



**Eastern  
Mediterranean  
University**

*"For Your International Career"*

**EASTERN MEDITERRANEAN UNIVERSITY  
QUALITY ASSURANCE HANDBOOK**

**by Prof. Dr. Mehmet Altınay & Cahit Ezel  
(V.7 - 14<sup>th</sup> March 2012)**

**Contents**

[Introduction](#)

[University's History](#)

[The Mission, Vision, Policies, Objectives and Principles of Eastern Mediterranean University](#)

[The Mission Statement:](#)

[The Vision Statement:](#)

[The Policies of the University](#)

[The Objectives and Principles:](#)

[The Quality Assurance System of Eastern Mediterranean University](#)

[Quality Assurance Policy of Eastern Mediterranean University](#)

[The University's Academic Portfolio](#)

[Academic Appointments and Promotion](#)

[Student Admission](#)

[Student Responsibilities](#)

[Transfer of Students between Academic Programs](#)

[Studying Abroad \(Exchange Programs\)](#)

[Continuing Education](#)

[External Assessment \(Membership and Accreditations\)](#)

[Framework Conditions \(Student Support Services\)](#)

[IT Services](#)

[Student Services Office \(SOS\)](#)

[International Centre](#)

[PDRAM](#)

[Registrar`s Office](#)

[Library](#)

[Alumni Office \(MIKA\)](#)

[Student Portal](#)

[Family Portal](#)

[Health Center](#)

[Student Democracy](#)

[Student Clubs and Societies](#)

[Evaluation of Teaching and Study Programs by Students](#)

[Revision of Study Programs](#)

[Establishing and Discontinuing Courses and Study Programs](#)

[Education Reports](#)

[APPENDIX](#)

[Appendix 1: EMU On-line Student Ratings of Instructor/Course](#)

[Appendix 2: Regulations for Academic Assessment and Quality Improvement at Eastern Mediterranean University](#)

## **Introduction**

Higher education is an essential element of social and economic growth and prosperity. Development of a system offering high quality education is a prerequisite to gain access to knowledge which ensures development in any society. Moreover, at the micro-level, attaining high level of quality in education enables the higher education institutions (HEIs) to establish a sustainable system by attracting high caliber lecturers, researchers, and students. Being aware of this, Eastern Mediterranean University (EMU) has committed itself to the establishment of a quality assurance system and further enhancement of its academic programs.

In the quest of achieving world class standards and becoming a popular and competitive HEI, the necessary ingredients of the establishment of a comprehensive quality assurance system are assessment and continuous improvement. This includes the accreditation of academic programs and establishing a practical quality assurance and assessment system at the program and university level. Shortly, the academic programs and institutional academic policies ought to be systematically reviewed to identify whether they meet the world-wide standards in education, infrastructure, student services, and research. Establishing a noteworthy quality assurance system is not a short-term goal. HEIs need to lay the foundations of establishing a long-term

process by developing a Quality Culture within their institutions. Establishment of Quality Culture within an HEI is a very long and tedious process as people usually resist to changes. However, a dedicated and energetic top level administration can reduce the resistance if they wholeheartedly believe in the benefits of it to the institution and to the society.

EMU administration committed itself to develop a well-structured and sustainable QA system, to achieve its short- and long-term goals specified in its Strategic Plan. Development and enhancement of a world-standard system is a top-priority issue on the agenda and this handbook has been prepared as a first-step towards achieving a long-term goal.

## **University's History**

In mid-1970s Turkish Cypriot administration began to address the absence of higher educational opportunities for young people in Northern Cyprus, and discussions led to the establishment in 1979, in the Haspolat area of Nicosia, of the embryo of EMU: a Higher Technological Institute (HTI), with English as its medium of instruction. This comprised an English Preparatory School, and, within the Institute, three-year courses in Civil, Mechanical and Electrical Engineering leading to a Diploma in Technician Engineering. Students who completed the program could then spend a final year abroad, usually in England, to obtain a B.Eng. degree. This enabled them to complete most of their education in their own country rather than spending four years abroad, which would have been financially prohibitive for many. In 1979–80, the first HTI students completed their foundational English training in Haspolat; and at the start of the 1980-81 academic year the Institute was moved to the premises of a former secretarial school in Famagusta (today this building houses the Rector's and Administrative Offices at EMU). Three years later, recognizing the high academic standards and laboratory facilities at the HTI, the Higher Education Council (YÖK) of Turkey accredited a four-year B.Eng. program, which was instituted in 1982; the first B.Eng. degrees were conferred in June 1984.

In 1983, the Turkish Republic of Northern Cyprus was established. In 1986, the governments of the TRNC and Turkey agreed to open a university in North Cyprus under the aegis of the Turkish Higher Education Council (YÖK); and in June 1986, the Parliament of the TRNC passed a new law (<http://mevzuat.emu.edu.tr/1-Statute-EmuStatute.pdf>) that formally granted the HTI a charter establishing it as a "State-Trust" institution of higher education under the name Eastern Mediterranean University (EMU). This status also means that EMU operates under the authority of a Board of Trustees appointed by the TRNC government. The university was then fully accredited by YÖK; as a result, the degrees and diplomas awarded by EMU have generally been recognized internationally, despite the non-recognition of the TRNC.

From that time, the campus and academic infrastructure of EMU grew at an extraordinary rate. The construction of the buildings on the campus was funded by the TRNC government, primarily with aid from Turkey, and took place largely during the years 1991-2002. However, because of the political constraints, no other substantial funding was available which is still the case today, and all other resources, including salaries, library materials,

laboratory and computer equipment, etc. had to be paid for out of student fees. EMU therefore pursued what was essentially an open-door policy in admitting international students (i.e. Turkish and third-country nationals) in order to increase its revenues. Despite the financial limitations, EMU was able to develop new academic and research programs, hire increasing numbers of highly qualified international academicians as faculty members, and establish state-of-the-art laboratory and computer facilities that were admired both in Turkey and within the region.

Moreover, EMU administration spent considerable time developing protocols for international collaboration and exchange programs, and was able to settle agreements with some 80 institutions of higher education in the region and around the world, despite constant lobbying and attempts to block these efforts by the Greek Cypriot government, organizations, and individuals.

Locally, in Northern Cyprus, the development of EMU had profound consequences. The first and most visible was the growth of the town of Famagusta. By the end of 2011, EMU's student body had exceeded 13,000. This massive influx of students to the city has created an economic boom, and the town has expanded rapidly as businesses developed to cater to students' needs.

EMU offers education to more than 13,000 students from 68 different countries, with around 700 academic staff members from 35 different countries, all professionals in their fields contributing to the rapid growth of a university. As a global university with its 10 faculties, 4 schools and the English Preparatory School, EMU strives to become a pioneering force with all its innovative ideas and its primary mission of reaching the peak of quality. EMU is proud to have produced more than 34,000 graduates from different cultures and nationalities.

## **The Mission, Vision, Policies, Objectives and Principles of Eastern Mediterranean University**

### **The Mission Statement:**

*To offer contemporary, sustainable and quality education at international standards, conduct research, contribute to the needs of the society, meet the needs of all stakeholders and graduate students in a multicultural environment having international knowledge and competences.*

### **The Vision Statement:**

*To become a preferred, participating, autonomous university open to change and development, producing science and technology and serving as a model with its multicultural diversity.*

## The Policies of the University

Based on the mission and the vision statements, EMU administration has developed the following policies:

- 1. Internationalization:** EMU aims to increase the number of international students in its undergraduate and postgraduate programs predominantly from Middle-East and African countries. Moreover, the University is currently working on attracting overseas students and professionals for short-term courses and training programs through exchange program agreements and MOUs with overseas HEIs and International Organizations.
- 2. Quality Assurance:** EMU is currently developing QA principles and guidelines to improve QA in education and administrative affairs.
- 3. International Accreditations:** Certain programs of EMU have already been accredited by internationally reputable accreditation bodies such as ABET, TEDQUAL, and ASSIN. During recent years, more attempts have been made to diversify and expand the accreditations of various programs by well-known and internationally accepted accreditation institutions such as AACSB, RIBA, etc.
- 4. Research:** Academic staff has been encouraged through some measures to be more involved in conducting research, participating in academic conferences and seminars and making publications in internationally reputable journals.
- 5. Financial Autonomy and Sustainability:** EMU's financial resources heavily rely on student fees. Although it is a state-trust university, it receives limited financial contribution from the state-budget. The decline in student numbers in recent years coupled with an increase in costs adversely affected EMU's financial status. Therefore, EMU has taken some austerity measures to have a sustainable financial state and decrease its dependence to the support expected from the government.
- 6. Student Centered Education:** EMU has been focusing on the needs of the students to enhance a student-centered education system. The curriculum of various programs, course contents and the interactivity of courses have been revised and updated and new projects are still underway. To support this policy, the University administration has also updated the physical facilities in many classrooms and other learning environments.
- 7. Following the Bologna Principles:** Although the universities of Northern Cyprus do not officially taking part in the Bologna Process, EMU has dedicated herself to follow the principles set by the Ministers in Leuven in 2009. These are somehow reflected in the objectives and principles of EMU.

## **The Objectives and Principles:**

*Our aim is to take Eastern Mediterranean University further ahead as the leading academic institution in the Middle East, North Africa and Eastern Mediterranean. The objectives and principles of EMU while proceeding in this direction are as follows:*

- To train the students in becoming honest, innovative and professionally responsible individuals with distinct personalities who are capable of critical thinking and able to contribute to the society on scientific matters.
- To develop cultural diversity, intercultural competence, and empathy within the University and in the society;
- To contribute to the welfare of the society and peace in the region and the world;
- To assume a pioneering role in the economic, social and cultural development of the country by giving highest priority to quality in areas of academic freedom, education and research;
- To become a democratic, transparent and autonomous institution;
- To present certification programs more efficiently and in a more widespread manner to the society and institutions by means of continuous education or distance education;
- To formulate university-community collaboration by pulling the attention of the entire community through activities like conferences, seminars, working groups and the like;
- To prepare scientific research and developmental projects by considering the primary needs of the society and the country from the standpoint of development and growth;
- To attach significance to collaboration of university-industry-institution-organization in scientific and technological research activities;
- To accelerate the scientific and technological innovations and developments.

## **The Quality Assurance System of Eastern Mediterranean University**

It is the responsibility of the Higher Education Institutions (HEIs) to establish, maintain and improve the standards of their academic activities as degree awarding institutions. Based on this principle, the higher administration of Eastern Mediterranean University agreed to prepare a Quality Assurance Handbook which will be the first of its kind in Northern Cyprus. This handbook will not only assist to improve the QA activities in EMU but it will also serve as a guide to other HEIs in Northern Cyprus wishing to follow the growing trend in global higher education sector. Quality Assurance is a continuous process, therefore, this handbook will be reviewed and updated on a regular basis in order to improve its contents and make it more beneficial for the internal and external users and reviewers.

## **Quality Assurance Policy of Eastern Mediterranean University**

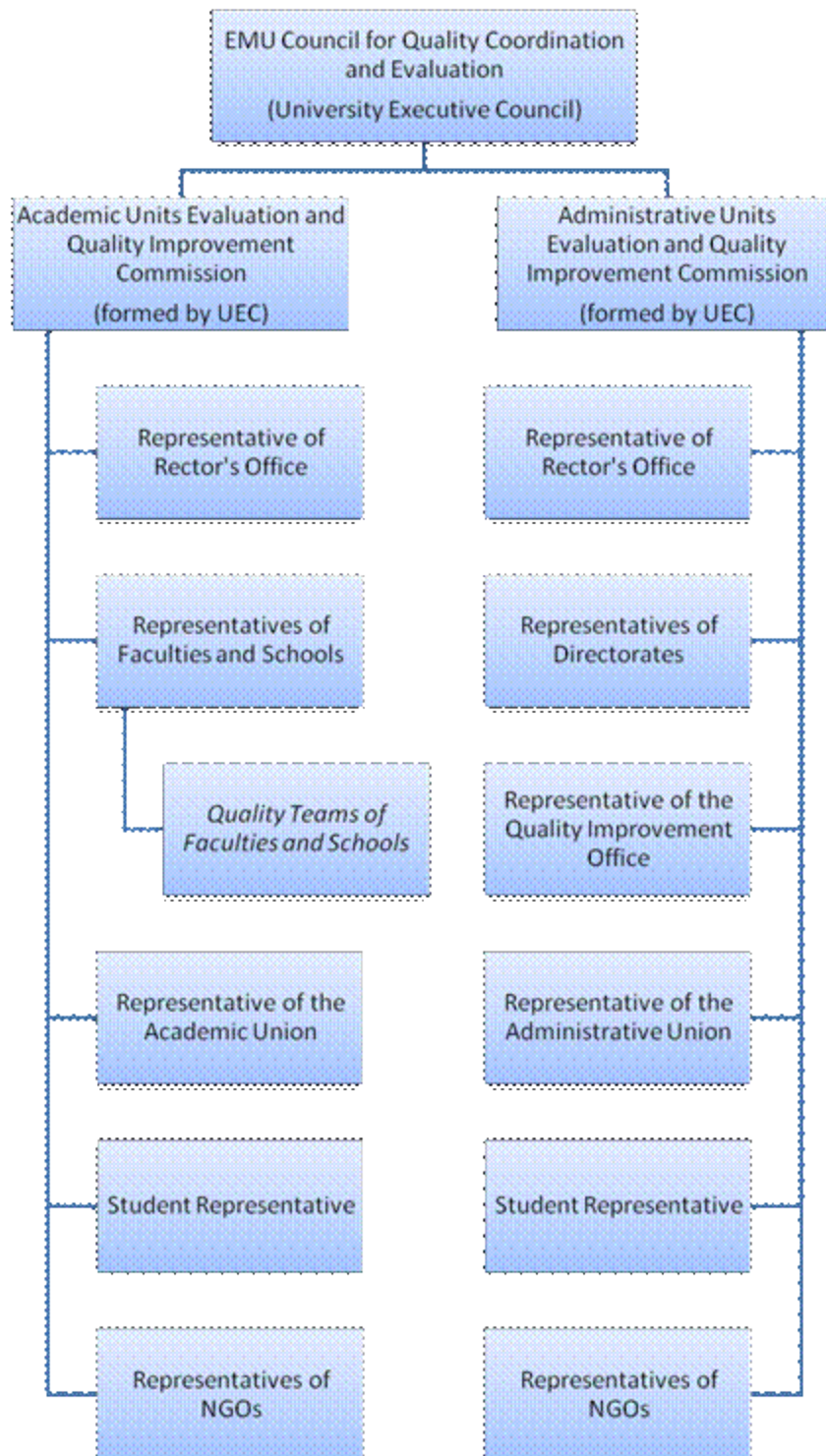
The policy of EMU's Quality Assurance System is to enhance the quality of academic programs, research and administrative works. To achieve this aim, EMU Administration benefitted from Bologna Goals ([http://www.ehea.info/Uploads/about/BOLOGNA\\_DECLARATION1.pdf](http://www.ehea.info/Uploads/about/BOLOGNA_DECLARATION1.pdf)) and European Standards and Guidelines (**Error! Hyperlink reference not valid.** when formulating its policy. Enhancement of the quality in education, research, and administration can be achieved through a QA system that:

- clearly defines the activities regarding teaching and research and improves the circumstances that allow students and employees to better understand these activities and each other's views and perspectives
- produces the information necessary to be able to propose and implements measures to improve the quality of education and study performance
- clarifies the role and responsibilities of the staff and students to ensure the improvement of quality of education and research
- ensures the availability of sufficient financial and non-financial resources for academic programs, research and support systems.

Quality assurance system at EMU is implemented through the Principles for Assessment and Quality Improvement of the Academic and Administrative Units (*Akademik ve İdari Birimler Değerlendirme ve Kalite Geliştirme İlkeleri*) approved by the University Executive Board. The aim of these principles is to state the basics for evaluating and improving the quality of the educational, instructional and research-based activities and administrative services at EMU as well as approval and recognition of their level of quality through an independent "external assessment" (see Appendix 2).

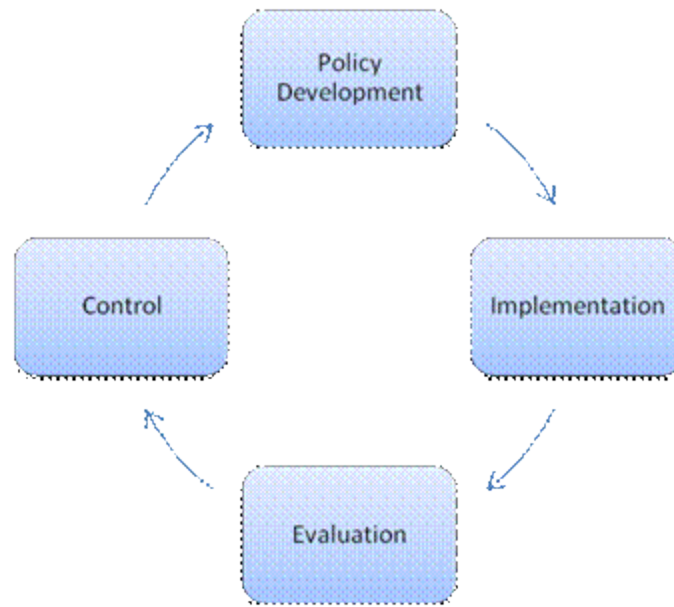
These principles cover the duties, authorities and responsibilities of EMU regarding the assessment of academic and administrative services, quality improvement as well as approval and recognition of their levels of quality.

The administrative structure of academic assessment and quality improvement system at EMU is as follows:



The systems work in four phases:





**Phase 1 – Policy Development:** The development of quality policies in accordance with strategic plans and objectives

**Phase 2 - Implementation:** The implementation of policies

**Phase 3 - Evaluation:** Evaluations (internal and external) are carried out to determine whether progress made and directions taken are in accordance with the objectives.

**Phase 4 - Control:** Evaluations and relevant outcomes are reviewed with the view to improve educational and administrative activities and/or objectives.

### **The University's Academic Portfolio**

EMU offers degrees varying from Diploma to PhD at 10 faculties and 4 schools and 3 institutes (see <http://www.emu.edu.tr/academic/academic.aspx> for complete list of all Faculties, Schools, and Institutes). The medium of instruction is in English, however, there are some programs delivering instruction completely in Turkish language. Students admitted to English medium programs are expected to prove their proficiency in English language and those who fail to do so are admitted to English Preparatory School first (see **Error! Hyperlink reference not valid.** for the details of Admission to the English Preparatory Year Program and Admission Directly to Freshman Level).

### **Academic Appointments and Promotion**

Appointments and promotion of the academic staff are carried out according to the by-laws of the university. Academic Evaluation Committee (ADEK) is formed to present views to the Rector's Office on a candidate's sufficiency regarding the academic appointments and promotions.

The Vice Rector for Academic Affairs, who also chairs the committee, and 4 professors from the University form the Academic Evaluation Committee. Members of the Academic Evaluation Committee are appointed for a period of three years upon the recommendation of the University Executive Board and the approval of the Senate. If a member leaves the committee, another member who will serve until the end of the appointment period of the previous member is appointed based on the same method. Decisions are taken by simple majority.

"Academic Evaluation Criteria" for the appointment and promotion of the professors, associate professors and assistant professors is determined by the University Executive Board. During the preparation stage of the criteria, views of the Faculty Boards are taken into consideration. The criteria explains in details the procedures and the requirements of promotions (see [http://www.emu.edu.tr/mevzuat/mevzuat/akd-personel/04-Akademik% 20Deg.Kistaslari.pdf](http://www.emu.edu.tr/mevzuat/mevzuat/akd-personel/04-Akademik%20Deg.Kistaslari.pdf) for details)

### Student Admission

In EMU, student admission procedures vary according to the nationality of the student. The table below summarizes the admission system:

	<b>Diploma and Undergraduate Programs</b>	<b>Master's Degree Programs</b>	<b>PhD Degree Programs</b>
<b>Turkish Citizens</b>	<ul style="list-style-type: none"> <li>· through Turkish Republic Higher Educational Student Selection and Placement Board Student Selection Exam (ÖSS)</li> <li>· through special skills test administered in departments which require special skills</li> <li>· through extra quota admissions</li> <li>· through high school diplomas obtained abroad</li> <li>· through GCSE results</li> </ul>	<ul style="list-style-type: none"> <li>· Any candidate who meets the requirements set by the EMU Institute of Graduate Studies and Research can apply to the Master's programs.</li> </ul>	<ul style="list-style-type: none"> <li>· Any candidate who meets the requirements set by the EMU Institute of Graduate Studies and Research can apply to the PhD programs.</li> </ul>

<p><b>Turkish Cypriot Citizens</b></p>	<ul style="list-style-type: none"> <li>· through TRNC University Entrance Exam or Eastern Mediterranean University Entrance Exam</li> <li>· through GCSE results</li> <li>· through high school diplomas obtained abroad</li> </ul>		
<p><b>Other Nationalities</b></p>	<ul style="list-style-type: none"> <li>· through IGCSE / GCE / GCSE and other internationally accepted (e.g. SAT, WAEC, WASSCE, NECO, JAMB, BACCALAURATE) exam results</li> </ul>		

(see <http://www.emu.edu.tr/registrarsoffice/admissions.aspx> for the details of the admission procedures for undergraduate programs and <http://grad.emu.edu.tr/index.php/igsr/programs> for graduate programs).

### **Student Responsibilities**

The responsibilities of the students (both undergraduate and postgraduate) are clearly defined in the regulations regarding education, examinations, success, and disciplinary issues. Based on the University's transparency policy, these regulations are available to the students in Turkish and English on the University's web-site (<http://mevzuat.emu.edu.tr/>) and hard copies can be obtained from advisors or head of departments and Institute of Graduate Studies and Research. Through-out their studies, all students are obliged to act upon these rules and regulations.

### **Transfer of Students between Academic Programs**

Students can transfer between academic programs in EMU if certain conditions set by the by-laws are met. Moreover, EMU by-laws allow students who registered to other HEIs in or outside North Cyprus to transfer to academic programs at EMU. The transfer of students can take the form of (a) an Internal Vertical Transfer; (b) an External Vertical Transfer; (c) an External Horizontal Transfer and (d) an Internal Horizontal Transfer (see [http://mevzuat.emu.edu.tr/5-1-1-Rules-Entrance\\_exam.htm](http://mevzuat.emu.edu.tr/5-1-1-Rules-Entrance_exam.htm) and **Error! Hyperlink reference not valid.** for the details of transfer procedures).

## **Study Abroad (Exchange Programs)**

EMU offers quality student exchange opportunities that include a choice of various institutions in the United States and Europe (see [http://ic.emu.edu.tr/index.php?option=com\\_content&view=article&id=71&Itemid=86](http://ic.emu.edu.tr/index.php?option=com_content&view=article&id=71&Itemid=86)) as well as around 130 academic collaborations (see [http://ic.emu.edu.tr/index.php?option=com\\_content&view=article&id=151&Itemid=87](http://ic.emu.edu.tr/index.php?option=com_content&view=article&id=151&Itemid=87)) which offer valuable academic time period to suit individual purposes. EMU believes that the value of cultural student exchange is an experience of a lifetime and moreover, the mixing of cultures and backgrounds provide young people with an unforgettable awareness and lifelong appreciation to other cultures. Therefore EMU encourages its students from all nationalities to take part in the exchange programs and also promotes EMU at the collaborating universities to attract students to EMU.

## **Continuing Education**

Continuing education is an important element of the EMU's mission. EMU Continuing Education Center (EMU-CEC) aims to share University's knowledge and experience in education with the community and provides educational, consultancy and examination services in order to satisfy the educational needs of the community by adopting the philosophy of life-long learning.

Always prioritizing the quality and excellence in education, EMU-CEC prepares educational programs and works not only with EMU's distinguished staff but also with the successful trainers who have proved their perfection in their fields with their internationally recognized competence certificates. Established in 2004, EMU-CEC has had collaborations with 146 different institutions and organizations and put its signature on 250 projects up to now. The Center has provided education and examination services to 26 thousand 526 people, and has become an international examination center by having collaborations with various international institutions and organizations. EMU-CEC proves its quality with its ISO 9001:2000 Quality Management System Certificate.

Being a member of European Universities Continuing Education Network, EMU-CEC has an active role in determining strategies and practices in life-long learning in Europe and is also among the founders of the *Chairmen of Continuing Education Council* in Turkey.

The Center has the mission of evaluating the needs of the organizations and designs special educational programs like management and institutionalization and also provides various standard educational programs such as language and computer courses, all open to public. Moreover, the Center organizes summer camps with the aim of not only providing education in different fields but also enjoying the natural beauties of TRNC (<http://sem.emu.edu.tr/index.aspx>).

## **External Assessment (Membership and Accreditations)**

EMU uses four basic types of external assessment to improve its quality assurance in education.

1. All academic programs have gained the accreditation of the Higher Education Council of Turkey (YÖK).
2. All academic programs are accredited by the Higher Education, Planning, Accreditation and Coordination Council of North Cyprus (YÖDAK)
3. Academic programs (partly or fully) are accredited by the official accreditation bodies of foreign countries (e.g. Ministry of Higher Education, Engineering Council, etc.)
4. Accreditation of certain academic programs by the reputable international accreditation institutions (e.g. ABET, TEDQUAL, ASSIN, etc.).

EMU is also member to a number of reputable international associations (e.g. EUA, IAU, FUIW, etc.). The membership to these organizations provides the opportunity for EMU to benefit from their experiences, activities, publications, workshops, conferences etc. in improving its quality assurance measures (see **Error! Hyperlink reference not valid.** for the full list of all international memberships and accreditations).

## **Framework Conditions (Student Support Services)**

### **IT Services**

The EMU Computer Center houses different units offering, maintaining and controlling integrated systems in Computing and Communication Services (Support units, Network, communication Applications and software) necessary in providing academic and administrative services at EMU.

EMU has a large number of computer systems and types of printing equipment for students and staff to use for their respective purposes. One computer system for every 3 students, and one for every academic staff or researcher, is the policy of the University administration. There are 53 departmental PC Labs (with 35-45 PCs) which are open during the day, and 5 central labs open for 24 hours for students requiring printing and plotting facilities. Also, there are 11 PC and Workstation research labs for graduate students. Moreover, all EMU family members have a right to have life-time Internet services like e-mail, web and ftp from our servers.

The Computer Center is organized around a number of units: Software Development, Network Management, Project Support and Internet Services, Maintenance Unit, Central Unit and Administrative and Processing Unit.

### **Student Services Office (SOS)**

The Student Services Office (<http://sso.emu.edu.tr/>) joins services which are provided to students by other units under one roof and increases the productivity and dynamism of the student services. The Student Service Office assists students in obtaining resident permit, TRNC health insurance, passport application, student ID cards and accommodation issues. Moreover, the SSO provides advice regarding what students should do before and after coming to Cyprus.

### **The International Centre**

The EMU International Centre was established to provide certain services and information (admission, arrival, accommodation, finance and scholarship) to overseas students even before they arrive in North Cyprus. On their web-site (<http://ic.emu.edu.tr/>), EMU-IC provides the necessary information to the prospective students required to understand the surrounding, people of diverse culture and origin.

EMU-IC also provides a mentoring program which aims to develop and implement a mentoring scheme to support the students of EMU at all stages of their campus life. The mission of Eastern Mediterranean University International Office Mentoring Program is to enrich and support the lives of diverse students at EMU through various leadership, mentoring and group activities. Their goal is to assist students in their transition into campus life and provide them with a network to encourage academic and social exploration throughout their studies.

The EMU-IC also organizes various cultural activities for overseas students (non-Turkish speaking) such as International Day, trips, picnics, etc.

### **PDRAM**

The aim of EMU Psychological Counseling Service (EMU-PDRAM) is to help EMU students by offering preventive mental health services, by creating self-awareness and by increasing the level of successful experiences with their search for understanding and developing an awareness of their social, academic and cognitive potential.

EMU-PDRAM strictly observes confidentiality as its guiding principle. All information received and recorded will not be disclosed to any other party, institution or organization without the student's permission to do so. Only in extreme circumstances where the student exhibits behavior that is seriously dangerous to his/her well being or others, the breach of confidentiality can be broken.

In all their work, EMU-PDRAM psychologists conduct themselves in a non-discriminative manner. Regardless of the student's age, gender, race, ethnicity, national origin, religion, sexual orientation, disability, language and socio-economic status, all EMU students are welcome. EMU-PDRAM psychologists respect and strive to promote the fundamental rights, freedom, dignity, confidentiality, autonomy, and the psychological well-being of the students. They can only accomplish this with the consent of the individual concerned except in cases where otherwise sanctioned by law. On the other hand, any EMU student must be in a position to consult directly and without restraint the psychologist of his/her choice.

EMU-PDRAM psychologists guarantee confidentiality, respect professional secrecy, respect and protect the privacy of the individual even when they are required to pass information regarding their work.

### **Registrar`s Office**

EMU Registrar`s Office`s (EMU-RO) mission is to transfer accurate and timely information to the students, parents, academic and administrative personnel face-to-face and through its web-site (<http://registrar.emu.edu.tr/English/default1.htm>) which is updated on regular basis. Registrar`s Office has also devoted itself to have timely and accurate correspondence and information transfer between EMU and other Institutions. EMU-RO has staff members specifically allocated for each Faculty and Department. Each staff member deals with approximately 1,000 students. Students can contact these staff members about their problems, can have access to their student files and information, and are given information about specific issues such as military service and scholarships. Staff in the Registrar`s Office work in coordination with academic advisors and department secretaries when dealing with any kind of student-related issues such as official documents, transcripts, leave of absence (freezing registration), and graduation documents etc. Additionally, the office guides Turkish citizen students in dealing with the procedures at the Turkish Embassy in Nicosia. In EMU, students renew their registration at the beginning of every semester. Registrar`s Office provides assistance to students and academic personnel in the registration renewal.

### **Library**

EMU library, which serves to students, academic, and the local community offers all the electronic data and online access possibilities and has been updating itself continually since its foundation in 1993. The volume of books owned by the library has now reached 140,000 which include some donated private collections.

In 1997, a new department was established under the name of "Music Listening Room". Classical music works are essential to the collection where there are approximately 700 classical music CDs. By using CD/tape player and DVD/VCD players, users have the opportunity to watch movies and listen to music through headphones. Moreover, in 1997, a private section was established where European Union`s official publications are collected. The "European Union Information Center" includes the reports, annals, statistical information, standards, law texts, and periodicals published by the EU.

In 2001, EMU library became a member of Turkey`s online database called OCLC WorldCat founded by Online Computer Library Center (OCLC), the world`s biggest collective catalogue consortium. Under the umbrella of this consortium, EMU Library promotes the publications on our country and EMU and also provides catalogue services at international standards as well as international professional collaborations.

EMU Library supports the education and research activities of the University with its materials and information services. Besides extensive book, audio-visual and periodical collection, EMU Library has membership in more than 50 Online Databases that allow access to; full-text journals, reports, abstracts, e-books, e-theses reviews, indicators, statistical

data, working papers, standards as well as bibliographical information resources (<http://www.emu.edu.tr/student-services/library.aspx>).

The library has 6,600 m<sup>2</sup> of space. The place has a seating capacity of 800. In addition to this, there is a multi-purpose auditorium with 240 seats; an audio-visual room with a 60-seat capacity; and a special exhibition hall for different kinds of exhibitions. In addition to the study areas, there are special leisure sections with comfortable seats. In the library, there are catalog search terminals and internet connections for the users. The Library is centrally air-conditioned. Users can use the scanning as well as the photocopying facilities. There is a security camera system in the library and an electronic security system at the entrance to the library.

The Library collection is classified in accordance with internationally accepted standards. Direct access to catalog terminals is available on the library premises and users can reach information through the online catalog. The library is at the disposal of the local community, and offers faculty members, students and personnel the opportunity to borrow books and other information resources. Users can access all kinds of information through the variety of materials available in the Library whether they are related to their own field of the study or their special interest areas. With the purpose of meeting the users' needs at the highest level possible, an Interlibrary Loan system has been implemented. This means information resources such as books and articles can be borrowed from national and international libraries for the users.

### **Alumni Office (MIKA)**

EMU Alumni Office is not just a unit dealing with EMU graduates. The office offers services to all students from the first day of their registration to EMU (<http://mika.emu.edu.tr/en/index.html>). EMU Alumni Office defines its mission as "to follow current developments in the TRNC, Turkish Republic and the world and to share these developments with our current students and graduates in different environments and to put our signature on various projects which will ensure the development of successful EMU students who will contribute to a safer future, who are different and who can improve themselves". The office has two distinct units:

#### **The Career Unit:**

- Supports students in career planning until graduation and organizes relevant activities.
- Provides internship and job opportunities for our graduates by establishing contacts with EMU graduates and administrators employed at different private or government institutions.
- Organizes training seminars to prepare graduates for the professional world (CV writing, interview skills, etc.).
- Organizes 'Career Days' to bring our prospective graduates and the sector together.
- Establishes contacts with graduates who are successful in their professions and brings them together with new graduates.



- Follows career, training, and postgraduate education programs and new developments in the world and informs prospective graduates accordingly.
- Researches scholarships on postgraduate, short-term education and similar areas and informs the graduates
- Provides opportunities for internships for prospective graduates.

### **The Graduate Unit:**

- Keeps in contact with graduates.
- Identifies institutions in which our graduates are employed.
- Maintains a database of graduates.
- Oversees the production of the Graduate Newsletter.
- Oversees the Graduate Newspaper's update process and ensures its distribution by informing the graduates via e-mail.
- Organizes activities for EMU graduates.
- Evaluates enquiries coming from the graduates.
- Establishes contact with Alumni Associations and support their activities.
- Coordinates the publication and distribution of the Graduation Yearbook.
- Organizes diploma approval procedures after graduation.

### **Student Portal**

A web-based student portal (password protected) has been established by the university administration to enable the students to have access to certain academic information, web-based e-mail service, grades, transcripts and other general information related to their academic lives (<http://stdportal.emu.edu.tr/>). Moreover, students can use their portals to make online course registration during the course registration period from their home country.

### **Family Portal**

A web-based family portal (password protected) has been established by the university administration to enable the parents to follow the academic progress of their children from any part of the world (<http://familyportal.emu.edu.tr/>).

### **Health Center**

The EMU Health Center provides basic medical services free of charge to students as well as to all the staff. Students who wish to get medical service from National Hospital are free to do so and certain expenses are covered by the health insurance (<http://www.emu.edu.tr/studentservices/healthcenter.aspx>).

### **Student Democracy**

Student representation in university has always been supported by the EMU administration. Over the years, a number of student unions (mostly nationality based) have been established to organize and represent students from different countries and moreover to act like a bridge between their members and university administration. The student unions are

free to use the facilities and the space provided at the EMU Student Centre to organize meetings and other social activities. Annual elections take place regularly to elect the student union administrations without the interference of the university administration (EMU administration provides only the logistic support for the elections).

Following the EUA Institutional Evaluation Program 2007, students have been represented at the University Senate. The Senate representative of the students is also elected by the students.

### **Student Clubs and Societies**

A number of clubs and societies have been established to encourage and support the students to take part in different social and cultural activities. The number and the variety of the clubs and societies have increased parallel to the changes in student population and its composition. (see <http://www.emu.edu.tr/student-services/stdclubsoc.aspx> for the list of clubs and societies). All EMU students are free to join any club or society they wish to participate. EMU clubs and societies are also financially supported by the EMU administration.

### **Student Evaluation of Teaching and Study Programs**

Instructor and course evaluations are carried out at the end of every academic term by the students. Each student completes a standard questionnaire (see Appendix 1) on their student portal and automatically submits their comments to the central computer system where all results are compiled. The final evaluation results are transferred to academic staff portal following the last day of submission of grades. The evaluation is carried out with complete anonymity; the academic staff cannot see the individual responses of the students. The instructor evaluations are used as an indicator for the efficiency of the academic staff and also they give a feedback to the academic staff on their performance.

### **Revision of Study Programs**

Annual revision of all the study programs are carried out by the University Curriculum Committee based on the principles and policies which were approved by the University Senate. The main duty of the UCC is to prepare guidelines for submitting curricular proposals, including the development, revision and deletion of programs and courses in EMU in consultation with relevant bodies (see <http://ucc.emu.edu.tr/> for details). More specifically, UCC aims to:

- coordinate the graduate and undergraduate curricula in general,
- review and assess all new programs, courses, or revisions to existing programs and report recommendations,
- provide consultation on decisions that involve curriculum development funds and budgets,

- implement periodic reviews, evaluate existing courses and programs, and report recommendations,
- provide consultation and support to departments, schools, and other faculty units impacted by any changes to the undergraduate curriculum,
- study trends in curriculum development and related policies,
- take measures in application of University policies like “general education”,
- establish an on-going curriculum committee in each faculty,
- communicate curriculum developments with the university community (WEB Page, discussion forums etc.)

### **Establishing and Discontinuing Courses and Study Programs**

According to EMU regulations, new study program proposals made by the offering department/school are initially evaluated and approved by the Curriculum Committee. The final decision is sent to the Higher Education Council of Turkey (YÖK) for accreditation. Turkish undergraduate students cannot enroll any study program that has not been accredited by YÖK. They can enter postgraduate programs however they cannot get approval (equivalency) for their diplomas. For Turkish Cypriot and overseas students such restrictions do not apply.

Any changes in the curriculum of a program or discontinuation of a study program are also evaluated and approved by the same committee.

### **Education Reports**

A template has been drafted for the faculties/schools and for the university in general for preparing education reports. The report template is still under review and soon after its finalization and approval, all faculties/schools will be asked to prepare their report for every academic year. These reports will act as a roadmap for the related academic units and they will also be used by the university administration in preparing a university-wide report and measuring the performance of the academic units.

## **APPENDIX**

### **Appendix 1: EMU On-line Student Ratings of Instructor/Course**

**Appendix 2: Regulations for Academic Assessment and Quality Improvement at Eastern Mediterranean University**