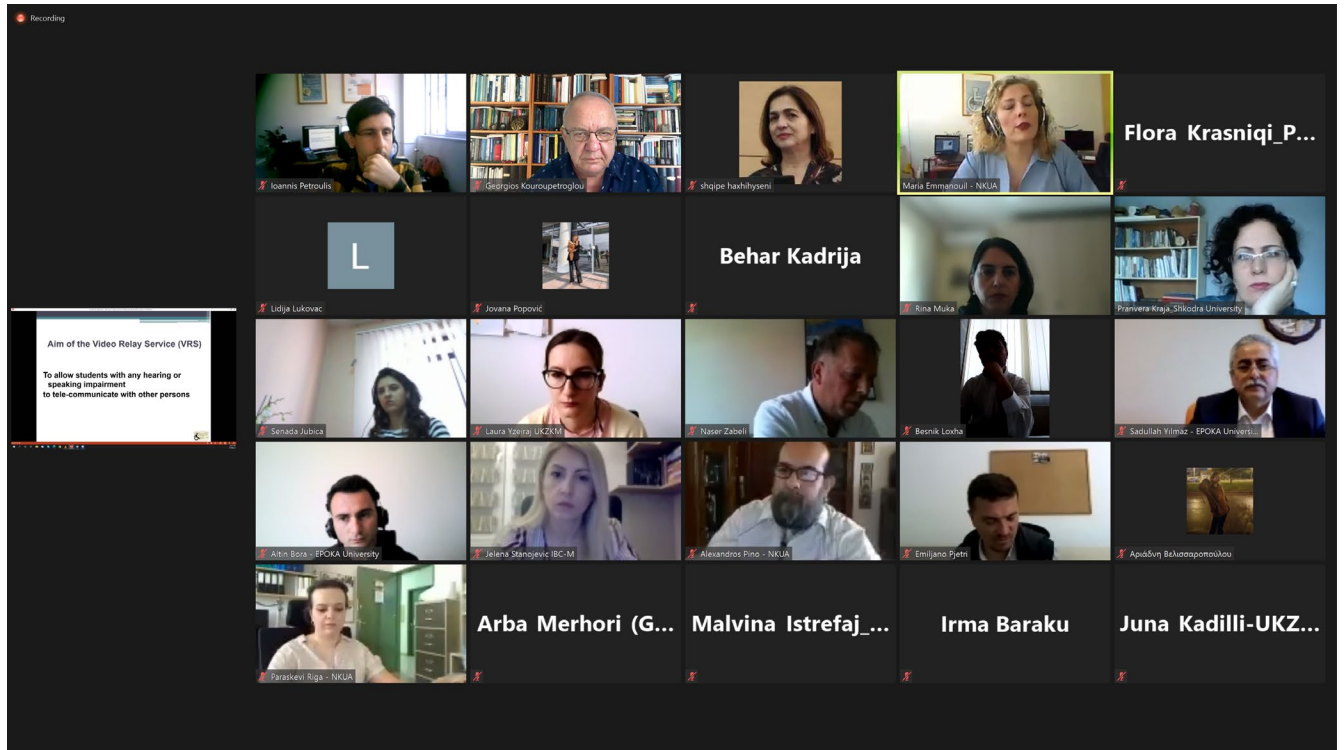


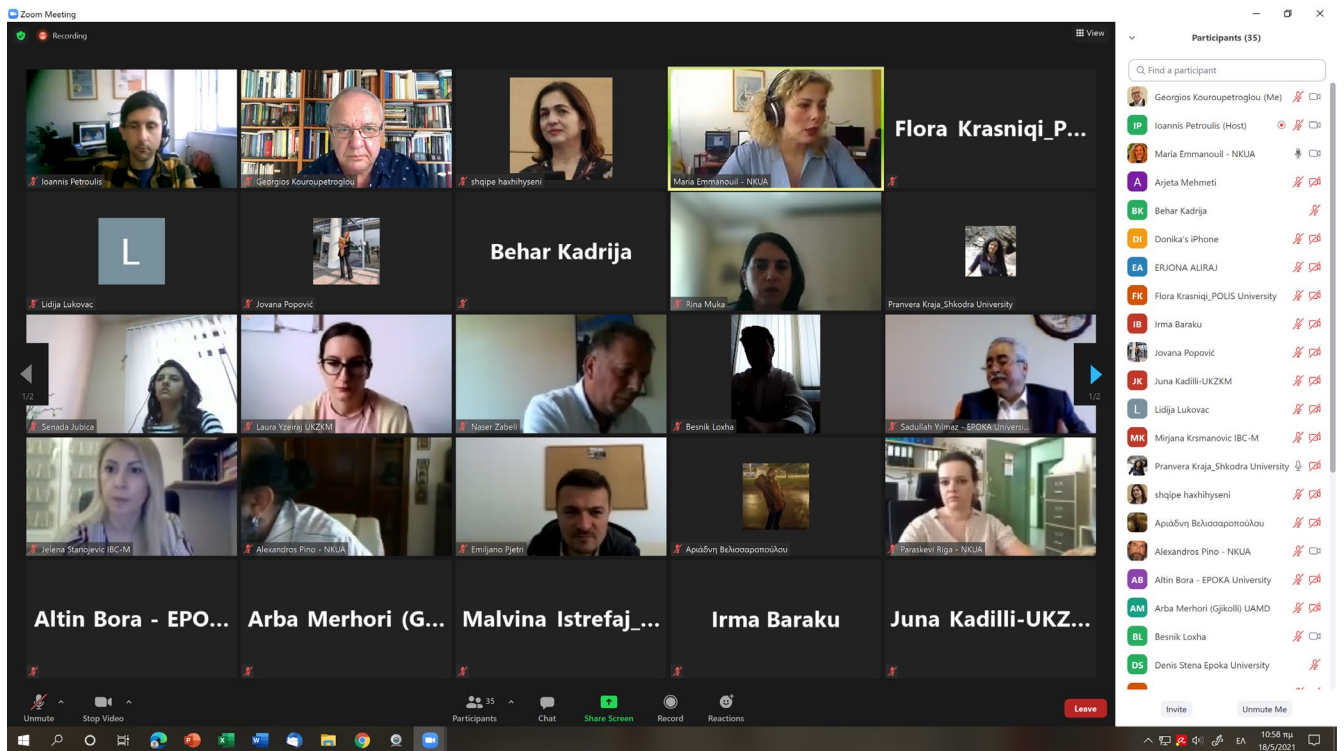
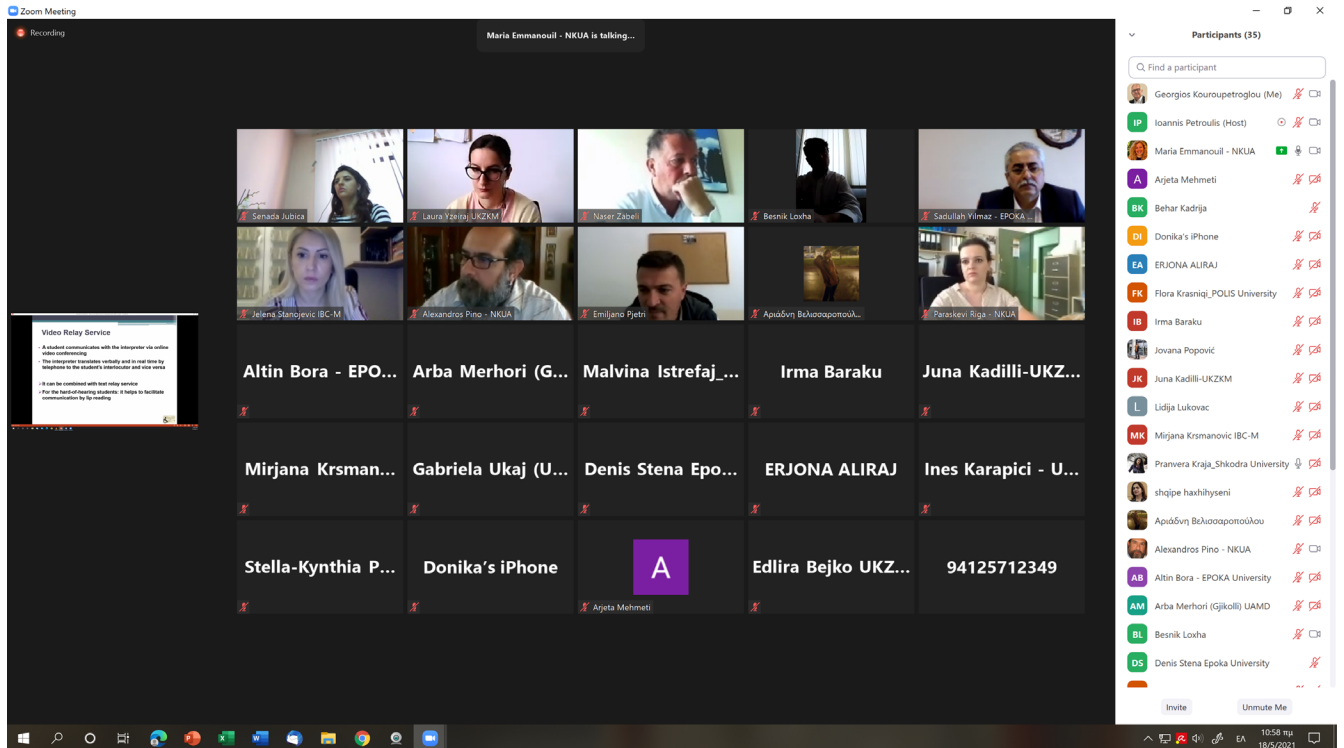






## Annex 5: ZOOM Screen Shots – Day 3 May 18, 2022

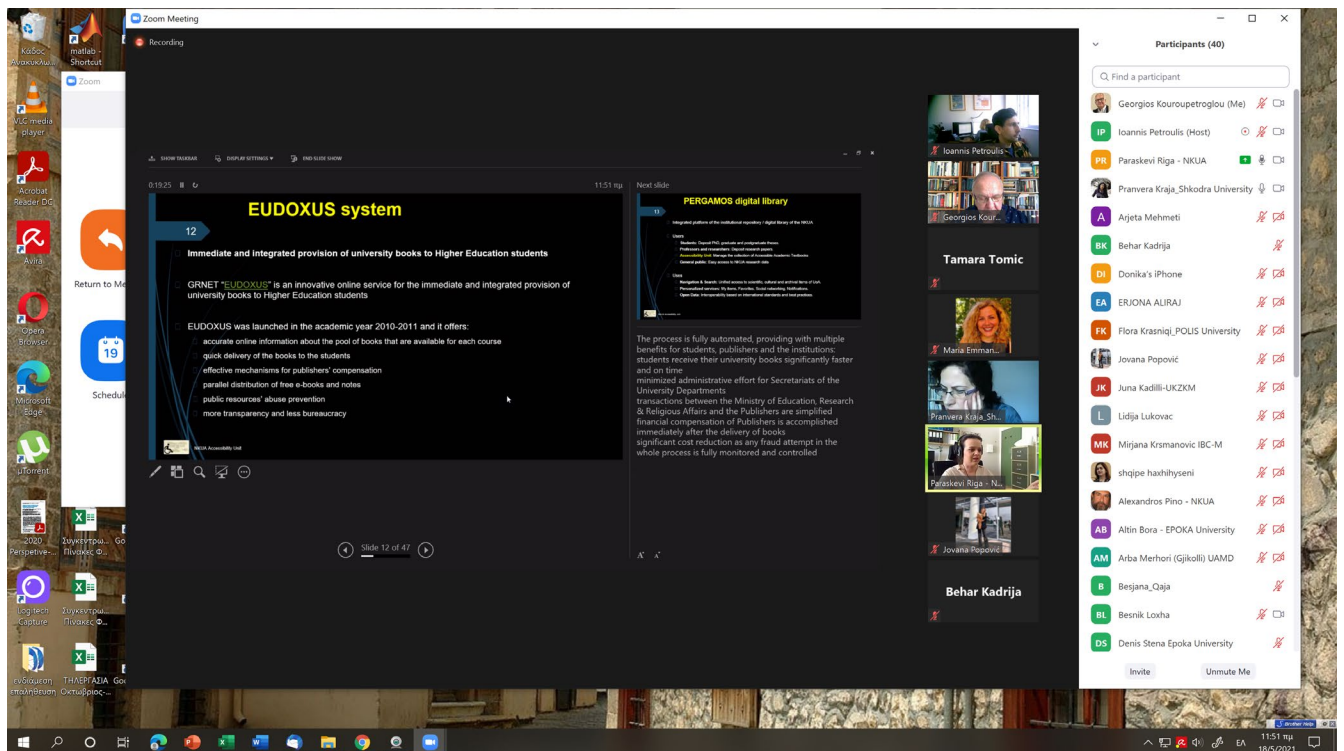
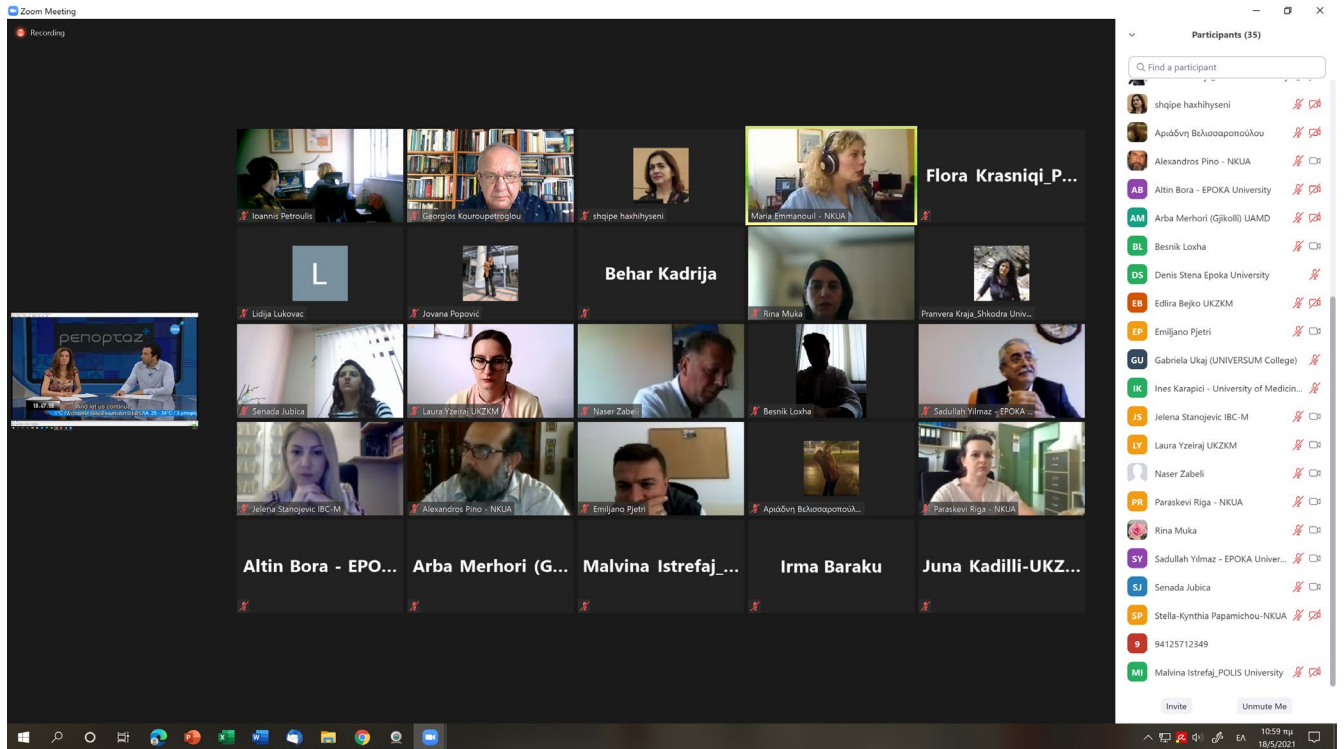


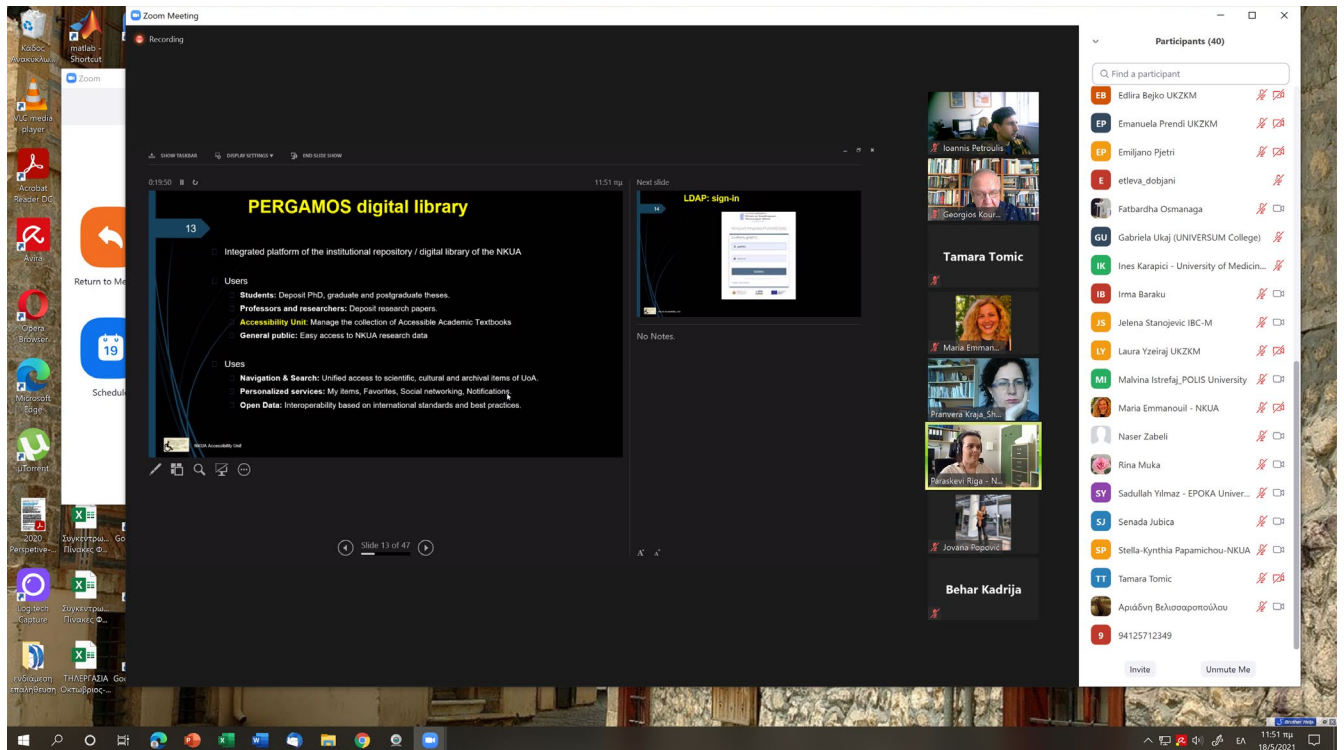


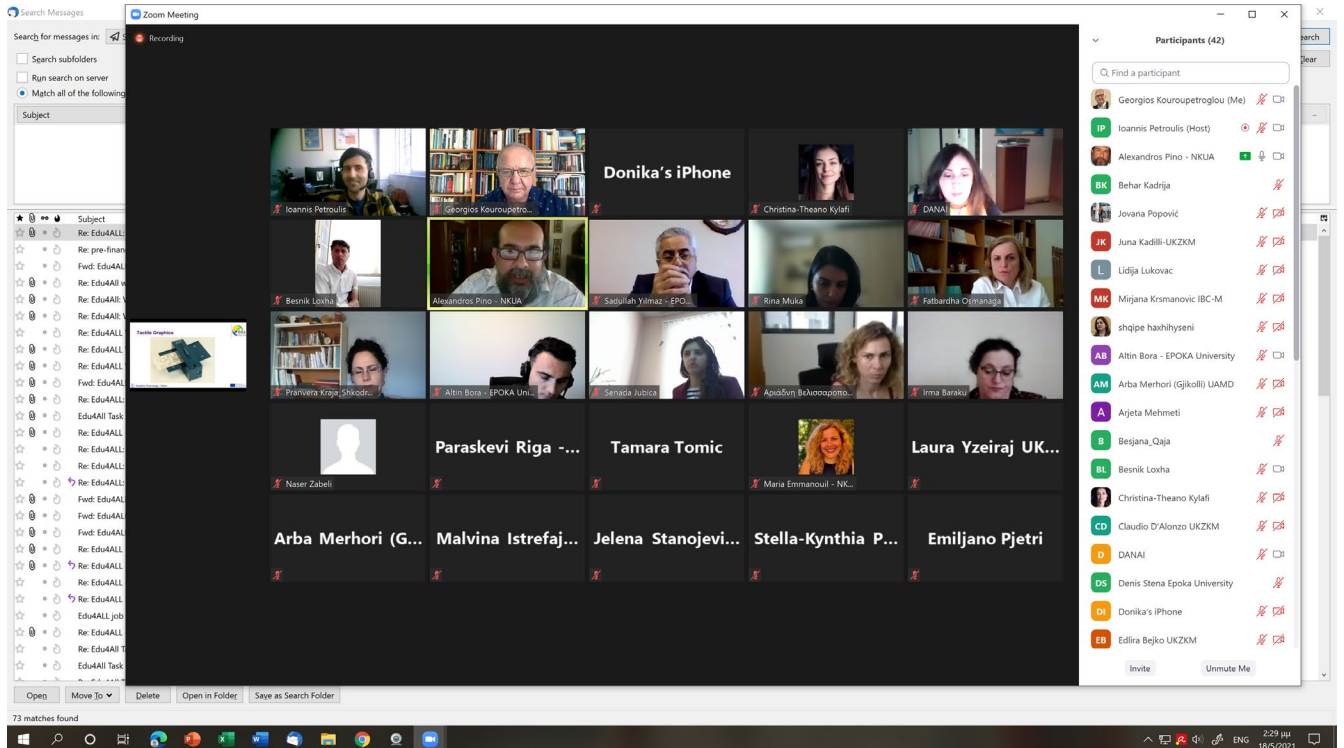
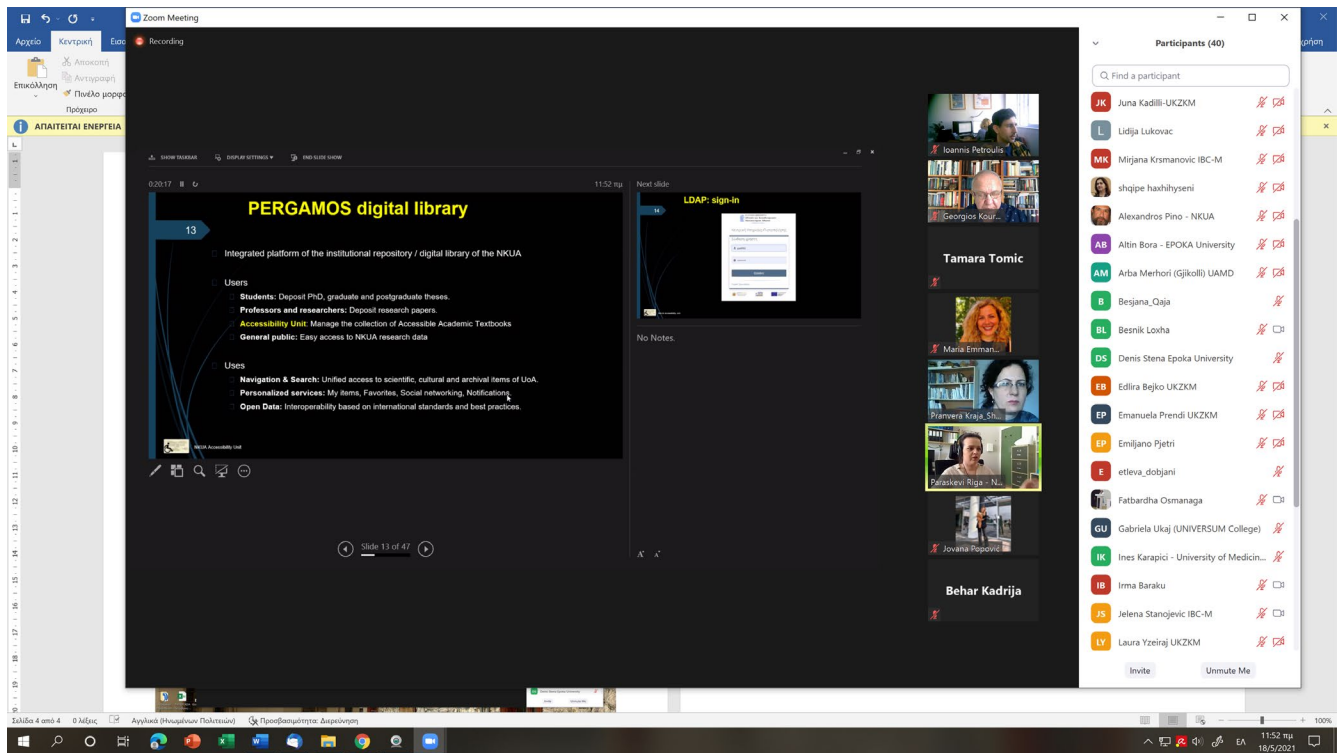
**IDEA Project Number: 618859-EPP-1-2020-1-AL-EPPKA2-CBHE-JP**

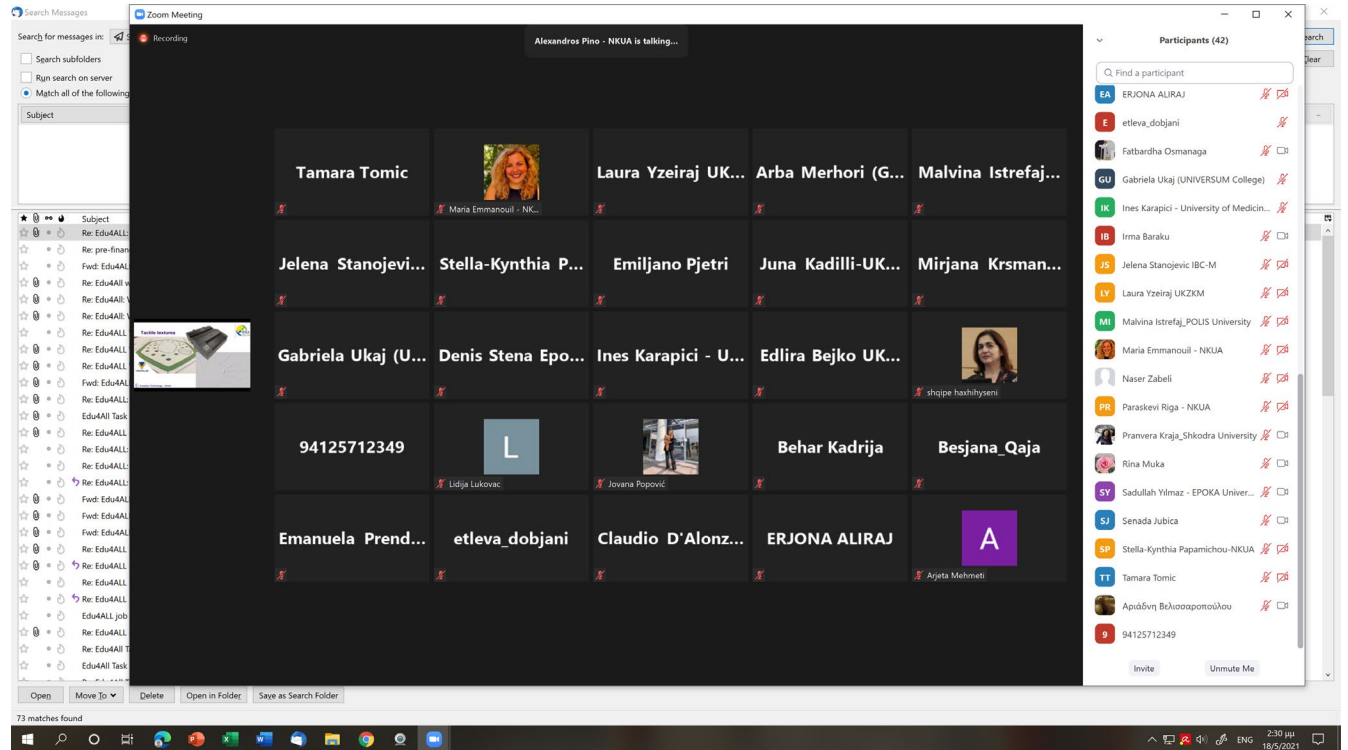
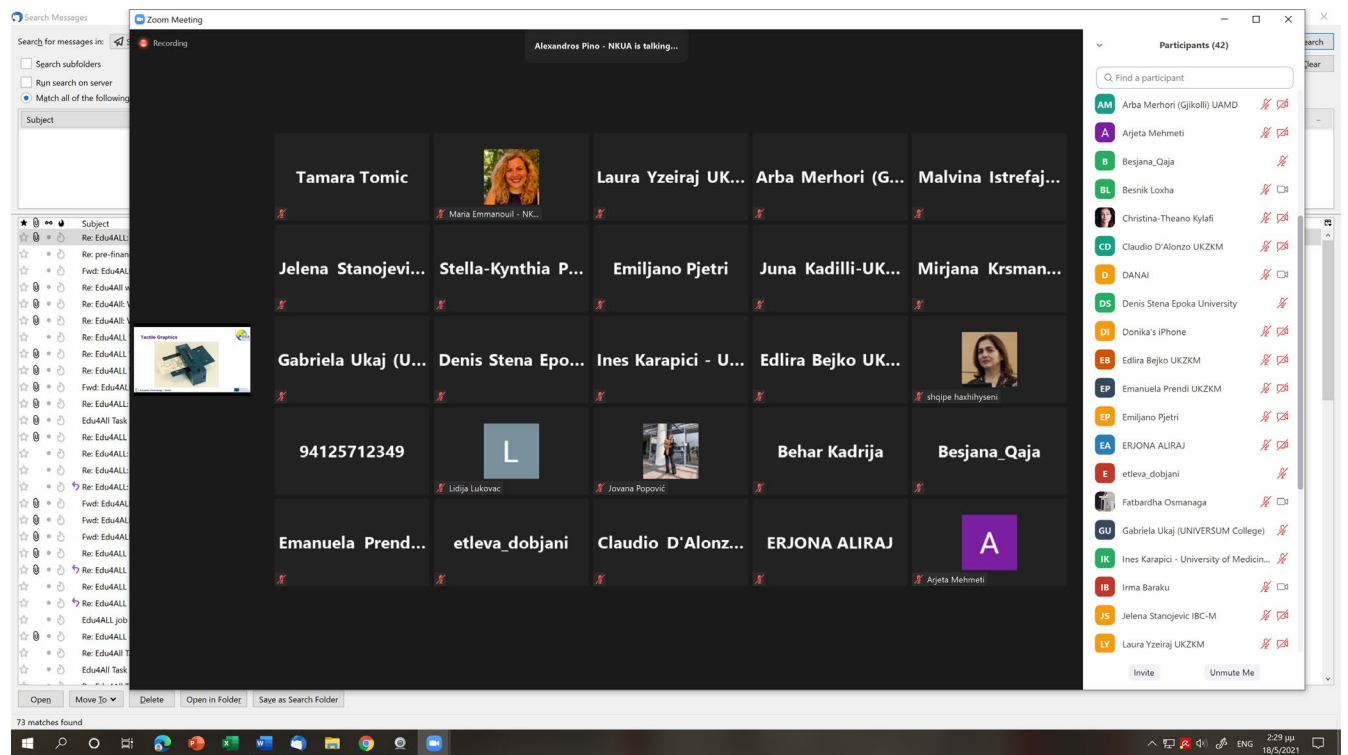
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**Additional resources 2/2**

- Scientific Foresight Unit (STOA). (2018, January). *Assistive technologies for people with disabilities*. IP/G/STOA/FWC/2013-001/LOT 6/C3.
  - *In Depth Analysis*. Retrieved from European Parliament: [https://www.europarl.europa.eu/RegData/etudes/IDAN/2018/603218/EPRS\\_IDA\(2018\)603218\\_EN.pdf](https://www.europarl.europa.eu/RegData/etudes/IDAN/2018/603218/EPRS_IDA(2018)603218_EN.pdf)
  - *Part I: Regulatory, health and demographic aspects*. Retrieved from European Parliament: [https://www.europarl.europa.eu/RegData/etudes/IDAN/2018/603218/EPRS\\_IDA\(2018\)603218\(ANN1\)\\_EN.pdf](https://www.europarl.europa.eu/RegData/etudes/IDAN/2018/603218/EPRS_IDA(2018)603218(ANN1)_EN.pdf)
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**Assistive Technology – Resources**

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**Participants (40)**

Name	Profile Picture	Microphone	Video
eteleva_dobjani		Off	Off
Fatbardha Osmanaga		Off	Off
Gabriela Ukaj (UNIVERSUM College)		Off	Off
Ines Karapici - University of Medicin...		Off	Off
Irma Baraku		Off	Off
Jelena Stanojevic IBC-M		Off	Off
Laura Yzeiraj UKZKM		Off	Off
Malvina Istrefaj_POLIS University		Off	Off
Maria Emmanouil - NKUA		Off	Off
Naser Zabeli		Off	Off
Paraskevi Riga - NKUA		Off	Off
Pranvera Kraja_Shkodra University		Off	Off
Rina Muka		Off	Off
Sadullah Yilmaz - EPOKA Univer...		Off	Off
Senada Jubica		Off	Off
Stella-Kynthia Papamichou-NKUA		Off	Off
Tamara Tomic		Off	Off
Αριάδνη Βαλοασροπούλου		Off	Off
94125712349		Off	Off

## Annex 6: Example of an Invitation Letter



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Athens, 9 September 2022

**To:** Prof. Elda Tartari, Aleksandër Moisiu University of Durrës, Albania, Passport No. BG7094993,  
Dr. Ambera Duka, Aleksandër Moisiu University of Durrës, Albania, Passport No. BC8857342,  
Dr. Shqipe Haxhihyseni, Aleksandër Moisiu University of Durrës, Albania, Passport No. BR 5413162  
Mrs Arba Merhori (Gjikolli), Aleksandër Moisiu University of Durrës, Albania, Passport No. BA1160854

**Subject: Invitation to participate in the IDEA ERASMUS+ project Study Visit, 9-12 November 2022, Athens, Greece**

Dear Prof. Elda Tartari, Dear Dr Ambera Duka, Dear Dr. Shqipe Haxhihyseni, Dear Mrs Arba Merhori,  
In the context of the ERASMUS+ project "**Inclusive tertiary Education in the West Balkans**" (Project Acronym: IDEA, Project Code: 618859-EPP-1-2020-1-AL-EPPKA2-CBHE-JP, I am inviting all of you to participate in the IDEA project Study Visit organized and hosted by the National and Kapodistrian University of Athens (NKUA), **from 9 to 12 November 2022 in Athens, Greece.**

This Study Visit has been determined according to Work Package 2: "Establishment/Enhancement & Operationalization of Accessibility Units" of the IDEA and is considered essential in delivering the aims of the project. Your role in the project is essential and your visit is considered very important for the success of project implementation.

All expenses related to your participation in this training visit (i.e., travel costs, possible visa costs, accommodation, and subsistence costs) are covered by the project budget in accordance with the rules defined in *Guidelines for the Use of the Grant* (in force) and the *Partnership Agreement*.

Yours faithfully,



**Professor Georgios Kouroupetroglou**  
*Executive Vice President of the Accessibility Unit, NKUA*



National and Kapodistrian University of Athens,  
Accessibility Unit for Students with Disabilities  
Panepistimioupolis, Ilissia GR-15704 Athens, Greece <http://access.uoa.gr>

## Annex 7: Photos for 10 & 11 November 2022













## References

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