

academic advising handbook



foreword

Students' perceptions about the university, the habits and attitudes that they form at the beginning of their university life reflect on their following years of study. To inform students correctly from the very first day they set foot on campus, to direct and help them adapt to life in the university is, therefore, of utmost importance. Students can thereby be enabled to organize their life at the university with more effective choices and make sound decisions. At our university, this type of support is provided by academic advisors, who are faculty members. However, factors such as increasing student numbers, recently constituted exchange, minor degree, and double major degree programs as well as certificate programs, frequently changing curricula, regulations and directives make it harder for academic advising to be effective. In addition, the needs of students enrolled in English Preparatory Division, undergraduate or graduate programs and their expectations from the academic advisor differ widely. This comprehensive handbook has been prepared for students and advisors, with the intention of providing a clear description of the responsibilities of an academic advisor, and helping render academic advising more effective.

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ACADEMIC ADVISING

All students, including those in the English Preparatory program, are assigned at least one academic advisor, who is a full time faculty member or a lecturer holding a doctoral degree in the department or program the student is enrolled in. The academic advisor provides guidance to the student in various areas, such as academic issues, adjustment to life at the university, or career planning.

The academic advisor monitors the students' progress and remains in *regular contact* with the student to ensure the effectiveness of the advising system. It is important not to allow the increasingly prevalent online systems such as online registration, e-petitions, and online applications to carry the advisor-student relationship entirely to the virtual environment, but to institute regular office hours for academic advising, to inform the student accordingly, and to encourage student participation so as to sustain face-to-face communication.

The academic advisor is expected to know and implement all Regulations and Directives, the decisions of the Senate, University Executive Board, and the relevant academic departments concerning education as well as any changes made to them.

Academic Advising for English Preparatory Division Students

The large majority of incoming students are enrolled in the English Preparatory Division. As English Prep students do not have any knowledge of some basic issues such as the important processes and the supporting resources in the university environment, they may feel alienated and anxious. During this period their anxiety becomes even more serious if they do not have any contact with the academic department they will start the following year.

For each prep student, a lecturer from the English Prep Division and a full time faculty member or a lecturer holding a doctoral degree from the student's academic department or program are assigned as co-advisors.

The prep division advisor guides the students in topics related to the prep program. He/she monitors the students' academic progress throughout the student's studies in the prep program, and directs the student to English support units when necessary.

Undergraduate program prep division advisor, on the other hand, assists the student in his/her first year at the university to form ties and remain in contact with his/her department. The undergraduate advisor e-mails a welcoming message to the new student and informs his/her of the office hours.

Undergraduate program prep division advisor keeps students informed about the relevant undergraduate program throughout their studies at the Prep School, assists their adjustment to life in the university, and directs them to relevant units if he feels necessary. He advises the students of the advantages of finishing Prep School at the end of the Fall Semester and starting their relevant departments as irregular students.

Academic Advising for Undergraduate Degree Program Students

Within the framework of the 'Orientation Program', and during the academic semester, undergraduate program prep division advisor organizes events such as occasions to familiarize the student with the department, or meetings for students to get to know each other, as well as practices specific to each department such as peer advising programs. The advisor is also responsible for ensuring that these activities are organized in all campuses where Prep classes are held. Informing students as to the activities of the department in which the student can participate (for example, seminars given by external stakeholders such as the alumni, or experts from professional life) is part of the undergraduate program prep advisor's duties. Undergraduate program prep division advisor also encourages participation in student clubs.

The two advisors stay in contact and cooperation with each other, and direct the student to relevant service units regarding requests or problems in non-academic issues. In cases of serious illness, psychological disturbance, or disability, the two advisors also collaborate with relevant units as well as the faculty members in whose classes the student is registered.

The academic advisor provides guidance to students in planning their course lists and in selecting their elective courses in their areas of interest in accordance with the requirements of the curriculum and the relevant academic processes. During registration for the academic semester, the advisor evaluates the course list prepared by the student, taking into account the student's performance in the previous semester; he/she approves the course list if it is acceptable, or asks the student to make some changes to ensure that the list is acceptable. During the course add/drop or withdrawal periods, the advisor considers the student's requests concerning his/her course list, and approves the changes, if appropriate. The registration process cannot be completed without the approval of the academic advisor. It is important for the academic advisor to be accessible during registration and course add/drop periods to prevent any disruption in the process.

The academic advisor keeps the student informed about double major, minor, and exchange programs. It is important that failing students or those on probation be monitored closely, assisted in their course planning with a view to their needs, and directed according to the source of their problems.

The academic advisor evaluates petitions the student has submitted on academic issues and refers them to the department, together with his detailed views about the issue.

For any requests and problems that the student may have concerning non-academic topics, the advisor refers the student to the relevant service units. In cases of serious illness, psychological disturbance, or disability, the advisor also collaborates with relevant units as well as the faculty members in whose classes the student is registered.

Academic Advising for Graduate Degree Program Students

The academic advisor provides guidance to students in planning their course lists and in selecting their elective courses in their areas of interest in accordance with the requirements of the curriculum and the relevant academic processes. During registration for the academic semester, the academic advisor for the graduate program evaluates the course list prepared by the student, taking into account the student's performance in the previous semester; he/she approves the course list if it is acceptable, or asks the student to make some changes to ensure that the list is acceptable. During the course add/drop or withdrawal periods, the advisor considers the student's requests concerning his/her course list, and approves the changes, if appropriate. The registration process cannot be completed without the approval of the academic advisor. It is important for the academic advisor to be accessible during registration and course add/drop periods to prevent any disruptions in the process.

The academic advisor monitors all processes concerning the requirements of the academic program, including the remedial period, the appointment of a thesis advisor, selection of the thesis/dissertation jury, and the qualifying period; and directs the student as needed.

The academic advisor evaluates petitions the student has submitted on academic issues and refers them to the department, together with his detailed views about the issue.

With regard to his requests and problems on non-academic topics, the advisor refers the student to the relevant service units. In cases of serious illness,

psychological disturbance or a disability, the advisor collaborates with relevant units as well as the faculty members in whose classes the student is registered.

The thesis advisor is a full time faculty member or lecturer holding a doctoral degree appointed by the Institute to guide the student in his thesis work. The thesis advisor is in contact and close cooperation with the student's academic advisor.

Academic Advising for Students in Double Major, Minor, and Exchange Programs

Academic departments assign academic advisors for special programs, as well.

For undergraduate students in double major programs, one double major academic advisor is assigned from each of the departments in which the student is enrolled. The two double major advisors of the student work in cooperation with each other. Approval of the student's registration for the semester is the responsibility of the major program advisor.

Students in minor degree programs are assigned a minor degree advisor as well. The two advisors work in cooperation with each other, to ensure that the minor program is progressing as expected. Approval of the student's registration for the semester is the duty of the major program advisor.

The exchange program coordinator provides guidance to students in his/her department about application to exchange programs, attendance requirements, and transfer of credits earned abroad towards credits required for graduation. The exchange program coordinator is in contact and collaboration with the student's academic advisor. Approval of the student's registration for the semester is the duty of the academic advisor.

STUDENT SERVICES UNITS

GENERAL SERVICE UNITS

Career Center

0 212 359 46 42 South Campus, Albert Long Hall
www.kariyermerkezi.boun.edu.tr kariyermerkezi@boun.edu.tr

Career Center has been established to help students get to know the business world before they graduate and thereby ease their transition into professional life. Students can log on to www.kariyermerkezi.boun.edu.tr and create their own CV, or apply for traineeships and jobs posted by companies and organizations. In addition to alternative career fairs, individual counseling services, and training programs on skill-based interview techniques, the Career Center organizes seminars given by representatives of institutions and organizations, human resources managers, or Boğaziçi alumni who have been successful in different areas of work.

Dormitory Management

0 212 359 45 44 | 45 18 North Campus, 4th North Dorm, Ground Floor
www.yurtlar.boun.edu.tr yurtlar@boun.edu.tr

Our university accommodates approximately one third of the registered students in the dormitories on campus. The dorms on South, North, Santepe and Uçaksavar campuses provide accommodation in rooms or apartment units. Students with disabilities are also accommodated in the dorms. The dorms are managed and supervised in accordance with the Boğaziçi University Regulations Concerning Student Dormitories. Online dormitory applications of incoming students begin immediately after the university receives the results of the Placement Test administered by the OSYM, and ends at the end of the registration period. Detailed information on the physical features of the dorms, application dates and requirements can be obtained from the Dormitory Management.

Financial Aid Coordination Office

0 212 359 71 43 South Campus, General Administration Building, Ground Floor
www.bursofisi.boun.edu.tr finaid@boun.edu.tr

Financial Aid Coordination Office collects data on scholarships that students are awarded by internal or external sources, handles all procedures regarding scholarships, monitors the students' compliance with the conditions stipulated in scholarship agreements, contacts the institution or person providing financial aid, investigates the sources of financial aid, and formulates suggestions regarding the financial aid system. Undergraduate students are awarded merit-based or need-based scholarships. Need-based scholarships may be paid in cash or in kind. Graduate students, on the other hand, are eligible for only need-based scholarships that are paid in cash. Applications for scholarships are accepted by the Financial Aid Coordination Office at the beginning of each academic year. All documents required for application must be submitted to the Office in full and in the format required. Detailed information on types of scholarships, application dates and application requirements can be obtained from the Financial Aid Coordination Office.

Office of International Relations

0212 359 74 21 | 72 59 South Campus, Students Activities Building, First Floor
www.intl.boun.edu.tr intlloff@boun.edu.tr

The Office of International Relations is responsible for the coordination of the exchange student agreements and procedures that enable our students to study full time at a partner higher education institution for a specified period. Students who want to study at higher education institutions where the medium

of instruction is not English, should begin attending courses on the native language of that country as of their first semester at Boğaziçi University to gain the necessary linguistic level and skills. For more detailed information on exchange programs, students can apply directly to the Office of International Relations, or contact the exchange program coordinators of their departments of study.

ENGLISH SUPPORT UNITS FOR PREP STUDENTS

Writing Center

Writing Center is a writing workshop established to assist Prep students in developing their writing skills. Lecturers at the Writing Center work with students on a one-to-one basis, define their weaknesses, provide guidance as to study techniques that may help improve their writing skills. To work with a lecturer at the Writing Center, the students must make an appointment in advance. Students can bring in previously written essays for evaluation and feedback, provided that those essays are not part of their course requirements. Feedback on written work that constitutes part of the student's weekly homework or portfolio requirements can be provided only by the student's class teacher. Students can bring in a previously written essay or paragraph similar to those written in their classes in recent weeks. In subsequent weeks, both their class teachers and the writing center teachers will help them with topics they can write about.

Computer Assisted Language Laboratory

In addition to classroom learning, students can benefit from multimedia equipment in the laboratories located in the YADYOK Buildings on the North and Saritepe campuses. In the laboratories, they can do their research on the Internet, or check their e-mails. Students must present their student ID card to use the laboratories.

Academic Support in English

With the aim of helping Prep students whose classes are on Saritepe Campus with their learning as well as their homework, the university is planning a support system in the form of online or one-to-one correspondence or face-to-face study sessions.

Services for Remedial Students

Remedial students are provided with study material, texts, and exercises of the kind used in classes to help them prepare for the English Proficiency Test. Support classes are offered to assist remedial students to improve their listening and writing skills. Remedial students receive assistance from the Writing Center, too. They can also work with student assistants on a one-to-one basis.

Work Conducted by Part-time Student Assistants

Prep students can get assistance from student assistants, who are students of the Undergraduate Program in English Teaching of the Faculty of Education. Students can access the online appointment system as well as YouTube, Facebook, Twitter and Blogspot pages of the student assistants at <http://yadyokassistant.yolasite.com>.

Detailed information on English support programs for prep students can be obtained from the School of Foreign Languages.

0 212 359 45 00 North Campus, YADYOK Building
www.yadyok.boun.edu.tr hazirlik@boun.edu.tr

SERVICE UNITS FOR SPECIAL NEEDS

Service Units with Regard to Mental Health

Student Guidance and Psychological Counseling Center (BUREM)

0 212 359 71 39 Infirmary Building, Second Floor
www.burem.boun.edu.tr burem@boun.edu.tr

Student Guidance and Psychological Counseling Center (BUREM) offers direct and indirect assistance aimed at supporting students' psychological, social and academic development throughout their life in the university. Students who apply to the center are first given a pre-interview and are directed, in line with their needs, to available services such as ongoing group work, individual counseling, or psychiatric help. To improve the quality of university life and environment, BUREM collaborates with other student services units and relevant academic departments. In this context, the Center organizes educational events such as seminars, conferences, and panel discussions; prepares resources like leaflets and brochures and shares them on the Internet; evaluates and writes reports on the work that is being done. Student participation in the services is on voluntary basis and all work is based on the principle of confidentiality of information.

Sarıtepe Campus Student Services Unit (BUSOD)

0 212 359 79 69 Sarıtepe Campus
busod.boun.edu.tr busod@boun.edu.tr

Sarıtepe Campus Student Services Unit (BUSOD) has been established for students living and studying on Kilyos Sarıtepe Campus. As the students studying on this campus are predominantly those enrolled in the English

Preparatory Division, the activities of the Unit focus on developmental and preventive work. Workshops and group work are organized to address problems frequently encountered by students; resources such as leaflets and booklets are prepared; students' needs are analyzed. The Unit also offers short term individual counseling to students. The Unit cooperates with other units, and in particular with the Guidance and Psychological Counseling Center (BUREM), to improve the quality of life on campus. In case of emergencies, BUSOD works in cooperation with the Health Center. Voluntary participation of students and confidentiality of information are the basic principles observed in all services offered by the Unit.

Health Center Psychiatric Unit

0 212 359 44 40 South Campus
www.mediko.boun.edu.tr mediko@boun.edu.tr

There are two psychiatrists on duty at the Infirmary, the polyclinic service unit of the Health Center, on weekdays from 09.00 to 15.30. Although the psychiatrists provide polyclinic service during work hours, they also take part in studies concerning protection of mental health. They have primary authority to respond to psychological emergencies occurring on campus (See Guidebook for Psychiatric Emergencies).

Service Units for Students with Disabilities

Boğaziçi University aims to create a university community within the university campuses, which is easily accessible for everyone, including individuals with disabilities, and which encourages maximum participation. The university is making necessary arrangements to enable students with disabilities to access easily all programs and activities offered to students, and is conducting studies aimed at encouraging their active participation in all events that will support their social development. In the university, there is Students with Disabilities Unit, and Assistive Technology and Education Laboratory for Individuals with Visual Disabilities (GETEM), directly attached to the Rector's Office.

Students with Disabilities Unit

0212 359 75 38 | 76 59 North Campus, Park Building, First Floor
www.getem.boun.edu.tr geteminfo@boun.edu.tr

Students with Disabilities Unit is the service unit that aims to enable all undergraduate and graduate students enrolled at Boğaziçi University to benefit fully, freely, and equally from all academic, social and physical opportunities and services offered by the university, and easily access all such events and activities. The Unit meets the needs of students with disabilities; determines the obstacles they might face during their studies and the measures that need to be taken; offers suggestions to eliminate the obstacles; and makes the necessary adjustments. Below are the duties of the unit:

- to cooperate with faculty members, departments and faculties for necessary adjustments to the students' course and exam programs in accordance with their disabilities,

- to determine the needs of students regarding dormitories, scholarships, and health services, and develop ways to resolve them,
- to prepare individual 'adaptation letters' about students' academic needs (collecting information about arrangements in the educational environment and methods in line with students' needs and their particular disability) in coordination with the student and the faculty member teaching the course,
- to research and determine, in cooperation with other units, the equipment that should either be obtained by the student for his/her own use, or purchased by the university for common use, depending on the type of disability.

Assistive Technology and Education Laboratory for Individuals with Visual Disabilities (GETEM)

0212 359 75 38 | 76 59 North Campus, Park Building, First Floor
www.getem.boun.edu.tr geteminfo@boun.edu.tr

GETEM has been established to provide audio and electronic book service and offer laboratory services for students with visual disabilities by means of its e-library. GETEM also performs management and secretarial work for the Students with Disabilities Unit.

Services for Students with Disabilities

The needs of students with disabilities vary in accordance with the type of disability they have. The university has the following services to meet these differing needs:

General services:

- providing health care service through the Health Center,
- allowing priority to students with disabilities as to placement in dormitories,
- in case the student has trouble in accessing a classroom, changing the location of the course, in cooperation with the Registrar's Office,
- assigning priority in granting of scholarships, with the cooperation of the Financial Aid Coordination Office; organizing a support system where students on need-based scholarships support students with disabilities,
- organizing part-time student assistants to provide support,
- special diet meals, with the help of Food Services Unit,
- professional development and personal counseling services, with the help of BUREM and BUPAM,
- arrangements for physical access, in cooperation with the Construction and Maintenance Department,
- arrangements for emergencies,
- support in organizing test locations.

In addition to the general services, the university also offers services specific to the type of disability. Examples of such services are listed below:

For students with visual disabilities: Reading support via audio reading, note-takers in classes, library and laboratory assistance provided by the library and GETEM, provision of materials in alternative forms (for example, e-texts, or

texts in Braille alphabet) and internet-based materials by GETEM, and Campus Orientation and "Independent Movement" training, and audio reading/study rooms in the library, with support from GETEM and the library.

For students with physical disabilities: Assistance in physical access to laboratories, possibility of free movement on campus by wheelchairs or other mobility devices, rearrangement of the locations of classes and other activities in line with the student's disability, or changing the location where a rearrangement is not possible.

For the hearing-impaired students: Note-takers in classes or video recording assistance, translator support, tele-conference systems.

For students with Attention Deficient Hyperactivity Disorder (ADHD) or learning disabilities: Note-takers in classes, arrangement of examination conditions.

For students with psychiatric or psychological problems: Psychiatric support by the Health Center, psychological assistance from BUPAM and/or BUREM.

COMMITTEES/
COMMISSIONS
TO BE
CONTACTED
IN CASE OF
PROBLEMS

***Committee for the Prevention of
Sexual Harassment (CITOK)***

www.facebook.com/BUCiTOK citok@boun.edu.tr

The Committee has been established to work with students, academics and administrative personnel with the aim to:

- raise awareness about sexual harassment,
- create university-wide training, make relevant policies, and prepare an action plan,
- evaluate the demands of persons who have been sexually harassed (on basis of confidentiality of information) and to provide the necessary security, medical, psychological, psychosocial and legal support.

One member of CITOK serves in the Disciplinary Commission in disciplinary investigations of sexual harassment. To receive counseling or to file a complaint about the issue, CITOK can be reached by e-mail.

Student Ethics Committee

www.boun.edu.tr/tr_TR/Content/Genel/Yonetim/Kurul_ve_Komisyonlar/Ogrenci_Etik_Kurulu

Student Ethics Committee comprises faculty members, administrative personnel and student representatives. The Committee aims to evaluate students' appeals on the subject of ethics, determine their rights and responsibilities, identify violations and take the necessary measures to prevent their recurrence.

Students can submit to the Dean's Offices of Faculties, Directors of Schools and the Rector's Office their suggestions and complaints regarding any unethical

behavior they might witness on campus and development of an ethical concept on the subjects listed below. The relevant unit examines student appeals and refers them to the Student Ethics Committee or the Disciplinary Actions Committee. Each of these committees may decide to refer the issue to the other, or decide to deal with it itself, and each presents a detailed explanation of the decision. Student Ethics Committee completes the procedures necessary to examine the appeals, makes recommendations to the relevant parties or authorities regarding their conclusions, or may refer the issue to other relevant committees.

The objective of the Student Ethics Committee is to help students develop and internalize ethical values in line with the following:

- fair, peaceful and respectful use of shared space and equipment,
- respect for nature and all living beings,
- respect, understanding and dialogue in relations with fellow students,
- preventive solutions to problems experienced or may be experienced between students and academics or employees; prevention of any kind of harassment,
- refraining from cheating and plagiarizing,
- prevention of extreme competition among students, which can potentially harm relationships among them,
- prevention of the use of the name of Boğaziçi University outside the university, in a manner that may tarnish its reputation.

Committee on Ethical Conduct in University Life

www.boun.edu.tr/tr_TR/Content/Genel/Yonetim/Kurul_ye_KOmisyonlar/Universite_Yasami_Etik_Kurulu

Other than problems among students, the Committee on Ethical Conduct in University Life deals with problems that students may have with any member of the university. Below are the ethical areas with which the committee is concerned:

- Professional ethics
- Ethics in governance
- Research ethics
- Ethics of teaching
- Ethical principles related to discrimination and harassment
- Ethics of social life

The objective of the Committee is to support an environment where the ethical values mentioned above are internalized by all stakeholders, and to provide constructive solutions to developing problems.

Disciplinary Investigations

Disciplinary investigation starts in case of behavior by a student that violates discipline as defined by the Regulations Concerning Student Discipline in Higher Education Institutions.

GUIDEBOOK FOR PSYCHIATRIC EMERGENCIES

*The following are
the symptoms of a
psychiatric
emergency:*

- Signs of attempted suicide, or suicidal thoughts (talking of death, saying farewell, depression, etc.);
- The risk of committing acts of violence (physical, sexual) towards others;
- Exposure to violence or threat of violence (physical, sexual);
- Strange / unusual behavior (talking to visions or disembodied voices, cutting off all communication and interaction with others, etc.).

Steps to take in case of a psychiatric emergency:

- The symptoms listed above may require immediate emergency action. Evaluation of the situation, initial intervention, and referral to a hospital if necessary are the responsibility of the Health Center Psychiatrist.
- In psychiatric emergencies, ensuring the safety of the patient and those in the vicinity is of utmost importance.
- Any emergency action must be taken with respect to the person and his/her personal rights.
- Confidentiality of private life must be observed. Information about the emergency can be shared only with people who have the authority and responsibility to intervene.
- A psychiatric emergency can occur anywhere on campus, at any time. Every person who has witnessed the situation is responsible for providing support (calming the person, convincing him/her to get help, staying with the person during the intervention and the person's transfer to authorized persons or units).
- The person who has witnessed the situation must transfer this responsibility to authorized persons as soon as possible.

- If the person is cooperating, he/she can be directed to the Health Center, and escorted if necessary.
- If the person resists or totally refuses help, escort by security unit personnel is required. The responsibility to help the person cannot be transferred to anyone other than the person's family members and the hospital the patient is taken to.
- If the person is a student, the responsibility to accompany him/her cannot be transferred to his/her roommates or class mates, even if they volunteer to do so.

Health Center

When informed of a psychiatric emergency, the head nurse or the nurse on duty takes the following steps, representing the center:

1. Contacts the psychiatrist (or the responsible physician in his absence), explains the situation, conducts the initial emergency action in line with their directives,
2. In line with the psychiatrist's (or the responsible physician's) directives, informs the patient's family or an adult named by the patient and asks them to escort the patient for support,
3. If the person involved in psychiatric emergency is a student staying in one of the dorms, and if the nurse in charge believes it will help the patient or those with him, he/she may inform the manager of the relevant dorm and the student's academic advisor, without violating the privacy of information,

4.If the situation requiring emergency action is beyond the capabilities of the Health Center, the person on duty calls the nearest hospital that has a psychiatric department and makes the initial arrangements for the patient's commitment.

If, for any reason, the Health Center cannot be accessed, or if help from the Health Center is refused, the emergency line of the University 1100 is called and the directives of the responding personnel are followed. Other help lines that can be called are Emergency Help Line 112 and Medline 444 1212 – a private health service company with which the university has signed an agreement.

Security

Other than the Health Center, the security personnel on night shift are responsible for intervening in a psychiatric emergency situation. The security officer escorts the patient to the Health Center, or to the hospital when necessary. If the person resists help and being escorted by the security officer but does not constitute a risk, the security officer may contact the relevant unit and call the patient's family (or the adult the patient names), asks them to come; he/she stays with the person until they arrive. If the case involves both resistance and risk, the security officer transfers the person to authorized persons, by convincing him/her or using the least possible physical intervention. The security officer reports the developments to his supervisor and to the Health Center. Escort duty may last up to an hour, depending on the traffic and conditions at the hospital. The accompanying officer is then taken back to the campus by University means.

BUREM/BUSOD

Students Service Units are not responsible for emergency action or polyclinic services; however, if the patient has voiced a preference as to receiving help from those units or accepts only their help and refuses others, these units can provide support to the patient and the persons in the vicinity who have been affected by the situation, help the process, and convince the patient accept psychiatric help. The Units ensure that the psychiatrist is informed about the situation and that he provides the necessary supervision.

When you are with a person suffering from a psychiatric emergency,

- ✓ Make sure that you and the other person/persons are safe, or call security for help.
- ✗ Do not assume all responsibility and try to be the hero.

- ✓ Remain calm or request help from someone who can stay calm.
- ✗ Do not panic

- ✓ Take the situation and the person seriously.
- ✗ Do not brush aside or judge the situation or the person.

- ✓ Listen to the person if he/she is talking.
- ✗ Do not get into an argument with the person, do not go further into the issue, refrain from analyzing or diagnosing the situation.

- ✓ Tell the person briefly what you will do to help.
- ✗ Do not make promises you cannot keep.

- An acute psychological emergency bears the risk of the individual harming himself/herself or those in the vicinity.
- The person indicating signs of psychiatric disturbance must be referred to the Health Center (ext. 1100), the unit which has the responsibility of interfering in an emergency.
- Escort by an officer from the Security Office (ext. 1100) must be ensured.
- The responsibility to support and escort the person belongs to the family or personnel, and cannot be transferred to students.
- If the person suffering from a psychiatric disturbance is a student, The Office of the Dean of Student Affairs is informed; if the person is a university staff member, the Office of the Secretary General must be informed.
- The responsibility to inform family or dorm manager belongs to the specialist working with the student.
- Any emergency action or interference is conducted in line with principles of safety, benefit, and respect regarding the patient and those around him, and confidentiality of private life.

Important contact information

EMERGENCY 1100

Security **0 212 359 44 80 | 67 49 | 45 49 | 44 49**

Alumni Office: **0 212 359 46 42 | 46 43**

BUREM (Student Guidance and Psychological Counseling Center)
0 212 359 71 39

BUSOD (BU Santepe Student Services Unit) **0 212 359 79 69**

Career Center: **0 212 359 46 42 | 46 43**

Dormitory Management: **0 212 359 45 44 | 45 18**

Financial Aid Coordination Office: **0 212 359 71 43**

Health Center: **0 212 359 44 40**

Office of the Dean of Student Affairs: **0 212 359 71 25**

Office of International Relations:
0 212 359 74 21 | 72 59 | 74 94

Registrar's Office: **0 212 359 44 08**

Students with Disabilities Unit:
0 212 359 75 38 | 76 59

Student Activities Coordination Office: **0 212 359 45 54**

Student Affairs Office: **0 212 359 45 43**

Summer School: **0 212 359 71 42 | 67 10**

YADYOK English Preparatory Division:
0 212 359 45 00 | 45 01

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