



*NEAR EAST UNIVERSITY*

ATATURK FACULTY OF EDUCATION  
DEPARTMENT OF TEACHING THE HEARING IMPAIRED

***STUDENT HANDBOOK***

**2015-2016**

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## **1. MISSION**

The main mission of the Department of Teaching the Hearing Impaired of the Ataturk Education Faculty of the Near East University is as follows;

- To gain basic knowledge and skills relevant to teaching the hearing impaired for teacher candidates of deaf students or students with hearing difficulty,
- To raise individuals; who constantly develop themselves, who find scientific solutions and make contributions to the field of Teaching the Hearing Impaired,
- To raise teachers who will be functional in special education institutions,
- To raise teachers which have the ability to plan, design, implement and assess the instruction appropriate for Teaching the Hearing Impaired,
- To facilitate research and projects which will make contributions to the field of teaching the hearing impaired,
- To organize seminars and meetings; which will have a positive impact on the discipline of teaching the hearing impaired,
- To increase the quality of special education services,
- To raise individuals who provide qualified service,
- To conduct research and lead researches in the field of special education,
- To raise teachers who know and use different teaching methods, who frequently renew himself, follow developments in this field,
- To raise teachers who are responsible for the problems of the field and produce solutions.
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## **2. VISION**

The vision of Department of Teaching the Hearing Impaired is to produce, spread and use universal knowledge.

## **3. GOALS AND OBJECTIVES**

The most direct goal of the Department of Teaching the Hearing Impaired is to train teachers according to the needs of the field.

Department of Teaching the Hearing Impaired transfers scientific knowledge into practice with promoting academic development.

Briefly, NEU Ataturk Faculty of Education Department of Teaching the Hearing Impaired is established up for producing scientific research in the field, directing; to develop the knowledge and experience in the area of continuous development interactions by organizing national and international meetings for constantly improvement; including the research activities engaged in scientific

publications of the results related to national and international conferences and seminars; realization of graduate and doctoral program institutions are considered to be included into the field of Department of Teaching the Hearing Impaired.

In this context, a further aim of the Department of Teaching the Hearing Impaired is to adapt education programs for individuals with hearing impairment into the educational system of our country. More specifically, to provide and offer a new opportunity to the institutions that make up the patent sources in terms of universal school activities in the field teaching the hearing impaired within the embody of Near East University. Briefly, NEU Ataturk Faculty of Education Pre Department of Teaching the Hearing Impaired's goals and vision are; to be a worldwide scientific reference center.

#### **4. EMPLOYEMENT OPPORTUNITIES**

Graduates of this department can serve as a teacher of students with hearing impairment or hearing difficulty at both public and private special education institutions under Ministry of Education. Graduates can also continue with post-graduate studies in universities in their respective fields and serve as an academic staff. Graduates with creative and innovative ideas in the field, can write parent-oriented books or articles in the press or be employed in the industry as a pre-school material manufacturer. After serving for certain time if necessary conditions are met graduates can also serve in the inspection and supervision divisions of the educational institutions.

#### **5. ACADEMIC CALENDER**

## Academic Calendar 2015-2016

### FALL TERM

September 7-11, 2015	Course Registration
September 14, 2015	Classes Commence
September 24-27, 2015	Religious Holiday
September 28, 2015	Last Day for Add/Drop
October 05, 2015	Last Day for Late Registration
October 29, 2015	National Holiday
November 15, 2015	National Holiday
November 02-07, 2015	Midterm Exams
November 16, 2015	Last Day for Withdrawal
December 18, 2016	End of Classes
December 21-31, 2015	Final Exams
December 23, 2015	Religious Holiday
January 01, 2016	New Year
Ocak 08, 2016	Last Day for Submission of Letter Grades
<b>January 11-13, 2016</b>	<b>Re-sit Exams</b>
January 15, 2016	End of Term
January 18-20, 2016	Graduation Ceremony

### SPRING TERM

January 25-29, 2016	Course Registration
February 01, 2016	Classes Commence

February 15, 2016	Last Day for Add/Drop
February 22, 2016	Last Day for Late Registration
March 21-26, 2016	Midterm Exams
April 04, 2016	Last Day for Withdrawal
April 23, 2016	National Holiday
May 01, 2016	Spring Holiday
May 13, 2016	End of Classes
May 16-25, 2016	Final Exams
May 19, 2016	National Holiday
June 01, 2016	Last Day for Submission of Letter Grades
<b>June 06-08, 2016</b>	<b>Re-sit Exams</b>
June 10, 2016	End of Term
June 15-17, 2016	Graduation Ceremony
<b>SUMMER TERM</b>	
June 27-29, 2016	Course Registration
June 30, 2016	Classes Commence
July 04-07, 2016	Religious Holiday
July 20, 2016	National Holiday
August 01, 2016	National Holiday
August 19, 2016	End of Classes
Ağustos 22- 24, 2016	Final Exams

Ağustos 26, 2016

Last Day for Submission of Letter Grades

Ağustos 30, 2016

End of Terms

## 6. Location and Contact Details of the Department

**Location:**Near East University, Ataturk Faculty of Education (Eğitim Sarayı Building), 4<sup>th</sup> Floor. Department of Teaching the Hearing Impaired

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## 7. ACADEMIC STAFF and COMMUNICATION DETAILS

Students can follow the courses by using the information on the web pages of the academic staff. These web sites contain CV's and research fields of the academic staff, their courses, contact details, announcements regarding the courses, homework deadlines and assessment results.

Students of the faculty are encouraged to communicate using e-mails out of the office hours. Furthermore, course outlines, course materials can be downloaded from these web pages. In addition, the web page of the distance education center ([uzem.neu.edu.tr](http://uzem.neu.edu.tr)) can be used for uploading homework-research-project online and also for following the courses. Web sites and e-mail addresses of the academic staff are given below.

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## 8. STUDENT OFFICE

### 8.1 Office Hours and Communication Details



Student office opens at 8.30-13.00 and 14.00-16.30 every work day. Student office is located at Rectorate building entrance floor. Communication with Student Office is available through central telephone number 0392 680 2000 via 110 numbered extension. Furthermore, [info@neu.edu.tr](mailto:info@neu.edu.tr) website can also be visited for student details.

## **8.2 Services**

Student registration and information about each faculty is available at Student Office. All payments and identification procedures are realized at this office. Students are obliged to obtain a student ID for the four academic year exam entries. The transcript fee is 21 Euro for 2015-16 academic years. Student Office can update the students about the fee charges (if any).

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## **8.3 Tuition Fee**

Tuition fees show difference among Cypriot, Turkish and international students. Besides the yearly tuition fee, students are obliged to pay 5% VAT and social activity fee at the beginning of each term. Tuition fee may vary according to placement exam (LYS) and scholarship. Departments with scholarships can be seen in the department selection book after the placement exam. There are full, 75% and 50% scholarship possibilities for students. In addition, the students selected for the university athletics, basketball, volleyball sports clubs etc. As students eligible for scholarships that athletes in sports clubs again and / or be eligible for private tuition. International students' tuition fee information can be obtained from the Student Office.

## **8.4 Payment Options**

The University offers two alternatives for payment types beside the single payment. First option is in two installments, the first installment for the tuition payment (half of the fees) must be paid until 20th September and the second before 20<sup>th</sup> of February. In case of late payment 10% interest rate will be added to the total tuition fee amount required to be paid. The second option is a 8 installment payment plan, which consists of 4 payments each term before the 20<sup>th</sup> of each month. In case of late payment 3% interest rate will be added to the total tuition fee

amount required to be paid.

## **9. COURSE REGISTRATION**

Since 2014-2015 Spring Term course registrations are realized via internet. After the required tuition payment to the Student Office, students can register courses online through the universities registration system. Students are obliged to use their student ID number and their individual password for the course registration. Students will be given a password after their tuition payments. Students' individual passwords are given by the Innovation Center (can be checked from (<http://www.neu.edu.tr/en/node/587>)). Information related to course registration system and the procedure can be obtained from the faculty secretary. After completing the online registration, students' supervisors should confirm all the registered courses. For this purpose, students can learn their supervisors' names from the secretary of the faculty. Furthermore, all the information regarding online registration can be obtained from the website ( [www.neu.edu.tr](http://www.neu.edu.tr) ). However, if the online services do not work for any reason, students must notify the Student Office. Students who are paying tuition fees via bank transfer are requested to declare the bank deposit receipt to the Student Office before the registration procedure. A non-declared bank payment receipt regarding the tuition fee will lead to students' failure to use the online system for course registration process. It should be noted that the registration process is completed by the supervisors in the department. Otherwise, students will not be approved to enter any course exam.

### **9.1 Undergraduate Student Transfer**

Turkish Republic of Northern Cyprus, Turkish citizens and international students must apply to the Registrar's Office to be able to transfer to NEU. The Student Office is the authority regarding whether to accept or reject the student applications to the department in terms of transfer. Accepted students are required to hand in the transcript of their previous university to the department of the NEU they are going to be registered to. . Head of the Department and the student's supervisor are the authorities to make a decision regarding the acceptance of the equivalent courses. NEU transfer procedures of the citizens from Republic of Turkey are in accordance with the rules of HEC (YOK). Students can visit the website

<http://www.yok.gov.tr/content/view/476/> for further details. The first condition of the course equivalency depends on the course credit and content of the previous university which is expected to be suitable to the course credit and content of the department in NEU.

## **9.2 Updating Personal Information**

Each student has a file in the department. This file contains information about the student's academic status and contact details. In some situations department may be in need to get in contact with the student, therefore contact details are highly important. For this purpose students' are required to give correct information and update any changes. In case of any changes department's secretary should be informed and updated with the changes. Especially mobile phone numbers and e-mail addresses should be updated because these are the communication channels used in the department.

## **10. SUPERVISERS**

Each NEU student has a supervisor. Supervisors guide students regarding both academic and non-academic issues throughout the entire university education. Supervisors guide students in choosing courses and giving information about the most beneficial elective courses to be taken. Supervisors direct the students till the graduation day. For this reason, good relationship among students and their supervisors has an importance.

## **11. COURSE ADD/DROP AND COURSE WITHDRAWAL**

The last day of course add/drop and course withdrawal is clearly stated on the academic calendar. Course add/drop is generally after the first 2 weeks of the courses commence. During the two weeks period, students can decide whether to add or drop or continue with the enrolled courses. Moreover, the students have the right to add/drop any courses with the approval of their supervisor for 2 weeks period after the courses commence. If the student decides to add/drop or withdraw any courses after the last day they have to through a formal procedure. In such cases student is required to fill in a form stating the course/courses to be dropped. This

form can be obtained from the department secretariat. After filling in the form and getting approval from the supervisor, Head of the Department, supervisor, the course lecturer/s and the student are obliged to sign the form. Each student has the right to withdraw from maximum of 4 courses throughout their academic lives. The request to withdraw from a course should be 2 weeks before the end of classes as specified in the academic calendar. Withdrawal of the course is strongly recommended only for term repeat and university severance situations.

## **12. GRADE POINT AVERAGE (GPA) and CUMULATIVE GRADE POINT AVERAGE (CGPA)**

In order to succeed in all periods and also to fulfil the requirements for graduation, each student is required to have **minimum 2.00** out of 4.00 GPA at the end of each term. The required minimum grade point averages for students to be able to continue with their education are as follows;

4<sup>th</sup> Term minimum CGPA 1.50

5<sup>th</sup> Term minimum CGPA 1.60

6<sup>th</sup> Term minimum CGPA 1.70

7<sup>th</sup> Term minimum CGPA 1.80

8<sup>th</sup> Term minimum CGPA 2.00 following (required for the graduation)

'**Academic Failure Notice**' is issued to students with lower than the above-mentioned minimum cumulative grade point average. This warning means that the student will not be allowed to continue their education if they do not obtain the necessary average. Students with this warning can enroll to classes of up to 60% of the required credits for the new term. Students in such situations are obliged to take the courses with DC or DD together with the FF, FD, U or W in addition to their new courses in order to upgrade their cumulative grade points average (CGPA). Furthermore, these students who request to enroll to the same elective course with DC or DD letter grades can either enroll to the same course in the department or another equivalent elective course. In such situations that course will not be evaluated as a "new course".

## **13. OFFICE HOURS**

Students can visit their lecturers to discuss academic issues, evaluate the course materials, discuss their progress in lessons, see their exam papers and receive information about the courses during the office hours. These hours are for the benefit of the students. Office hours can be seen in lecturers' web sites and also on their office doors. Lecturers are ready to answer every question during their office hours. For this reason, students are expected to visit their lecturers during their office hours and benefit from this opportunity. However, it should be noted that lecturers have academic and administrative duties besides their office hours.

#### **14. TEACHING and COMMUNICATION LANGUAGE**

The communication and teaching language is **Turkish** in all departments. However, English language is an option in Ataturk Faculty of Education for Masters and Doctorate degree programs. Students' can communicate in both Turkish and English with their lecturers out of class hours.

#### **15. STUDENT ATTENDANCE and ABSENTEE**

In general, 70% student attendance is required for each course. In other terms, 3 and 4 absentee for each course or 12 hours of absentee is possible. In case of more than 12 hours of absentee for any course, the student will directly fail and be graded with letter NA (No Attendance). Student with NA letter grade cannot sit for neither make-up nor re-sit exams. Students should communicate with their course instructors for each course absence rights. It should be taken into account that attendance and absence may vary according to each course. In case of students not being able to sit for an exam due to health problems, they have to certify this either with a report from **Near East University Hospital** (<http://neareasthospital.com>) or from a state hospital. A student not being able to sit either mid-term or final exam should hand in a doctor's report within three working days following the date of the examination. If not, the student will miss the right to sit for the make-up examination. Make-up examination dates can be traced from the universities online announcement site ( [www.neu.edu.tr](http://www.neu.edu.tr) ) and students should also follow lecturers personal websites. Students who do not sit for the make-up exam on the specified date will not have another right. There is no compensation of the make-up exam.

## 16. STUDENT CODE of CONDUCT

Students are expected to comply with the rules determined by the general student code of conduct and also be in good relations with their instructors and friends with great respect. Students must be present on time to their courses and appointments with academic and administrative staff in the department. This also applies to office hours with their instructors. It is prohibited to shout, play loud music, make unnecessary noise during the courses, or along the corridor (especially outside the offices of the academic staff). Students are responsible to follow up the courses or exam schedule and changes (if any) from the university website or the personal web page of the academic staff, sometimes uzem (distance learning center) through the secretariat.

### 16.1 Classroom Code of Conduct

Students are obliged to obey the following rules:

**Students must be present at all classes on time.** Even though Lecturers may have different applications, the general practice is not accepting such students into the class. In this case the students have to wait for the following class.

**Active participation** is expected from the students. Instead of silent participation students should ask and answer questions and take active part in class discussions.

Students should follow lecturers' expectations and **come to class well prepared. They should also bring all the necessary materials to the class.** Students' not acting in such behaviour may not be accepted into class depending on their instructor's decision.

**It is strictly prohibited to use mobile phones in the class environment.** Students should either turn off their mobile phones or put to silent mode. If the mobile phones ring during the class hour instructor have the right to dismiss such student from the class. Since the exams are held in classrooms it is important to point out that mobile phone usage is strictly forbidden.

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**Students must refrain from making speeches in the classroom that are not related with the course.** Instructor has the authority to dismiss the students who

cause trouble in the classroom and hinder education.

Eating / drinking are not encouraged during the courses. Some instructors' may allow drinking water / coffee / tea. Students should consult with their instructors on this issue.

## **16.2 Disciplinary Code**

Undisciplined behavior can be defined as the violation of Near East University students' code of conduct set out in the framework of the Disciplinary Regulations. These include violating any rules stated in the Student Code of Conduct, cheating in the exams, acting in a disrespectful manner to instructors and also prohibited manners in individual and academic issues.

Undisciplined behavior in the Department are negotiated by the Disciplinary Committee in the Near East University ([www.neu.edu.tr](http://www.neu.edu.tr)) and evaluated in the framework of the Disciplinary Regulations. Disciplinary Committee may warn or give short or long-term suspension depending on the problem.

Detailed information is available in terms of 'Disciplinary Regulations' from the <http://www.neu.edu.tr/en/node/940> website or from their departments.

## **17. MATERIAL and ONLINE RESOURCES**

Students are required to provide all the materials listed for the courses they register to each semester. Some resources can be accessed by following the links on the website or personal web page of the academic staff. Students should regularly check personal web pages of the academic staff and also should follow the published links. Some lecture notes can be purchased from the copy centres located in Grand Library or Eğitim Sarayı.

## **18. GRAND LIBRARY**

Grand Library houses over 1 million printed materials on its open shelves. It is a culture and information access centre built with respect to world standards, including more than 150 million electronic articles, seven thousand DVDs, 17 booths for viewing films, 12 personal and group study rooms, 4 amphitheatres with a seating capacity for 1000, a 350-person theatre, a 600-person cafeteria and 600 study tables and 24 hours internet access. Open 24 hours a day, the complex is open to everyone free of charge. The data base of the Library, which is established and

equipped with the latest digital technology, can be accessed from your home via internet. If you are on-campus, you can easily access the information thanks to our wireless network. The world's Library concept is breaking new ground; it is no longer just a place to borrow books. They serve as information access centres. Soon, our reference services will be accessible via telephone, internet and SMS, so this service which is currently available only to academicians and researchers, will be accessible by the general public as well.

## 19. ASSESMENT and GRADES

Instructors assess their courses regarding the success of the students in different ways in accordance with the lectured content. The assessments can be written examination (in-class, take home, open book) presentation, portfolio, report or a written project. These assessments are calculated in accordance with the applied type of assessment. It should be noted that students' caught in cheating (giving copy or taking copy) will be graded with "0". The general grading system used in the university is as follows:

### Assesment

Score	Grade	Coefficient
90-100	AA	4
85-89	BA	3.5
80-84	BB	3
75-79	CB	2.5
70-74	CC	2
65-69	DC	1.5
55-64	DD	1
50-54	FD	0.5
0-49	FF	0



## 19.1 Exams

There are two exams period per term one mid-term and a final exam and their dates are specified in the Academic Calendar. The format of the exam may vary depending on the enrolled course; however, essay questions are preferred instead of multiple choice questions. Reports, homework, presentations or projects may be part of the exam procedure.

The Final exams may vary depending on the enrolled course. Students' may be asked to answer the given questions either at home, in the classroom or with open-book (using textbooks and adding their own comments). Furthermore, project presentation or preparing a portfolio may also be required from the students.

Exam invigilators will sign the exam papers of the students who attempt to cheat during the exams at the end of the exam duration. If the case is forwarded to Faculty Disciplinary Committee the student will automatically fail from that course.

The students are obliged to have their ID cards with them during exams. During the Final exams Students should have **the document indicating that they have paid for their tuition fees**. These documents will be checked by the security guards before the exam begins and if the documents are missing the students will not be allowed to sit for the exam.

Mid-term exam results are usually announced to the students within a week. Students' can see their exam papers after a week during class hours. Exam results can be followed from instructors' personal web pages. Besides the mid-term and final exams, projects, homeworks and reports should be submitted before or on the deadline of the submission date. In case of late submission of the required homework will not be accepted.

## 19.2 Submission of the Projects, Reports and Homeworks

Besides final and mid-terms exams students may be responsible to prepare various homeworks, projects and reports. Students' should submit these assignments before or on the deadline of the submission date and time to the course instructor. Depending on the instructor's preference these works can be uploaded to

Distance Education Center (UZEM).Late submissions are usually not accepted by the instructors.

Sometimes instructors can make changes on the submission date. These changes will be announced through university's website ([www.neu.edu.t](http://www.neu.edu.t)). However, according to instructors' choice either UZEM ([uzem.neu.edu.t](http://uzem.neu.edu.t)) or instructor personal web pages will be used to announce these changes as well. Students are responsible to check their course schedules, as well as the submission date of their assignments to submit on time.

Instructors' assignment submission requirements may vary. Some instructors may prefer the submission to be via internet (E-mail) and some may request to be printed by computer.

In case of not being able to submit the assignments on the required date to the course instructor it is possible to hand in to the secretary office. In such cases, it is obliged to fill in the instructor's name, date and the submission time to the form given by the secretaries. These forms will be signed by the secretary and place into the pigeon-hole of the instructor.

### **19.3 Written Assignment Rules**

The assignments to be submitted as computer output in terms to be readable 1.5 / 2:00 space line, Times New Roman theme font, and 12 font size are expected to be applied unless the instructor requires any other format. Different assignments may require different formats therefore students' should consult this issue with their instructors.

### **19.4 Assessment of Trial and Presentation**

The instructors assess students' written and oral presentation by trial and measurement criteria. While instructors' assess and / or give feedback they use Error Correction Code. Instructors give feedback on a regular and continuous manner to all submitted assignments. The Assessment Criteria may vary for each homework and project. These assessment criterias can be obtained from the instructor.

### **19.5 Objection to Exam Results**

In cases that students are not satisfied with the assessment results they can

speak and discuss with their instructors as well as having right to object to any exam result by making a formal application. Objection to exam results can only be in such cases as not believing that the exam paper is not assessed fairly by the instructor.

Objections should be **made by writing** to the Department stating the reasons very clearly. If the application is found worthy by the Head of the Department, two faculty members (lecturers outside class) will be a committee member and the examination paper will be graded again by this committee. If the committee decides that there is a need to be change in the result of the examination, the student's grade will be changed and new grade will be published online on the Internet in the registration system. However, if the the committee decides that exam paper is assessed fairly the grade will not be changed. In both cases the student will be informed about the result via e.mail.

### **19.6 Ethics: Plagiarism**

Plagiarism, is kind of copy when students use author's work without specifying authors name and use knowledge without permission. If the work is interpreted and the source is not shown this is also considered as plagiarism. This is evaluated as academic theft and plagiarism in any projects, research papers and academic assignment will have **zero tolerance**. Only reliable sources should be used in all reports and homework and these reference/ references should be shown in the bibliography.

Any uploaded information from Wikipedia or SparkNotes is unacceptable in any academic paper. In cases of plagiarism detected in student's assignment the course instructor has the authority to grade the assignment as unsuccessful.

There are different formats to indicate the sources in an academic work. These are the rules for formatting and citation of any written work. Our department uses the American Psychological Association (APA) 12<sup>th</sup> Edition. More information about how to use the APA can be cited from this website link <http://www.apastyle.org/learn/tutorials/brief-guide.aspx> or <http://owl.english.purdue.edu/owl/resource/560/01/>. Students' are obliged to use this format when submitting required assignments to their course instructors..

## **20. COURSE EVALUATION**

Course evaluations are students' evaluation for each course (self-evaluation / content / program / assessment methods) and also evaluations regarding each course instructors. These evaluation forms are disseminated to students at the end of each term. It is aimed that these forms are filled in sincerely and with best information possible. Students do not print their names on the evaluation forms. Therefore, course evaluations are completely anonymous. Students are also given opportunity and encouraged to express their thoughts about their education, add comments, on the back of the evaluation form. Evaluation results are reviewed by the Department Head and considered for the development of teaching and learning experience. These results are also published on our university website ([www.neu.edu.tr](http://www.neu.edu.tr)) in related sections.

## **21. GRADUATION REQUIREMENTS**

Students are required to complete and score credits for main and elective courses in order to graduate. English Language Teaching (ELT) students are required to score 160 credits from 58 courses, as for English Language and Literature (ELL) students score of 138 credits from 47 courses and Interpretation and Translation (TRN) students score 150 score from 55 courses are required.

### **21.1. Graduation Exams and Cumulative Grade Point Average**

Students' must score at least **2.00**(CGPA) out of 4.00 in order to be able to graduate from any department. In such cases that a student completes all courses successfully but fails to score the required grade point average (CGPA) has the opportunity to sit for supplementary examinations to upgrade to the required score to be able to graduate. Students can only enter only **two** supplementary examinations for graduation. These examinations require a supplementary payment in addition to tuition fees. Currently each graduation supplementary examinations fee is 315 euros, however, fees may vary each semester..

### **22.2. Graduation Ceremony**

Students' who complete all courses and score grade point average (GPA) students, with more than 2.00 out of 4.00 are eligible to graduate from the department. Therefore, students' who have completed their courses at the end of

the term can participate in the graduation ceremony. Two graduation ceremonies are held every year. Students must inform the department secretary during the last period to be able to participate in ceremonies. NEU Cloaks will be worn at the ceremony, the cost of the cloak is 70 US\$. However, if the cloak is returned, this payment will be refunded.

### **23. STUDENT EMPLOYEMENT**

There are employment opportunities for students who want to work while studying in the university. Students who want to work part-time, an application form and course program can be handed in to the Registration Office. Registration Office will replace the applicant with a part-time job at the hospital, at the Grand Library or at the Information Center if possible.

### **24. EMPLOYMENT SERVICES**

Universities employment center provides guidance for graduate students' professional replacement. For more details ([www.neu.edu.tr](http://www.neu.edu.tr)) web site can be visited.

### **25. PSYCHOLOGY AND COUNCELLING SERVICE**

The university offers free counseling services to students since 1995. Councelling Service is located on the ground floor of the Law Department; it is open every work day from 9:00-13:00 to 14:00-16:00 hours. Students are required to have an appointment before visiting the center.

### **26. COMPLAINTS**

In such cases of a student believing to be exposed to unfair treatment by any member of the department, an official complaint inquiry either **orally or printed** can be forwarded to the Department Head. The best decision will be taken by the Head of Department depending on the complaint of the issue. During the strategic program, students will be asked to make a total of 30 hours of classroom observation of primarily experienced teachers (this is for the first observation course training). The second training is also 30 hours. However, this training requires students' to take 30 hours observation. However, they are required to develop lesson plans and give

training for two hours regarding to the observed courses during their internship.

Responsibility of the students during the internship program:

- To be in harmony with the directors and teachers of the schools they visit.
- To be promptly present at all activities.
- To dress up properly when on school grounds.
- To inform their supervisors in advance in situations where they are unable to fulfill any obligations.
- To complete their files before the term ends.
- To write down all the observation notes and comments at the end of each lesson / week on regular bases and handed in to supervisors to be checked for feedback.

Students who do not fulfil their responsibilities and behave improperly during their internships will have to repeat their internship programs a semester / year.

### **26.1. Satisfaction of the Department**

Students complaints, expectations and requests can be forwarded by filling in the forms provided in the box in front of the secretary door. In such cases, our university authorities will get in contact with you.

### **26.2. Satisfaction Towards Other University Units**

Students complaints, expectations and requests concerning any units in the university can be forwarded by filling in the forms provided in the boxes of the related unit. In such cases, our university authorities will get in contact with you.