

**TOROS UNIVERSITY**  
DEPARTMENT OF FOREIGN LANGUAGES  
2025-2026



# QUALITY MANUAL

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"Beyond Education Into Life"





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DEPARTMENT OF FOREIGN LANGUAGES  
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"This booklet has been prepared by Toros University  
Corporate Communication and Promotion Department."

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#### **ABBREVIATIONS:**

**TUPEX:** Toros University Foreign Languages Proficiency Exam

**CEFR:** Common European Framework

# **TOROS UNIVERSITY**

## **DEPARTMENT OF FOREIGN LANGUAGES FOREWORD**

Welcome to Toros University Department of Foreign Languages  
Toros University Department of Foreign Languages Quality Manual  
contains information about the department, general policies, and  
all procedures in detail.

## **ABOUT TOROS UNIVERSITY DEPARTMENT OF FOREIGN LANGUAGES**

### **1.1 Mission**

Toros University has adopted the philosophy of being the leader in higher education, contemporary in all sciences, innovative in education and conductive in research. Our motto is “Beyond Education, Into Life.” The mission of Department of Foreign Languages is to provide our students with English language education at lofty standards. To achieve our mission, we teach English at a level in four skills (reading-comprehension/writing/ listening/speaking) to enable our students to conduct their academic studies effectively in their majors, faculties, and in their careers.

### **1.2 Vision**

As global communication expands throughout the world, so does the need for a global language. English is undoubtedly a global language. Being aware of this universally accepted fact, English is our educational medium. The vision of our department is based on contributing to educational life of students by offering the highest possible quality in education, using the latest educational equipment and materials, and training students to use the four skills successfully. What is more, going beyond the borders and carrying students to international level are one of our crucial visions.

### 1.3 Goals

- To help students improve their level of English to be able to study effectively and to equip them with the study skills relevant to academic work: This goal is achieved through intensive class work within the Modular System, Learning Center hours, and extracurricular activities such as the Speaking Club, Movie Club, and the Writing Center.
- To create awareness about diverse cultures and to expand our students' vision.
- To help students develop their language skills and strategies and to prepare them for their faculty studies.
- To create an effective learning-teaching environment with contemporary technological developments.
- To contribute to the success of Toros University at national and international level and to become a prestigious institution.

### 1.4 Program

Toros University gives the utmost importance to English and most of the instruction is in English. Therefore, each student who passes the Student Selection and Placement System and registers at our university must pass either the English Proficiency Exam (TUPEX) or any national or international tests approved by OSYM.

Those who pass the tests, which are selected as proficiency level according to the policy of Toros University standards and the Turkish Council of High Education (YÖK), are eligible to register for their undergraduate studies. Students who fail to score a passing grade in the Proficiency Exam (TUPEX) are placed into classes according to their level of English.

Department of Foreign Languages started English language education when Toros University was founded in 2009, and since then our programs have constantly improved in parallel with the developments in language teaching



and educational technology.

### **1.4.1 The Skills**

#### **Reading**

At the end of the academic year, students will be able to read and comprehend authentic, semi-authentic, and academic texts of several types by using the reading skills taught and practiced during the year.

#### **Writing**

At the end of the academic year, students will be able to produce essays of several types such as cause-effect, advantages and disadvantages, compare-contrast, and argumentative essays of about 300-400 words, showing the ability to express their ideas in written forms with an acceptable fluency, accuracy, and technique. Advanced level students submit a Research Paper at the end of the spring term.

#### **Listening and Speaking**

At the end of the academic year, students will be able to understand the gist of a spoken text, learn notetaking techniques, summarize, and understand the lecture's overall function and points and transfer it into several types of layouts. In Speaking, they are expected to interact in conversational English in a variety of contexts and genres: present this through appropriate control of fluency, accuracy, and use of vocabulary. They will also be able to do academic presentations.

#### **Use of English**

With the help of the main course books and materials, our goal is to build confidence in speaking, listening, reading, and writing by

building a bridge between the classroom and the real world. Target grammar is presented through texts, which are authentic reading and listening texts, adapted to level as necessary, which use the target language in natural and appropriate linguistic contexts. The primary focus is on the topic content before the student's attention is drawn to the target grammar structures. At the end of the academic year, students will be able to reach B2-Upper Intermediate according to CEFR. For the Advanced groups, the expected level is C1-Advanced according to CEFR.

### **1.4.2 Support Units Online Laboratory**

The online laboratory is complementary to the curriculum. Students are encouraged to develop their skills in researching and critical thinking through the internet, while at the same time developing language skills using a wide range of activities with the help of these online laboratories. The laboratory is an online learning tool with video podcasts with interactive activities, automated schedules, and personalized appraisals.

Online laboratories are integrated into the research paper instruction at the end of Module 4 for C1 level students. These sessions are conducted interactively, allowing students to engage in academic writing and research in a practical, technology-supported environment.

### **Learning Center**

The Learning Center is another tool of the program. The aim of the learning centers is to revise the units, topics, or structures for students to understand better and improve their skills.

Mission, Vision, and Aim of Learning Centers

With Department of Foreign Languages Learning Centers, our goal is to ensure that all students can keep up with the curriculum we

use in our academic year. To achieve this goal, students are provided with additional study hours that help them to complete their lack of information and improve their skills (Reading, Listening and Use of English). Prior to these Learning Center hours, students are provided with additional material related to the skills, which are prepared by the Testing Office. Throughout the Learning Center hours, which consist of the Lecturers' office hours (15.10 - 16.00), the students receive 50 minutes of teaching and focus on any topic, individually or in groups with the Lecturers. With the help of these additional hours, students become more confident on topics which they could miss or have difficulty with, and they can score better results in the upcoming progress or end of module tests.

Our vision is based on the compensation of the general and specific deficiencies in knowledge through contemporary English teaching skills and techniques that will result in successful and better outcomes.

Our goal can be explained in two ways on cause-effect basis. The first goal is to ensure that our students can detect information deficiencies throughout the learning process and be aware of the difficulties they may encounter; and the second is to help them focus on these gaps, to encourage their development with these extra hours, and to help them to be more successful.

## **Writing Center**

### **Mission and Goal of Writing Center**

Writing Center Lecturers work on writing techniques with students by doing individual or group work at every stage of the writing process. Individual sessions last for twenty-five minutes,

and the target of the session is determined by the student. By taking an active role in choosing the direction of the session, students can determine their own specific questions and concerns, as well as the

writing skills they want to practice or learn. Through interaction and student-centered dialogue, students broaden their critical thinking and problem-solving skills, develop their knowledge base, and enhance personal awareness. As a result, students do not only improve specific texts they work on, but they also become stronger and more independent authors.

In the Fall and Spring terms, the Writing Center is open on Tuesdays from 15:00 to 16:00. Students can make an appointment with the Writing Coordinator.

## **Speaking Club**

### **Mission and Goal of Speaking Club**

The Speaking club offers English practice and speaking sessions for all the students from both the Department of Foreign Languages and faculties who want to improve their speaking skills. Speaking sessions are held weekly in the afternoon or after lesson hours. Every session consists of 50 minutes. They are conducted by Native English speakers, and they are mostly on such subjects as music, cinema, travel, shopping, or technology, which are within the area of interest of the students or students' recommendations. Students who want to improve their daily social conversation skills can benefit from attending club activities.

Aim:

- Developing and equipping students with the necessary skills to help them express themselves fluently in English.
- To help students appreciate diverse cultural perspectives and to participate in the national and international community by accessing all kinds of information.
- To present a platform for English speaking and public speaking methods, techniques, strategies, and presentations to students.
- To provide authentic and up-to-date discussion materials to help students prepare for their academic and professional life.

The Speaking Club activities include speaking and speaking methods, communicative approach, student talks, individual and group presentations, movies, podcasts and music, and vocabulary exercises. The students have group discussions, individual presentations, and film critics. They play word games and role-play games, join outdoor events, and write personal and topic-specific blogs / Vlogs. Students at all levels are encouraged to attend classes.

## **Distant Education**

**Synchronous Teaching:** In this mode, teaching happens in real-time. Students and Lecturers meet in the link [lms.toros.edu.tr](https://lms.toros.edu.tr) (Perculus) at a set time. In these courses, Lecturers takes attendance, the same as they would in a real classroom. Common methods of synchronous online learning include video conferencing, teleconferencing, live chatting, and live-streamed lectures are included in this mode of delivery. The contingency plan for this mode is to use Google Meet or Zoom in case of any technical problems.

**Asynchronous Teaching:** Synchronous teaching is preferred; however, it is supplemented with Asynchronous Teaching. Lecturers provide materials for reading, lectures for viewing (videos or PowerPoint), assignments for completing, and exams for evaluation. This mode is preferred to be used by students' own schedules. Common methods of asynchronous online teaching we use in our department include self-guided lesson modules, pre-recorded video content, lecture notes, e-book activities, online discussion boards or social media platforms.

## **Movie Club**

The purpose of the Movie Club is to create a social environment in which students come together to find a common interest. The club takes place in an available classroom at the scheduled time. Students are expected to be present at the Movie Club session every

week, though the schedule of the club can be altered according to the students' participation. The lecturer from the Department of Foreign Languages selects a movie each week, and students watch it before the session. Students are welcomed at the club hour only if they have watched the movie. Students from all departments are welcome to enrich this social facility. The lecturer is not going to show the full movie during the session, but the plot, beginning and important parts can be illustrated to focus on scenes again. The language of the session is English. Any kind of criticism, discussion, character analysis, cast alternatives, and the story of a movie are some of the topics that can emerge during the Movie Club. Students are responsible for following the date and the setting of this activity.

## **Translation Club**

Translation Club is a community established for students of the Department of Translation and Interpreting. Students who study in the Cambridge Class of the Department of Foreign Languages and will transfer to the Department of Translation and Interpreting can join this club. The purpose of this club is to contribute to the development of department students while socializing. Some of the activities held in this club are speaking/discussion meetings, TFC (Translation Football Club) and cinema meetings.

### **1.4.3 The Modular System**

The modular system is composed of modules that have successive programs of their own and the students are expected to take the end-of-module exams and be successful to be able to continue. In the case of failure, the student drops to a lower level.

In our program, we have four modules, and the summer school is open for students who fail in the modules throughout the academic year. Each module is for eight weeks. The first two modules include general English. The third and fourth modules include academic

English, and the fourth module includes consolidation. The fifth module (summer term) is for the students who failed all four modules, helps develop their level of English, and it prepares them for the proficiency exam.

#### **1.4.4 The Levels**

There are five groups (ABBAY, AVON, BELFAST, CAMBRIDGE and for the repeat group RICHMOND).

Students are placed into groups according to their English language proficiency. At the end of each module, their levels progress in line with the Common European Framework of Reference for Languages (CEFR). The levels are defined as follows:

##### **Abbey Group (A1):**

Abbey groups usually begin before the official start of the preparatory program. The beginner stage (A1) is completed within ten days. In some cases, Abbey students follow a one-week A1 program consisting of 26 hours of instruction. The name “Abbey” reflects the “A” of A1 in CEFR, symbolizing the starting point for beginner students.

##### **Avon Group (A2):**

Avon students are placed at the A2 level, scoring higher than Abbey students in placement tests. The name “Avon” corresponds to the A2 level starting point.

##### **Belfast Group (B1):**

Belfast students are classified at the B1 level, corresponding to the Independent User category of CEFR. Class hours and content vary according to their module requirements.

##### **Cambridge Group (C1):**

Cambridge students are proficient users of English (C1 level).

They take the TUPEX exam, designed specifically for them. If they fail, they continue in the Department of Foreign Languages for one year, following a program tailored to their advanced level. Their curriculum differs from other groups, focusing on higher-level academic skills such as research paper writing and academic presentations.

The objectives for each level are set in accordance with CEFR standards, ensuring a clear and structured progression in students' language development.

### **Abbey: A1 Basic User**

The Abbey group begins at a false beginner and/or beginner level of proficiency. Through an intensive program, students are expected to reach pre-intermediate level by the end of the second module.

By the end of this stage, students will be able to:

Understand the main points of familiar topics related to immediate personal relevance (e.g., personal and family information, shopping, employment).

Communicate in simple and routine tasks requiring a basic exchange of information.

Produce simple written texts on familiar and everyday subjects.

### **Avon: A2 Basic User**

The Avon group begins at the elementary level of proficiency. By the end of the second module, students are expected to progress to the pre-intermediate level and achieve B1 (Independent User)



competence.

By the end of this stage, students will be able to:

Understand the main points of familiar topics related to immediate personal relevance (e.g., personal and family life, shopping, work, leisure).

Communicate in simple and routine tasks that require direct exchange of information.

Produce short, simple written texts on familiar topics.

Manage most situations likely to arise while traveling in an English-speaking environment.

Produce simple connected text on topics of personal interest and relevance.

Describe experiences, events, dreams, hopes, and ambitions, and briefly justify opinions and plans.

Identify the gist and understand specific information in listening and reading texts appropriate to their level.

Belfast: B1 Independent User

The Belfast group begins at the pre-intermediate level (B1) and progresses to an intermediate level (B1+) by the end of the second module.

By the end of this stage, students will be able to:

Produce simple, connected texts on familiar topics or subjects of

personal interest.

Write different types of paragraphs (e.g., descriptive, process, narrative).

Recognize and compose the main components of a paragraph, including topic sentences, supporting sentences, and conclusions.

Describe experiences, events, dreams, and ambitions using cause-effect structures.

Express ideas and opinions with increasing clarity and coherence in both written and spoken communication.

### **Cambridge: C1 Proficient User**

C1 represents the highest level in the Department of Foreign Languages Preparatory Program. This level is designed for students who will continue their studies in departments that require an advanced command of English.

Students placed in this level are those who score below 60 on the TUPEX Advanced Exam, which is specifically designed for C1 candidates.

By the end of this stage, students will be able to:

Understand a wide range of demanding, longer texts and recognize implicit meanings.

Express ideas fluently and spontaneously without frequent hesitation or reliance on compensatory strategies.

Use English flexibly and effectively for social, academic, and professional purposes.

Produce clear, well-structured, and detailed written texts on complex subjects.

Employ advanced organizational patterns, cohesive devices, and precise vocabulary to achieve stylistic control.

## **Academic English**

All groups do academic English in the third and fourth modules. Students are prepared for the academic world by enhancing their study skills. The objectives for each skill are given in line with the CEFR as follows:

### **Reading**

By the end of the fourth module, students will be able to read and understand articles and reports in a variety of subject areas. They will be equipped with reading skills such as skimming, scanning, understanding vocabulary from context, recognizing referents, making inferences from stated facts, and summarizing which will assist them in their future academic studies.

### **Writing**

By the end of the fourth module, students will be able to write clear, detailed text on a wide range of subjects. They will be able to write letters, essays, and reports. They will be equipped with academic writing skills (notetaking and summarizing, making mind maps and outlines, any academic writing type such as cause- effect, compare-contrast, and argumentative essays) essential for their future studies. Advanced groups finish the academic year by submitting a research

paper.

## **Listening**

By the end of the fourth module, students will be able to understand extended speech and lectures. They will also understand television programs and films. They will know how to take notes while listening to lectures and how to summarize what they hear.

## **Speaking**

By the end of the fourth module, students will make a presentation using the target language. They will be able to talk about topic-based ideas. Third and Fourth Modules will proceed with the development of the Oral Presentations, Reading Longer Texts, and Essay Writing. The ground rules for Oral Presentations will be introduced along with the writing and reading skills to elaborate this communication tool to all intents and purposes.

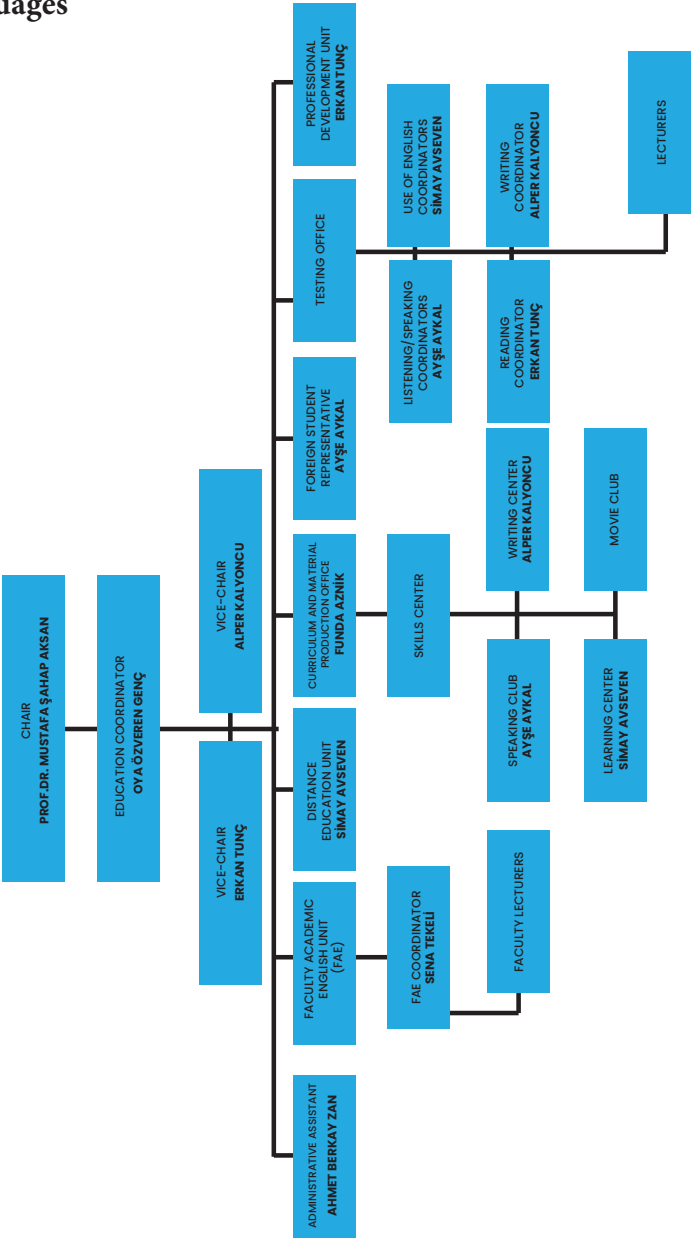
## **Summer School**

Summer School, as stated above, will be a catch-up program for the students who failed all modules. It is also a consolidation program which lasts 7 weeks for these students. The students are expected to be at the CEFR B2 Level when completing the Department of Foreign Languages. Advanced level students are expected to reach the CEFR C1 Level at the end of the Summer School. Summer

School opens when there are sufficient registrations. If the Summer School does not open, Summer School TUPEX is not organized. Only the registered students can take the Summer School TUPEX. The unsuccessful students have the right to take the TUPEX exam held for the new academic year students. Summer School is not free, and it is not compulsory.

	ABBEY	AVON	BELFAST	CAMBRIDGE	RICHMOND
<b>MOD1</b>	A1	A2	A2+	B1	
<b>MOD2</b>	A2	B1	B1	B1+	
<b>MOD3</b>	B1	B1+	B1+	B2	A1,A2
<b>MOD4</b>	B2	B2	B2	C1	B1, B1+
<b>SUMMER MODULE</b>	B2	B2	B2	C1	B2

# 1.5 ORGANIZATION CHART OF Department of Foreign Languages



## **1.6 Job Descriptions**

To become a member of Toros University Department of Foreign Languages (Department of Foreign Languages) Staff, each lecturer with Turkish citizenship should have at least 2 years of experience in the field of ELT, should score 90 points, and above from Turkish Council of Higher Education (YÖK)'s exam YDS which is equal to 108 TOEFL IBT and 84 PTE. All members should score at least 70 points from ALES, which is YÖK's Academic Personnel and Postgraduate Education Entrance Exam. All lecturers should be graduated from one of the departments below: English/American Language and Literature, American Language and Culture, Linguistics, and English Language Teaching Departments. Each lecturer should score 60 and above from the interview, which observes the methodology and style of the candidate lecturers. Lecturers are appointed as lecturers of Toros University by YÖK. As a foreign citizen, each lecturer should have one of the above-mentioned university diplomas or a university degree and a TEFL Certificate and should score 60 points or more from the interview, which includes the methodology and style of the candidate lecturers and is held by a committee.

### **1.6.1 The Head of the Department / The Director**

The Head / The Director of the Department of Foreign Languages reports to the Rector for development. He/she is responsible for the overall management and administration of the Department of Foreign Languages. This position encompasses the supervision of the teaching staff, issues related to professional development, testing, and curriculum to ensure the smooth functioning of the entire system. The Director is responsible for planning, coordinating, and implementing all the projects concerning the Department of Foreign Languages of English as a Foreign Language. He/she is responsible for the supervision of workshops and other related projects,

recommending and implementing new strategies or modifications for program improvement and responding to the expressed needs of the Lecturers and students. The Director is also responsible for communication between the Rector, the Secretary General, and the University's internal and external organizations in response to implementing the direction of the programs and projects critical to the general management of the Department of Foreign Languages and the University.

### **1.6.2 Education Coordinator**

The Education Coordinator reports to the Director of the Department of Foreign Languages. The role of the Education Coordinator is to support the Department of Foreign Languages. He/she is responsible for the overall supervision of the Curriculum and level/skill coordinators to include daily tasks associated with the design of the syllabus and materials in line with the Common European Framework and Language Portfolio. This position requires communication between the teams to solve curriculum-related issues. He/she is responsible for the program movement, observing classes and conducting needs analysis, and responding to the expressed needs of the Lecturers and students. The Education Coordinator is also responsible for the overall supervision of the Testing Office to include daily tasks associated with the design of the tests for various levels. He/she plans a standardized marking scheme for assessments and executes invigilation schedules promptly. He/she prepares and updates a general assessment booklet for the teaching staff and the University. He/she is to be informed of the exams and get feedback on techniques. He/she attends and promotes feedback sessions with the Lecturers on the content to ensure the assessments are modified as necessary according to the feedback. He/she maintains strict security on all exams, and other documents, and spot checks marked papers to assess if the exams are marked to standards. The Educational Coordinator is also responsible for the



development of the Lecturers. He/she observes the classes, writes reports about the lecturers, and holds

weekly meetings (every Wednesday with the Department of Foreign Languages Staff and every Tuesday with the Faculty Academic English Staff). He/she evaluates Lecturers dealing with the reports of students and observation reports, makes orientation programs for the students and the new Lecturers, and holds workshops and seminars about professional development. He/she prepares a booklet for the new academic year to inform the new students. He/she is responsible for the management and coordination of the following units: The Testing Office, the Curriculum and the Materials Development Unit, the Technology Unit, the Professional Development, the Skills Center, and the English Club.

### **1.6.3 Vice-Principal**

The Vice-Principal of the Department of Foreign Languages reports to the Head of the Foreign Languages Department and the Education Coordinator. The role of the Vice-Principal of the Foreign Languages Department is to support the Director and Education Coordinator in the Department of Foreign Languages. He/she is responsible for the overall supervision of the Curriculum and level and skill coordinators to include daily tasks associated with the design of the syllabus and materials in line with the Common European Framework of Reference and Language Portfolio. This position requires communication to solve curriculum related issues. He/she is responsible for the program movement, observing classes and conducting needs analysis, and responding to the expressed needs of the lecturers and students.

It is his/her duty to represent the institution in meetings or seminars. He /She is also responsible for the overall supervision of the Testing Office to include daily tasks associated with the design of the tests for various levels.

He/she plans a standardized marking system for assessments and executes invigilation schedules in a timely manner.

He/she prepares and updates a general assessment booklet for the teaching staff and for the University to be informed and gets feedback on techniques that are used. He/she attends and promotes feedback sessions with the lecturers on the content and level of the tests, ensures the assessments are modified as necessary according to the feedback and maintains strict security on all exams, results, and other documentation. He/she spot checks marked papers to assess whether the exams are marked according to standards. The Vice-Principal is also responsible for the development of the lecturers. He/she observes the classes, writes reports about the lecturers, and holds weekly meetings (every Wednesday with the Foreign Languages Department Staff and every Tuesday with the Faculty Academic English Staff). He/she evaluates lecturers dealing with the surveys of students and observation reports, makes orientation programs for the students and the new lecturers, and holds workshops and seminars about professional development. He/she prepares a booklet for the new academic year to inform the new students and an adaptation program for newly recruited lecturers. He/she is responsible for the management and coordination of the following units: The Testing Office, the Curriculum and the Materials Development Unit, the Technology Unit, the Professional Development, the Skills Center, and the English Club.

#### **1.6.4 Administrative Assistant**

The Administrative Assistant supports the Head of Department, the Education Coordinator, and the Vice-Principal in carrying out the daily operations of the Department of Foreign Languages.

Key Responsibilities:

- Organize internal and external departmental meetings (individual or group) as required.
- Convey written and verbal directives from management to the

relevant staff and units.

- Manage departmental communication, including forwarding faxes, emails, letters, and files to appropriate recipients, and making phone calls when necessary.
- Keep entry/exit records and archive documents as needed.
- Process incoming and outgoing correspondence, packages, and shipments.
- Oversee and manage departmental supplies (e.g., stationery, fixtures, cleaning supplies).
- Ensure the maintenance and proper functioning of office devices and equipment.
- Enter all student grades and other required information into the HBS system.
- Track student absences and inform the Education Coordinator and Vice-Principals of any attendance-related issues.
- Perform other duties as assigned by management.

### **1.6.5 Testing Office**

The Testing Office coordinators report to the Director, Education Coordinator, and the Vice-Principals of the Department of Foreign Languages.

He/she is responsible for the division of labor within the testing office members. Schedules time with the curriculum coordinator to review and revise the exam content and standardize accordingly. He/she provides feedback after each assessment to the curriculum coordinator, guarantees the accuracy and reliability of the marking of level tests, and represents the office at meetings or seminars when requested. He/she keeps the test item bank up to date, secures the test material in both the office and the computer, and prevents all materials from leaving the office. He/she conducts standardization sessions after the exams to ensure maintenance of high standards, write standard invigilation procedure manuals for use by the university during the exams, and prepares an assessment

guide handout for the administration and Lecturers. The Testing Coordinator prepares and edits quizzes, in-module assessments, end-of-module assessments, proficiency exams, placement tests, and Erasmus proficiency exams. He/she is responsible for taking, checking, and recording teacher assessment grades. He/she is also responsible for balancing the level and exit criteria of the Department of Foreign Languages. He/ She collaborates with the administrators during the exam periods. He/she is responsible for the security of exams, class, and grade lists of the students. He/she keeps data, makes statistics, and announces them to the students and lecturers after exams. He/she prepares keys for the exams and has key discussion meetings after exams. He/she asks lecturers to check the exam papers for grading and asks lecturers to recheck the exam papers in any discrepancy situation. He/she checks exam papers randomly after exams. If a discrepancy is found, the testing coordinator asks for a third or fourth check of the papers. He/she prepares feedback forms after exams and gives reports to the administration. He/she prepares exam files for the administrators and keeps all the exam papers safe. He/she has weekly meetings with the administrators. He/she is responsible for the validity and reliability of the exams.

He/she needs analysis for the students. He/she writes reports about each module and shows statistics on the reports He/she carries out all the other duties that are requested by the Director, Education Coordinator, and the Vice-Principals of the Department of Foreign Languages.

### **1.6.6 Curriculum and the Material Production Unit**

The duties, authorities, and responsibilities of the Curriculum and the Material Production Unit are mentioned below.

The Curriculum and the Material Production Unit are responsible for identifying the learning outcomes to be included in the

curriculum. The members of this unit evaluate and select outside learning materials before the beginning of the program. As beginners/false beginners begin earlier than the official opening of the Foreign Languages Department, the members prepare handouts, worksheets, and reading texts for this level. They are also responsible for determining the areas in which supplementary materials are necessary and preparing handouts, worksheets, and sometimes tasks, pictures, films, or games when necessary. This unit prepares the syllabus for each level following the learning outcomes and exit criteria. They get feedback from the learners and the lecturers considering the curriculum throughout the year. They update the syllabus when necessary. When a lecturer falls behind or he/she is not at pace, the unit asks for a lesson/s to solve the problem. The unit analyses and evaluates the new materials throughout the academic year. They are responsible for the interaction between the programs. They are also responsible for the Skill Center program. The Learning Center, which is one of the subbranches of the Skill Centers, is held every Tuesday and Thursday and is designed according to the students' weaknesses determined by the need analysis from the exams and materials. The Writing Center is also another subbranch of the Skill Center, which is held when students need a presentation of a type of paragraph/essay, a sample of a paragraph/essay, or a Lecturer-student interaction on a written paragraph/essay of their own. The Speaking Club, the third subbranch, is for the English-speaking practice, which is held on Mondays. The Curriculum and the Material Production Unit performs all the other duties that are requested by the Director, Education Coordinator, and the Vice-Principals of the Department of Foreign Languages.

### **1.6.7 Skill Coordinators**

The role of the Skill Coordinator is to assist Lecturers while preparing handouts, worksheets, and in-class quizzes. He/she is

responsible for following and covering the syllabus of the skills. He/she is responsible for ensuring that the Lecturers are informed about the curricula and the integration of skills. He/she prepares and or asks his/her level Lecturers to prepare texts according to the syllabus when needed. He/she prepares quizzes according to the program. He/she asks Lecturers to prepare materials when needed. He/she holds weekly meetings with his/her skill or level Lecturers. He/she informs Lecturers about the agenda and authors weekly reports after meetings. He/she attends weekly meetings with the Education Coordinator and Vice-Principals. He/she coordinates his/her skill Lecturers. The Skill Coordinator performs all the other duties that are requested by the Director, Education Coordinator, and the Vice-Principals of the Department of Foreign Languages.

### **1.6.8 Technology Unit**

The duties, authorities, and responsibilities of the Technology Unit are:

The Technology Unit member is responsible for the language laboratories and aims for self-access language learning. The exercises are selected in accordance with the books and materials used in class (the books used in class have e-materials) and the students are given grades in the lecturer assessment section of the students' grades.

The Technology Unit member performs all the other duties that are requested by the Director, Education Coordinator, and the Vice-Principals of the Department of Foreign Languages.

### **1.6.9 Lecturers**

The lecturer/s reports to the Director, Education Coordinator, and the Vice-Principals of the Department of Foreign Languages for the overall supervision and the daily tasks associated with the teaching of classes and additional duties. The Lecturer has the challenge of

teaching the syllabus and material provided to the students and ensuring accurate and timely communication with the Education Coordinator, Vice-Principals, and Testing Coordinators about the curriculum for the benefit of improving the course program. Follow the syllabus, prepare lessons, and use the target language while teaching. Keep accurate records of attendance, grades, and other class or student profile-related information, Prepare and present workshops, attend all departmental meetings, invigilate, and grade Placement Exams, Proficiency Exams, Quizzes, In Module Exams, End of Module Exams, Speaking Exams, Faculty English Exams, Erasmus Exams and other types of exams. The lecturer participates in designing special projects, including in-class activities and Student Clubs as required. He/she follows all guidelines, rules, and regulations set by the University, and accepts support and guidance from the units of Toros University Department of the Foreign Languages Administration for the teaching operation. The lecturer substitutes for absent colleagues as required and evaluates students' progress towards the achievement of learning objectives with student portfolios, journals, vocabulary notebooks, homework, in-class quizzes, and other tools. He/she gives Teacher Assessment grades by taking the students' projects (student portfolios, journals, projects) on time, systematically, and clearly, so the lecturer has the proof to grade. He/she participates in the Professional Development programs and other in-service training as required, completes all translations upon request by the Rectorship and performs all the other duties that are requested by the Director, Education Coordinator, and the Vice-Principals of the Department of Foreign Languages. When a lecturer falls behind or he/she is not at pace, the unit asks for a lesson/s to solve the problem. The unit analyses and evaluates the new materials throughout the academic year. They are responsible for the interaction between the programs. They are also responsible for the Skill Centers program. The Learning Center, which is one of the sub-branches of the skill centers, is on every Tuesday and Thursday. The learning center lessons are designed

according to the students' weaknesses determined by the need analysis forms from the exams and materials are given considering the students' weak points. The Writing Center is also another subbranch of the Skill Centers, which is held when students need a presentation of a type of paragraph/ essay, a sample of a paragraph/ essay, or a Lecturers- student interaction on a written paragraph/ essay of their own. The Speaking Club, the third subbranch, is for the English-speaking practice, which is held on Mondays. And finally, the Movie Club is organized by the lecturers.

#### **1.6.10 Distance Education Coordinator**

The distance education coordinator arranges for the courses offered by distance education. The distance education coordinator also provides access for all teachers in the department to the online infrastructure provided by the university for distance education. The distance education coordinator holds regular meetings with coordinators in other departments and works to make distance education more efficient. At the same time, he informs the lecturers in his department about the decisions taken in these meetings. The distance education coordinator works in coordination with the IT Department for technological needs and technical assistance. The distance education coordinator reports to the Director, Education Coordinator, and the Vice-Principals of the Department of Foreign Languages.

#### **1.6.11 Unit Quality Commission**

The Unit Quality Commission was established with the decision of the School Board with the meeting number 3/5 on 03.12.2019. The general purpose of the Unit Quality Commission is to improve the quality of education and teaching activities in our institution. The comprehensive definition of this commission is to conduct studies and accreditation studies on education, training, research,



and evaluation of all kinds of services, improving their quality, establishing, implementing, developing, and evaluating the internal audit system, and the approval and recognition of quality levels through an independent external evaluation process. In order to conduct these studies, at least four meetings are held with the participation of all commission members and the head of the commission, meeting once at the beginning and end of each semester in an academic year and the mentioned processes are evaluated. The duties of the Unit Quality Commission are as follows:

- Determining, implementing, and maintaining the necessary processes for the Unit Quality Assurance System,
- Reporting on the needs for Quality Assurance System performance and improvement to the Quality Coordinator,
- Conducting relations with external organizations on issues related to the Quality Assurance System.
- The Quality Coordinator updates the Student Handbook (Turkish/English), Quality Manual (Turkish/English), and Staff Handbook (English) every year.
- Sharing exemplary quality improvement studies with other academic units
- To perform similar duties given regarding the Quality Assurance System.
- The Unit Quality Commission is responsible to the Quality Coordinator for its duties.

#### **1.6.12 TORUZEM Board Member**

TORUZEM board members conduct research on the creation and improvement of support services for student participation in the distance education process. Within TORUZEM, he or she conducts the necessary studies to support the personnel who work as academicians or trainers in the preparation of the necessary course materials in order to be used in the courses or other training given by distance education effectively. He or she organizes training and

workshops. He or she conducts research on technical equipment, tools, and equipment required during the online courses and transfers them to the activities of the center.

### **1.6.13 TORSEM Advisor**

Toros University Continuing Education Center (TORSEM) is a unit working within the Rectorate. TORSEM Advisory Board Member of the Department of Foreign Languages works in coordination with the TORSEM Manager and the board of directors. He / She participates in TORSEM meetings. He/She provides the organization with all the details of the training, consultancy, and project services requested from the units affiliated with the Department of Foreign Languages. He / She ensures that the lecturer/member or personnel who will conduct these services are provided and checks that these services are conducted without errors. He / She is responsible to the Director, Education Coordinator, and the Vice-Principals of the Department of Foreign Languages.

### **1.6.14 Professional Development Unit**

The Professional Development Unit develops and coordinates institutional professional development programs and events and facilitates the development and delivery of workshops that serve the professional, educational, and training needs of the department; provides resource materials to faculty and staff and monitors professional development budgets. Among the responsibilities of the Professional Development Unit, the below-mentioned items can be stated.

To assess training needs through surveys and interviews with staff, or consultations with managers or Lecturers.

To design and create training manuals, online learning modules, and course materials.

To perform administrative tasks such as monitoring costs, scheduling

classes, setting up systems and equipment, and coordinating enrolment.

To monitor and evaluate training programs to ensure they are current and effective.

To deliver training to employees using a variety of instructional techniques.

To provide resources for professional development activities.

To participate in meetings, workshops, and seminars for conveying and/or gathering information required to perform functions.

To research a variety of information (such as courses, materials, training consultants, and so forth) to develop new programs that meet staff training needs.

To respond to inquiries to resolve problems, providing information and/or referring to appropriate personnel

### **1.7 Code of Professional Practice of Toros University Department of Foreign Languages**

One of the essential elements in ensuring the effective running of an institution is to have a Code of Conduct, which explicitly informs the staff of the rules and regulations of the institution.

#### **Time Keeping**

It is important that Lecturers start and finish classes on time. Failure to maintain the class hours leads to a lack of discipline and creates

problems for colleagues. Lecturers are required to be on time for meetings, exams, and training sessions. They are also required to finish grading before the announced deadline.

#### **Professional Attitude**

Lecturers are expected to approach students in a professional

manner. In other words, they should not give out any confidential information. They should not share any personal information and should not insult/undermine/ignore any student. Lecturers must pay utmost attention to keeping all school related documents and attendance lists, and portfolios out of reach of students.

The staff is expected to communicate in a professional manner with other staff. They are expected to be kind and respectful. The meetings must be implemented in a professional manner.

The hierarchy within the organization must be adhered to and the instructions and duties from superiors must be fulfilled in a timely manner.

## **Dress Code**

The university does not have a specific dress code, however: Toros University has a professional image to uphold as an educational staff and as an institution. Please be attentive to your manner of dress on a daily basis.

## **Record Keeping**

Lecturers are required to keep precise records of each student's attendance, homework checklists, portfolios, and journal checklists. Students should not be given a zero as a punishment for misbehavior in class. Attendance is recorded online. Please enter the data daily into the lists that the Administration Office shares. Students should not be marked present when they are not in class. Any excuses for absenteeism are not accepted.

## **Information-Communication**

Any kind of information or communication is sent via email, and the announcements are posted on the noticeboard next to the Testing Office or on the noticeboard. All announcements are posted on the

web page of Toros University. Lecturers are advised to check the school's website and their school g-mail for general announcements.

## **Lecturer Schedules**

The Lecturers' schedules are prepared by the Administration. When scheduling, priority is given to the needs and benefits of the university, and the students. Lecturers should not ask for changes in their schedules unless absolutely necessary. If a Lecturer is studying her/his post-graduate study, her/his timetable will be scheduled according to their education needs. Lessons begin at 9.10 and all Lecturers should be at school at 9.00 a.m. Classes end at 3.00 p.m. The Learning Center, Writing Center, Speaking Club, and Movie Club activities proceed to 4.00 p.m. The time and duration of the lessons may change during the pandemic when the lessons are online.

## **Invigilation and Marking of the Exams**

Lecturers are required to participate in administration and graduating the exams. The grading procedure is explained in the meetings after each exam. Information related to exam administration and grading is decided by the Testing Office. Lecturers are expected to pay utmost attention to following the set procedures during invigilation and marking. Lecturers who are assigned as responsible for the invigilation and/or marking of the exams are solely responsible for the exam documents. Further explanation is given in the assessment and grading. It is forbidden to use mobile phones and computers during invigilation. The invigilators must observe the students during the exam and follow the necessary procedures for each exam. Testing Office Coordinators do not make any announcements on WhatsApp or any other mail or social media platforms during the exam, so the lecturers do not need to use their mobile phones. Lecturers must participate in the key meetings on time and take

notes for the grading to grade the exams accordingly. They must finish the grading before the deadline with utmost care. In case any mistake/insufficiency is detected by the Testing Office, you may be asked to regrade the exam. At the end of the grading, the documents/sheets must be signed and submitted to the Testing Office.

### **Cancellation of Classes**

Classes cannot be cancelled unless the permission of the Rectorship or classrooms cannot be changed or cancelled by the Lecturers.

When a classroom is closed because of the pandemic, the lessons and exams continue on the online platform. These decisions are made by the administration.

### **Medical Reports**

The University requires a medical report for an absence. Lecturers should also inform the administration in case of absence.

### **Malpractice**

Anyone displaying an unsuitable attitude towards his/her colleagues and/or students

Anyone disclosing confidential information

Anyone repeatedly coming to work late and/or leaving early  
Anyone not coming to work without an acceptable excuse  
Anyone refusing to fulfil the assigned task/tasking

Anyone not complying with the internal hierarchy

Anyone engaged in religious and/or political propaganda will be subjected to disciplinary action, which may lead to dismissal (termination of the contract).

## **1.8 Faculty Academic English Program (FAE)**

The Faculty Academic English Program aims to develop the faculty students' language skills in their fields. FAE courses are committed to practical communicative methodology and intend to improve the students' language skills including vocabulary (ESP) teaching. FAE aims to provide the students with an academic background in major concepts and many opportunities for the students to build awareness and practice the language in real-life scenarios. The courses enhance related vocabulary and provide opportunities to practice the target language, which will be used in their professions. After completing the courses, the students will be able to use related terminology, will have self-confidence, which they learn in the presentation skills lessons, and will be more successful in their future careers.

### **1.8.1 Learning Outcomes**

Developing personal strategies for learning and reviewing new related vocabulary, applying vocabulary in a variety of academic speaking, listening, writing, and reading activities, practicing language needed for the students' professional lives, and improving the skills necessary for finding and succeeding in future employment, reading, comprehending, and evaluating a variety of texts, identifying, and using related terminology are the target outcomes of the courses.

### **1.8.2 Assessment and Evaluation**

In the Fall Semester, students are given a midterm exam and a final exam to assess their English skills. They also present a related topic to their fields by using presentation techniques provided during courses to assess their speaking skills and presentation skills. Thus, students' average grade is calculated by adding 30% of the midterm exam, 60% of the final exam, and 10% of the presentation. In Spring

Semester, students are given away a midterm exam, a final exam, and a presentation or a speaking exam to assess their English skills. Students' average is calculated by adding 30% of the midterm exam, 60% of the final exam, and 10% of the speaking exam or the presentation.

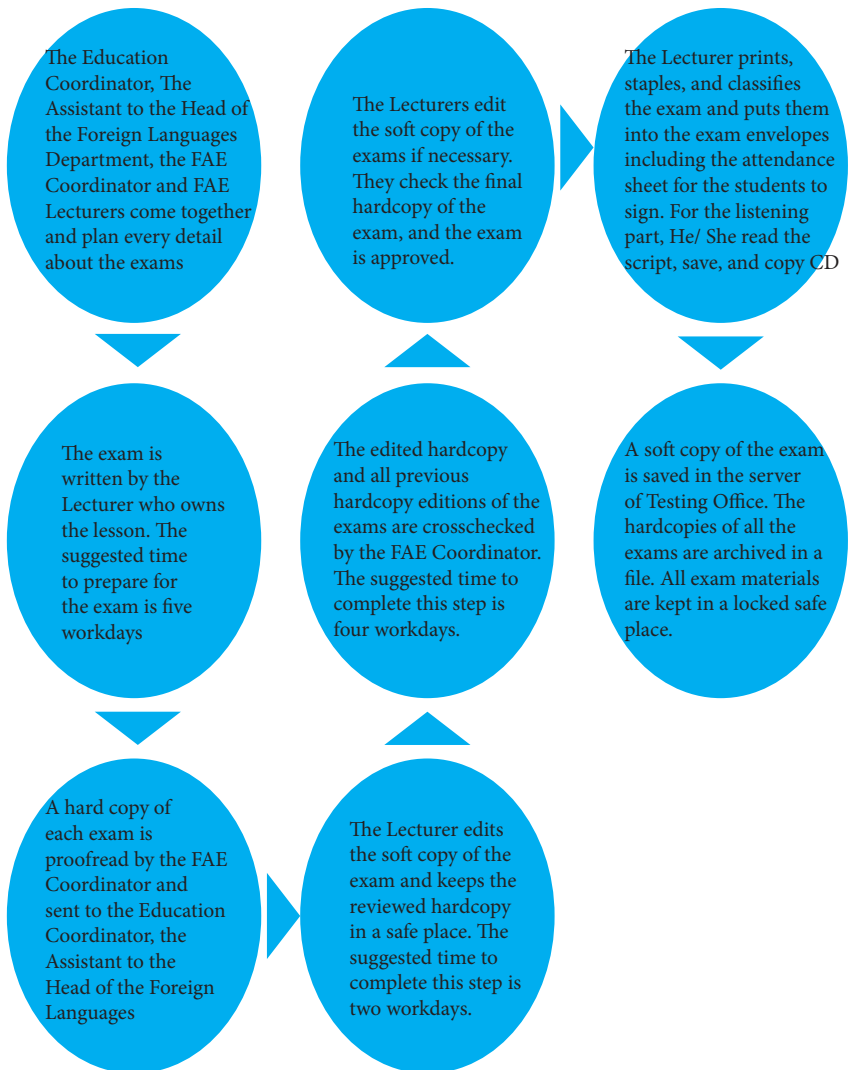
The midterm exam and final exam include questions covering the related terminology and topics in the fields through listening, reading, and writing skills. Presentations demonstrated by students in the classes cover a related topic to their fields. Thus, students have the chance to use presentation techniques they learn in the courses,

practice their speaking skills, and research a topic they want to share with their friends and Lecturers. Students are evaluated by considering different criteria such as content, organization, fluency, accuracy, grammar, vocabulary, eye contact, and pronunciation and presentation techniques. The table below shows letter grade distribution:

AA	90-100
BA	80-89
BB	70-79
CB	65-69
CC	60-64
DC	55-59
DD	50-54
FD	40-49
FF	0-39



## Exam Preparation Process in FAE



## Invigilation Process Before the Exam

1. The FAE Coordinator sends an email one week in advance before the exam to inform the Lecturers about the exam dates and the classes, the departments in which they are going to invigilate. If the Lecturers have any excuses on the exam dates, they inform the FAE Coordinator, and he assigns another Lecturer.

2. On the exam day, in the morning the FAE Coordinator sends an email to remind the Lecturers about the exam and the instructions, the duration of the exams, classrooms, and the Lecturer in-charge of the floors.

3. The Lecturers will:

- ✓ Be ready in the FAE Coordinator Office right on time according to the Toros mail for a small meeting to remind them of the procedures.

- ✓ Take the exam papers and the invigilator instruction sheets- Since there is a listening part in the exam, take CD players or computers and speakers. Make sure that the batteries are fully charged before the exam.

- ✓ Check the front side of the envelope to see which classroom they are on duty.

- ✓ Go to the classroom. The students will be seated according to the list of names of the students. Change of seat is ok if necessary.

- ✓ Collect the students' mobile phones and put them on the Lecturer's desk before starting the exam.

- ✓ Check the students' university IDs (if they do not have students' IDs, check their personal identity cards and the names on the list).

- ✓ Check the walls and desks as a precaution.

- ✓ Cleans the board and write the exam's start and finish time.

- ✓ Allow students to sign the attendance sheet before the start of the exam.

- ✓ Count the students and signatures again.

- ✓ Write their names (if they are not already written) and sign the lists both on the envelope and inside the envelope.

- ✓ Give the Lecturer an evaluation form to give to students before starting the exam. They need to write lecturer's name, their

departments, and the course code. (This form is given once in each term during the final exam.)

✓ Switch your own mobile phone to silent mode.

✓ Make sure the students' seats are equally far away from each other.

## **During the Exam**

The Lecturers will:

✓ Wait for the announcement from the FAE Coordinator to distribute the exam papers. All classroom doors should remain open during the exam except for the listening section as they are listening to the lecture.

✓ Start the exam.

✓ The students must write all their information in the right columns on top of the exam paper: name, surname, student number, department, date (if it is not already written), and signature.

\*“Grade” part should be left empty.

✓ Do not read the exam questions or text while invigilating.

✓ Do not check any of the Lecturers' accounts on their mobile phones.

✓ Do not leave the exam room except if they ask for and shift their place with a Testing Coordinator.

✓ It is suggested to stand rather than sitting for the invigilators.

✓ Be kind – the students are under stress during exams.

✓ The first part of the exam is the listening. Give the students 1 OR 2 minutes to read the questions in the listening part before you play the recordings. Students who do not have preparatory education (Faculty of Fine Arts and Faculty of Health Sciences) listen to the lecture twice. The other students who have preparatory education listen to the script once.

✓ Do not let the late comers enter the classroom during the listening exam.

✓ After listening, the late comers may enter the classroom and join the exam in the first 20 minutes.

- ✓ The students may leave the classroom 25 minutes after the exam starts.
- ✓ If a student arrives late, make sure that he/she signs the paper and shows the Lecturer his/her ID.
- ✓ Do not give extra time to the latecomers.
- ✓ When the exam is completed, collect all exams from the students.
- ✓ Using mobile phones during the invigilation is strictly forbidden.

## **After the Exam**

The Lecturers will:

- ✓ Take all the exam documents immediately after the exam to the FAE lecturer's office.
- ✓ Wait for the Testing Office Coordinator to count the papers and check the documents including the sign sheet and CD.
- ✓ Leave the office.

## **Grading Process**

Step 1:

- ✓ The Lecturers will take their own classes' exam papers from the FAE Coordinator's office. If they share a class with another Lecturer, they find their own students from the envelopes.

Step 2:

- ✓ The Lecturers check the exam papers according to the answer key provided in the pack.
- ✓ If the lecturers have questions about a student's answers or if students write another correct answer, they talk with the FAE Coordinator, and a decision will be made after discussing with each Lecturer.
- ✓ The Lecturers who share classes should be in contact with the other Lecturer ensuring the exam is graded equally.
- ✓ During the grading of the exams, Lecturers will fill in the 'Grading

Sheet' to be informed about the students' mistakes.

Step 3:

✓ After grading the papers, Lecturers will fill a 'Need Analysis Form' by using 'Grading Sheet' and take notes about where students need improvement.

✓ On the Toros OBS system, every Lecturer has his/her own account. After they grade the papers, they enter the student grades into the system.

✓ They take the exam papers to the classrooms and give feedback to students.

### **1.8.3 Faculty Academic English Job Descriptions**

#### **F AE Coordinator**

The duties, authorities, and responsibilities of the FAE coordinator are:

F AE Coordinator reports to the Director, Education Coordinator, and the Vice-Principals of the Department of Foreign Languages. He/she is responsible for scheduling the exams, writing instructions about the exams, holding key meetings, and making invigilation lists. He/she is responsible for checking the prepared syllabus and the materials in an academic year. He/she has regular meetings with the Education Coordinator and with the Vice Principal of the Foreign Languages Department. He/she attends meetings with the staff and the Education Coordinator and the Vice-Principal of the Foreign Languages Department every Tuesday. He/she is responsible for providing the materials and checking the deadlines for proofreading the exam papers. He/she is responsible for solving problems in the program and/or explains the problem to the Education Coordinator and/or the Vice-Principal of the Foreign Languages Department. FAE Coordinator carries out all the other duties that are requested

by the Education Coordinator, and the Vice-Principals of the Department of Foreign Languages.

### **1.8.4 The FAE Lecturers**

The Lecturers are accountable to the Education Coordinator, and the Vice-Principals of the Department of Foreign Languages, and the Faculty Academic English Program Coordinator for the overall supervision and the daily tasks associated with the teaching of classes and additional duties. The Lecturers have the challenge of teaching the syllabus and material provided to the students and ensuring accurate and timely communication with the Vice-Principal of the Foreign Languages Department and the Faculty English Program Coordinator about the curriculum for the benefit of improving the course program.

### **Duties and Responsibilities**

Design and follow the syllabus, prepare handouts, documents, simplify and/or enlarge texts, give lessons, and use the target language while teaching,

Prepare exams, edit after proof-reading, photocopy all the documents including exam papers and materials,

Record listening lectures,

Keep accurate records of attendance, grades and other class or student profile related information,

Design student lists,

Prepare and present workshops, attend all departmental meetings, invigilate and grade Placement, Proficiency, Progress Tests, End of Module Exams, Speaking Exams, Faculty English Exams, and other types of exams, participate in designing special projects including In-class Works and Student Clubs as required,

Follow all guidelines, rules and regulations set by the University,

Accept support and guidance from the units of Toros University Department of Foreign Languages Administration for the teaching operation,

Substitute for absent colleagues and/or give make-up lessons as required,

Evaluate and analyze students' progress towards the achievement of learning objectives with homework, exams, in-class quizzes, and student projects with oral presentation,

Give Oral Presentation grades on (topics, outlines), systematically.

Store all the documents of Oral Presentations (CDs, flashcards, and other documents)

Participate in the Professional Development programs and other in-service training as required.

Deliver grades of students to the automation system on time and without errors.

Inform students about the syllabus.

### **1.8.5 Code of Professional Practice of Toros University Faculty Academic English Program (FAE)**

One of the essential elements in ensuring the effective running of an institution is to have a Code of Conduct, which explicitly informs the staff of the rules and regulations of the institution.

### **Time Keeping**

It is important that Lecturers start and finish classes on time. Failure to maintain the class hours leads to a lack of discipline and creates problems for colleagues. Lecturers are required to be on time for meetings, exams, and training sessions. They are also required to finish grading before the announced deadline.

## **Professional Attitude**

Lecturers are expected to approach students in a professional manner. In other words, they should not give out any confidential information. They should not share any personal information and should not insult/undermine/ignore any student. Lecturers must pay utmost attention to keeping all school-related documents and attendance lists, and portfolios out of reach of students.

The staff is expected to communicate in a professional manner with other staff. They are expected to be kind and respectful. The meetings must be implemented in a professional manner.

The hierarchy within the organization must be adhered to and the instructions and duties of superiors must be fulfilled promptly.

## **Dress Code**

The university does not have a specific dress code, however: Toros University has a professional image to uphold as an educational staff and as an institution. Please be attentive to your manner of dress on a daily basis.

## **Record Keeping**

Lecturers are required to keep precise records of each student's attendance, homework checklists, portfolios, and journal checklists. Students should not be given a zero as a punishment for their misbehavior in class. Students should not be marked present when they are not in class. Any excuses for absenteeism are not accepted.

## **Information-Communication**

Any kind of information or communication is sent via email, and the announcements are posted on the noticeboard. All announcements are posted on the web page of Toros University. Lecturers are



advised to check the school's website and their school email for general announcements.

## **Lecturer Schedules**

The Lecturers' schedules are prepared by the Administration. When scheduling, priority is given to the needs and benefits of the university, and the students. Lecturers should not ask for changes in their schedules unless necessary. If a Lecturer is studying her/his post-graduate study, her/his timetable will be scheduled according to their education needs. All lecturers should be at school at 9.00 a.m. A lesson lasts 50 minutes. Time and duration of the lessons may change during the pandemic when the lessons are online.

## **Invigilation and Marking of the Exams**

Lecturers are required to participate in the administration and grading of the exams. Lecturers are required to grade exam papers depending on the answer key. If there is a different answer from the answer key, lecturers are expected to share it with the faculty academic coordinator and other faculty lecturers. They discuss whether to accept it or not and include it in the answer key. If it is a common lesson for different departments, and if there is a similar answer on the other exam papers, it is required to be accepted as the correct answer. In the writing section of the exam, if lecturers think that the paragraph or the essay is off topic, they also share it and discuss it with the faculty academic coordinator and other faculty lecturers. They all have the final decision. Lecturers are required to grade exam papers on time set by the related faculties and upload the grades on the student information system. At the end of grading, lecturers file all the exam papers and reports downloaded from the student information system and hand them to related faculty administration. Lecturers are responsible for the exam documents of their own assigned departments and following the set procedures

during invigilation and marking. Lecturers are responsible for the invigilation during English exams in all faculties. It is forbidden to use mobile phones during invigilation. The invigilators must observe the students during the exam and follow the necessary procedures for each exam.

### **Cancellation of Classes**

Classes cannot be cancelled unless the permission of the Rectorship or classrooms cannot be changed or cancelled by the Lecturers. When a classroom is closed because of the pandemic, the lessons and exams continue on the online platform. These decisions are made by the administration.

### **Medical Reports**

The University requires a medical report for an absence. Lecturers should also inform the administration in case of absence.

### **Malpractice**

Anyone displaying an unsuitable attitude towards his/her colleagues and/or students

Anyone disclosing confidential information

Anyone repeatedly coming to work late and/or leaving early  
Anyone not coming to work without an acceptable excuse  
Anyone refusing to fulfil the assigned task/tasking

Anyone not complying with the internal hierarchy

Anyone engaged in religious and/or political propaganda will be subjected to disciplinary action, which may lead to dismissal (termination of the contract).

## **2. OUR POLICIES**

### **2.1 Curriculum Policy**

As our motto “Beyond Education, Into Life” motivates us positively, the main aim of the Department of Foreign Languages Curriculum Policy is based on continuous development and an effective learning process for all students. Department of Foreign Languages seeks constant development and innovation and aims to improve the content and quality of our English education.

The Curriculum and Testing Office play a key role in this aspect. Each component of the curriculum including the syllabi, the course books (reading, writing, listening-speaking, and main course), the materials, language labs, and the assessment is compatible, interactive, and integrated with one another and evaluated and/or revised continuously. Action will be taken in different circumstances, and the problems will be resolved. In the induction program, Lecturers are given lesson-planning samples. Furthermore, Lecturers are expected to write detailed reports about the course books, the materials, and the assessment and on any other related topics in the syllabi after each academic year and are taken into serious consideration. A form is provided for the Lecturers, and he/she adds further details and information if necessary. The Lecturers match our teaching philosophy with the books’ methodology, the Curriculum Committee gathers ideas for material design, and new books are piloted by volunteer Lecturers in some courses such as the Erasmus groups. After piloting, book analyses are given to the Department of Foreign Languages Curriculum Committee. The chart below shows the literacy of the curriculum:

### **Learning Outcomes**

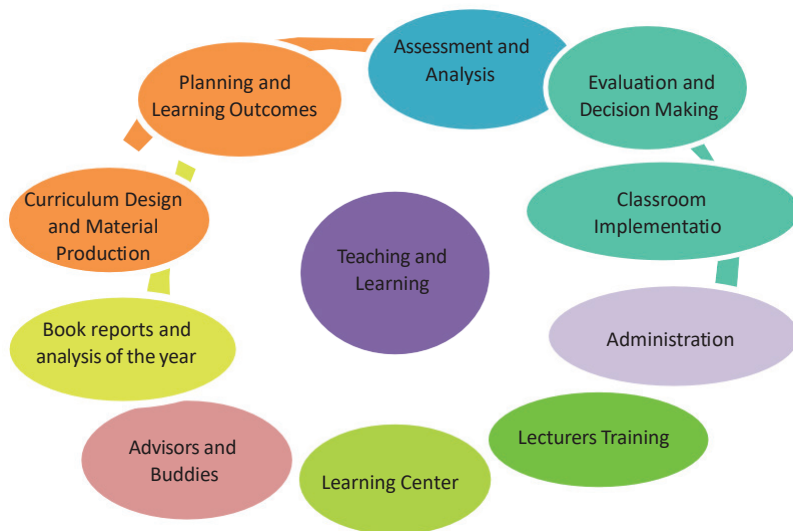
The course books are selected according to Common European Framework of References and the CEFR is used as the base in

determining the outcomes of the curriculum in preparing the syllabus, checked regularly with the bands' can-do statements; assessments are designed accordingly and are reliable in showing students' levels and progress. In addition, the CEFR is used as the base in Main Course classes to determine the detailed progress in learning. By determining the outcomes of curriculum and testing, the students and Lecturers are also determined about the ongoing program. The in-class and out-class activities such as language laboratories, Learning Centers, and speaking clubs are also included in the curriculum as well.

## **Teaching and Learning Materials**

The course books are selected according to the CEFR and each year in the second half of May, Lecturers are asked to write detailed reports about the books, the syllabus, the worksheets, and assessments about the program as a whole. While teaching, the course books, e-books of the course books, other selected online materials, videos, pictures for speaking tasks, the supplementary materials which are prepared according to the needs of students before the academic year or during the modules are used in an academic year. The additional printed and online sources such as graded readers, videos, movies, PowerPoint slides for FAE, and samples of paragraphs and essays for the writing classes are used in an academic year. Each level begins with different materials and in the last module, each material is used by all levels except Belfast, which begins with a higher level. The Curriculum Design and Material Production Committee's philosophy is based on teaching where the center is student learning. The cycle below shows the philosophy of the

## Curriculum Office:



## Assessment

The assessment is based on the books, the syllabus, the e-books, the worksheets, and the handouts that are provided. It is determined in accordance with the learning objectives. Portfolios, journals, vocabulary notebooks, and in-class quizzes are also a part of the Teacher Assessment grade, which is a part of the assessment system. At the beginning of module one, the students are provided with handouts to inform them about the instructions, types, and styles of exams with detailed guidelines. In the Student Orientation program, the Vice-Principal of the Department of Foreign Languages explains the assessment with a PowerPoint presentation, and the assessment system is explained in the Student Handbook in detail. The overall aim of Department of Foreign Languages' curriculum is to meet the student's linguistic and academic needs.

The overall program of Department of Foreign Languages gives the language and its skills to help the students with future studies in

their majors at the university and in their future careers. Secondly, the students of Department of Foreign Languages should carry on their studies in English outside the classroom atmosphere efficiently. In order to do that, Department of Foreign Languages gives utmost importance to learner autonomy. Learning English cannot be limited to the classroom environment. What we try to do is to make learning and using English a habitual activity as the students will need English in their future careers. We also provide individual guidance to the students. Guidance support comes from the Vice-Principal of the Department of Foreign Languages, the class advisors, class Lecturers, and the Learning Center Lecturers. Students who are successful students help the weak students, and this system is called the “Buddy System”. The “Buddy System” is to help students to overcome anxiety in the exams, to help them gain good study skills, and to adapt to an unfamiliar environment at the beginning of the new academic year.

## 2.2 Quality Improvement Policy

The Quality Improvement Policy goals are to improve the quality of education and instructional activities in our institution. The principles of the Quality Improvement Policy are as follows:



Documents are archived for evidence of what has been completed. With the Culture issue, we ensure that staff are driven by the concept of continuous improvement, and we constantly look for ways to increase quality in all we do. With the Stakeholders issue, we ask the question “How do we involve people in identifying quality issues and standards?”

With Feedback, we want to focus on learning rather than testing and it helps both the Lecturers and students a ‘voice’ to say and learn more.

Proactivity helps us detect and address quality issues before they become an issue.

Iterative is how we approach quality so that it is seen as an ongoing process. With Trends, we track trends and patterns over time, and we try to use these to adjust on a day-to-day basis. With the Action issue, we gather feedback and take action to have more quality teaching and create a better learning atmosphere.

The Archive helps us store information such as exam papers, statistics, and grades. With Communication, we not only link the stakeholders but also the structure itself and disseminate information on our systems, processes, and results.

The objectives of the Department of Foreign Languages Quality Improvement Policy are as follows:

- To design a curriculum according to the needs of our students: we use integrated skills, and the curriculum is designed effectively and realistically considering our students’ academic studies. Our target is not only the prep students but also the faculty students. In order to understand students’ strengths and weaknesses in learning English or their level of English, we not only assess them but also make detailed research on the Faculty Academic English Program. Detailed feedback and analysis are given to the Faculty Departments to understand students’ weaknesses and take precautions when necessary.

**-To gather feedback with work groups/ units/ coordinators and to improve the standards of teaching and assessment:** every Wednesday afternoon staff meetings are held to talk about the ongoing program, the assessment, and evaluation with the data and statistics, and we brainstorm about student participation, absenteeism problem and how to improve their level of English. During the meetings, Lecturers have a chance to exchange ideas, reflect on teaching practices and sometimes suggest or talk about new things they would like to share. During the meetings, a note-taker records the minutes of the meetings. After the meeting, the Vice-Principal of the Department of Foreign Languages and the note-taker sign the report, and one copy is filed in the Testing Office so that it can be read by the staff. After each exam, we have key meetings and discussions.

Key meetings for a writing exam are a good example. After a writing exam, graders come together and work on sample paragraphs/ essays to have less discrepancy and the procedure is the same for whole writing exams where sample paragraphs/essays are graded individually by each Lecturer (they use the writing criteria) and discuss their grades with other graders. The purpose of these meetings is to reach a consensus on the interpretation of the writing criteria and to minimize the gap in scoring differences between writing graders. Every Tuesday the FAE comes together and discusses the agenda issues. Again, at the beginning and end of each module, the skill Lecturers, curriculum members, and testing coordinators have meetings.

Coordinators are responsible for maintaining the quality of the skills, levels, materials, and syllabi so every issue is taken into consideration in these meetings. At the beginning and at the end of each module the testing coordinators, curriculum members, and administrators meet and discuss the academic year. Lecturers are asked to fulfil several reports in the second half of May when we are



on the last module. Through these feedback forms, Lecturers can voice their thoughts concerning their skills and levels. These forms are evaluated by the administration and before the end of each academic year, a meeting is held about feedback and evaluation.

**-To foster learner and Lecturer's autonomy:** learner autonomy refers to a student's ability to set appropriate learning goals and take charge of his or her own learning. Our goal is to teach our students how to gain learning skills and how to study independently. On the other hand, Lecturer's autonomy has been defined as the ability to improve one's own teaching through one's own efforts. It, therefore, includes both the Lecturers' ability to make decisions about teaching and their own professional development. This assumes both a degree of political autonomy in the sense that Lecturers need to have the freedom to make such decisions, as well as knowledge of themselves as Lecturers and as learners, to know how to make such decisions. Lecturers' autonomy usually includes the ability to understand the students' learning needs and the ability to support them in their development towards autonomy. Considering the importance of learner and lecturer autonomy, we have classroom observations. Lecturers' pre-observation forms, lesson reflection sheets, Lecturer's evaluation reports, performance improvement plan sheets, annual assessment, and goal setting forms, peer checks, professional development unit training, workshops, and seminars, and for the learner side, we have need-assessment and learner self- evaluation forms, learning center evaluation sheets, writing center forms, speaking club activity forms.-To improve the school's management system: in order to improve the school's management system, the administration evaluates the forms, observes the classes to evaluate the learning atmosphere, hold meetings and seminars for the administrative staff, and what is more, in order to improve the quality of the institution, questionnaires are given to the students and then evaluated. Additionally, wish boxes, which are used for students' and Lecturers' suggestions, complaints, and comments,

are available throughout the building. The administration reviews the feedback weekly and ensures that the proper steps are taken to address the feedback. In the Wednesday meetings, the necessary feedback announcement is given to the Lecturers, and feedback is provided to the students on Thursdays.

**-To enhance professional development facilities:** at the beginning of each academic year, we have an induction program for the new Lecturers. The new Lecturers are given the Department of Foreign Languages Quality Manual and Department of Foreign Languages Staff Handbook, and they are asked to read them. After going over the manual and handbook with the staff recruitment members and the Vice-Principal of the Department of Foreign Languages, they sign a form to agree that he/she read and understood the manual and handbook. The new Lecturers visit the Testing Office, the Curriculum and Material Production Office, and the Skills Center Coordinator to be informed about the regulations and procedures. Students have an Orientation Program where they have a PowerPoint presentation about the academic year program. According to the needs of the curriculum, testing office, and teachers, workshops and seminars are provided throughout the year. These are both in-house training facilities and some are supported by publishers we work with. An ELT event is organized once a year and other institutions, Lecturers, and administrators are invited to our school. In the ELT event, usually, three or more presenters hold workshops or make speeches. There is a direct relationship between classroom observation and evaluation reports. Once a problem is identified (such as a classroom management problem), a training session is organized to solve the issue. In order to maintain quality standards, we analyze the data, the evaluation forms, and the reports. Upon analyzing them, we develop and implement action plans.

**-To ensure efficient use of printed and online learning materials:** As material production is a crucial component of the curriculum

and directly influences the validity and reliability of assessments, it is given the utmost importance in the Department of Foreign Languages.

Each academic year, materials are revised, updated, edited, and proofread in line with the syllabi and placement results. During regular meetings, decisions are made on whether to expand or reduce the range of materials provided to students. If there is a change in the coursebook(s) used, supplementary materials are produced accordingly.

### **Writing Skill**

- For Modules 1 and 2, the Curriculum and Material Production Office prepares handouts, sample paragraphs, and worksheets.
- For Modules 3 and 4, instead of using a coursebook, students receive a booklet focused on essay organization and essay writing. This booklet is regularly updated, with sample essays drawn from former students' portfolios added or omitted as needed.

### **Listening Skill**

- In Modules 1 and 2, materials are designed around pre-listening, while-listening, and post-listening activities using short lectures.
- In Modules 3 and 4, students receive a booklet on note-taking skills, supported by prepared outlines and extended lecture materials.

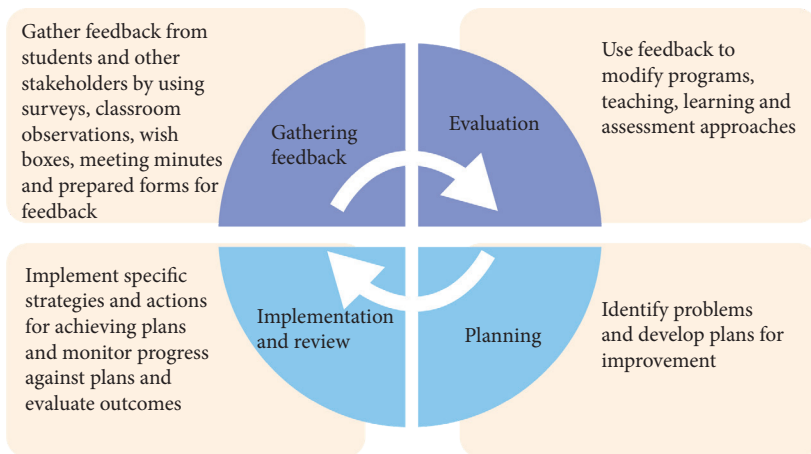
### **Reading and Main Course**

- In reading and main course lessons, external reading texts are integrated into the curriculum.
- Activities include true/false/not given exercises, reference identification, comprehension, vocabulary, critical thinking tasks, and summary writing.

- Worksheets and handouts are designed not only with grammar-based (mechanical, meaningful, situational, and productive) exercises but also carefully adapted to the proficiency levels of the students.

Homework and projects are given to the students online and checked by the Lecturer.

Department of Foreign Languages Quality Improvement Policy is shown in the cycle below:



## 2.3 Assessment Policy

Assessment is the systematic basis for making inferences about the learning and development of students. It is the process of defining, selecting, designing, collecting, analyzing, interpreting, and using the information to increase students' learning and development. Department of Foreign Languages' primary goal of assessment is to monitor our students' progress, provide help and develop students' learning. Our assessment policy has a direct relationship with language teaching methodology, curriculum design, material production and usage, the integration and interaction of the books we use in the skills, and professional lecturer development. As Department of Foreign Languages, we are committed to developing and implementing its courses. There are five components, which are closely aligned and reinforced: learning and teaching objectives, assessments, evaluation and feedback, decision-making, and action plan for improvement.

### Decision Making

The language used in teaching is English in almost all the departments/faculties in our university. Foreign Language Proficiency Exams (TUPEX) are implemented at the beginning of each academic year. The date, time, and place for the exams are announced by the University's Rectorship. The students who certify that they have scored the necessary grade from the exams accepted by OSYM are exempt from the Proficiency Exams.

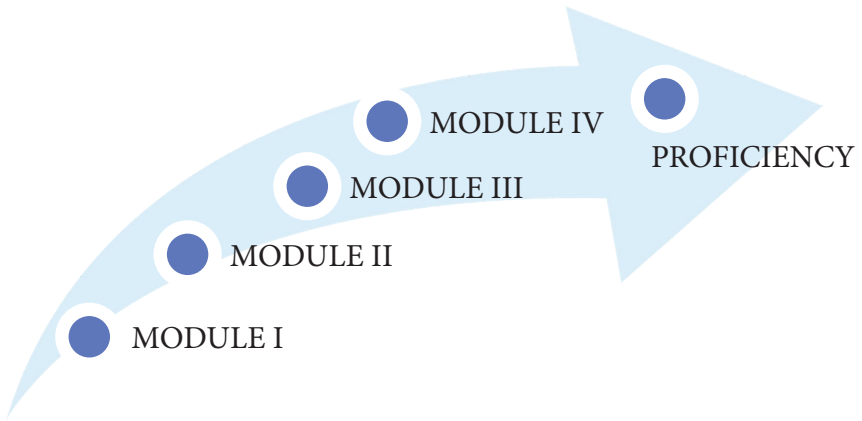
There is an English Proficiency Exam called TUPEX (a sample of this exam is on our Department of Foreign Languages webpage) given by the English Department of Foreign Languages. This Proficiency Exam is for the students who cannot certify that they are capable of the language to be used in the faculty's taught courses and education documents accepted by the university. Students who score above 60% on the proficiency exam can continue in the faculty

department. The students who are not successful in the proficiency exam continue in the Department of Foreign Languages for 2 years at the most. Furthermore, the Department of Foreign Languages conducts summer school, which is optional for the students. The new students who get 59% or less on the proficiency exam must take the placement exam. After completing the required A1 to C1 Levels in Department of Foreign Languages Program, the students who cannot be successful in the proficiency exam take the placement exam again. There are two academic terms in the Department of Foreign Languages Program. The first term (fall term) is between September and January; and the second term (spring term) is between February and June. These periods are divided into 4 modules with each module, which lasts 8 weeks. Summer school may open for students who have failed. We give importance to our students to gain learning skills and use English effectively. We give utmost importance to the reliability of the exams as well. At the beginning of the academic year, two proficiency exams (TUPEX and TUPEX Advanced) are administered. The proficiency exam consists of four skills. There are two reading passages on the exam on the level of B2 / C1 according to CEFR and the passages measure referents, the text vocabulary, true-false-not given sentences, finding the main idea, inferences for comprehension, and the summary part. There are two listening lectures: the first one is the while listening multiple choice exam in which the key vocabulary is graded, and the other one is the note-taking listening lecture in which the students are asked to take notes before seeing the open-ended question sheets. The third section of the exam is the writing exam. The students are asked to write an essay of 350 -400 words using the techniques they have learned (if they are the failed ones from the previous year) or they are going to learn (in the new academic year) to understand whether they know these techniques to pass the proficiency exam or not. The fourth session is speaking in which the students are tested with topic-based issues. The second exam is the placement exam to place the students according to their English levels. We give a

diagnostic placement exam to the students to measure their current knowledge before teaching them. The placement exam helps us better plan the new academic year's curriculum design. We also re-organize the curriculum accordingly if there is a need for that. At each level, there are quizzes in which the students' progress is tested weekly. All skills are assessed in the quizzes. On the other hand, we have IMA

– In module assessments in the fifth/sixth week of each module.

Moreover, we have TA- Lecturers Assessment Grades in which we measure students' portfolios, in-class assessments, vocabulary notebooks, journals, presentations, and participation. At the end of each module, we have an EMA – End of Module Assessment to evaluate students' overall development and success. Below you can see the entrance and exit level of the students.



As our system is modular, students either coming from an A1 background, or A2 or B1 according to CEFR, the purpose is to carry the students to the desired B2 level. The expected level for the Advanced students is C1.

The principles of the Department of Foreign Languages Assessment system are as follows: As Department of Foreign Languages, we try to set up our assessment system to internationally accepted standards.

### **For Practicality**

To ensure practicality, all assessments are designed to remain within appropriate time constraints:

- Quizzes (depending on length and skill assessed): 20–30 minutes
- GPW (Graded Process Writing): 2 class hours
- IMA (In-Module Exam, covering all skills): 3 hours 30 minutes

In addition, the Department emphasizes clarity, fairness, and efficiency in assessment procedures by:

- Providing clear written instructions for lecturers.
- Supplying answer keys and conducting answer key meetings.
- Having exam papers graded independently by three graders, followed by discrepancy checks and consensus marking.
- Using accurate rubrics and evaluation procedures that are specific, consistent, and time efficient.

For **Reliability**, we try to make reliable exams that are consistent and dependable. We also take student-related reliability (in which a student may be having a bad day because of an illness or personal problems), grader reliability (human error- in order to solve this, we have 2 graders and a final grader), test administration reliability (Physical conditions-for example we change the listening exam time because of the “call to prayer”. We changed the photocopy machine to have clear copies of exam papers. We have air conditioning in



classes to have a cool temperature) and test reliability (no ambiguous tests with more than one correct answer, correct time limit, not too long, and irrelevant tests).

For **Validity**, we try to make appropriate, meaningful, and for the purpose exams. We create the feeling of fairness and relevancy in order to gain face validity. Therefore, our students can say the tests look right and they appear to measure their knowledge or ability correctly. We make well-constructed, expected formats with familiar tasks, tests that are clearly doable within the allotted time limit, items that are clear and uncomplicated, clear instructions, tasks that are related to their courses, and a difficulty level that presents a reasonable challenge.

For **Authenticity**, we try to use real-world materials. The items used in tests are contextualized rather than isolated, topics are meaningful and interesting, and the tasks are real-world tasks.

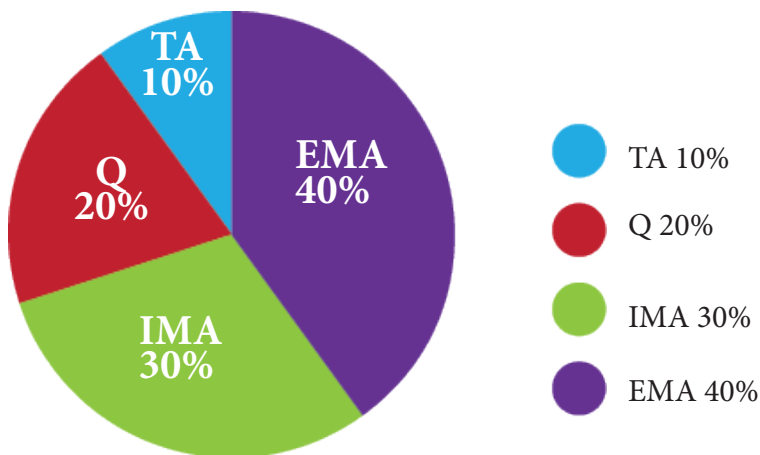
We also recognize the importance of the Washback Effect, which describes how assessments influence our teaching practices and students' learning experiences. We understand that when our assessments are thoughtfully designed and aligned with instructional goals, they can positively shape the way we teach, encouraging a focus on meaningful language skills and comprehension. However, if assessments are not well-crafted, they can inadvertently lead us to prioritize test preparation over genuine language acquisition. By being mindful of the washback effect, we strive to ensure that our assessments not only accurately reflect students' abilities but also support and enhance their overall learning journey, fostering a more effective and enriching educational environment.

### 2.3.1 Exams of Department of Foreign Languages

We have 4 modules and each module lasts 8 weeks. There are quizzes

in each module, IMA-In Module Assessment, EMA-End of Module Assessment, and TA-Lecturers Assessment.

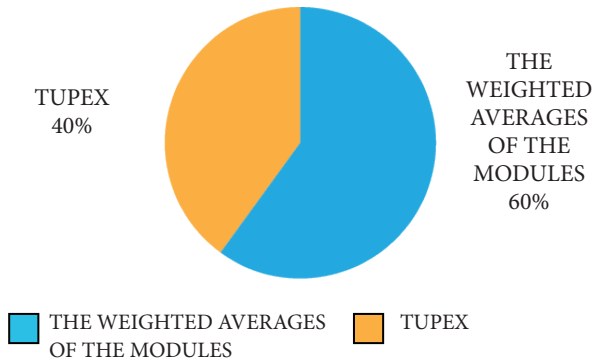
The Assessment system of Department of Foreign Languages is as follows:



- QUIZZES 20 %
- IMA – In Module Assessment 30 %
- TA – Teacher Assessment 10 %
- EMA – End of Module Assessment 40 %



#### END OF YEAR PASSING GRADE



### QUIZZES 20%

Quizzes are exams that measure about two to four units in a skill. The exams cover the purposes of the units and help give feedback to the students immediately. Each module has 4 exams. The weeks of the quizzes are announced by the Testing Office at the beginning of each module.

### IN-MODULE ASSESSMENT - IMA

#### In-Module Assessment (IMA) 30%

In-Module Assessments are made on the Fridays of the 6th week of each module. These assessments cover the 4-week program in the curriculum and control the progress of the students in each skill

## **IN-MODULE ASSESSMENT: MODULE 1**

GRAMMAR (USE OF ENGLISH)	25%
READING	25%
LISTENING	25%
WRITING	25%

## **IN-MODULE ASSESSMENT: MODULE 2**

USE OF ENGLISH	25%
READING	25%
LISTENING	15%
SPEAKING	10%
WRITING	25%

## **IN-MODULE ASSESSMENT: MODULE 3**

USE OF ENGLISH	25%
READING	25%
LISTENING & NOTE TAKING	15%
SPEAKING	10%
WRITING	25%

## **IN-MODULE ASSESSMENT: MODULE 4**

USE OF ENGLISH	25%
READING	25%
LISTENING & NOTE TAKING	15%
PRESENTATION	10%
WRITING	25%

## TEACHER ASSESSMENT – TA

### Teacher Assessment (TA) 10%

Teacher Assessment grades are given to the students at the end of each module. The notes are given in detail to enable the students to understand the TA schedule and to follow the lecturer's instructions seriously for the next modules. The percentage of the TA note is 10%. Each teacher is responsible for grading and explaining to both the students and the administration the reasons for the grading at the beginning of each module according to the Teacher Assessment List given by the Testing Office, so the grades must be mathematically proven when needed. For example, the lecturer should be clear about why he/she gave the assignment and whether the assignment was done on time. After each teacher's grades are submitted, the grades are collected and signed by lecturers.

### TA CRITERIA

PARTICIPATION	IN-CLASS QUIZZES	HOMEWORK (ONLINE HOMEWORK, PORTFOLIO, JOURNAL)
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### TA CRITERIA – USE OF ENGLISH

PARTICIPATION	HOMEWORK / ONLINE HOMEWORK
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## END OF MODULE ASSESSMENT – EMA

### End of Module Assessment (EMA) 40%

The EMA is held at the end of the 8th week of each module. This type of assessment evaluates the development of the entire module. Each skill is tested in EMA.

USE OF ENGLISH	25%
READING	25%
LISTENING	25%
WRITING	25%

\*\*\**Module Passing Grade is 60 and over*

### End of year assessment (EMA)

Quizzes	20%
Teacher Assessment (TA)	10%
In Module Assessment (IMA)	30%
End Of Module Assessment (EMA)	40%
Average Of 4 Modules According to Their Weights	60%
TUPEX (Proficiency)	40%

### Module Weights

Module 1	Module 2	Module 3	Module 4
20%	25%	25%	30%

## **Exceptional Situations**

The Cambridge, Belfast, and Avon students who have 85 and over grade from 4 modules can pass through their faculty departments without taking the Proficiency Exam.

### **TUPEX (Toros University Proficiency Exam)**

TUPEX is held 4 times a year. The first one is held after the registration of the new students in September. A student without registration cannot enter TUPEX. The second TUPEX is held in October for the additional quota students the Turkish Council of Higher Education declares for the universities. Again, after the registration period, these students take TUPEX. The third one is held in June for all the preparatory students. The fourth TUPEX is given to the failed students after the Summer School in August. If there is not enough registration for the Summer School, there will not be a Summer

School period and in that case, Summer School TUPEX Exam is not held. Only the students who are registered for the Summer School have the right to take the Summer School TUPEX. A student who passes the TUPEX can study in his/her faculty department and be counted as successful.

For the Advanced level students, C1 level TUPEX is held differently from the other groups who take the B2 level exam.

## PARTS OF TUPEX

WRITING	35 %
READING	30 %
WHILE LISTENING	10 %
NOTETAKING	15 %
SPEAKING	10 %

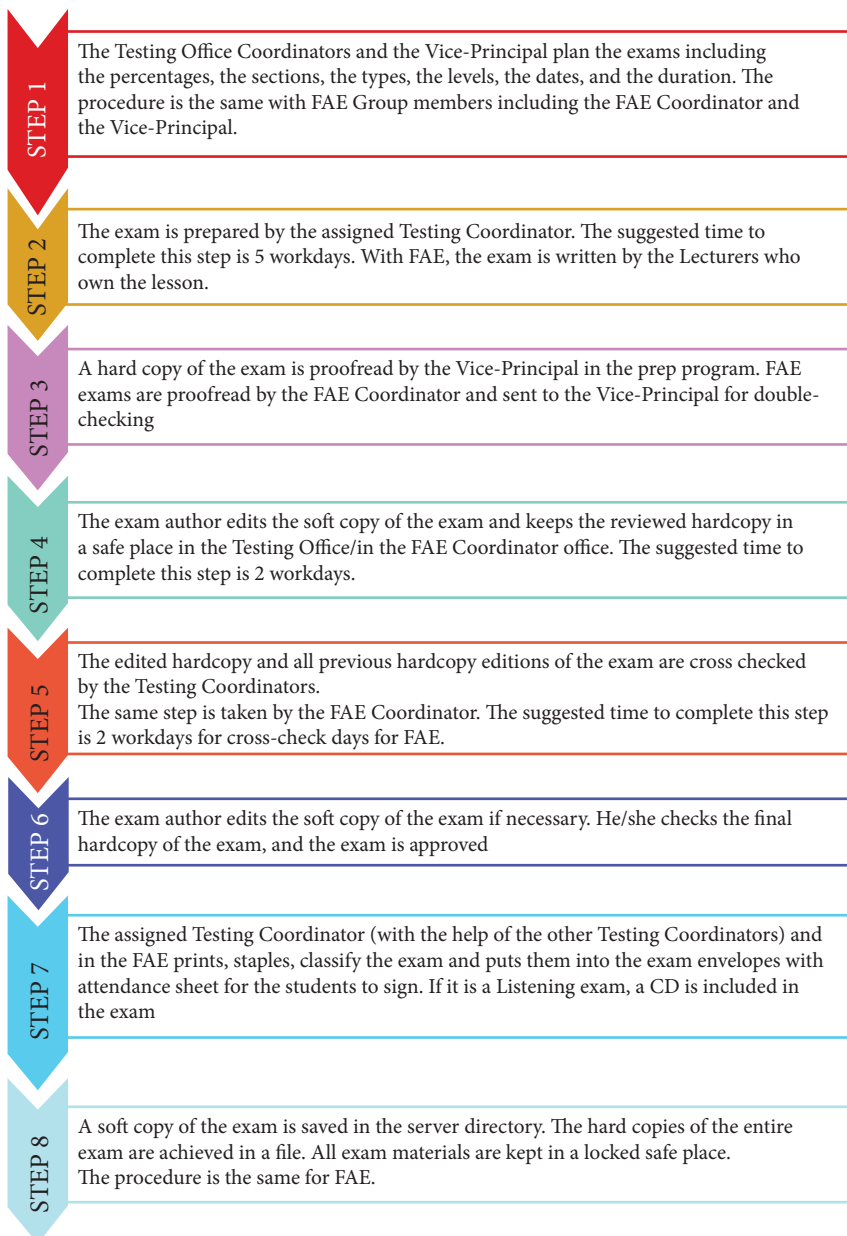
In the writing section, the students are expected to write 350-400 words in their essays. There are options to choose but they should choose only one of the essay types. The types are cause, effect, compare-contrast, classification, advantages, disadvantages, and argumentative essays.

In the reading section, there are two academic reading texts with multiple-choice answers. The parts are finding the referents, the true-false-not-given part, vocabulary from the text, finding the main idea, comprehension questions, and the summary part. The texts' levels are B2/C1 according to CEFR. In the listening section, there are two lectures. The first one is while listening, multiple choice. The second one is a note-taking open-ended listening lecture. The students are given the outline sheets and expected to take notes without seeing the questions. After the lecture is delivered, the question sheets are delivered, and the students answer them with the notes they take on the outline sheets.

In the speaking section, the students are given a familiar topic and expect to talk about it. There are two Lecturers in the classroom to observe and grade the student according to the rubric. All the skills' levels are B2/C1 according to CEFR.



### 2.3.2 Exam Preparation Process



## Exam Preparation Procedures According to the Skills:

### LISTENING

1. Decide on the topic of the lecture	Lecture needs to include vocabulary taught in class using the course book
2. True/False Listening Exam	<ul style="list-style-type: none"><li>◆ Write out essential content statements</li><li>◆ Convert half to false, though not negative, statements</li><li>◆ Make true and false statements equal in length</li><li>◆ Group questions by content</li><li>◆ To vary the quantity of true/false statements from test to test</li></ul>
3. Proof reading	Assistant to the Head of the Foreign Languages Department proofreads the exam
4. Record the lecture	Assistant to the Head of the Foreign Languages Department listens and answers the questions as she/he listens to the exam
5. Make copies of the lecture	Copy the CDs according to the number of classes, adding an extra copy in case of malfunction

6. Photocopies of exams	Make copies of exams according to the number of students
7. Folders	Put exams in folders including, 1 copy of CD, copy of exams, copy of lecture for the Lecturer, attendance sheet

## SPEAKING

1. Decide on the topics	Topic cards need to include vocabulary taught in class using the course book
2. Prepare topic cards	Assistant to the Head of the Foreign Languages Department approves the topic cards
3. Make copies for each class	Assistant to the Head of the Foreign Languages Department edits the cards
4. Envelop	Put topic cards in the envelopes including the grading scale, grading criteria and attendance sheets.

## USE OF ENGLISH / READING / WRITING

1. Decide on the tenses for Use of English / topics for Writing and Reading	Tenses need to include vocabulary taught in class using the course book
2. Approval	Assistant to the Head of the Foreign Languages Department approves the exam
3. Proofreading	Assistant to the Head of the Foreign Languages Department proofreads the exam
4. Edit	Testing Coordinator makes changes
5. Photocopies of exams	Makes copies of the exam according to the number of students
6. Folders	Put exams in folders including attendance sheet

### 2.3.3 Invigilation Process

#### BEFORE THE EXAM

- Be ready in the Testing Office right on time according to the Toros mail you receive for a small meeting to remind you of the procedures. /For FAE-do the same procedure in the office of FAE Coordinator.
- Take the exam papers and the invigilator instruction sheets if it is a listening exam, take the laptops, and make sure that the batteries are fully charged before the exam.
- Check the front side of the envelope to see which classroom you are assigned to and go to the classroom.
- Take out the list and make the students sit accordingly
- Tell the students to put their mobile phones (turned off) and materials on the Lecturer's desk
- Count the mobile phones and the students to ensure you have all mobile phones.
- Check the walls and student desks for any cheating issues.
- Clean the board, write the exam's start, and finish time.
- Give the student an exam sign sheet and check the students' IDs one by one.
- Count the students and signatures again.
- Switch your own mobile phone to silent mode, and do not use it during the invigilation.
- Make sure the students' seats are equally far away from each other.

#### DURING THE EXAM

- All classroom doors should remain open during the exam except for the listening exam when they are listening to the lecture.
- Wait for the announcement from the Testing Coordinator to distribute the exam papers.

- Start the exam.
- Remind the students to write their names and school numbers on their exam papers.
- Do not explain anything about the exam, translate, or help with their paper. If there is a need for the announcement, wait for the Testing Coordinator.
- Do not read the exam questions or text while invigilating.
- Do not check any of your accounts on your mobile phone.
- Do not leave the exam room except you ask for and shift your place with a Testing Coordinator.
- Do not take your eyes off the students-they may be tempted to cheat.
- It is suggested to stand rather than sit for the invigilators.
- Be kind – the students are under stress during exams.
- If a student arrives late, make sure that he/she signs the paper and shows his/her ID to you.
- Do not give extra time to the latecomers. If it is a listening exam, the student cannot enter the classroom.
- When the exam finishes, take all the papers, count them, and put them in order according to the list.
- During the exam, the invigilators are expected to fill in the checklist found on the envelope (see below):

## INVIGILATION CHECKLIST

- ☐ I wrote the exam schedule on the board.
- ☐ I collected mobile phones and smartwatches from each student.
- ☐ I made the students sit in an ‘S’ shape according to the list.
- ☐ I ensured that each student signed the attendance.
- ☐ I ensured each student wrote their name on the exam paper or outline.
- ☐ I wrote the names of the absent students on the envelope cover.
- ☐ I signed the envelope cover and the attendance sheet.

- ☐ I observed the students during the exam to prevent cheating.
- ☐ I did not use my mobile phone/computer during the exam.
- ☐ I placed the exam papers in order and verified there weren't any exams left in the classroom.

### AFTER THE EXAM

- Take all the exam documents immediately after the exam to the Testing Office.
- Wait for the Testing Office Coordinator to count the papers and check the documents including the sign sheet and CD (if it is a listening exam)
- Leave the office and wait for the announcement for the answer key meeting.

### FOR ONLINE EXAMS

For the online exams, the Testing Office coordinators send the exams to the lecturers' mailboxes (official school mailboxes) 15 minutes before the exam starts. Lecturers must follow all the instructions announced before the exam for online implementation. Setting deadlines is very important in online exams. After the exam, mail the exams to the graders and the related coordinators by giving information about absenteeism of the students and state the other problems such as format issues or late submissions.

#### **2.3.4 Grading Process**

The main purpose of the Department of Foreign Languages grading policy is to ensure students process through learning. It is essential that the lecturer provide feedback through grading in the formative stages of learning. In this way, the students can improve themselves. The grading process helps us not to make any physical mistakes (human factors) while grading and to make sure the students have a

transparent system they can easily check. In order to ensure grading standards, the lecturers are required to follow these steps:

### ANSWER KEY MEETING

After each exam, the graders, the Testing Coordinator, and the Vice-Principal come together for a key meeting and go over the answers. The answer key includes all possible answers but if there are any suggestions for the key, they will be discussed and added to the key. If it is a writing exam, the group goes over two or three papers with the correct rubric for the exam. Give grades individually and discuss their grades to decrease the discrepancy level in the exam packs.

#### • Grading Sheets and Double-Checking

All exam envelopes contain a separate sheet for recording student grades. The grades should be written in pen and cannot be erased. All exam envelopes contain a separate sheet for recording, each question with separate and total grades to help the lecturers use for discrepancy matters. For writing, the sheet contains parts of the rubric. In paragraph writing, if the difference between the two graders is less than 5 points, the average of the two graders is decided as the final grade. In essay writing, if the difference between the two graders is less than 5 points, the average of the two graders is decided as the final grade. If the discrepancy is over 5, the final grader grades the paper again.

There are three grading sheets: one for the first grader, one for the second grader, and one for the Final grader. The grader can just see his/her grade sheet.

All papers are double-checked in separate areas by the lecturers. Lecturers come together to go over any discrepancies.

If there are more than 10 different grades between two graders' sheets, another grader is asked for a triple checking.



## • Speaking Exams

Speaking exams are held by two examiners. Two students enter the exam room but are tested individually.

The examiners use rubric and grades separately on two different sheets, and then they check their grades for the discrepancy.

The examiner can direct the test-taker student with the phrases he/she has in her/his lecturer manual to make him/her calm and talk. If a test-taker does not attend the exam on time, the examiners can continue the exam with the next student. The latecomers can enter the exam with the permission of the Testing Coordinators if the exam is still in process.

The exam envelopes are given to the Testing office immediately after the exam.

## • Online Exams

For online exams, lecturers grade the exams on Word documents. The assessment documents such as criteria, grading sheet, and conversion tables are sent via email and Google Drive. The lecturers are expected to complete grading until the deadline stated in the email.

## • How to Enter the Grades on e-Kampüs System (Preparatory Students Information System)

Testing Office Coordinators receive student grades from the Lecturers. After the grades are checked, they are uploaded to the main computer in the Testing Office. Testing Office Coordinators double check the grades and send them via e-mail to the Vice Principal.

After feedback is given to the students, the grades are sent back to the Vice Principal. Grades are checked again by the Vice Principal and if there are no errors, they are forwarded to the Administrative

Assistant.

Grades are entered into the Preparation Information System called E-Campus by the Administrative Coordinator and Administrative Assistant. At the end of the academic year, all grades are sent to the Rectorate in the form of a report and a cover letter. It is also sent in the form of e-mail.

Grades are kept as files, and a copy is sent to Student Affairs. At the end, grades are archived.

Some exams are graded by optic readers. The instructions for this device can be seen below:

- OPTİK OKUYUCU KULLANMA TALİMATLARI
1. TEPŞİYE KAĞITLARI YERLEŞTİR
  2. "SEK OKU" UYGULAMASINI AÇ
  3. OKUNAN KAĞIT SAYISI GİR
  4. "OKU"
  5. DOSYA ADI OLARAK SINIF ADI GİR
  6. "AÇ"
  7. "ÇIKIŞ"
  8. "GSİNAV" UYGULAMASINA GİR
  9. ŞİFRE: 123456
  10. SİRALAMA RAKAMINI AŞAĞIDA AÇILAN PENCEREDEKİ RAKAMIN 1 ÜSTÜ OLARAK YAZ
  11. AYARLAR SİMGESİNE TIKLA
  12. DERS/SINIF ADI GİR
  13. SORU SAYISINI GİR
  14. "HESAPLA"
  15. CEVAP ANAHTARINI GİR (COPY PASTE YAPILABİLİR)
  16. "CEVAP KAYDET"
  17. SOL TARAFTAKİ "KAYDET"
  18. "ABC" SİMGELİ DEĞERLENDİRME KISMINA GİR
  19. SINIF ADI OLAN DOSYAYI SEÇ VE "AÇ"
  20. "DEĞERLENDİR" (OTOMATİK KAPANIR)
  21. KALEM CETVEL SİMGESİNE GİR
  22. AÇILAN SAYFADA "LİSTE EXCEL'E TIKLA
  23. ARAÇ ÇUBUĞUNDA OTOMATİK AÇILAN EXCEL DOSYASI KONTROL EDİLİP SINIF ADI GİRİLEREK DOSYA FARKLI KAYDEDİLİR.

### 2.3.5 Feedback Process (to Students)

After each exam, feedback is provided to students to help them identify and understand their mistakes. For quizzes and in-class assessments, lecturers are responsible for delivering feedback by reviewing the answer key using the board and projector. For writing tasks, lecturers are expected to provide individual feedback directly

to each student.

For IMA-EMA assessments, the Testing Office may allocate a full day for feedback sessions and adjust lecturers' schedules accordingly. In addition, the Vice-Principal may observe classrooms where results are statistically lower than average, in order to monitor and support improvement.

## **2.4 Cheating Policy**

There is no tolerance in regard to cheating in any exams of Department of Foreign Languages including the quizzes, the presentations, and the portfolios. The student receives a "0" (zero) for that assessment if it is proved that he/she is cheating and there is no make-up for a student who has been caught cheating.

Before the exams, students are asked to place all their books, worksheets, notes, and mobile phones on the lecturers' desk. Students are always informed about bringing their student ID cards and they must show the cards to the invigilator while signing the exam list otherwise they cannot take the exam. The students must sit in the place provided for him/her according to the list in the "S" shape. If the invigilator asks a student to change his/her place, the student should obey it. If invigilators or the Testing Coordinators spot students with unauthorized material in their possession, including any information on a part of the body, clothing, on the wall or desk, or another mobile phone they do not put on the lecturer's desk, it will inevitably be assumed that cheating has taken place. The students also try to cheat on their friend's papers. After a verbal warning to the student, if the student continues cheating, the invigilator should call one of the Testing Coordinators to invigilate that student together. If the student continues cheating, the invigilator or the Testing Coordinator tells the student that this is his/her last chance, or they will sign his/her paper for cheating. If the

action continues, the invigilator should wait for the student to finish and submit his/her paper in order not to cause any confrontation, which may lead to disturbing other students. The student's paper will be signed by the invigilator at the end of the exam, showing that the student has been caught cheating and with the cheating proof attached to the paper, the exam paper is sent to the Testing Office whose responsibility is to inform the Administration.

## **2.5 Learner Training Policy**

Department of Foreign Languages' goal is to ensure that our students are given opportunities, guidance, and training in terms of study skills and techniques to develop themselves as autonomous learners. Outside the standard class hours, the students can study their Reading, Use of English, and Listening in two Learning Center hours. There are two Writing Center hours for writing skills. There are also two Speaking Club activities for the students who want to learn more about the daily language in English.

Department of Foreign Languages also gives importance to raising students' awareness about the importance of knowing a foreign language for their academic needs. Students are given surveys about that matter, and the results are discussed with them while brainstorming what else can be done to help them.

## **2.6 Lecturer Recruitment Policy**

Lecturers are the most important components of Department of Foreign Languages to achieve our goals effectively. Department of Foreign Languages always seeks lecturers who have the following characteristics:

- Demonstrating a high level of motivation to teach English or another foreign language
- Having efficient teaching skills

- Being an effective, hardworking, positive team member
  - Holding positive attitudes towards the students, the colleagues, the administration and the work
  - Respecting others and their views
  - Always positive in any situation, but constructive and encouraging in efforts
  - Showing commitment to the work, and personal and professional development
  - Being autonomous and motivated, life-long learners themselves
  - Being clear and honest in speech and finding solutions to problems.
- Other academic issues about the Lecturers relate to the Turkish Council of Higher Education (YÖK) explained by the Rectorship and announced on the web page of Toros University and the official internet page of YÖK.

While Department of Foreign Languages is seeking a lecturer, a letter is written to the Rectorship explaining the reason a lecturer is needed. After it is approved, the Human Resources Department fills a form to have the announcement on the official page of YÖK including the academic details of a Lecturers, the deadline of sending his/her documents, the announced time of accepting him/her as a candidate Lecturers according to the measurement of his/her degrees in the diplomas. After collecting and listing the candidates according to their measurement, the list is announced on the Toros University web page informing them when and where to take the exam or demo lesson. A demo text is sent to the candidate with the expectations from him/her including CEFR and the teaching philosophy of Department of Foreign Languages. The jury members come together on the day of the demo lesson and by using the rubric, they give marks to the candidate lecturers individually. After that, the grades are added and divided into the number of the jury and the candidate lecturer's grade is given with a report attached to his/her grade. The lecturer with the highest grade is announced as successful on the Toros University web page. The candidate lecturer

is invited to the school to discuss the details and if he/she accepts the offer, a letter is written to the Rectorship to make that particular lecturer one of us. When the Rectorship approves it, the lecturer can begin his/her work.

In order to be counted as a candidate lecturer, a lecturer should have the following diplomas and certificates:

- The Lecturers should be a graduate from one of the departments: English Language Teaching department, English Literature, and Language department, American Literature and Language department, Department of English Translation and Interpreting, English Linguistics Department.
- The Lecturers should have at least a minimum of five years of experience in the field of teaching.
- The Lecturers should have a certificate over the grade of “70” from ALES (Turkish Council of High Education YÖK for Academic Personnel and Post Graduate Education Entrance Exam).
- The Lecturers should have a master’s degree.
- The Lecturers should have a certificate over the grade of “90 from YDS” and an equivalent grade to prove that his/her English level is proficient (from the national and/or international exams such as TOEFL/TOEIC).

## **2.7 Professional Development Policy**

Our goal is to have a successful program, which relies on effective teaching: therefore, necessary support, guidance, and opportunities are given to the lecturer before, during, and after teaching processes with planned activities and an “open-door” policy to encourage professional development.

The areas that the lecturer needs more guidance, support, and training are determined through:

- meetings
- class observations

- questionnaires
- lecturers' reports
- student surveys
- wish box results
- reflection reports

Class observations and reflection reports focus on the lecturer's development and with a one-to-one conversation with the lecturers and discussing the lecturer's observation chart and observing his/her development in the other lessons and modules, the individual need of the lecturers is found and supported by the Vice-Principal of the Department of Foreign Languages. When the need is not for one lecturer, but there are more lecturers to be supported such as class management or a new technique or approach to be learned, workshops, seminars, and conferences are organized. Various workshops and presentations from outside consultants are organized according to the needs of lecturers. Department of Foreign Languages lecturers are encouraged to give and take presentations and workshops nationally and internationally including in the Erasmus+ programs.

## **2.8 Feedback Policy (Staff)**

The aim of the Feedback Policy is to establish an effective communication system between lecturers and the administration, serving as a bridge that supports lecturers' individual needs and professional development.

The Education Coordinator and/or the Vice-Principal of the Department of Foreign Languages meets with each lecturer at least once a year to discuss their personal views on a variety of issues, including the curriculum, syllabi, teaching hours, course books, preferred skills to teach in the upcoming year, supplementary materials, assessment methods, extracurricular activities, the administrative system, as well as any suggestions or complaints.

Before these meetings, lecturers are asked to prepare an annual report addressing these areas. This report, completed online through open-ended questions, provides the basis for discussion. During the meeting, the Education Coordinator or Vice-Principal may ask follow-up questions to clarify expectations and explore possible improvements for the coming year. All reports are stored in the lecturer's personal file.

Additionally, lecturers may use suggestion boxes at any time to share feedback or raise concerns. The goal of the Department of Foreign Languages is to address potential issues before they escalate. For this reason, lecturers are encouraged to communicate their suggestions or complaints without delay.

## **2.9 Complaints Policy**

The goal of Department of Foreign Languages is to create a motivating and honest atmosphere at school and consider the students' complaints. Informal complaints can be solved through conversation with the student advisor, any Lecturers of that particular student/s, a Testing Coordinator, or the Vice-Principal of the Department of Foreign Languages. For formal complaints, the student can go to the Education Coordinator or to the Vice-Principal of the Department of Foreign Languages.

At the beginning of each year, student handbooks are distributed, and the lecturers answer any questions about the handbook. The handbook, rules, and regulations of Department of Foreign Languages are kept on the Toros University web page all year long, but if the problematic behavior or complaint continues, a written document is asked, and the legal procedure as stated in the Laws and Regulations accepted by Toros University Rectorship will be used. If the students are not satisfied with their exam results, they can ask for a re-evaluation of their exams by applying with a written document, which they can take and fulfil in the Administrative



Office five days after the exam results are announced. The Testing Office re-evaluates the exams.

## **2.10 Decision-Making Policy**

All the decisions are transparent to all lecturers and the students in Department of Foreign Languages. When a course book or the duration of a skill is changed, it is discussed in regular meetings. Then the lecturers are asked to write reports and make decisions. The students are informed about the changes; however, decisions given at the beginning of the year do not change unless they are crucially important. After the election of student representatives (2 students in each class), at the end of each module, meetings are held, and student representatives are invited to the meetings to voice the students in the meetings and inform the administration about the school issues. According to their wishes and complaints, we get information from the wish boxes, individual interviews, conversations, and the student representatives. The students will be informed of the changes. The ideas of every individual are valued and considered during the decision-making process. The Testing Coordinators have meetings with the student representatives five times a year, while the Education Coordinator/ Vice-Principal of the Department of Foreign Languages are chairing the meeting. All the lecturers are invited to take an active role in any decisions concerning the teaching-learning process.

## **2.11 Distance Education Policy**

In accordance with the Mission, Vision, and Strategic Plan of the Department of Foreign Languages, Distance Education is intended to provide quality education for the students by providing an accessible quality. This policy serves as a guide for improving and implementing distance education and standardizing the quality of

the delivery and assessment of distance education. The basics for distance education are as follows.

Development of course materials on distance education and making them available to open access,

Development of distance education technological infrastructure (information infrastructure), access opportunities and learning, ensuring, and improving information security,

Establishing and improving distance education-training environment and tools, measurement, and evaluation processes,

Establishing and improving support services for ensuring student participation in distance education processes,

Creating and improving the technological, pedagogical, and assessment-evaluation levels of students and teaching staff according to the distance education process,

Establishing and improving learning outcomes, learning methods and approaches in distance education processes.

#### Distance Education Principles

In order to ensure the participation of students in distance education, ensuring student motivation, receiving feedback with different methods, and using the results obtained for improvement, using performance-oriented measurement and evaluation methods and techniques for the use of various tools and methods as much as possible, instead of a single tool, in the evaluation of the activities carried out for the evaluation of students' learning processes, products and performances,

Spreading the application of evidence-based methods and techniques

to ensure auditability and transparency in the performance-based assessment process,

To use learning methods that are suitable for distance education and require more than one learning approach,

Carrying out experience sharing, peer evaluation and similar

information sharing interviews periodically,

Implementing the Training of Trainers program that includes student-centered learning methods,

Increasing active participation in the platform (LMS) used for the synchronous structure of the courses and making it more user-friendly,

To use in-class communication techniques (student-Lecturer, student-student) effectively in distance education applications, complying with ethical rules in homework, projects etc. prepared by lecturers and students in the preparation of course materials.

These principles have been evaluated and adopted by stakeholders. Stakeholders affected by this policy are students, Lecturers, Curriculum and Material Production Office Staff, Testing Office, Skill Coordinators, Administrative Staff, Distant Education Coordinator, Vice-Principals, and Education Coordinator.

## **Distant Education Procedures**

### **a) Support / Help**

At the beginning of the term, students take an online orientation program. In this orientation, they are provided with everything such as books, schedules, exams, virtual classes, and attendance related to the school. During the term, students are always provided with support by these partners:

Classroom Representative Adviser Teacher

Distant Education Coordinator Distant Education Staff IT Department

The people mentioned above are always available if students have any problems or issues. Students can always reach them via Instant messaging, e-mail, [lms.toros.edu.tr](https://lms.toros.edu.tr), or telephone. For each classroom, there are WhatsApp groups, and mail groups are grouped for announcements and problems. The students are expected to

follow the announcements on the official website of the department:  
<https://www.toros.edu.tr/icerik/yabanci-diller-bolumu>

## **b) Modes of Delivery**

**Synchronous Teaching:** In this mode, teaching is in real-time. Students and Lecturers meet in the link [lms.toros.edu.tr](https://lms.toros.edu.tr) (Perculus) at a set time. In these courses, the lecturer takes attendance, the same as they would in a real classroom. Common methods of synchronous online learning include video conferencing, teleconferencing, live chatting, and live-streamed lectures are included in this mode of delivery. The contingency plan for this mode is to use Google Meet or Zoom in case of any technical problems.

**Asynchronous Teaching:** Most of the time, we prefer Synchronous Teaching, but we supplement it with Asynchronous Teaching: Lecturers provide materials for reading, lectures for viewing (videos or ppt), assignments for completing, and exams for evaluation. This mode is preferred to be used by students' own schedules. Common methods of asynchronous online teaching we use in our department include self-guided lesson modules, pre-recorded video content, lecture notes, e-book activities, online discussion boards or social media platforms.

## **c) Curriculum and Material Production**

Distance education courses and programs mainly refer to the same academic standards, policies, and seriousness as those offered on campus. The content of the lessons and materials are approved through the same curriculum approval processes as campus-based courses and programs. The only difference is that they are prepared by considering the formats or extensions that the systems accept. In addition, by questioning their effectiveness in online teaching, the materials become visual, audio, and interactive. We get feedback

from the Lecturers on the curriculum and materials. Necessary changes are made immediately according to the feedback. The standardization of the materials is ensured by adjusting regularly in

our department. Furthermore, seminars and workshops are carried out to develop our Lecturers' distance education skills.

#### **d) Faculty Academic English Virtual Classes**

Online classes are held over the University's Learning Management System (LMS). The Lecturer starts an online class session by specifying the duration of the class. After the Lecturer and the students all log into the system, the Lecturer starts the class session. The Lecturer can turn on his/her camera so the students can see him/her.

During the class, the Lecturer can show pdf files to the class, share his/her screen, and show the students videos, photos, web pages, or any other file forms. The Lecturer can give permission to the students to speak or even open their cameras. The class session is also being recorded and saved/archived in the class's LMS page. Students who have missed that session can watch it at a later time. However, this period where the class video is visible to the students is under the control of the Lecturer. If the Lecturer decides so, he/she can close the class video for viewing. The Lecturer can also make announcements, give homework assignments, or share files over the LMS. For homework assignments, due dates can be set, and overdue assignments will not be accepted automatically.

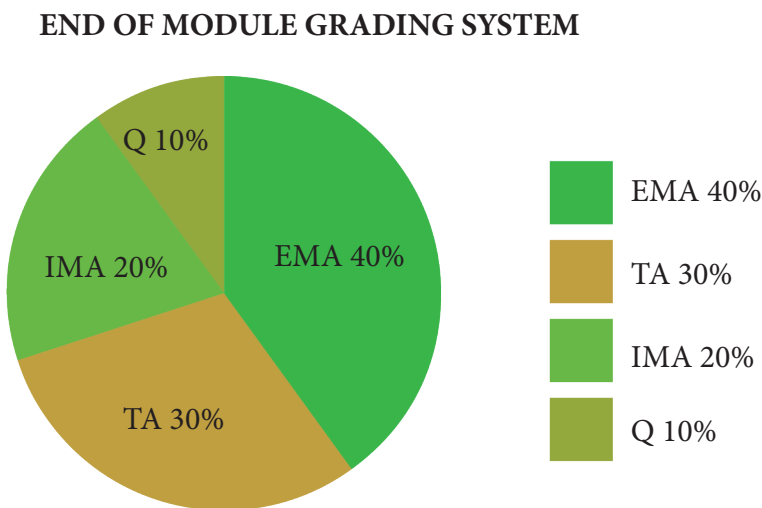
#### **e) Assessment in Distance Education**

In the Department of Foreign Languages, online exams are done by following some procedures. The modular system assessment is updated in keeping with distance education. That is why formative

assessment is preferred to focus more on student performance than the results of exams. In accordance with this policy, the value of Teacher Assessment is higher (30%) than face-to-face examination assessment. The Testing Office designs online exams coherent to distant education.

Exam percentages for a module of distance education:

End of Module Assessment	40%
Teacher Assessment	30%
In-module Assessment	20%
Quizzes	10%



Before the exams: Students are informed about the details of the exam in advance. They are provided with the criteria that their exams will be assessed and are informed about the exam rules and schedule in detail.

During the exam: After the identity of the student is confirmed, the exams are uploaded at the set time on Perculus. The deadline is set.

NO EXAMS ARE ACCEPTED AFTER THE DEADLINE TIME.

The advisor teachers or invigilators are available to help students in case of any problems.

After the exam: Key meetings are held by the Skill Coordinators. In these meetings, criteria are reviewed, and sample grading is done and discussed to standardize the grading. The Testing Office shares assessment documents on Google Drive, and the grading process starts.

Feedback: After grading, lecturers give online feedback to students by explaining the criteria and answer keys.

Procedures for Online Exams: Exams are prepared by the related Coordinator and proofread by a Vice-Principle in accordance with the skill syllabus. After the exam is ready, the lecturers are informed about the content of the exam in an online skill meeting. Then, the students are informed about the rules and content. The exam is uploaded to the [lms.toros.edu.tr](https://lms.toros.edu.tr) exam part and the students are expected to answer the questions in the allocated time.

Special Procedures:

For Notetaking (Listening) exams, this procedure is followed by the invigilators:

Go to the “Add Activity” link and click on ASSIGNMENT. In the NAME Section, write LISTENING (OUTLINE SHEET), depending on the exam.

Upload the OUTLINE sheets 3 minutes prior to the scheduled time. Choose 1 for upload count. Do not allow downloads after the deadline. Click and save the document.

Click on My Courses on the left of the screen.

Create a virtual classroom. Click on the share screen.

Start the recording (all classes will listen to the lecture ONCE).

Please turn your microphone off.

After the lecture ends, AGAIN, go to the “Add Activity” link and click on ASSIGNMENT. In the NAME Section, for example, write LISTENING (QUESTION SHEET), depending on the exam and

send the QUESTION SHEET.

Please note the time you have sent the question sheet and allow 15 minutes to answer the questions and upload their question sheet and an outline sheet.

The students are required to upload both question sheets and outline sheets.

Please download the exams/quizzes and send BOTH the question

sheet and outline sheet to the assigned grader.

For Writing, the assessment for online exams is as follows:

1. After the key meeting, the criteria for online exams are followed.
2. First, the papers are checked for plagiarism (similarity and artificial intelligence) by using a professional plagiarism program (see the table). Plagiarism reports are shared with the students.
3. Then, format criteria are applied (see the table below):

PLAGIARISM (similarity + artificial intelligence rates)				
PERCENTAGE %	TAKE OFF FROM “A”			
0-25	0			
25-50	2			
50 AND ABOVE	GETS ZERO			
If the originality of the paper is completely suspicious, plagiarism checker will check the originality (You can take off marks from A in relatively less plagiarism).				
FORMAT				
If the format is not appropriate, take off 1 mark for each. Do not take more than 3 points.				
Font	Times New Roman	IF NOT	-1	
Font size	12		-1	
Spacing	2		-1	
Justified text			-1	
Title (Center)			-1	
NO Bold/Italics			-1	
NO Highlighted Text			-1	



## For Essay Writing:

PLAGIARISM (similarity+artificial intelligence rates)				
PERCENTAGE %	TAKE OFF FROM “A”			
0-25	0			
25-50	4			
50 AND ABOVE	GETS ZERO			
If the originality of the paper is completely suspicious, plagiarism checker will check the originality (You can take off marks from A in relatively less plagiarism).				
FORMAT				
If the format is not appropriate, take off 1 mark for each. Do not take more than 3 points.				
Font	Times New Roman	IF NOT	-1	
Font size	12		-1	
Spacing	2		-1	
References				
In-text citation			-1	
Justified text(not in Reserch Paper)				
Title(center)			-1	
NO Bold/Italics			-1	
NO Highlighted Text			-1	

For Online Writing Exams, Department of Foreign Languages uses the system provided by Turnitin.com. With this system, plagiarism is checked in terms of similarity and artificial intelligence. Turnitin process has some steps for the Writing Lecturers.

1. Open a lesson on Turnitin.
2. Share the information of the lesson with the students.
3. Tell the students that they will upload their assignments on Turnitin, submitting homework on other platforms like mailing or WhatsApp is not acceptable.
4. Add Assignment and give details such as Start Date and Deadline.
5. After the students submit assignments, apply the plagiarism criteria.
6. Send the plagiarism reports (download it from the system on current view) to the students who are penalized from plagiarism (including similarity and artificial intelligence).

#### Online Exams at Department of Foreign Languages

Placement Exam: Department of Foreign Languages Placement Exam is applied via Google Forms. The freshman students take this exam to be placed in the virtual classroom appropriate for their levels. Before the exam, advisers make the necessary announcements to the students. Students get the exam (which includes 100 multiple-choice questions) on their official school e-mails and submit the exam in 1 hour. After the exam, assessment is done automatically by Google Forms and students are placed accordingly.

TUPEX (Toros University Proficiency Exam): TUPEX is intended to be conducted at school. However, sometimes it must be done online. In online TUPEX, the content of the exam differs from face-to-face TUPEX. In the online exam, students prepare a presentation instead of Note Taking and While Listening parts. The other parts are conducted on [lms.toros.edu.tr](https://lms.toros.edu.tr) Writing exams are checked for plagiarism and format. The reading part includes 35 multiple-

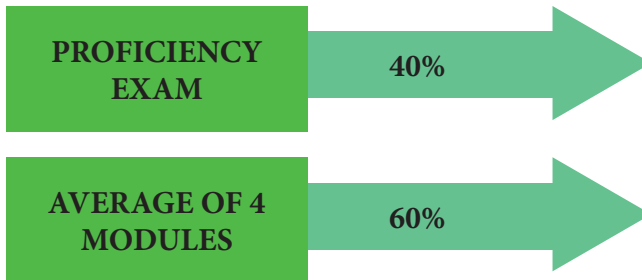
choice questions.

Reading	35 pts
Writing	35 pts
Presentation	30 pts

TUPEX has a 40% percentage at the end of year grade.

### END OF YEAR GRADE

**PROFICIENCY EXAM 40% +  
AVERAGE OF MODULES (AVERAGE OF 4 MODULE  
ACCORDING TO THEIR WEIGHTING) 60%**



Online TUPEX exams can be done with the same procedures in the Summer Term (if the Summer School opens).

Erasmus Exam: Online Erasmus exam is held on [lms.toros.edu.tr](https://lms.toros.edu.tr) with these parts:

Reading	35 pts
Writing	35 pts
Note Taking	15 pts
While Listening	10 pts

Online Erasmus Exam and online TUPEX are almost the same exams. The difference between Online Erasmus Exam and TUPEX

is that there are two listening exams at the online Erasmus Exam instead of presentations.

EMA (End of Module Assessment) and IMA (In-module Assessment): These exams include all skills in an all-day exam. The percentages are

Use of English 25 pts

Listening 25 pts

Reading 25 pts

Writing 25 pts

In Modules 2 and 4, the Speaking exam is included in the IMA exam, so the percentages change like this:

Use of English 25 pts Listening 15 pts

Speaking 10 pts

Reading 25 pts

Writing 25 pts

Participation in online classes is 80% mandatory. Students who have absenteeism of 80% or above lose their right to take the EMA (final) exam for each module.

Before the online EMA and IMA exams, students are informed with this warning:

EXAM RULES Dear students.

ALL STUDENTS MUST UNDERSTAND AND FOLLOW THE RULES AS STATED BELOW. THE EXAM PAPERS/ANSWERS, WHICH DO NOT HAVE THE FOLLOWING RULES, WILL NOT BE ACCEPTED/GRADED.

Students must write their name, surname, and class on the exam papers and the answer sheets.

Students must send their answers at the given time. Do not send

your answers at the last minute; the system does not accept the answers which are sent at the last minute.

Do not send your answers after the exam time ends. These papers will not be accepted.

Do not write your answers on the exam papers. You must write your answers on the answers sheet that is sent with your exam. (Answer sheets usually are at the bottom of the exam).

You must write your answers on WORD and send them back to your teacher as a WORD file. Do not send your answers as PDF, RAR, or any other link(s). PDF, RAR, or any other link(s) will not be accepted.

The student is responsible for his/her Internet connection, or to find the best possible point for his/her Internet connection.

During the exam, (in your location) a possible Internet disconnection or power loss will be the student's responsibility. If a student cannot send back his/her exam papers/answers due to an Internet disconnection, power loss, or for any other reason(s), this will be the student's responsibility.

Generally: As in previous exams, you must follow the rules. Papers which do not have the above rules and are sent late will not be accepted and students who are suspected of cheating and/or plagiarism will get zero.

Quizzes: Almost every week, there is an online quiz. The online exam weeks are announced at the beginning of each module. These online quizzes are Use of English, Reading, Writing, and Listening. They are assessed over 100 and they are worth 10% in a module.

TEACHER ASSESSMENT (%30)

### TEACHER ASSESSMENT (%30)

PARTICIPATION	HOMEWORK / ONLINE HOMEWORK / JOURNAL	IN CLASS QUIZ
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The value for teacher assessment grades in distance education is strikingly higher than in face-to-face assessment. Teacher assessment includes three main parts: Homework, In-class quizzes, and Participation. The grades are given by the lecturers by observing the students throughout a module. Homework includes Portfolios, e-homework, and Journals. In-class quiz is designed and conducted by the lecturer of the virtual classroom. Participation grade is given according to the performance of students during a module (to attend does not mean to participate).

#### Faculty Academic English Online Exams

Exams are held by using the homework/assignment module of the University's Learning Management System (LMS). The Lecturer uploads the exam onto the LMS as a Microsoft Office Word document. The students are instructed to download the file, change its name to their name, surname, and school number and complete the exam. The students are given a certain period to complete the exam (usually 60 minutes). After the period given to the students is over, they cannot submit their answers, therefore students must keep track of time and manage their time accordingly. The students have permission to submit their answers only once. For assessment, the procedures followed by Department of Foreign Languages are also used for the Faculty Academic English Unit.

Before the exams, these rules are announced to the students by the Faculty Academic English Unit.

Dear students.

ALL STUDENTS MUST UNDERSTAND AND FOLLOW THE RULES AS STATED BELOW. THE EXAM PAPERS/ANSWERS, WHICH DO NOT HAVE THE FOLLOWING RULES, WILL NOT BE ACCEPTED/GRADED.

Students must write their name, surname, department, and school number on the exam papers.

Students must send their answers at the given time. Do not send your answers at the last minute, the system does not accept the answers which are sent at the last minute.

Do not send your answers after the exam time ends. These papers will not be accepted.

You must write your answers on WORD and send them back to your teacher as a WORD file. Do not send your answers as PDF, RAR, or any other link(s). PDF, RAR, or any other link(s) will not be accepted. **DO NOT SEND YOUR HOMEWORK BY MAIL OR LMS MESSAGE!**

The exam file's name should be 'YOUR NAME, SURNAME, SCHOOL NUMBER.'

The student is responsible for his/her Internet connection, or to find the best possible point for his/her Internet connection.

During the exam, (in your location) a possible Internet disconnection or power loss will be the student's responsibility. If a student cannot send back his/her exam papers/answers due to an Internet disconnection, power loss, or for any other reason(s), this will be the student's responsibility.

Quality Control Circle

As in face-to-face education, research and development are important in distance education. Planning is the first step of this process. The syllabus, academic calendar, timetables, and materials are always updated in keeping with the new developments in online teaching and each partner is announced by the changes. The second step is "to do" in other words to practice. This process covers online teaching, online exams, and online feedback.

After these two steps, the process is checked by producing statistics. After each exam, statistics are done and announced by the Testing Office. Online meetings are held with students and lecturers periodically (on Google Meet or Zoom). Key meetings,

skill meetings, coordinator meetings, unit quality meetings, and classroom representatives' meetings are held throughout the year. Online surveys are given to students to complete and turn in. Lecturers write online Self-appraisal forms and Book Reports and participate in the decision-making processes.





The last step of this circle is “to act.” After the data is collected from all the partners, the action is updated. The missing parts are supplemented. If necessary, the plans are reviewed and changed after this circle.

## **Student Related Issues in Distance Education**

Participation in online classes is 80% mandatory. Students who have absenteeism of 80% or above lose their right to take the EMA (final) exam for each module.

Students with an average of 85 and above (average of 4 modules) may continue to their department of faculty and are exempt from the end-of-the-year TUPEX exam. This exception applies to Avon, Belfast, and Cambridge classes. Abbey students are not included in this exception.

Each week, there is an online Learning Center, Writing Center and Speaking Club held on Google Meet or Zoom.

### **Student Requirements and Expectations for Distance Education Prerequisites and Preparation**

A student’s ability to succeed in a distance-learning course depends on his or her ability to understand the course structure and technology. Informing students about what skills and technologies are required for specific distance learning courses gives them the opportunity to self-assess whether they are capable of completing the course.

### **Student Integrity and Authentication**

Maintaining academic integrity is a challenge in both traditional and online education. Student cheating is unfortunately commonplace at all colleges and universities. Although it is impossible to completely eradicate student cheating, it can be minimized if both faculty and administrators work together. At the beginning of each course, it is incumbent upon the faculty to make students aware (verbally and in syllabi) that cheating in general and plagiarism in particular

will not be tolerated. As a deterrent, it might be worthwhile to let students know that the Internet can be (and is) used as a tool to combat plagiarism by conducting reverse search. For its part, the administration needs to make the school's position on plagiarism very clear through the catalogue, the student handbook, and during student orientations. Plagiarism is unacceptable and has serious consequences, up to and including expulsion, awaiting students who choose to test this policy.

## **2.12 Internationalization Policy**

In addition to the general internationalization policies of our university, which aims to be a global institution, we, as the School of Foreign Languages, adopt the following principles in the field of internationalization.

### **A) Exchange Programs**

1. To increase the number of students attending exchange programs at undergraduate and graduate levels every year, compared to the previous academic year,
2. To increase the number of students coming with exchange programs at undergraduate and graduate levels every year, compared to the previous academic year,
3. To diversify exchange programs,
4. To increase the number of universities with which cooperation is made within the scope of exchange programs,
5. To increase the number of institutions where our students can do internships within the framework of exchange programs,
6. To increase the number of staff, academicians, and lecturers/members going through exchange programs,
7. To increase the number of personnel, academicians, and lecturers/members coming through exchange programs,

8. To develop projects within the European Union Education and Youth Programs and to increase the number of students and staff benefiting from the project.

## **B) Foreign Students**

1. To increase the number of foreign students at undergraduate and graduate levels every year compared to the previous academic year,
2. To increase the number of students who are successful in the preparatory program by getting language education in institutions abroad,
3. To provide cultural diversity by increasing the diversity of the countries where foreign students come from,
4. To increase the interest of international students in our institution by constantly renewing education and training,
5. To eliminate borders by improving the digitization process,
6. To update the education programs on an international scale as required by the age, by taking the advanced and well-known programs as a model, and to add the courses that will cover cultural differences to the Education-Training program,
7. To identify, develop and diversify student services (such as foreign language education and counselling, foreign language orientation on campuses, employment of foreign language staff in student affairs, etc.).

## **C) International Cooperations**

1. To increase the number of international professional organizations, associations, or unions to which it is a member,
2. Increasing the number of publications at the international level,
3. To develop cooperation with universities abroad,
4. To develop joint research projects with universities and institutions abroad,

5. To exchange faculty members with universities abroad,
6. To organize scientific events such as joint congresses/symposiums with universities and institutions abroad and to invite leading scientists in their fields to these events,
7. To carry out activities to increase international visibility and recognition,
8. To ensure that detailed information about research, scholarship, support, and training opportunities for international researchers and students is created and made accessible.

### **2.13. Class Placement Policy**

At Toros University Department of Foreign Languages, students are placed in different classrooms or virtual classrooms according to this policy.

1. Student Affairs sends the list of newly registered students.
2. A new list occurs by adding the students who failed in the previous Academic Year.
3. After the TUPEX (Proficiency Exam), the students who pass the exam gain the right to register for their faculties.
4. The next step is the Placement Exam which shows the levels of students according to CEFR.
5. There are 4 different levels at Department of Foreign Languages: Advanced (Cambridge), Pre-intermediate (Belfast), Elementary (Avon) and Beginner (Abbey).
6. There are a few criteria to follow apart from the Placement Exam results while placing the students into these levels. The variables that are considered are:
  - a. Gender: to even the numbers of male and female students in the classroom.
  - b. Age: to avoid older students accumulating in one classroom.
  - c. Name and Surname: to avoid students with the same name being in the same classroom.

- d. Nationality: to promote cultural diversity.
7. After the term starts, lecturers and advisers express their opinions about the classes of students in weekly meetings.
8. After the first exams, the students with lower grades are discussed to move to lower-level classrooms. On the other hand, the students with higher grades are discussed to move to upper levels with consensus.
9. In the second term, the students who are unsuccessful are moved to a lower level and a new classroom is opened called Richmond for Remedial/Repeat students.
10. In the second term, all students are blended inside the levels to prevent students getting accustomed to the lecturers in the class. Therefore, they can get used to different lecturers' teaching techniques. On the other hand, it helps to encourage students to get familiar with other students and other lecturers.

## **2.14. Social Contribution Policy**

Based on the motto of “Beyond Education, Into Life,” Toros University is an educational institution that constantly interacts with society, conducts research, provides education and services by putting people at the center. In this direction, Toros University School of Foreign Languages is aware of its responsibilities towards society and adopted policies. It is an undeniable fact that we exist together with society, both as a university and as a college. Our Social Contribution Policy, which emerged in this direction, covers the following principles:

- To conduct research and develop projects in cooperation with Research and Application Centers, Sector and Non-Governmental Organizations,
- To encourage students to develop projects for social contribution,
- To organize activities such as training, conferences, seminars, workshops, etc. for all segments of the society,

- To organize activities such as courses and certificate programs with the Continuing Education Center (TORSEM),
- To contribute to society by pursuing current needs and expectations,
- To contribute to the socio-economic development of society,
- To ensure the dissemination of social responsibility awareness,
- To raise individuals who are not only academically competent, but also beneficial to society,
- To make social contribution activities sustainable.<sup>4</sup>

## 2.15. Research and Development Policy

Based on the motto “Beyond Education, Into Life,” Toros University is an educational institution that constantly interacts with the society, conducts research, provides education, and provides services by putting people at the center. Toros University School of Foreign Languages is aware of the necessity and importance of research and development activities and has adopted policies in this direction. Our Research and Development Policy, which emerged in the light of all this information, covers the following principles:

- To increase the number of national and international academic publications such as articles, papers, book chapters, etc.,
- To contribute to the research and development activities of the School of Foreign Languages,
- To produce scientific studies to support the increase in the number of citations made to the publications addressed to our college from the publications in the journals scanned by national and international indexes,
- To increase the number of internal and external supported research and development projects,
- To contribute to academic competence in this direction by following up-to-date scientific studies,
- To organize national and international symposiums, congresses, artistic exhibitions, and similar scientific activities or to actively

participate in these activities,

- To ensure the dissemination of the understanding of being a scientist and educating,
- To contribute to the field of social sciences with an innovative perspective,
- To make research and development activities sustainable.

## **2.16. Archive Policy**

Data and documents are archived physically or electronically in Toros University Department of Foreign Languages.

### **a) Electronic Archive**

- All internal and external correspondences are automatically stored in the university's electronic document management system (EBYS).
- The electronic archive is stored in the external storage disks of the Vice-Principals, the Administrative Staff, and the Testing Office Coordinators' computer storage.
- All the rooms and computers are locked/encoded and can only be accessed by authorized staff.
- The data and documents stored electronically on the external disks are exam disks, exam documents such as attendance sheets, grading sheets, petitions, staff and student documents, etc.

### **b) Physical Archive**

- The school archive houses exam sheets and departmental documents in steel cabinets. Access to this room is restricted, with keys held exclusively by the Administration and Vice-Principals.
- Documents are stored in this room for five years, after which they are disposed of by a professional company.
- Documents that are not archived are shredded using shredding machines before disposal.

- For the quizzes, files include all the exams class by class, all the grading sheets and grading material such as criteria and conversion tables, and attendance sheets. One sample copy of each exam is also added to the file.
- For the Listening exams, the recording is also included in the file on a CD.
- For the Speaking exam, the recording of each student is stored in a file on a CD.
- For the IMA, EMA, and TUPEX exams, the procedures by YOK are followed as seen below:

After filling in the necessary sections about the applied exam on the Toros University Exam Document Envelope, the following evidence/documents should be placed in the envelope:

- Exam attendance sheets for the class including the date the exam was administered,
- Answer keys for the administered exam,
- Answer sheets of the students for the administered exam or project,
- The exam result list with the grades of the administered exam,
- Student attendance chart for the class showing the day and week the exam was administered,
- Syllabus for the course and term the exam was administered.

### **3. LECTURER RELATED ISSUES**

#### **3.1 Monitoring Student Attendance**

The attendance sheets are shared at the beginning of the week online (on Google Drive) by the Administrative Office. Lecturers are responsible for taking an accurate record of each student's attendance for each lesson in a day. The Administrative Coordinator is responsible for entering the attendance on the student automation system weekly.

Attendance cannot be used as a way of punishment: therefore, if the student has some behavior problems, does not bring his/her books



or materials into class, or does not do his/her homework, lecturers cannot mark them absent. However, they can punish the attitudes mentioned above with the Teacher Assessment grade they give at the end of each module.

Medical reports for non-attendance are not accepted. The class hours the students must attend for each level are announced in the student orientation program, written in the student handbook, and explained by the administration office to the students. It is the students' responsibility to keep track of their own number of absences: otherwise, if absenteeism is over than the desired number, the students cannot take the EMA (End of Module Exam) which may lead to failure.

### **3.2 Record Keeping**

Lecturers are expected to keep the following in their class files:

- Attendance Record Sheets (which are shared by the administration office)
- Homework Sheets (which are distributed by the Testing Office). The lecturers are responsible for the date of the homework, the topic of the homework, whether the homework is completed on time, or if there has been cheating. It should include at least two class quizzes, and the lecturers should be clear about the students' participation.
- Lesson plans

### **3.3 Working Hours**

All the lecturers need to start and end the class on time. Problems in maintaining the class hours lead to a lack of discipline and create problems for students. The lecturers are responsible for their start and end times for each lesson. The late teachers and the lecturers who leave the class earlier are warned via Toros mail if the issue occurs more than twice and the records are kept for the yearly

evaluation of lecturers. If it becomes a regular habit, the lecturers will be dismissed.

Lecturers must have a plan before a lesson starts. He/she has to be prepared and knows what to do and must have mastery of the subject. Each minute of a lesson must not be wasted. Watching movies during class hours is forbidden. If the students want to watch a movie during class hours, they can be diverted to Movie Club. The lecturers must control the classroom and use the lesson hours effectively. Lecturers must not use their mobile phones for their personal issues during lesson hours.

In case of a lecturer's sudden illness, the lecturers are expected to inform the Vice-Principal of the Department of Foreign Languages. The Vice-Principal of the Department of Foreign Languages then informs the administration office and/or the Testing Office to tell the substitute lecturers to cover the lesson hour. If there are no substitute lecturers for that hour, one of the Testing Coordinators or the Curriculum Unit members or the Curriculum Coordinator covers the lesson. The information about covering the lesson is always announced via Toros mail to the substitute lecturers. If the lecturers become ill and cannot come to school, he/she must call the Vice-Principal of the Department of Foreign Languages before 9.00 in the morning and write the reason for sickness through the Toros mail before 9.00 in order to reschedule a substitute Lecturers. In case of a serious illness and he/she cannot come to school for more than one day, he/she must take a doctor's report from a hospital within two days.

The FAE (Faculty Academic English) lecturers must follow the same procedures and if there is no substitute for that hour/those hours, they are responsible for arranging make-up lessons and they are responsible for proving that the class hours are covered later.

The administration keeps records of absenteeism for the year, and these records are used in the evaluation of the Lecturers.

In case of approved absenteeism such as conference attendance,

seminar, presentation attendance, Erasmus+ exchanges, or any institutional commitments, the procedure is as follows:

- The lecturers should bring his/her invitation letter if he/she is a presenter, the abstract or other related materials to the Vice-Principal of the Department of Foreign Languages.

- If the Vice-Principal of the Department of Foreign Languages approves the leave (regarding the time and class hours the lecturers have in that period) an official permission letter is written to the Rectorship.

- If the Rectorship gives permission, the lecturers can go for the facility he/she chooses, but he/she is responsible for giving the same presentation (if he/ she is a presenter) in our school or sharing the ideas he/she gets from the seminar, workshop he/she goes when it is asked.

Working hours are the same when the lessons are conducted online.

### **3.4 Consulting System**

We have a consulting system for our students to discuss their study system, the problems they encounter in every subject, and to get support on administrative and academic issues. Each class has an advisor lecturer. Students can meet with the advisor lecturer individually or as a group by making an appointment.

Apart from the advisor, each class has an elected representative. This representative shares the problems of the classroom with the advisor or administration. In addition, he/she participates in the periodic meeting of class representatives.

There is also a foreign student representative in the Department of Foreign Languages. This representative shares the requests or problems of foreign students with the administration. Foreign student representatives also attend the class representatives meeting. Psychological Counselling and Guidance Center (PDRM), which works under the Health, Culture and Sports Department, provides

psychological counselling services at the 45 Evler Campus of our university. This service is free for our students and staff. If you apply, you will be able to meet with the psychologist responsible. The PDRM Center provides service every weekday between 10:00 and 17:00. The Individual Interview Request Form on our school's website is filled to make an appointment. You will be contacted via email at the latest 1 business day after the form is filled.

## **4. STUDENT-RELATED ISSUES**

### **4.1 Attendance**

For the first hour in the mornings, the students may be allowed in the classroom for a period of five to ten minutes only for exceptional situations such as transportation problems. If the student is a regular late comer, the Lecturer considers it as unacceptable behavior and does not allow the student in the classroom.

Due to misbehavior or failing to meet the class requirements, a student cannot be marked absent as a form of punishment. he/she cannot be marked present if he/she is not in class as a reward.

It is the students' responsibility to keep track of their own number of absences, although they are also kept in the student automation system. The students who are absent more than 20 % of the total lesson hours they have in a module are accepted as unsuccessful and they cannot take the EMA (End of Module Exam).

Medical reports are not accepted as an excuse for non-attendance.

### **4.2 Providing Course Materials**

The students are guided to purchase the course materials in the first week of the first module. The publishers open a stand for the students in the school garden for a week. They can also buy the books from the listed booksellers (the places where they can get the books). Photocopy books are not allowed to be used by anyone. The

students cannot borrow books from others, or they cannot get used books because they need passwords for the online homework links.

#### **4.3 Borrowing Books from the Library**

The students may borrow any books from the library as long as they follow the loan period in the library.

### **5. PROCEDURES IN Department of Foreign Languages**

#### **5.1 Communication**

Communication about school related issues or announcements are conveyed on the web page of the school. It is updated with new information on course contents, the academic calendar, the student handbook, the disciplinary issues, a sample of Proficiency Exam and any relevant announcements. The students are also informed about the TUPEX results on the web page.

There is also a link for the students' automation system to follow all their exam results and attendance.

There are also noticeboards on the ground floor, on the second floor and on the third floor for daily announcements. They can also follow the average of the classes, the success rates in comparison with the other classes on these noticeboards.

For the Lecturers, Toros mailing system is used. For informal communication, there is also a WhatsApp group for Department of Foreign Languages and FAE. The Lecturers are expected to check their Toros mail account to keep track of the school issues.

For the Administration, there is a separate link to mail the Rectorship and other departments.

## 5.2 Troubleshooting Guide

There is a health emergency during class.	<ul style="list-style-type: none"> <li>• Stop teaching and call 112.</li> </ul>
You suddenly feel ill while teaching.	<ul style="list-style-type: none"> <li>• Set students some work if possible and contact the administrative office.</li> </ul>
You have a medical report	<ul style="list-style-type: none"> <li>• Call the administrative office to inform them about your absence.</li> <li>• Submit your report to the administrative office within two days.</li> </ul>
You will not be able to come to school.	<ul style="list-style-type: none"> <li>• Inform the administrative office as soon as possible about your absence.</li> <li>• Inform the related coordinator about what to cover in your class for the substitution.</li> </ul>
You want to participate in a conference, seminar, workshop, or presentation.	<ul style="list-style-type: none"> <li>• Submit your petition to the administrative office after you get acceptance from the institution you are going to teach/learn.</li> <li>• Wait for the approval of the administration.</li> <li>• Inform the related coordinators for substitution arrangements.</li> </ul>
You want to exchange classes with other Lecturers.	<ul style="list-style-type: none"> <li>• Inform the Vice-principals, tell your reason and ask for permission.</li> <li>• Inform the Testing Office if it is approved.</li> </ul>
The classroom next door does not have a Lecturer.	<ul style="list-style-type: none"> <li>• Inform the administrative office.</li> </ul>
All students are absent in the class.	<ul style="list-style-type: none"> <li>• Wait 15 minutes in the classroom and inform the administrative office immediately.</li> <li>• Talk to your students about their absence when they arrive and convince them to be at school.</li> </ul>
A student is being disruptive in your class.	<ul style="list-style-type: none"> <li>• Solve the problem through conversation outside the classroom.</li> <li>• If it is not solved, contact the Vice-Principals.</li> </ul>
There is a broken item in the class such as the projector, or your laptop.	<ul style="list-style-type: none"> <li>• Contact the technical service / IT department and the administrative office.</li> <li>• Do not write to the Whatsapp Group.</li> </ul>
You need stationery.	<ul style="list-style-type: none"> <li>• Contact the administrative office.</li> </ul>

You have questions about financial matters such as extra teaching hours payment and rises.	<ul style="list-style-type: none"> <li>• Contact the administrative office.</li> <li>Fill in the forms for extra payment on time.</li> </ul>
There is a fire alarm or earthquake.	<ul style="list-style-type: none"> <li>• Follow the emergency procedures</li> </ul>
There is a security related emergency in the building	<ul style="list-style-type: none"> <li>• Contact the administrative office. They will call the security members of the school.</li> </ul>
There is a student with Covid19. There is a student who is a contact of someone who tested positive for Covid19.	<ul style="list-style-type: none"> <li>• Report this to the administrative office.</li> <li>• Wear your mask.</li> <li>• Make the students wear their masks.</li> </ul>
Your room or classroom needs cleaning.	<ul style="list-style-type: none"> <li>• Do not write to the Whatsapp Group.</li> <li>• Call the janitor/building attendant for help.</li> </ul>
The attendance has not come yet.	<ul style="list-style-type: none"> <li>• Do not write to the Whatsapp Group.</li> <li>• Contact the administrative office.</li> </ul>
There is a problem with the evaluation sheets.	<ul style="list-style-type: none"> <li>• Do not write to the Whatsapp Group.</li> <li>• Contact the Vice Principal.</li> </ul>
For any mechanical or technical problems.	<ul style="list-style-type: none"> <li>• Do not write to the Whatsapp Group.</li> <li>• Contact the administrative office or directly the IT Department.</li> </ul>
You have a problem with the Distant Education Program / Online Education System.	Contact the Distant Education Unit
	<p><b>Directly contact the person in charge about your matter. Please write in the Whatsapp group only when necessary.</b></p> <p><b>The Administrative Office is always there to help you and solve your administrative problems.</b></p> <p><b>The Testing Office helps you to solve academic issues.</b></p>

## 5.3 Emergencies

### Power Cuts

In the case of a power cut during work hours, the electric generator will start in a few minutes to provide electricity, but to be on the safe side, charge your laptop batteries before the listening exams.

### Evacuation of the Building

Take the following steps during emergencies:

<b>During Class Time</b>	<ul style="list-style-type: none"><li>• Ask the students to take their belongings and follow you in a single line</li><li>• Follow the emergency exit route</li><li>• Go in front of the building and stay there</li></ul>
<b>During Break Times</b>	<ul style="list-style-type: none"><li>• Take your belongings with you</li><li>• Ask the students near you to follow you in single line</li><li>• Follow the emergency exit route</li><li>• Go in front of the building and stay there</li></ul>
<b>During Exams</b>	<ul style="list-style-type: none"><li>• Ask the students to leave the exam papers on the desks, take their belongings and follow you in single line</li><li>• Collect the exam papers</li><li>• Follow the emergency exit route</li><li>• Go in front of the building and stay there</li></ul>
<b>When the students are not at school</b>	<ul style="list-style-type: none"><li>• Take your belongings with you</li><li>• Follow the emergency exit route</li><li>• Go in front of the building and stay there</li></ul>



## **First Aid**

There is an infirmary and a doctor to look after the staff and the students for first aid situations. The more experienced students studying in any of the medical sciences departments support the Health Care Service part-time.

## **6 DISCIPLINARY ISSUES**

The Code of Conduct and Disciplinary Procedures to be followed when the code is broken can be found online on the Toros webmail, Student Handbook, and the Rectorship.

**7 TOROS UNIVERSITY DEPARTMENT OF FOREIGN  
LANGUAGES  
2025-2026 ACADEMIC YEAR CALENDAR**

<b>FALL TERM</b>	<b>Start</b>	<b>End</b>
Placement Exam	September 11, 2025 (THURSDAY)	
TUPEX (Proficiency)	September 12, 2025 (FRIDAY)	
Department of Foreign Languages Opening and Orientation Program	September 22, 2025 (MONDAY)	
Module 1	September 22, 2025 (MONDAY)	November 14, 2025 (FRIDAY)
Module 1 EMA	November 14, 2025 (FRIDAY)	
Module 2	November 24, 2025 (MONDAY)	January 16, 2026 (FRI- DAY)
Module 2 EMA	January 16, 2026 (FRIDAY)	
Semester	January 19, 2026 (MON- DAY)	January 30, 2026 (FRI- DAY)
<b>SPRING TERM</b>	<b>Start</b>	<b>End</b>
Module 3	February 02, 2026 (MONDAY)	March 27, 2026 (FRIDAY)
Module 3 EMA	March 27, 2026 (FRIDAY)	
Module 4	April 06, 2026 (MONDAY)	June 05, 2026 (FRIDAY)
Module 4 EMA	June 05, 2026 (FRIDAY)	
TUPEX: Written	June 15, 2026 (MONDAY)	
TUPEX: Verbal	June 16, 2026 (TUESDAY)	
TUPEX Results Announcement	June 19, 2026 (FRIDAY)	

SUMMER TERM	Start	End
Summer School Registration	June 22, 2026 (MONDAY)	June 26, 2026 (FRIDAY)
Summer School (7 Weeks)	June 29, 2026 (MONDAY) August 14, 2026 (FRIDAY)	
TUPEX Summer School (Written and Verbal)	August 14, 2026 (FRIDAY)	
Summer School TUPEX Results Announcement	August 19, 2026 (WEDNESDAY)	

## LIST OF APPENDICES

### Appendix 1 – Student Related Issues

#### 1.1 Request about Absenteeism

**REPUBLIC OF TÜRKİYE  
TOROS UNIVERSITY  
DEPARTMENT OF FOREIGN**

**To the Head of the Department of Foreign Languages**

As a student of Department of Foreign Languages at  
Toros University,

I could not attend my classes between the dates of  
.... /.... /20....

Name :  
Surname :  
Student ID :  
Number Level :

## 1.2 Objection for Exams

**REPUBLIC OF TURKIYE  
TOROS UNIVERSITY  
DEPARTMENT OF FOREIGN LANGUAGES**

**To the Head of the Department of Foreign Languages**

I am ..... number student of  
Department of Foreign Languages at Toros University. I  
kindly request that my exam paper of the .....  
exam which was held on , be  
reviewed to determine whether there is an inadvertently  
mistake with the grade.

Kindly submitted for your information.

.../..../

Signature :  
Name-Surname :  
Level / Class :  
Mobile Phone :

### 1.3 Letter of Achievement

**REPUBLIC OF TÜRKİYE  
TOROS UNIVERSITY  
DEPARTMENT OF FOREIGN LANGUAGES**

**Date:**

**To the Head of the Department of Foreign Languages**

I am a student in the Faculty of ..... at  
.....  
Department. I am requesting a letter of achievement for  
.....  
Academic Year. This document is necessary for  
.....  
Kindly submitted for your information.

Name :  
Surname :  
Student Number :  
Signature :

## Student Request Form

Subject	Financial Affairs <input type="radio"/>	Student Affairs <input type="radio"/>	Dormitory <input type="radio"/>	Document Requested <input type="radio"/>
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Detailed information about the	Date:
Decision : .....	Signature : .....
.....	
.....	

## 1.5 Student Interview Form

### STUDENT INTERVIEW FORM

Name-Surname	
Class / Level:	
Interview Subject:	

### PSYCHOLOGICAL COUNSELLING AND GUIDANCE AND STUDIES

P.C AND GUIDANCE AREA	STUDIES
<input type="checkbox"/> Occupational Guidance <input type="checkbox"/> Educational Guidance <input type="checkbox"/> Personal Guidance <input type="checkbox"/> Others .....	<input type="checkbox"/> Psychological Counseling Interview
1. INTERVIEW:	Date:..../..../.....
2. INTERVIEW / OBSERVATION:	Date:..../..../.....
3. INTERVIEW / OBSERVATION:	Date:..../..../.....
RESULTS AND RECOMMENDATIONS:	Signature:



## Appendix- 2 Lecturer Related Issues

### 2.1 Exchange Program Feedback Form

<b>EXCHANGE PROGRAM FEEDBACK FORM</b>
<b>Name of the Exchange Program</b>
<b>Date</b>
<b>Country</b>
<b>University</b>
<b>Subject/ Course Summary</b>
<b>Student audience</b> (age, level, department, etc.)
<b>Impressions and Suggestions</b> (pre-application period, university opportunities, Social experiences-accommodation, Communication, transportation, trips, language, etc.)
<b>Name-Surname</b>

## Acceptance Form

**REPUBLIC OF TÜRKİYE  
TOROS UNIVERSITY  
DEPARTMENT OF FOREIGN LANGUAGES**

**To the Education Coordinator of Department of  
Foreign Languages**

I            would like        to        participate        in        the  
..... Conference in.....(City)        between  
the dates ..... and..... with the topic of  
.....in the verbal/written presentation.

I would like to attend this conference and I would request for all  
expenses including travel, accommodation, and the attendance fee  
by the school budget.

Date:

Name –Surname:

Signature:

Attachments:

1. Letter of acceptance in English and Turkish
2. Abstract of presentation in English and Turkish
3. Attendance fee in English and Turkish

**2.3 – Rescheduling lessons in FAE**  
**(Faculty Academic English Program)**

**REPUBLIC OF TÜRKİYE**  
**TOROS UNIVERSITY**  
**DEPARTMENT OF FOREIGN LANGUAGES**

**To the Head of the Department of Department of Foreign Languages**

I would like to reschedule my lessons because of  
.....  
on the dates of that I could not conduct has been presented

Name –Surname :  
Faculty Lesson Code /  
Skill Lesson Date :  
Classroom :

## Appendix - 3 Administrative Issues

### 3.1 Parent Interview Form

#### PARENT INTERVIEW FORM

Interview Date	
Name and Surname of the Student	
Classroom of the student	
Name and Surname of the Parent	
Relation to the student	
Phone number of the parent	

Topic / Reason of the Interview	
The place where the Interview was held	
The summary of the interview	
Interview Conducted	
Person or Institution to collaborate with	
Result and Suggestions	

### 3.2 Letter of Success

**REPUBLIC OF TÜRKİYE  
TOROS UNIVERSITY  
DEPARTMENT OF FOREIGN LANGUAGES**

**To the Head of the Department of Department of  
Foreign Languages**

I am a student in the Faculty of        at  
..... Department. I am requesting a letter of success  
including my grades for    Academic Year. This document is  
necessary for .....  
Kindly submitted for your information.

Name –Surname                                :  
Student Number                                :  
Signature    :

### 3.3 Debit Form

#### DEBIT FORM

Title	Toros University 45 Evler Campus
Address	Bahçelievler 16. cad. No: 77, 33140 Yenışehir / Mersin, Türkiye

INFO	
Name and Surname	
Title	

The properties of our office whose description and definition are provided below have been returned undamaged and complete.

THE PROPERTIES			
SNO	TYPE	UNIT	QUANTITY

Recipient  
(Name, Surname-Signature)

Time of  
Delivery: ...../...../.....

Consigner  
(Name-Surname-Signature)

(This part is to be filled after return)

The property whose description and definition is provide dabove has been returned to the office:

Undamaged  
and complete

☐

Damaged  
and in complete

☐

If damaged and incomplete, please report the damage or deficiency below.

The property whose description and definition is provide dabove has been returned to the office:

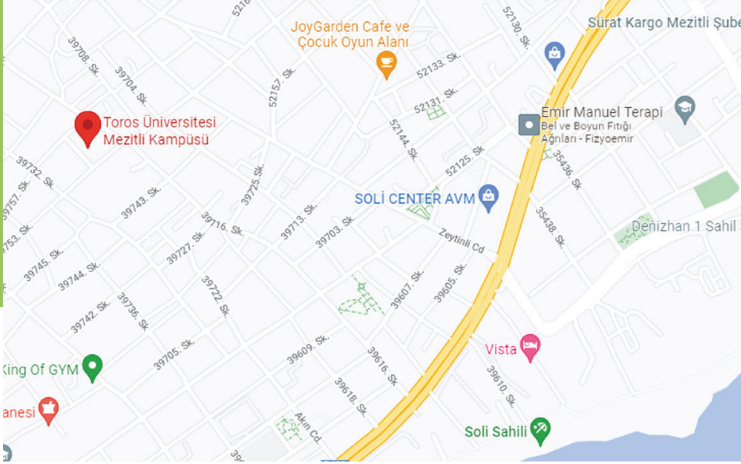
Consigner  
(Name-Surname-Signature)

Time of  
Delivery: ...../...../.....  
Recipient  
(Name, Surname-Signature)

### 3.4     Material Delivery Form

#### Material Delivery Form

Date	Material	Number	Recipient			Deliverer
			NAME	SURNAME	SIGNATURE	



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