

ALTINBAŞ UNIVERSITY
DIRECTIVE ON STUDENT OMBUDSMAN SERVICES

PART I

Purpose, Scope and Definitions

Purpose

ARTICLE 1

The purpose of this Directive is to outline the rules and principles governing the organizational and operational structure of the Office of the Student Ombudsman established to help Altınbaş University students exercise their rights to the fullest extent permitted by law and benefit from a modern learning experience.

Scope

ARTICLE 2

This Directive applies to all students (formal education-evening education, associate's, undergraduate, graduate degree students, exchange students, Erasmus students, special students etc.) attending Altınbaş University.

Legal Basis

ARTICLE 3

This Directive has been drawn up on the basis of the Charter of Altınbaş University.

Definitions

ARTICLE 4

For the purposes of this Directive, the following terms shall have the following meanings:

- a) President: President of Altınbaş University,
- b) University: Altınbaş University,
- c) Internal Stakeholders: Altınbaş University Board of Trustees, Altınbaş University's all administrative and academic units and their staff, service providers affiliated with Altınbaş University and their staff, all students attending Altınbaş University,
- d) Student Satisfaction: short, medium or long term attitude resulting from an evaluation of students' modern educational experience, services and facilities,
- e) Ombudsman: Office of the Student Ombudsman,
- f) Committee: Student Satisfaction Committee.

Mission and Vision Statement

ARTICLE 5

The Office of the Student Ombudsman raises awareness of student rights and responsibilities among the University members so as to increase student satisfaction and ensure that students exercise their rights granted to them to the fullest extent permitted by law and adopt the rules and principles of responsible behaviour. The Office of the Student Ombudsman ensures transparency, openness for continuous improvement and inclusiveness in relationship between students and faculty/staff.

PART II

Structure of the Office of the Student Ombudsman and Student Satisfaction Committee

Organizational and Operational Structure of the Office of the Student Ombudsman and the Committee

ARTICLE 6

- (1) The Office of the Student Ombudsman consists of a coordinator, appointed by the President, and a team of English speaking, qualified members that will assist to the coordinator. The

Office of the Student Ombudsman sets up and implements pre-employment training programs for job candidates.

- (2) The Office of the Student Ombudsman operates in coordination with the Student Satisfaction Committee. The academic and administrative members of the Committee are appointed by the Office of the University President. The Ombudsman is also a member of the Committee. The Committee shall take opinions, suggestions and reports submitted by the coordinator into consideration.

Key Roles and Responsibilities of the Office of the Student Ombudsman and the Committee

ARTICLE 7

(1) Key Roles and Responsibilities of the Office of the Student Ombudsman

- a) Ensure that student requests, suggestions or complaints are rapidly and properly transferred to the relevant academic and/or administrative units,
- b) Monitor whether the relevant units have responded to a student request within 48 hours of receipt of the request; warn the relevant units about any unresponded requests and ensure that students are notified about the final decisions issued by administrative or academic units within at least 15 days from the date of the decision, and about the final decisions issued by the Board of Trustees within at least 30 days from the date of the decision,
- c) Get students to participate in a student feedback survey just after they have completed an interaction with the Office of the Student Ombudsman,
- d) Measure student satisfaction using data from student feedback surveys; draw up a report on student satisfaction score and submit it to the Committee,
- e) Detect and report University rules, practices and behaviours that fully or partially violate students' rights and/or that decrease student satisfaction to the Committee, and get the University administrators to discuss these issues,
- f) Contribute to the development of the University Strategic Plan in coordination with the University administration,
- g) Operate in coordination with the Registrar's Office; International Relations and Academic Cooperation Office; Health, Culture and Sports Office, Strategy and Quality Assurance Office, as well as Altınbaş University faculty, staff and students.

(2) Roles and Responsibilities of the Ombudsman

- a) Ensure that the Office of the Student Ombudsman operates in full accordance with the mission and vision statement of the University, its quality policy and with the objectives set forth in the University Strategic Plan,
- b) Ensure that requests, suggestions or complaints submitted by students are properly and effectively transferred to the relevant academic and/or administrative units,
- c) Make efforts to ensure that the faculty and staff decisions and practices are consistent in terms of providing similar responses to similar requests, offer suggestions to improve consistency if deemed necessary,
- d) Set up and implement pre-employment and in-house training programs for job candidates,
- e) Ensure that Ombudsman services staff is effectively supervised and follow the applicable procedures in their operations,
- f) Set Ombudsman services employee goals that align with the University strategies; take necessary steps to motivate employees toward achievement; monitor Office operations and employee performance; provide feedback to the relevant organisational units.

- g) Design and develop projects & activities to increase motivation, personal improvement and sense of belonging of the Ombudsman's office personnel,
- h) Keep up to date with the latest domestic and foreign trends and practices in student rights and student satisfaction; offer suggestion to improve student rights and satisfaction practices in Altınbaş University,
- i) Determine staffing needs of the Office of the Student Ombudsman; submit staffing requirements and recruitment needs to the Human Resources Department,
- i) Attend the Committee meetings and events; carry out other committee-related duties,
- j) Draw up and submit reports to the decision-making bodies of the University when deemed necessary,
- k) Present all relevant documents, files and records whenever required by internal or external auditors,
- l) Attend the annual budget meetings of the University; submit a detailed request sheet for office supplies and needs; start the procurement process and make sure that costs are within the budget; maintain and monitor the office's budget plan.

(3) Roles and Responsibilities of the Ombudsman Services staff

- a) Maintain and monitor the Office of the Student Ombudsman's staff and faculty-related processes; ensure all documents and records are stored and handled properly;
- b) Ensure that student requests, suggestions or complaints are properly transferred to the relevant academic and/or administrative units;
- c) Submit student oral/written feedback and student survey results to the coordinator,
- d) Attend ombudsman services-related meetings and take meeting minutes when deemed necessary,
- e) Prepare for meetings held by the Office of the Student Ombudsman; help improve the effectiveness of the meeting,
- f) Carry out their duties in an Altınbaş University campus as designated by the Ombudsman Coordinator,
- g) Perform other job-related tasks and duties as assigned by the Ombudsman Coordinator.

(4) Roles and Responsibilities of the Committee

- a) Hold meetings on prespecified times and occasions to review the activities performed by the Office of the Student Ombudsman; provide support to the Office whenever required; revise Office strategies as deemed necessary.
- b) Carry out a general review based on the feedback data submitted by the Ombudsman Coordinator and then make decisions accordingly,
- c) Provide the University President and relevant units with detailed insight and information so as to ensure the decisions made by the Office of the Student Ombudsman are properly implemented.

Budget

ARTICLE 8

The budget of the Office of the Student Ombudsman shall be prepared by the Coordinator in accordance with the provisions of Altınbaş University Budget Directive.

Effective Date

ARTICLE 9

This Directive shall take effect upon its adoption by Altınbaş University Board of Trustees.

Execution

ARTICLE 10

The provisions of this Directive shall be executed by the President of Altınbaş University.

Legal Bases of this Directive			
Relevant Board/Committee	Date of Decision	Decision No.	Decision Article
University Senate	16/07/2019	2019/08	Decision -1
Board of Trustees	05/09/2019	2019/08	Decision -15