



**ÖZYEĞİN UNIVERSITY SCHOOL OF LANGUAGES
ENGLISH PREPARATORY PROGRAM
2023-2024 ACADEMIC YEAR
STUDENT HANDBOOK**

— ÖZYEĞİN —
— ÜNİVERSİTESİ —

ACCREDITED
Eaquals
Excellence in Language Education

Contents

Message from the Director	3
About the School of Languages (ScOLa)	4
Who is Who in ScOLa?	12
Where to Go? Who to Ask?	13
The Structure of the English Preparatory Program	14
Levels.....	15
Coursebooks.....	15
Attendance.....	16
Examinations and Assessment.....	17
Communication Channels.....	21
Resources Offered to Preparatory Program Strudents	22
Extra-Curricular Activities	25
Supporting Services	28
Campus Life	31
Student Discipline and Disciplinary Actions	33
Netiquette for ScOLa Students	36
ScOLa Experiences of Fellow Students	40
Communication	44

MESSAGE FROM THE DIRECTOR



Dear Students,

Welcome to the English Preparatory Program at Özyeğin University.

This booklet is designed to inform you about our English Preparatory Program and offer you guidance about where to go when you need help.

Özyeğin University adopted English as its language of instruction. Today, English is the most widely used medium of information and instruction across the world. The primary mission of the English Preparatory Program is to prepare you as students who have an excellent command of written and oral English and equip you with the necessary academic and study skills. Through our English Preparatory Program, we endeavor to prepare you as well-versed individuals who are ready for their academic and professional lives with their highly-developed critical thinking skills, effective use of technology, and deep commitment to the code of ethics.

We have developed a program that encourages you to take an active role in your learning process, promotes creative and critical thinking, and contributes to your general knowledge. We will work with you one-on-one to give you all the support you need in and outside the class, and provide you with the necessary guidance based on your individual needs. Our academic staff consists of highly-qualified instructors who are either native speakers or who have near-native proficiency in English.

We have developed a program that encourages you to take an active role in your learning process, promotes creative and critical thinking, and contributes to your general knowledge.

Our instructors hold the highest possible degrees in their respective fields and are always open to learning and development. They continuously keep abreast of, embrace and apply new developments in foreign language education. As part of a university that closely follows and quickly adopts technological developments, we offer you an efficient learning environment equipped with state-of-the-art technological tools and devices. As a result of our endeavor to provide you with high-quality education opportunities, ScOLA was accredited by EAQUALS (Evaluation and Accreditation of Quality Language Services) proving that the language education that we provide is at the expected standards.

I want you to know that during your period of study in our English Preparatory Program, we will always be there for you whenever you need. I wish you a successful and rewarding academic year.

Nergis Uyan
Director, School of Languages

ABOUT THE SCHOOL OF LANGUAGES (ScOLa)



The School of Languages

The School of Languages (ScOLa) consists of three different programs: English Preparatory Program, Undergraduate English Program and Modern Languages Program. Each program has its own coordinators and team leaders. The programs are designed based on shared values to cater to the needs of students in line with their respective missions and visions.

Mission, Vision and Fundamental Values of the School of Languages

Mission

The School of Languages (ScOLa) at Özyeğin University strives to develop students who have a good command of written and oral English, equip them with the necessary academic and study skills and help them excel in their studies both at the undergraduate level and beyond. We endeavor to prepare students who are able to think critically and learn continuously, both on their own and in collaboration with others.

We also aim to contribute to their development as individuals who are highly skilled at utilizing information technology tools effectively and who are able to make ethically-grounded decisions in their professional and personal lives.

Vision

The School of Languages (ScOLa) aspires to have one of the best English for Academic Purposes (EAP) programs in the country while at the same time promoting the most integrated use of educational technology; develop a custom-designed program that best meets the needs of each and every Özyeğin University student; provide and support continuous personal and professional development for its staff; contribute to the development of English Language Teaching (ELT) both in Turkey and abroad.

The School of Languages adopts the fundamental values and non-discrimination principle of Özyeğin University.

Fundamental Values

The leading values of Özyeğin University are freedom, flexibility, multidimensionality and accessibility.

- Özyeğin University is the defender of academic freedom and institutional autonomy.
- The University provides its students, members of staff and partner institutions with extensive flexibility. With its key characteristics of flexible structures, dynamic programs and freedom in course selections, the University provides its students and researchers with education and research opportunities that can be tailored to individual preferences in a quest to help them adapt to rapidly changing business life.
- Özyeğin University adopts a multi-dimensional approach, which offers different prospects and characteristics, and creates an environment that nurtures different cultures and points of view. The university promotes creativity through its environment of diversity which supports learning and discovery and provides a wide array of opportunities for intercultural exchange. To this end, the University places a special emphasis on international students and faculty as well as exchange programs and international academic collaborations.

- The University endeavors to be financially accessible to students from different corners of Turkey and the region through its effective operation and financial support model. The University awards extensive scholarship opportunities to distinguished and competent students with its effective scholarship system. The University also employs an innovative loan system to offer an opportunity to students who wish to assume the financial responsibility of their studies.

Non-Discrimination Principle

Özyeğin University hires academic and administrative staff and admits students regardless of gender, race, color, national or ethnic origin, creed, religion, age, disability, sexual orientation or gender identity; and does not discriminate on the basis of gender, race, color, national or ethnic origin, creed, religion, age, disability, sexual orientation or gender identity in the administration of its educational and employment policies, its scholarship conferment, or any university-sponsored programs.

EAQUALS Accreditation

The School of Languages was established with the mission of developing Turkey's best Academic English Program. The school has recently been accredited by EAQUALS (Evaluation and Accreditation of Quality Language Services), an internationally recognized accreditation body based in Europe. The School of Languages has been awarded with the EAQUALS accreditation for all three of its programs (English Preparatory Program, English Service Courses offered to undergraduate students, and Modern Languages Program), marking a first in Turkey.

EAQUALS awards accreditation to language schools through an extensive and multidimensional evaluation process to foster excellence in language education across the world. Founded in 1991, EAQUALS presently advises the Council of Europe on language policy issues and works with numerous leading international institutions in language education. Furthermore, EAQUALS conducts research and provides extensive consultancy and training services in areas such as curriculum development, assessment, teacher development and academic management. EAQUALS has 141 members from across the world.

EAQUALS representatives visited the school for an inspection in May 2016 and revisited in December 2020. The comprehensive inspection process concluded that the School of Languages at Özyeğin University meets the high

standards of the EAQUALS accreditation as well as the requirements of excellence in all areas.

<https://www.eaquals.org/our-members/find-a-language-course/ozyegin-university-school-of-languages/>



The Eaquals Guarantee to Students

Eaquals-accredited Centres meet the highest standards in language education and they undergo regular inspections to verify that:

1. All student recruitment materials accurately describe the language centre's programmes and services
2. Contractual information provided to students is accurate and complete
3. Regulations regarding admissions, assessment, progression, discipline and completion are transparent
4. Teaching and educational standards are high, and yield effective learning
5. The course of language study is structured and divided into levels of proficiency
6. Programmes are designed to be coherent, and have specified objectives, content and learning outcomes
7. The teaching and learning methods and techniques used are appropriate and effective for the students
8. Assessment is aligned with programmes' objectives, and assessment criteria are transparent and communicated to students
9. Assessment procedures are valid and soundly administered, and reports provide a reliable statement of student achievements
10. Teaching staff are qualified and competent, experienced in teaching the target language and work under the supervision of appropriately qualified academic managers
11. Premises, facilities and learning platforms are suitable for the purpose
12. Resources used are relevant to the needs of students and to programmes' objectives
13. Support and advice is provided for students including academic counselling, guidance towards successful completion of the course of language studies
14. Administration and auxiliary services provided by the language centre are efficient
15. There is an opportunity for students to give feedback on programmes and their delivery

Eaquals

www.eaquals.org

Email: info@eaquals.org Postal address: PO Box 1202/95 Budapest H-1360 Hungary Eaquals is a registered UK charity 1143547

Eaquals is a company limited by guarantee and registered 07727408 in England & Wales at 2930 Fitzroy Square, London W1T 6LQ, UK

EAQUALS Complaint Procedure



Eaquals Complaints Procedure

Eaquals is an association whose primary aim is to promote and develop high quality in language teaching and language training services, and all Eaquals members undergo rigorous and regular inspection to ensure that they abide by the Eaquals Charters.

Eaquals may receive a complaint from a student or client about services provided by a member school or institution, or from an employee of a member institution. If this happens the procedure is as follows:

Steps	PROCEDURE	Timeframe
1	<ul style="list-style-type: none"> Eaquals receives a complaint form. Eaquals acknowledges receipt of complaint form. Eaquals Secretariat forwards complaint form to the Eaquals Executive Director. 	24 hours
2	<ul style="list-style-type: none"> Executive Director checks that all information has been completed in the form. If information is missing, Executive Director requests details from person lodging complaint. 	1 – 2 days
3	<ul style="list-style-type: none"> Eaquals reviews all details of complaint made. If Eaquals does not agree with the complaint, the person making the complaint will be informed, and no further action will be taken by Eaquals. If Eaquals agrees with the complaint, they will inform the school/institution in question and ask them to respond to the complaint which has been made. 	1 week
4	<ul style="list-style-type: none"> Eaquals reviews response from the school/institution in question. If Eaquals upholds the complaint after reviewing the response, Eaquals will try to mediate between the member school/institution and the person making the complaint. If Eaquals does not uphold the complaint after reviewing the response from the school/institution, the person making the complaint will be informed, and no further action will be taken by Eaquals. 	1 week
5	<ul style="list-style-type: none"> If the person making the complaint is not satisfied with the outcome, they may take their complaint to the Eaquals Ombudsman. This is done via Eaquals. Eaquals will prepare a summary report of the procedure which has been followed and supporting documentation and any other relevant documents. This is sent to the Ombudsman. 	1 week
6	<ul style="list-style-type: none"> The Ombudsman reviews the complaint and all of the related documentation, examining these against the Eaquals Charters. The Ombudsman will prepare a report outlining the conclusions reached and indicating any additional steps which are to be followed. The Ombudsman sends the report to Eaquals who forwards it directly to both parties involved. 	2 -4 weeks
The Ombudsman's decision is final.		



EAQUALS COMPLAINT FORM

This form is to be completed by anyone wishing to lodge a complaint about a school or institution which is an accredited member of Eaqals.

The form should be completed in full and emailed to info@eaquals.org as an attachment.

We will confirm receipt of your email and will respond to your complaint within a month of receiving it. This is to ensure there is sufficient time to fully investigate the complaint.

This complaint is against: (name and location of Eaqals member)	
Name of person making complaint	
Your current address and e-mail address	
Relationship with member organisation (e.g. student, client, staff member etc)	
When did you first become a student, client or employee? (month/year)	
Are you still a student or employee there? If not, when did you leave? (month/year)	
Please summarise your complaint against the Eaqals member organisation. <i>(Use the box below)</i>	
Has the organization respected the Eaquals Charters? If you think they have not respected them, please explain which clause or clauses they have NOT respected. <i>(Use the box below)</i>	
Have you complained directly to the member organisation, using their own complaints or grievance procedure? (Eaquals cannot consider complaints until the member's complaints or grievance procedure has been exhausted). <i>(Use the box below)</i>	



Did the member organisation take any action or respond after your complaint? Please give details. <i>(Use the box below)</i>
If they did not take any action, what reason did they give? <i>(Use the box below)</i>
In your opinion, what action should the member organisation take now? <i>(Use the box below)</i>
Any other important information? <i>(Use the box below)</i>

I authorise Eequals to show this complaint form and related documents to the Eequals member concerned.

Full name:

Date:

WHO IS WHO IN SCOLA?

Director					
Nergis Uyan Office: 428					
Administrative Staff					
Sadettin Ünal & Eda Öztürk & Aylin Yurtsever Office: 426 & 428					
Team Leaders					
Şule B. Yalçın	Özlem Baykan	Ayşegül Karaman	Sultan Zeydan	Selen Şirin Dülger	Nazlı Hazar
Office: 421					
UGEP Coordinator					
Serkan Aras Office: 424					
Modern Languages Program Coordinator					
Nergis Enmutlu Elpe Office: 425					
Curriculum and Assessment Coordinator					
Canan Şaban Office: 423					
Teaching and Learning Development Unit Coordinator					
Esra Çelik Soydan Office: 320					

WHERE TO GO? WHO TO ASK?

Solution Center

for all your inquiries about the university

<http://solutioncenter.ozyegin.edu.tr>

Student Services

Kaan Samsun, Academic Services Staff - English Preparatory Program

kaan.samsun@ozyegin.edu.tr

Library

Student Center, Floor: 0

library@ozyegin.edu.tr

Photocopy Center

ScOLa, Floor: 0

(Next to ScOLa 230)

Psychological Counseling

Student Center, Floor: -3

counseling@ozyegin.edu.tr

Academic Calendar

For all the official exam dates and holidays

<https://www.ozyegin.edu.tr/en/student-services/academic-calendar>

THE STRUCTURE OF THE ENGLISH PREPARATORY PROGRAM



The English Preparatory Program has three levels: A2, B1, and B2. Students who meet the course requirements at the B2 level have the right to sit for ScOLA's proficiency exam, TRACE (Test of Readiness for Academic English). The students who successfully pass TRACE will be admitted to their undergraduate programs.

The course descriptions for each of the three levels are given separately, with an indication of the objectives for each level.

The Levels of the English Preparatory Program

Level Assessment

All newly admitted students of Özyeğin University sit for the Placement Test before the start of the academic year. Based on their performance in this test, students are placed into appropriate levels. Students who score above the determined minimum score are given the TRACE (Test of Readiness for Academic English). Based on their performance in TRACE, students who are at the expected level are eligible to matriculate to their undergraduate programs, while students who are not at the expected level are placed into B2 level.

A2: At the end of this level, students will be able to:

- understand short texts (written and spoken) on general and familiar topics with high frequency vocabulary and everyday expressions.
- produce simple texts (written and spoken) on familiar topics provided that the task and content of the production is predictable.
- interact in tasks that require a simple and direct exchange of information on familiar and routine matters.

B1: At the end of this level, students will be able to:

- understand straightforward and clearly structured texts (written and spoken) on general topics (e.g. health, business, education, technology).
- produce straightforward and coherent texts (written and spoken) on general topics.
- interact in familiar situations with some confidence although there may be breakdowns in communication.

B2: At the end of this level, students will be able to:

- understand the main information / arguments / ideas and details of relatively complex and long texts (written and spoken) on a wide range of topics encountered in personal, social, academic, and vocational life. Texts may be of concrete or abstract nature.
- produce clear, detailed, fluent, and well-structured texts (written and spoken) on a wide range of topics appropriate for their purposes (e.g. developing an argument, presenting a viewpoint).
- interact fluently, naturally, and spontaneously in tasks and situations that are less predictable; and extend his/her ideas and sustain the communication in an interactive exchange. There may be minor breakdowns in communication.

Coursebooks

Students are informed about the coursebooks and additional course materials to be used at each level on the first day of classes. Coursebooks covered in the English Preparatory Program can be obtained from Çağlayan Bookstore. The bookstore is located on the Ground Floor of the Student Center. Students may also purchase their coursebooks from any off-campus bookstore so long as they are original copies. Özyeğin University strictly prohibits the use of pirated or illegal copies of coursebooks including photocopies. The curriculum is also supported with online learning tools which give students the opportunity to do exercises outside the class. Students need passwords to use these tools and the passwords are available only in authorized copies.

Attendance

ScOLa students are expected to attend at least 80 percent of total class hours during the academic year. The 20 percent limit on unexcused absences is announced at the beginning of the academic year. Students are responsible for keeping track of their absences via the Student Information System (SIS). Students who exceed the 20 percent limit on unexcused absences are not allowed to take Level Assessment Tests (LAT) or TRACE.

Students who fail to attend a class or leave before the end of the class for any reason are considered absent. Instructors do not have the prerogative of excusing students from the class at their own discretion. In the event the class date or time is changed or a make-up course is held outside the regular class time, students must observe the announced date and time, for the rules for absenteeism will continue to be in effect as it is.

- **Sick Leave Report:** Students who fail to attend classes due to health problems for ten or more days must provide a Medical Board Report issued by a public institution or a general hospital on the list of recognized hospitals HSE announces each year. Absences of students who can provide medical board reports will be considered excused. These students must submit their reports to ScOLa administrative staff within three business days from the end date of the report. Students on sick leave cannot attend classes or take exams during the effective dates of their sick leave reports.
- Students do not need to provide a sick leave report for short-term illnesses. Students may use their 20 percent limit on unexcused absences for these types of situations. It is at the discretion of the Executive Board of the School of Languages to accept or reject

Medical Board Reports issued for less than 10 days for exceptional cases by a public institution or a general hospital on the list of recognized hospitals HSE announces each year. The respective student must submit the report to the ScOLa Administrative Office within three business days from the end date of the report for an evaluation by the Executive Board. The student must also provide a petition which clearly explains his/her situation. The petition must be addressed to the School of Languages Directorate. If the Executive Board approves the report, the student's absences will be excused.

- **Social and Sports Activities:** Students who represent the University in social, cultural or sports events are not considered absent in classes they cannot attend, provided that these events are approved by the Rector's Office. Students who take part in social, cultural and sports events other than those approved by the Rector's Office or the University may use their 20 percent limit on unexcused absences. These students are considered absent in classes they cannot attend.

Examinations and Assessment

Eligibility to advance to the next level is determined based on the student's grade point average in his/her current level. In all levels, a student must have a minimum grade point average of 65 out of 100 in order to be eligible to advance to the next level. At the end of the B2 level, all students with a grade point average between and including 65 and 79 will be eligible to sit for the TRACE examination. At the end of the B2 level, students with a grade point average of 80 and above are exempt from taking the TRACE. These students will directly matriculate to their undergraduate programs.

The grade point average (GPA) in a level is calculated as follows:

MAT (Mid-Module Achievement Test): The MAT is administered to assess students' performance in the middle of a level. The MAT tests their reading, listening, grammar, vocabulary and writing skills.

LAT (Level Assessment Test): The LAT is administered to assess students' performance at the end of a level. The LAT tests their reading, listening, grammar, vocabulary and writing skills.

CPG: The CPG is students' course participation grade. The CPG counts towards 15 percent of their GPA. The course participation grade is calculated based on the due fulfillment of required assignments, and active participation in class. Their participation in class activities must be in the English language.

MCD (My Coursework Diary): The MCD is students' coursework diary, in other words, their portfolio. The MCD aims to develop their language skills through a variety of activities. These activities vary at each level; however,

they are usually graded activities designed to measure students' writing, speaking, grammar and vocabulary skills.

TRACE (Test of Readiness in Academic English): B2 students who are successful in the Placement Test or who successfully complete the B2 level are eligible to sit for the TRACE.

The TRACE is designed to determine students' readiness for a course of academic study in English. Özyeğin University students must obtain at least 65 out of 100 on the TRACE in order to be eligible to matriculate to their undergraduate programs.

The test is based on a general subject area, and all parts of the exam are related to this overall topic. The reason for this is to provide the students with content and allow them to process the information using critical thinking skills. Critical thinking and information processing skills reflect the real life needs of students in a university setting. The exam directly tests reading, writing and listening skills for academic purposes. Grammar and vocabulary are not tested directly; however, competence in these areas is determined by comprehension in reading and listening parts and usage in the writing part.

The exam has been designed using the B1, B2 and C1 levels of Common European Framework (CEFR) as references. The test focuses on assessing the language proficiency and skills of a candidate at the B2 level. The content of the exam is primarily academic because the students are preparing for full-time study at an English medium university. There are four parts in the TRACE exam.

1st Part: Introduction

The aim of this part of the exam is to expose students to the topic and to give them the opportunity to reflect on it. Students will be able to make notes from prompts such as pictures, charts, tables, etc., which will encourage them to think about the topic and prepare for subsequent parts of the exam. This part is NOT graded.

2nd Part: Reading

There are four reading sections in the TRACE. The first section consists of two short texts (up to 250 words); the third section consists of a medium length text (around 500 words); and the fourth section is a longer text of around 1,000 words. The final section in the reading part of the exam has a small number of questions that compare and contrast all of the readings.

3rd Part: Listening

There are 2 listening sections. In the first section, students listen to two lectures, each of which is approximately 8 minutes. Students need to take notes as they listen. After they finish listening, they will receive a list of questions. Then they will use their notes to answer these questions. The second listening section consists of one conversation. The students will first have time to read the questions and then they will answer the questions as they listen. They will not need to take notes for the second section.

4th Part: Writing

The final part of the TRACE involves writing a paragraph answering a question related to the topic of the exam. Students will write a

paragraph of about 250 words to directly answer the question.

You may find a sample TRACE examination on our website.

<https://www.ozyegin.edu.tr/en/preparatory-english-program/trace/practice-trace-example>

Make-Up Exam

Students are expected to complete My Coursework Diary tasks (MCD) and sit Mid-Module Achievement Tests (MAT), and Level Assessment Test (LAT).

Students with a sick leave report for ten or more days or taken part in University-approved social, cultural or sports events must submit a petition to the Executive Board of the School of Languages to request a make-up examination. These students must also attach their sick leave reports to their petitions. The petition and report must be submitted on the dates specified by the Executive Board of the School of Languages. In case of unforeseeable emergencies, students must submit a petition explaining their reasons and provide documents substantiating their absence in order to request a make-up examination. If the Executive Board approves their petitions, these students may be granted the right to a make-up examination.

No make-up is administered for Test of Readiness for Academic English (TRACE).

Objections to Examination Results

Students may submit a petition in person or send an e-mail via their OzU e-mail account to the Administrative Office of the English Preparatory Program within three business

days from the announcement of their exam grades to ask for a reassessment of their exam papers and/or request feedback pertaining to their examination.

Exemption

Please check the link below in order to learn about the details about requirements of exemption from English Preparatory Program.

<https://www.ozyegin.edu.tr/en/student-services/application-admission/language-proficiency-requirement>

Exam Rules

- Please make sure that you bring a valid photo ID card (such as your student ID card, national ID card, passport, or driver's license), and do not forget to sign the attendance sheet.
- You should arrive at least ten minutes before the examination time. Please remember that if you arrive late, you will not be given any extra time to complete your examination.
- It is not allowed to use any electronic device and/or dictionary during an examination.
- Please make sure that your mobile phone is switched off and leave them at the designated area that the invigilator shows.
- It is forbidden to bring any food or drinks into the exam room. You are only allowed to bring a bottle of water with you.
- Please make sure that you do not have any items on your desk other than your watch, pencils, erasers, water and exam materials.
- It is strictly prohibited to borrow any items such as pencils and erasers from other students during an examination.
- You will not be allowed to use the bathroom during an examination.
- Do not open the exam booklet until you are instructed to do so by the invigilator.
- Do not write anything until the invigilator makes all required announcements and informs you that you may start the examination.
- Check your exam booklet for any missing pages or questions as soon as the exam starts.
- If you have a problem or a question, just raise your hand. Your invigilator will be readily available for you.
- Please do not forget to write your name, surname, student number and pack number on the cover page of your exam booklet. Your pack number will be provided by the invigilator.
- Invigilators are not permitted to answer your questions about the content of the examination.
- You are not allowed to get up from your chair or talk with other students during an examination.
- It is strictly forbidden to cheat, attempt to cheat, or help others cheat during an examination. Such acts are considered academic misconduct and will result in a grade of zero for that examination. Furthermore, such acts will be subject to disciplinary actions as per the University's Rules and Regulations for Student Discipline.
- Always make sure that you mark all of your answers correctly on the optical answer sheet during a multiple-choice examination for which an optical answer sheet is used. Students are personally responsible for any mistakes or errors on their optical answer sheets. Information on optical answer sheets will be saved during grading.

- At the end of an examination, do not get up from your chair until the invigilator collects exam materials from all students and announces that you may do so.
- Make sure that you submit all examination materials to the invigilator. Any missing document will result in the cancellation of your examination.
- At the end of an examination, please leave the exam room quietly and do not speak loudly in the hallways.
- Students with disabilities or health problems must inform the Administrative Office to allow them to make the necessary arrangements for the examination.

Communication Channels

LMS (Learning Management System)

LMS is an online platform developed to support and assess student development. LMS is actively used by all OzU students. You may log in LMS at <https://lms.ozyegin.edu.tr/>. To log in the system, please enter the username and password provided to you at the time of enrollment.

Once you log into LMS, you may automatically see the class in which you are registered. By clicking the class link, you can see the list of all required assignments and access shared course materials as well as useful links for that level.

LMS serves as an effective communication platform for each level and allows instructors to keep track of the progress of their students. Therefore, you must endeavor to discover, learn and regularly check LMS as soon as possible. You may also check your CPG (Course Participation Grade) and MCD (My Coursework Diary) grades via LMS.

SIS (Student Information System)

SIS is an online platform you may use to check your exam grades and keep track of your academic performance. You may log into SIS at <https://sis.ozyegin.edu.tr>. To log into the system, please enter the same username and password you use for LMS.

E-mail

You may check your e-mails via the Webmail tab on the bottom right hand corner of the Özyeğin University website home page. On the displayed screen, you will be prompted to enter your username and password. You can log into your e-mail account by entering the username and password provided to you during enrollment. As e-mail is the primary communication tool within the University, you are expected to check your e-mails regularly to stay updated with university-related communication. Please note that it is your responsibility to keep abreast of any announcements and messages sent via e-mail by the University.

Bulletin Boards in Classrooms

In each classroom, there is a bulletin board. On these boards, you can find information about the academic calendar, curricula, course schedules, ScOLa clubs and the Study Center.

Bulletin Boards in the Hallways

You will also see a series of bulletin boards in the hallways. On these boards, you will find important announcements posted by the administrative office as well as a wide range of information from exam dates and times to upcoming events and activities.

MyOzU

Our mobile app MyOzU aims to serve as a platform that meets the needs of students. MyOzU can be reached at <http://my.ozyegin.edu.tr>.

RESOURCES OFFERED TO PREPARATORY PROGRAM STUDENTS



ÖzU English Language Support Center

There are three centers working under the Support Center: Study Center, Speaking Center and Writing Center. While the Writing Center provides support only to students who are in their departments, the other two centers aim to support and guide all students registered in the Preparatory Program and departments with their English skills outside class hours. In order to improve themselves in the areas they need (reading, listening, writing, speaking, grammar and vocabulary), students make appointments and meet with the instructors working in these centers through the existing appointment system. Instructors not only help students in areas where they are weak, but also provide the necessary support to help students discover their weak areas and how they should study to improve them.

Office Hours

Our instructors offer office hours to our students at each level. Students are informed of their instructors' office hours at the beginning of each module. You may visit your instructors during their office hours to clarify areas you do not understand, receive feedback on your assignments, or ask for support about a challenging topic. Likewise, your instructors, when they deem necessary, may also invite you to see them during their office hours. You are expected to attend your scheduled office hour sessions. If you are unable to attend the scheduled office hour sessions, you must give at least one day's notice to your instructors. Office hours are held in study rooms or classrooms - not in instructors' offices. Your instructors will let you know about the exact location of their office hours.

Library Resources

The Central Library at Özyeğin University is located in the Student Center on three floors. You can reach the library website at <https://library.ozyegin.edu.tr/en>.

The library offers a wide variety of printed and online resources.

Printed Books & Magazines

Workbooks and graded readers for ScOLa students are available on Floor -2 in the Central Library. These resources are designed to improve learners' language skills. On the shelves, you will find the necessary information about each level.

Online Resources & Databases

E-books

OzU Library also offers more than 500.000 e-books on a variety of digital platforms. For further information, you can send an e-mail to library@ozyegin.edu.tr.

Rosetta Stone

Rosetta Stone is a tool to help students improve their speaking, writing, reading and listening skills. It consists of English, French, Italian, German, Spanish, Arabic, Chinese, Dutch, Filipino, Greek, Hebrew, Hindi, Irish, Japanese, Korean, Persian, Polish, Portuguese, Russian, Swedish, Turkish, Vietnamese.

By creating an account using the link above, you can download the Rosetta Stone app free of charge from Apple Store and Google Play.

For further information on mobile use of Rosetta Stone: <https://youtu.be/Vya2d-zCBdE>

Press Reader

This database offers around 5000 daily newspapers and magazines from 100 countries in 60 languages. You can download free Press Reader app from Apple Store and Google Play.

Audio-Visual Materials

DVD Collection

The Central Library also boasts a vast DVD Collection. The DVD Collection includes a wide variety of feature movies, animation movies,

TV series and documentaries to improve your listening and speaking skills.

Board Games

The library also houses several board games such as Monopoly and Scrabble to contribute to your vocabulary development.

Study Facilities and Information Technology Tools

Group Study Rooms

The library accommodates 22 study rooms, each equipped with LCD screens and whiteboards, to offer you a cozy atmosphere to complete your assignments and projects. You can reserve these rooms for max. 3 hours. You can get further information using [this link](#).

Computers

There are 28 computers in the library and you can use your Özü username and password to access these computers.

Technological Equipment Use

You can also borrow IT tools from the library, including video cameras, tripods, remote controls, external DVD-roms, headsets, speakers and laptop chargers.

EXTRA-CURRICULAR ACTIVITIES



ScOLa Clubs – Projects – Seminars

As ScOLa, we aim at improving our students' language development both in and outside the class. Apart from ÖZU English Language Support Center where our students can get help regarding their questions and concerns about language learning, there are fun English Club activities and project classes throughout the academic year. Through these varied language activities, we provide our students with opportunities that would allow them to demonstrate and practice their language skills outside their regular classes. In addition to these regular activities, there are seminars and workshops organized based on the students' needs to guide them through their language learning journey.

ScOLa Clubs

As ScOLa Clubs, our ultimate goal is to help our students have the opportunity to participate in engaging and fun language activities that suit their needs and interests. Through these varied language activities, we provide students with opportunities that would allow them to demonstrate and practice their language skills outside their regular EFL classes. These activities also help us create an on-campus English speaking environment where our students are encouraged to use English language in authentic social settings. Although participation in the ScOLa clubs is optional, we encourage and look forward to the participation of students from every level into our ScOLa clubs for their language development. Below are the posters of some ScOLa Clubs run last year.



Seminars

In ScOLa, based on the common needs of our students, our instructors give seminars and workshops to our students. In the previous years, we gave seminars on the following areas: “How to study vocabulary”, “How to study writing” and “How to get motivated”. Due to the changing needs of our students, we also gave sessions entitled “Technology Orientation” and “How to be an effective

online learner?” during distance education period.

For further information, you can refer to:

<https://www.ozyegin.edu.tr/en/school-languages-scola/development-scola/student-development/student-seminars>

and

ScOLa Extra-Curricular Activities LMS Page

SUPPORTING SERVICES



We provide a variety of services supporting the university life of our students in addition to their academic lives. All the procedures that our students may need in different areas, such as health, safety and social life are set and our students are informed about them through different channels.

Student Development and Experience

Özyeğin University supports academic, cultural, psychological, and social development of its students in line with its learner-centered vision. The Student Development and Experience unit serves under the Office of the Dean of Students to support Özyeğin University's mission of vesting students with research-based critical thinking, intellectual richness, and social awareness and responsibility. The unit organizes social and individual learning projects, club programs, and a wide variety of events and activities, each held with active participation of students, in order to foster a richer and more fulfilling university experience. Through these activities, the unit helps ease students' transition to university life, and offers them opportunities to develop their professional skills and competencies. The Student Development and Experience unit endeavors to steer students to the right path in the light of their academic and life-long learning goals, supports their choices, and oversees their development.

For further information:

<https://www.ozyegin.edu.tr/en/student-development-and-experience>

Health & Safety-Security and Environment Department

Health & Safety-Security and Environment Department works to ensure the secure life on Özyeğin University campus. This department aims at raising the awareness of the ÖZÜ community through regular campaigns, events, posters and flyers.

For further information about HSE policies and Campus Safety Guide:

<https://hse.ozyegin.edu.tr/en>

We kindly ask you to read carefully and comply with the campus safety guidelines in the Campus Safety Guide.

You can report all incidents or circumstances that you think need our attention at solutioncenter@ozyegin.edu.tr or hse@ozyegin.edu.tr to help us improve, mitigate or eliminate all hazards and non-conformities across campus. You must carefully read all announcements and messages sent from hse@ozyegin.edu.tr and hse@ozu.edu.tr by the HSE Department.

EMERGENCY PHONE NUMBERS

OzU Emergency Number
+90 216 564 9 911

+90 216 564 9 155
for Security

+90 216 564 9 112
for Health Center

+90 216 564 9 409
Health&Safety and Environment
(HSE) Department

The numbers in red are extension numbers.

Safety & Security Discipline

Our mission is to prevent any unsafe situation and to improve safety, comfort and convenience in all academic, administrative and social processes for all members of the OzU community as well as guests and visitors. We endeavor to create a restricted area where only members of Özyeğin University have access. We also strive to offer instant access to our visitors and guests to relevant on-campus locations. For the ease and convenience of your guests, you may sign in your guest at our security logs via e-mail at guvenlik@ozyegin.edu.tr or via phone at 0216 564 9 155.

You may access or leave the university premises through the main entrance (Shuttle Drop-Off area), or Dorm 1, 2, and 3 buildings or the parking lots. You may swipe your Özyeğin University Identity Cards at turnstiles to access or leave the campus. Where there are no turnstiles, you are required to present your Identity Card to pass through. By assisting our security staff who ask for your identity card, you may speed up this process. In line with our accessibility policy, students, staff and guests as well as VIP guests who need to use elevators may take the Pavilion entrance by presenting their identity cards. Other staff, students and visitors are not permitted to access campus through this area and will be referred to the Drop-Off area.

Inappropriate use of parking lots and violations of traffic rules such as excessive speeding, occupying disabled parking spaces, parking in a no-parking area, or driving in the opposite lane will be identified and handled as per applicable directives and Parking Permit covenant.

You are solely responsible for the safekeeping of your personal belongings at all times. The

University will not be held responsible or liable for lost, stolen or damaged items. You can report lost items via the Solution Center or at guvenlik@ozyegin.edu.tr. Likewise, if you find any lost items, you can drop it off at any on-campus security points. If your card is damaged or no longer useable, you can request a replacement via SIS and claim your replacement card at our Security Center.

Health Center

Our campus houses health centers, which offer outpatient care to the University community. Medical cases that require further treatment are referred to the nearest hospitals. There are two health centers on our campus that offer outpatient treatment. The main Health Center is located under the Athletic (Sports) Center and is open from 07:00 to 19:00. The second Health Center, the infirmary, is located in Dorm 3 and is open from 19:00 to 07:00.

- Our campus physicians are available 24/7, offering medical examinations and treatments as required.
- There is also a fully equipped ambulance on-site with a team of highly skilled and experienced paramedics specialized in emergency care. Our ambulance service is offered in cooperation with Acibadem Mobile Health Services.
- Our health center can be reached at 9112. (0216 564 9 112)
- When you cannot reach our health center by phone, you may also call our hotline at 9911 or 0216 564 9 911.

CAMPUS LIFE



On Özü campus, the services for a variety of needs are provided. We have services, such as dining services, supermarket and copy center, which complement the campus life.

Athletic Center

Physical education and sports activities complement our students' physical and social development during their intensive academic studies. These activities are highly valued at Özyeğin University and are an integral part of academic and social events.

Our goal is to offer our students the necessary educational and sports opportunities to equip them with well-developed sports skills. Through these skills, our students will develop the habit of regular physical exercise, maintain a healthy lifestyle, learn to be a good team player, have higher self-esteem and advanced representation skills, and stand out in their professional careers. These skills will also help our students lead more fulfilling, social and healthy lives.

Our modern athletic facilities span a 15,000 m² area on our Çekmeköy Campus. Our athletic amenities include the following:

- An indoor gym with 1,500-person capacity which spans a 13,000 m² area,
- A semi-Olympic modern indoor swimming pool,
- An indoor and outdoor tennis court, a squash court,
- A modern fitness and cardio center
- Dance, spinning and Pilates studios,
- An outdoor basketball, volleyball and beach volley courts,
- A soccer field with synthetic turf,

For further information:

<https://www.ozyegin.edu.tr/en/sport-center>

Dining Services

Özyeğin University offers healthy, hygienic and high quality on-campus dining options to all its students and staff. In addition to the main dining hall, the campus also provides alternative dining options. The campus currently accommodates several cafeterias. There is a supermarket in the Student Center where you may shop for your groceries. You can also purchase snacks from vending machines located across campus 24/7.

Bookstore & OzU Store

Our on-campus bookstore offers English Preparatory and undergraduate text books as well as books in Turkish and English, and stationery. You can also purchase OzU branded merchandise from the OzU Store.

Copy Center

There are several Copy Centers located across campus. Copy Centers provide copying, printing and binding services for all students and staff.

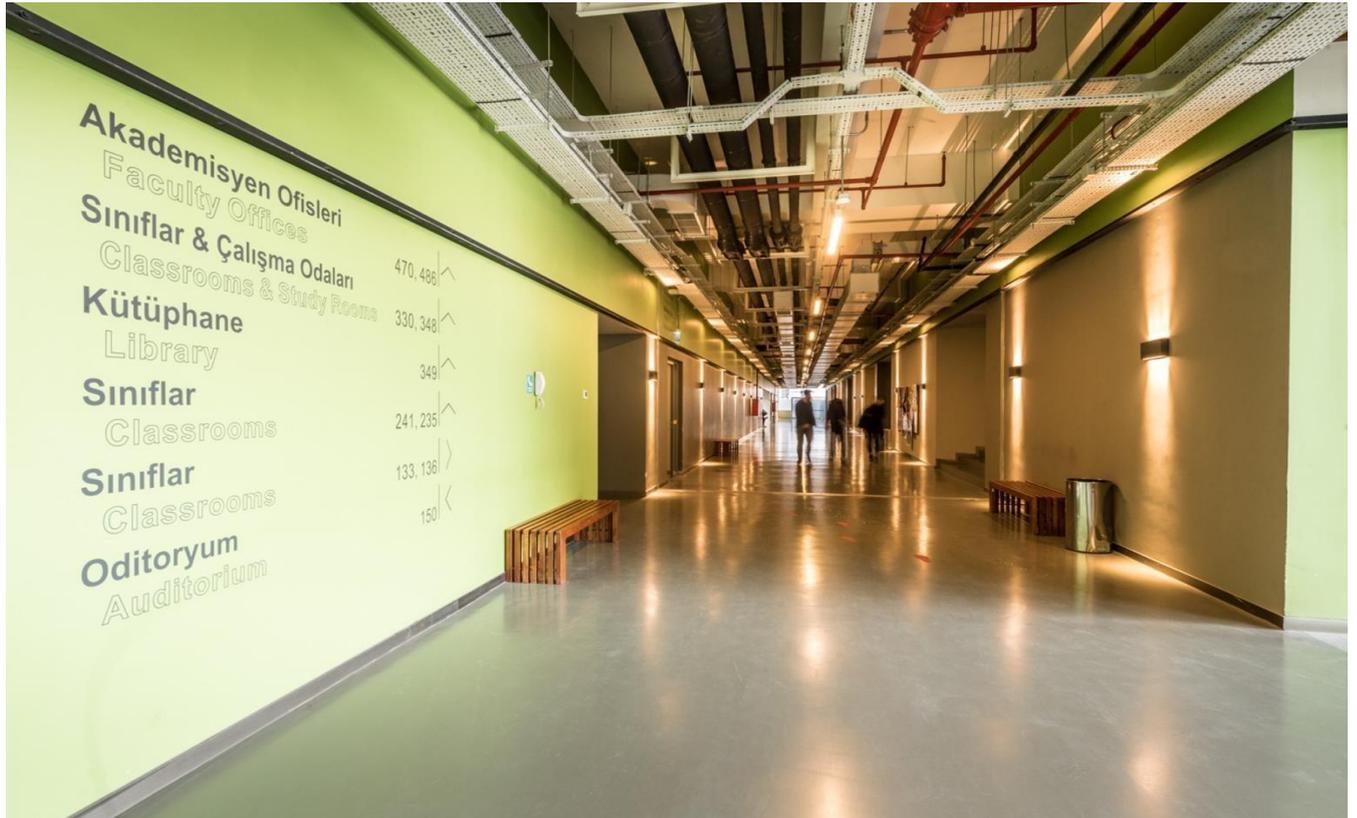
Hairdresser

There is a hairdresser in the Student Center.

PTT

In the Student Center, there is a PTT branch through which students can send mail.

STUDENT DISCIPLINE AND DISCIPLINARY ACTIONS



Classroom Rules for the Preparatory Program of the School of Languages

There are a set of rules you are expected to follow during your period of study at the Preparatory Program. These rules are prepared based on some principles and announced at the beginning of the academic semester by the class teacher. These rules and procedures are shared in a written format through LMS, as well. Disciplinary proceedings and actions are subject to the Rules and Regulations for Student Discipline at Higher Education Institutions.

Some of our classroom rules are as follows:

1. Be kind in your actions and words.
2. Respect the personal space and rights of others.
3. Respect the private and intellectual property of others.
4. Arrive on time for your class.
5. Always come to class prepared.
6. Listen while others are talking.
7. Follow the instructions of your instructor.
8. Do all the homework and assignments and turn them in on time.

9. Keep classrooms clean and tidy.

10. Demonstrate the highest degree of adherence to the code of ethics in your academic studies and behavior.

Plagiarism

Plagiarism can be defined as copying another person's idea or study and presenting it as yours. For that reason, students must not plagiarize while doing an academic study.

In order to inform our students about plagiarism and how to quote appropriately, our academic staff deliver regular presentations.

Despite these, if a student does plagiarize, the necessary disciplinary actions are taken.

Disciplinary Decision-making Flowchart

Your instructors will share the classroom rules with you during the first week.

Stage One The problem behavior occurs.	The instructor gives verbal warning to the student outside the class.
Stage Two The problem behavior aggravates or continues to occur.	The instructor fills out the Incident Report at the end of class. The instructor and the student sign the document. If the student declines to sign the document, the instructor will make a note of it on the incident report. The instructor will then submit this report to the Team Leader. The Team Leader will talk with the student and warn the student about the potential consequences that might arise if the problem behavior continues to occur.
Stage Three The problem behavior aggravates or continues to occur.	The instructor fills out the Incident Report at the end of class. The instructor and the student sign the document. If the student declines to sign the document, the instructor will make a note of it on the incident report. The instructor will then submit this report to the Team Leader. The Team Leader attaches all other relevant documents to the current Incident Report. Disciplinary proceedings are initiated.*

* Depending on the nature of the problem behavior, disciplinary proceedings can be initiated earlier.

Disciplinary proceedings and actions are subject to the Rules and Regulations for Student Discipline at Higher Education Institutions. Students of the School of Languages at Özyeğin University are expected to:

- Avoid any disruptive behaviors which obstruct or disrupt the learning environment in or outside of the classroom,
- Come to class prepared, on time, with the necessary resources,
- Treat their classmates and instructors with respect,
- Observe the rules of academic integrity and ethics.

Students who fail to observe the rules stipulated in the Rules and Regulations for Student Discipline at Higher Education Institutions, including the rules here, are referred to the Disciplinary Board. Students may receive a disciplinary action of a warning, reprimand or suspension based on the assessment conducted by the Disciplinary Board. Disciplinary actions imposed by the Disciplinary Board are recorded in the student's file.

The Rules and Regulations for Student Discipline at Higher Education Institutions can be found at <http://www.ozyegin.edu.tr/ULUSLARARASI/Programs-Offered/Academic-Rules-and-Regulations>.

NETIQUETTE for ScOLa Students

While the academic year is going on, if we need to switch to online education due to unexpected conditions, it is important to be aware that an online class is in fact a classroom and certain behaviours are expected when you communicate with your classmates and instructors. Therefore, we would like to remind you that we will be following some ground rules for online education, as well.

We aim at supporting you in the best possible way and we will continue maintaining the high quality teaching and learning standards we have in ScOLa with your contribution and cooperation during such times.

Security & Confidentiality

- Do not share your password with anyone and always log out when you are finished using the platforms for online education. Change your password if you think someone else might know it.
- All content (image, video and etc.) shared within this community reflects acceptable academic standards and is confidential. You are expected to use discretion accordingly.
- Contents in all materials made available on the course pages or sent to students via different means for course purposes (i.e. writing, audio, picture, image, photograph, video) belong to the relevant copyright owners, and are protected under the Law on Intellectual and Artistic Works, Commercial Law, Civil Law, Code of Obligations, Law on the Protection of Personal Data, Turkish Criminal Law, and other special laws. Infringers shall be concurrently subject to disciplinary, legal, and penal sanctions as per both the relevant legislations and school disciplinary law.

- Be careful with plagiarism and copy right. Always give accurate and appropriate credit when you use someone else’s words and ideas. For further info, check ‘plagiarism’ ppt on your classroom LMS page.

Information Channels

- LMS is our main online platform. Make sure that you check your LMS Class Page regularly in order not to miss course related materials / assignments / announcements.
- Use your official “@ozu.edu.tr” student e-mail accounts for communication. Make sure that you follow the e-mails coming from the university / your instructor / your peers regularly.
- In order to follow the announcements from the university, make sure that you check “myOzu” on a regular basis.
- PLEASE NOTE THAT ‘LMS – @ozu.edu.tr – myOzu’ are our ONLY formal communication channels for all the university related matters and announcements. Therefore, check them regularly and use them to communicate with your instructors.
- Avoid spreading unconfirmed news or data.
- Get in touch with your instructors during working hours.

Guidelines

- Treat your instructors and peers with respect while communicating online.
- Communicating through text is different than face-to-face communication and has a higher likelihood of being misinterpreted than the spoken word. Therefore, use clear and concise language when communicating online. Make sure that you are careful with your online tone,

and choose your register accordingly and appropriately. If you are not sure, read it out loud to yourself. If you still question the way it's worded, rewrite it.

- Be cautious when using humor or sarcasm as tone is sometimes lost in written format and your message might be taken seriously or sound offensive.
- Avoid using slang terms, texting abbreviations and emoticons.
- Keep your microphone off if it is not needed during the lessons to avoid unnecessary noise.
- Since this situation is new to all of us, we may experience some challenges regarding different issues at times. Don't forget that contacting relevant people for certain problems results in quicker solutions (i.e. contacting solution center for technical problems, and etc.). Your patience and cooperation is of utmost importance in overcoming these challenges together.
- Online education requires having directed and organized approach to be efficient and effective. Please continue following the relevant classroom rules you have in face-to-face education, such as reviewing course requirements and consulting the students' syllabus on LMS, having a study plan, following the deadlines, informing your instructors in a timely manner in case of any problems, following the class schedule, and etc.
- Assessment in online education is different from assessment in face-to-face education. It requires regular and effective use of certain technologies. To complete the assessed tasks and exams effectively, you need to carefully follow the rules and guidelines about the exams shared by your instructor. It is your responsibility to make sure that you have the necessary technological equipment you will be using during the exams. If you encounter any technical problems, make sure that you communicate your problem through solution center and inform

your instructor about the case before the exams. Although assessment in online education is different in nature, the rules and regulations regarding cheating is applied during the process.

Remember that cheating is a disciplinary offense and subject to a disciplinary action.

- Make sure that you take the responsibility of your own learning. We aim at guiding and supporting you in the best possible way through different tools. Please make use of them to continue improving your language skills during this time (i.e.: participate in online lessons/meetings/discussions/Q & A sessions actively, get support from Study Center, join ScOLa Clubs, do the assignments timely, revise the topics regularly, and etc.)

Do not forget that we are here for you whenever you feel the need.

ScOLa EXPERIENCES OF FELLOW STUDENTS



First of all,

Welcome to ÖzÜ family.

I assume you have heard a lot about the difficulty of ScOLa starting day one. This was what I experienced, as well. We were exposed to all different kinds of comments about ScOLa, such as “it isn’t like anywhere else. This is ÖzÜ Prep.”. Of course, we had mixed feelings about this Prep year. When we were feeling all nervous, there was a Welcome Meeting in the first week held by the ScOLa director in which all the details of ScOLa were shared with us. In that same meeting, there were also two students from the previous year who shared their experiences, their suggestions to be successful in ScOLa and all the opportunities provided here. That was the first time I heard about Study Center, ScOLa Speaking Club and so on. In that meeting, I started visualizing my study routine and feeling more comfortable.

After hearing from those two students, I also set my aim as completing the Prep school without TRACE.

For this, I used all the opportunities provided here for the students. I attended ScOLa Clubs and got support from Study Center. In Study Center, I learnt

how to make my essay writing better, in Speaking Club I developed my speaking skill, and in Writing Club I had a chance to write extra texts. In this way, I reached my aim at the end of B2 level.

In short, I made use of all the extras provided in this school on top of in-class study. As a result, I was able to meet a lot of people which helped me to form my network. Therefore, my first suggestion to you is that “make use of all the opportunities you have here”. ScOLa is such a place that everything done has a purpose. That’s why, just ignore the complaints of other students around you, and have a plan to make this year effective starting from A2 level which will set your strong foundation.

In a nutshell, whether it is going to be a torture or an enjoyable journey is totally up to you. Have a specific aim in mind and work for it.

Ahmet TAŞ

Business Administration

Hello to all new members of the OzU family,

First of all, I would like to congratulate you on joining us after a challenging exam period. However, university entrance examinations are just one of the steps we need to climb before reaching our dreams for the future. You need to take one more step to finally start studying in the department of your dreams. The good news is that this time the step before you is much smaller compared to the previous step you needed to take. I am sure you all have heard about the TRACE examination. I did, too, back then. I had read and heard how “impossible” it was to pass the TRACE and how difficult the preparatory program was. I started from the A2 level as I did not have a good command of English. I attended classes regularly, did my homework and assignments, and spent half an hour each day to review and repeat the new vocabularies we learned that day. That’s how I passed each level without the need to study for hours before each exam. Only then did I understand that the Preparatory Program was not that difficult.

As one of you, I can easily tell you that all you need to do is to attend your classes and do your assignments. I tell you this as a person who failed due to absenteeism. Yes, attendance is a big issue for all students including me, but the reason why the school persists so much on attendance is that we will not be able to learn English in another way. This will be the easiest and most enjoyable year of university life and enjoy it while you can, regardless of those who claim that the Preparatory Program is difficult.

Wishing success to all of you,

Cemre ÇANKAYA

Economy

Hello All,

First of all, I welcome you all to our University. Most probably, you had a challenging university entrance examination and preference period, and you took the biggest initiative of your life and chose Özyeğin University. I am sure you must have heard a lot about Özyeğin University's English Preparatory Program, ScOLA or as previously known, SELI, either during the info days or on social media. That was also one of the biggest questions on my mind when I was doing my research about the University. In fact, despite the fact that I had never had any problems with learning English until that day, I got scared. What I read and heard was just terrifying. I even heard comments like "Oh, you have only 10 percent chance of passing it." However, after I began attending ScOLA, I understood that all of the rumors I had heard were exaggerated. You will have exceptional instructors at ScOLA. Your instructors will change every one or two levels, but you will quickly get used to each of them. However, please keep in mind that ScOLA is not about passing a couple of examinations. You will be assessed based on a scoring system with different components, each of which will have a different impact on your grade point average. One of these components is called MCD which will have a 15 percent effect on GPA. This might look like a small contribution but it will make a huge difference and help you a lot. I believe that having a good performance in the Preparatory Program is especially important for your undergraduate studies. As all your undergraduate courses will be in English, the Preparatory Program is highly crucial for you to be able to follow your classes. You will have fewer classes in the Preparatory Program, compared to your undergraduate programs. Therefore, you will have a lot of time to spare for yourself. All you need to do spend half an hour or an hour a day to review what you learned in class that day and go over new vocabulary in your free time. It is really not that hard

to study for half an hour or an hour a day. The time you need to spend might increase to 2 hours a day as examinations draw near but by regularly going over your course materials and vocabulary you might shorten the time you need to study for your examinations. All you need to do is to be willing and enthusiastic about learning English. We have one more system designed to help you with your studies and that is called LMS (Learning Management System). You can log in the LMS to submit your homework and assignments. Your instructors will also upload useful resources to this system to help you study for your examinations. Additionally, you will also have lots of chances to put your English skills into practice as you will be required to speak in English with your instructors and classmates in class. You will also need to prepare and make presentations at each level, which will increase the thrill and excitement of ScOLA. Finally, you will take the TRACE examination and complete your education in ScOLA. You will hear a lot of exaggerated rumors about the TRACE. Do not let those rumors get to you. Once you complete all the levels, you will already be ready for the TRACE anyhow. All you need to do is to go over the vocabulary you learned and solve sample questions for TRACE. Do not give up and let anything scare you. ScOLA is easy but it is up to you if you make it harder. If you study regularly and review your vocabulary, ScOLA will be a piece of cake for you.

I wish you all success and happiness in the new academic year.

Welcome, again.

Uğur Can EMİROĞLU

Hotel Management

COMMUNICATION

Özyeğin University

Özyeğin Üniversitesi Çekmeköy Kampüsü
Nişantepe Mah. Orman Sok. 34794 Çekmeköy –
İSTANBUL/TURKEY

Tel: +90 (216) 564 90 00

Fax: +90 (216) 564 99 99

