



# OE e-bulletin

Open Education

■ NUMBER: 16

■ DATE: MAY 2016

## Owner

Anadolu University Rector

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Vice Rector for Open Education Dean of Open Education Faculty

Prof. Dr. Yücel GÜNEY

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## OPEN EDUCATION SYSTEM CALL CENTER OFFERS 24/7 SUPPORT

■ Res.Asst. Ece DOĞANTAN



Open education students now have access to 24/7 support by phone from the Interaction Center, i.e. call center services of the Open Education System. 24/7 support is offered in the center as of May 2016 in order to ensure that open education system is more easily accessible and to respond to increasing demand for support by phone.

Prof. Dr. Naci GÜNDOĞAN, Anadolu University Rector, explained the need for 24/7 support as follows: “There is a heavy demand for support in the Interaction Center, particularly in enrollment, semester registration and examination periods. We worked on how to provide continuous support to our students to meet their demands more effectively, and decided to restructure the Interaction Center, which now offers 24/7 service. No matter whether it is a weekday or weekend... We can reach greater number of students.”

Open Education System Interaction Center, with its experienced personnel, provides information and support to students in a wide range of issues, including enrollment, semester registration, second university (i.e. admission without examination), student transfer, degree awarding, ID cards, examination procedures, password generation for online services, and changing examination centers. The Interaction Center not only replies students’ questions but also receives their complaints and suggestions. The Interaction Center is open to everyone that demands information about the system, in addition to open education students. Open Education Interaction System provides information and support 24/7 at 0 850 200 46 10-19 (10 lines) or 444 10 26.

Prof. Dr. Naci GÜNDOĞAN mentioned that call center specialists were employed in the Open Education Interaction Center, and that each specialist received an in-service training and started working in the Interaction Center after completing the training successfully. “The Call Center assumes a significant responsibility, being in

direct contact with our students. In addition to replying students’ questions, the Center collects their feedback, suggestions and complaints. The Interaction Center is open to everyone demanding information about the system, in addition to open education students. The Interaction Center was established to respond quickly to questions, suggestions, complaints, demands and applications with regard to the Open Education System,” he added.

Prof. Dr. Naci GÜNDOĞAN continued with providing information on how to contact the Interaction Center: “Students demanding information on open education can call 24/7 the Open Education System Interaction Center at 0 850 200 46 10-19 (10 lines) or 444 10 26. It is possible to get information from the Interaction Center about a broad array of issues, including enrollment, semester registration, second university, student transfer, degree awarding, ID cards, examination procedures, password generation for online services, and changing examination centers.”

### MEETINGS WITH E-XCELLENCE REVIEW TEAM

■ Asst.Prof.Dr. Didem PAŞAOĞLU

■ After 28 associate degree programs in the Faculty of Open Education achieved the “Pearson Assured” status in January 2015, there have been further efforts for the accreditation of undergraduate programs in Philosophy, Sociology, Turkish Language and Literature, and History, and associate degree programs in Theology, and Laboratory and Veterinary Assistance Services in the Faculty of Open Education; undergraduate programs in Business Administration and Hospitality Management in the Faculty of Business Administration; and undergraduate programs in Economics, Public Finance, International Relations, Labor Economics and Industrial Relations, and Public Administration in the Faculty of Economics.

Open Education System Quality Assurance Unit completed the preliminary procedures for E-xcellence self-assessment process conducted under the guidance of European Association of Distance Teaching Universities (EADTU). In dialogue with Dean’s Offices and related units, Quality Assurance Unit filled out and submitted the Quick Scan and Roadmap tables. An E-xcellence reviewers team from the EADTU examined self-assessment documents and visited Anadolu University on April 25-26, 2016 for an on-site review. The members of review team were Keith Williams, Jon Rosewell and Karen Kear from the Open University of UK, and Angeles Sánchez-Elvira Paniagua from National Distance Education University (UNED) of Spain. The team had their first meeting with Prof. Dr. Yücel Güney, Vice Rector of Anadolu University and Dean of Faculty of Open Education. The team was then provided with information on the Open Education System, and had meeting sessions with open education staff during the two-day visit. On the first day, the meeting participants were Prof. Dr. Hasan Durucasu (Dean of Faculty of Business Administration and Deputy Dean of Faculty of Economics), Asst. Prof. Dr. Didem Paşaoğlu (Vice Dean of Faculty of Business Administration), Asst. Prof. Dr. Nurhan Şakar (Group Coordinator), Assoc. Prof. Dr. Elif Toprak (Coordinator of

Quality Assurance Unit), Assoc. Prof. Dr. Nuray Tokgöz (Faculty of Business Administration, member of Quality Assurance Unit), Kazım Demirer (reporter), and Dr. Volga Yılmaz Gümüş (translator). The team had further meetings with Prof. Dr. Müjgan Yazıcı about textbook design and printing processes, Assoc. Prof. Dr. Alper Kumtepe, Abdülkadir Karadeniz and Mesut Aydemir from R&D Department for Learning Technologies, and Asst. Prof. Dr. Nejdet Karadağ about evaluation and assessment. On the second day, meetings were held with Assoc. Prof. Dr. Alper Kumtepe about staff support, Prof. Dr. Gülsün Eby (R&D and International Relations Group Coordinator), Asst. Prof. Dr. Esra Pınar Uça Güneş (Head of the Central Bureau), Asst. Prof. Dr. Nejdet Karadağ (Head of Test Research Unit), Asst. Prof. Dr. Çetin Polat (Academic Counseling Coordinator), and other members of the Quality Assurance Unit.

All meetings were held in question-and-answer sessions. EADTU will send us the reviewers’ reports. The review process will enable us to focus on the issues for which there is room for improvement, in consideration of reviewers’ feedback and a timescale determined jointly, and hence to use the E-xcellence label in programs for which an application was made. E-xcellence is a guided self-assessment process carried out with the support of external reviewers, and an important step of accreditation process.



*E-xcellence Review Team Meetings*

■ Res.Asst. Gözde YILMAZDOĞAN

## ACHIEVEMENTS OF OPEN EDUCATION SYSTEM IN SPORTS

■ The 33<sup>rd</sup> of Spring Fest Sports Tournaments was held in 2015-2016 academic year. Men's volleyball and men's basketball teams, made up of students from various departments/programs of the Faculties of Open Education, Economics, and Business Administration, finished in first place in the tournament.

Beating Faculty of Aeronautics and Astronautics 3-1 in the semifinal, Faculty of Open Education volleyball team played the final game with Faculty of Education at Porsuk Vocational School Sports Hall on April 22, 2016. The team became champion of the tournament with 3-0 win, getting set scores of 25-10, 25-17, and 25-19. Serkan Demir, captain of volleyball team, won the most valuable player award.

In the basketball tournament, Faculty of Open Education and Faculty of Engineering competed



*Faculty of Open Education Men's Basketball Team Receives the Cup from Prof. Dr. Yücel Güney, Vice Rector and Faculty of Open Education's Dean*

in final on May 5, 2016. Being the tournament champion with the score of 93-83, Faculty of Open Education men's basketball team received the cup from Prof. Dr. Yücel Güney,

Vice Rector and Faculty of Open Education's Dean. Mustafa Özgür Savumlu, a team player, was selected the most valuable player of the tournament.



*Celal Avni Öztürk, Head of Directorate of Health, Culture and Sports, gives the cup to Serkan Demir, Captain of Faculty of Open Education Men's Volleyball Team*



*Faculty of Open Education Men's Volleyball Team received the cup*