REPUBLIC OF TÜRKİYE
KARAMANOĞLU MEHMETBEY UNIVERSITY
FACULTY OF ECONOMICS AND ADMINISTRATIVE SCIENCES
PUBLIC SERVICE STANDARDS TABLE

NO.	NAME OF SERVICE	REQUIRED DOCUMENTS / PROCEDURES	MAXIMUM COMPLETION TIME
1	Extension of Terms of Appointment	1. Petition (activity report submitted by teaching staff to the Department Chair) 2. Opinion letter from the Department Chair 3. Activity file (for Assistant Professors) 4. Academic Staff Promotion Criteria	2 months
NO.	**NAME OF SERVICE**	**REQUIRED DOCUMENTS / PROCEDURES**	**MAXIMUM COMPLETION TIME**
2	Official Assignments	1. Petition and document specifying the type and duration of the relevant activity 2. Letter of invitation	20 days (necessary payments will be made if an appropriation is available under the relevant budget item; domestic: 20 days; international: 1 month)
NO.	**NAME OF SERVICE**	**REQUIRED DOCUMENTS / PROCEDURES**	**MAXIMUM COMPLETION TIME**
3	Course Registration	1. Course registration form 2. Tuition-fee payment receipt	Course registration period specified in the academic calendar of Karamanoğlu Mehmetbey University
NO.	**NAME OF SERVICE**	**REQUIRED DOCUMENTS / PROCEDURES**	**MAXIMUM COMPLETION TIME**
4	Correspondence with the Governor’s Office and Other Institutions		5 days (periodic correspondence: within the requested period)
NO.	**NAME OF SERVICE**	**REQUIRED DOCUMENTS / PROCEDURES**	**MAXIMUM COMPLETION TIME**
5	Examination Results		Period specified in the Education, Teaching and Examination Regulations of Karamanoğlu Mehmetbey University
NO.	**NAME OF SERVICE**	**REQUIRED DOCUMENTS / PROCEDURES**	**MAXIMUM COMPLETION TIME**
6	Correspondence Concerning Faculty Executive Board Decisions	Within the first 3 working days following the meeting date of the Faculty Executive Board.	According to the meeting date of the Faculty Executive Board
NO.	**NAME OF SERVICE**	**REQUIRED DOCUMENTS / PROCEDURES**	**MAXIMUM COMPLETION TIME**
7	Final University Enrollment Procedures	1. Original high school diploma or provisional graduation certificate 2. Printout of the ÖSYS examination result 3. Photocopy of identity card bearing a photograph 4. Certificate of residence 5. Twelve passport photographs measuring 4.5 × 6 cm (in accordance with dress regulations) 6. Military status certificate or original discharge certificate for male applicants 7. Pre-registration form 8. Tuition/contribution-fee payment receipt (The Department of Student Affairs may change the required information.)	Period determined and announced by the Department of Student Affairs of Karamanoğlu Mehmetbey University
NO.	**NAME OF SERVICE**	**REQUIRED DOCUMENTS / PROCEDURES**	**MAXIMUM COMPLETION TIME**
8	Suspension of Student Registration	1. Petition requesting suspension of registration 2. Supporting document for the reason: medical board report; certificate of financial hardship (approved by the highest local administrative authority); natural disaster certificate (similarly approved); detention certificate; or cancellation of military-service deferment	1 month

NO.	NAME OF SERVICE	REQUIRED DOCUMENTS / PROCEDURES	MAXIMUM COMPLETION TIME
9	Student Withdrawal / Cancellation of Registration	1. Petition 2. Library clearance confirming no outstanding books, and clearance form signed by the student’s advisor, Department Chair, sports officer, library, Faculty Secretariat and Student Affairs officer 3. Student identity card	15 days (including the Faculty Executive Board meeting held every fifteen days)
NO.	**NAME OF SERVICE**	**REQUIRED DOCUMENTS / PROCEDURES**	**MAXIMUM COMPLETION TIME**
10	Proposals and Correspondence on Establishing Departments and Divisions and on Quotas	1. Proposal by the Department Chair to establish a division 2. Program content 3. CD containing the program content 4. Faculty Board decision 5. Other documents (photographs, documentation, etc.)	1 month (depending on the University Senate meeting date)
NO.	**NAME OF SERVICE**	**REQUIRED DOCUMENTS / PROCEDURES**	**MAXIMUM COMPLETION TIME**
11	Correspondence on Disciplinary Sanctions	1. Petition initiating disciplinary proceedings 2. Appointment of an investigator 3. Consideration of the investigator’s report by the disciplinary board 4. Notification to the person concerned or relevant parties	2 months (stages and periods specified in the Higher Education Institutions Student Disciplinary Regulations will be followed)
NO.	**NAME OF SERVICE**	**REQUIRED DOCUMENTS / PROCEDURES**	**MAXIMUM COMPLETION TIME**
12	Course Timetables	Timetables prepared by the Heads of Academic Divisions	Education, Teaching and Examination Regulations and academic calendar of Karamanoğlu Mehmetbey University
NO.	**NAME OF SERVICE**	**REQUIRED DOCUMENTS / PROCEDURES**	**MAXIMUM COMPLETION TIME**
13	Faculty of Economics and Administrative Sciences Examination Schedules	Examination schedules prepared by Department Chairs	Education, Teaching and Examination Regulations and academic calendar of Karamanoğlu Mehmetbey University
NO.	**NAME OF SERVICE**	**REQUIRED DOCUMENTS / PROCEDURES**	**MAXIMUM COMPLETION TIME**
14	Objections to Course Grades	1. Petition of objection 2. Review by the relevant instructor 3. Faculty Executive Board decision	Communicated to the student concerned after the Faculty Executive Board meeting
NO.	**NAME OF SERVICE**	**REQUIRED DOCUMENTS / PROCEDURES**	**MAXIMUM COMPLETION TIME**
15	Make-up Examination Procedures	1. Petition 2. Document explaining the excuse (required for midterm examinations; the excuse must fall within the justified and valid reasons under the University Education, Teaching and Examination Regulations)	Education, Teaching and Examination Regulations and academic calendar of Karamanoğlu Mehmetbey University
NO.	**NAME OF SERVICE**	**REQUIRED DOCUMENTS / PROCEDURES**	**MAXIMUM COMPLETION TIME**
16	Correspondence on Teaching Loads	Teaching-load declaration form	After the academic calendar and the Faculty Executive Board decision assigning the faculty teaching staff
NO.	**NAME OF SERVICE**	**REQUIRED DOCUMENTS / PROCEDURES**	**MAXIMUM COMPLETION TIME**
17	Internships	1. Document indicating the student’s wish to undertake an internship 2. Workplace acceptance letter (requested to avoid social-security issues, as internships are not compulsory)	Issuance of the document recommending internships to students, although internships are not compulsory

NO.	NAME OF SERVICE	REQUIRED DOCUMENTS / PROCEDURES	MAXIMUM COMPLETION TIME
18	Course Equivalency / Adaptation for Vertical and Horizontal Transfer Students	1. Student petition 2. Transcript (courses and grades) 3. Approved course descriptions	Within the periods specified in the academic calendar, Education, Teaching and Examination Regulations and Faculty Executive Board decision
NO.	**NAME OF SERVICE**	**REQUIRED DOCUMENTS / PROCEDURES**	**MAXIMUM COMPLETION TIME**
19	Correspondence with the University Internship and Practical Training Board	Internships are not compulsory for students of the Faculty of Economics and Administrative Sciences.	Compulsory internship procedures do not apply to students of our Faculty
NO.	**NAME OF SERVICE**	**REQUIRED DOCUMENTS / PROCEDURES**	**MAXIMUM COMPLETION TIME**
20	Vertical and Horizontal Transfer Correspondence	Letter requesting the student’s personal file from the university that approved the student’s transfer to our Faculty. No fixed period (depending on the type of permission and procedures, this may be concluded on the same day).	Within the periods specified in the academic calendar and the Education, Teaching and Examination Regulations of Karamanoğlu Mehmetbey University
NO.	**NAME OF SERVICE**	**REQUIRED DOCUMENTS / PROCEDURES**	**MAXIMUM COMPLETION TIME**
21	Course Exemptions	1. Petition 2. Transcript 3. Approved course descriptions (covering courses taken within the last five years and examinations administered by our University)	Exemption request at the beginning of the first enrolled semester; student applications within two weeks of the start of the academic year; approximately 1 month subject to the subsequent Executive Board decision
NO.	**NAME OF SERVICE**	**REQUIRED DOCUMENTS / PROCEDURES**	**MAXIMUM COMPLETION TIME**
22	Correspondence on Scholarships Awarded by Chambers and Institutions	1. Petition 2. Transcript / grade report 3. Supporting documents	Varies depending on the scholarship committee’s review of applicants
NO.	**NAME OF SERVICE**	**REQUIRED DOCUMENTS / PROCEDURES**	**MAXIMUM COMPLETION TIME**
23	Student Health Record Book Procedures	1. Petition 2. Social Security Institution (SGK) document confirming that the student and parents have no social-security coverage 3. One photocopy of identity card 4. One photograph 5. Civil registry extract	Carried out by the Department of Student Affairs
NO.	**NAME OF SERVICE**	**REQUIRED DOCUMENTS / PROCEDURES**	**MAXIMUM COMPLETION TIME**
24	Students’ Military-Service Procedures (while enrollment rights continue)	1. Petition 2. Referral document (YÜSEM)	Carried out by Student Affairs within 15 days following the Faculty Executive Board meeting
NO.	**NAME OF SERVICE**	**REQUIRED DOCUMENTS / PROCEDURES**	**MAXIMUM COMPLETION TIME**
25	Requests for Student Documents (enrollment certificate, transcript, identity card and other written documents)	Petition requesting a student certificate (Department of Student Affairs)	1 day after application (may be longer due to computer-system issues)
NO.	**NAME OF SERVICE**	**REQUIRED DOCUMENTS / PROCEDURES**	**MAXIMUM COMPLETION TIME**
26	Graduation Procedures	1. Faculty Executive Board decision 2. Graduation documents (handled by the Department of Student Affairs)	Academic calendar; University Education, Teaching and Examination Regulations; and University Directive on Preparing and Delivering Diplomas, Diploma Registers, Graduation Certificates and Other Documents

NO.	NAME OF SERVICE	REQUIRED DOCUMENTS / PROCEDURES	MAXIMUM COMPLETION TIME
27	Election of Student Representatives	1. Election calendar 2. Representative candidate form 3. Student representative election 4. Election minutes 5. Announcement of election results 6. Notification to the Department of Health, Culture and Sports	Within the academic calendar and periods specified by the Department of Health, Culture and Sports
NO.	**NAME OF SERVICE**	**REQUIRED DOCUMENTS / PROCEDURES**	**MAXIMUM COMPLETION TIME**
28	Periodic Information from Units	Based on correspondence from the relevant units	20 days
NO.	**NAME OF SERVICE**	**REQUIRED DOCUMENTS / PROCEDURES**	**MAXIMUM COMPLETION TIME**
29	Unit Statistics and Success Rates	Based on correspondence from the relevant units	1 week
NO.	**NAME OF SERVICE**	**REQUIRED DOCUMENTS / PROCEDURES**	**MAXIMUM COMPLETION TIME**
30	Tuition-Fee Refunds	1. Petition 2. Student’s IBAN at any bank (complete bank details required) 3. Amount paid to be transferred to the refund account	Necessary correspondence is conducted with the relevant University units according to applications
NO.	**NAME OF SERVICE**	**REQUIRED DOCUMENTS / PROCEDURES**	**MAXIMUM COMPLETION TIME**
31	Single-Course Examination Procedures	1. Application petition 2. Transcript 3. Faculty Executive Board	Date determined by the Faculty Executive Board after the examinations specified in the academic calendar have ended
NO.	**NAME OF SERVICE**	**REQUIRED DOCUMENTS / PROCEDURES**	**MAXIMUM COMPLETION TIME**
32	Activities for Students with Disabilities	Information about students with disabilities is monitored on the basis of ÖSYM records (students may also contact the relevant instructor themselves).	In accordance with the University Directive on the Disabled Students Unit, under the supervision of the faculty member responsible for students with disabilities; activities are monitored continuously
NO.	**NAME OF SERVICE**	**REQUIRED DOCUMENTS / PROCEDURES**	**MAXIMUM COMPLETION TIME**
33	Reissuance of Student Identity Cards	1. Petition 2. Two photographs 3. Newspaper notice and the relevant newspaper (to be attached to the petition) 4. Photocopy of identity card 5. Identity card	No fixed deadline
NO.	**NAME OF SERVICE**	**REQUIRED DOCUMENTS / PROCEDURES**	**MAXIMUM COMPLETION TIME**
34	Other Correspondence	Based on petitions submitted to the Dean’s Office by relevant staff or students	Within 15 days of the petition date
NO.	**NAME OF SERVICE**	**REQUIRED DOCUMENTS / PROCEDURES**	**MAXIMUM COMPLETION TIME**
35	Domestic Temporary and Permanent Duty Travel Allowances	1. Appointment approval (for permanent-duty travel allowance) 2. Personnel transfer document (for permanent-duty travel allowance) 3. Assignment approval (petition, Faculty Executive Board decision and certificate of participation in the relevant activity)	No fixed deadline (payment may be made if an appropriation is available under the relevant budget item)

NO.	NAME OF SERVICE	REQUIRED DOCUMENTS / PROCEDURES	MAXIMUM COMPLETION TIME
36	Additional Payments	1. Teaching-load declaration form 2. Faculty Executive Board decision 3. Senate decision 4. Academic calendar 5. Course timetable	Faculty Executive Board meeting date (provided Board decisions remain unchanged, and following submission of teaching-load forms by the relevant staff to the Dean’s Office)
NO.	**NAME OF SERVICE**	**REQUIRED DOCUMENTS / PROCEDURES**	**MAXIMUM COMPLETION TIME**
37	Movable Property Procedures (materials used by faculty staff and students in educational activities)	1. Materials request form 2. Request document under the Movable Property Regulations (for materials requested from the Department of Administrative and Financial Affairs: technical specifications, estimated price, relevant company names and participation in the procurement committee)	No fixed deadline
NO.	**NAME OF SERVICE**	**REQUIRED DOCUMENTS / PROCEDURES**	**MAXIMUM COMPLETION TIME**
38	Maintenance and Repair Services	Coordination between the Dean’s Office and the relevant departments	No fixed deadline
NO.	**NAME OF SERVICE**	**REQUIRED DOCUMENTS / PROCEDURES**	**MAXIMUM COMPLETION TIME**
39	Leave Procedures	1. Leave form 2. Document substantiating the reason for leave (report, etc.)	No fixed deadline (depending on the type of leave and required procedures, it may be completed on the same day)

If documents other than those specified above are requested at the time of application, if a service is not completed within the stated period despite submission of complete documents, or if a service is found to be missing from the table, please contact the first or second point of application.

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