

Koç University Dormitories

Frequently Asked Questions Booklet 2022-2023

DORMITORY PLANNING

QUESTION: I am granted admission to Koç University. I will be moving in from another province. When and how can I get registered for the dormitories?

ANSWER: The dormitory applications for new students will be made online. The details of the application process are available through the link provided below.

Information package link: <https://registration.ku.edu.tr/kayit-icin-gerekli-belgeler/>

QUESTION: What is the order of priority for dormitory assignments? Will all students be offered the rooms they requested on the application form?

ANSWER: Dormitory planning is based on placement criteria specified by the Administrative Board of the Dormitories, with reference to the address and year details of the students.

QUESTION: I was granted admission to Koç University, and my brother/sister was granted admission to another university in Istanbul. Can we stay together at Koç University dormitories?

ANSWER: Koç University Dormitories are reserved exclusively for Koç University students. Other students / guests who are not Koç University students are not allowed to stay at our dormitories.

QUESTION: Can I choose my roommate at the time of making an application for the dormitories?

ANSWER: In case you note the name of your preferred roommate at the time of submitting an application over KUSIS, your request will be fulfilled based on availability and our placement priorities. The preferred roommate you name on your form should also name you as his/her preferred roommate in the application form.

QUESTION: Should I submit a renewed application for the Spring semester, as I stay at the dorm during the Fall semester?

ANSWER: No. Dormitory applications are submitted for the whole academic year. The students who stay at the dorm during the Fall semester need not submit a new application for the Spring semester.

QUESTION: Can I submit an application for the Spring semester, even if I hadn't stayed at the dorm during the Fall semester?

ANSWER: Yes. The students who had not stayed at the dorm during the Fall semester can still make dorm applications through KUSIS, within the time frame stipulated for the Spring semester.

QUESTION: Are there any specific procedures I have to complete once my dorm room assignment is announced?

ANSWER: *Once the room assignments are announced, you can check the KUSIS system, using the Main Menu > Self Service > Student Center screen, to see your room assignment. In case you refuse to stay in the specified dorm room, you will be required to note your decline in the to-do list screen accessible through the menu specified above, on KUSIS, by the date specified in dorm application announcements. The students who fail to submit such notice on KUSIS shall be deemed to have accepted the assigned room, and shall be billed for the annual fee applicable to the specified dorm room. The difference between the annual fee for the room assigned to the student, and the Preliminary Dorm Registration Fee shall be paid in advance for the whole year, as specified in the dorm placement announcements, by the date declared after the announcement of room assignment results. There is no other procedure that has to be completed on KUSIS by the students who want to accept their assigned rooms.*

QUESTION: *If the room assigned to me in the planning stage is not acceptable to me and I'm still willing to stay in the dormitories, should I reject the assigned room?*

ANSWER: *No. In case the students reject the assigned rooms, they will be deemed to waive the dorm assignment, and shall not be able to stay at the dorm. The students should reject the assigned room only in case they decide to waive any dorm accommodation.*

QUESTION: *Is there any document I should bring with me, as I arrive to settle at the dormitory?*

ANSWER: *As the students arrive at the dormitory to settle in, they should pay the difference between the annual fee for the room assigned and the Preliminary Dorm Registration Fee beforehand and visit Dormitories and Housing Directorate Office with the signed printout copies of KUSIS dormitory contract and KUSIS dormitory covenant. After submitting the related documents, they will be provided with key cards of their rooms.*

Primary vaccination dose (being fully vaccinated) as well as booster dose (3rd dose of vaccination) should be completed in order to reside in our university dormitories.

If you had Covid-19 disease within last 6 months, you should upload your positive Pcr test result to the system before dormitory check in. You should sign the commitment letter, undertaking that you will have the booster dose 6 months after your positive Pcr test result and you should upload your updated vaccination card to the system after getting vaccinated. You can send your questions regarding this issue to covid19@ku.edu.tr. There may be changes in our current practices depending on the progress of the pandemic.

QUESTION: *What should I do if I have to check into the dormitory on a weekend?*

ANSWER: *Once the remaining balance over Preliminary Dorm Registration Fee is paid, you can check in to your dorm room on a 7/24 basis within the specified time frame declared with the announcements, following the submission of the signed dormitory contract and dormitory covenant to be downloaded from KUSIS.*

Students who do not complete their room payments will not be able to access their dormitory contract and dormitory covenant through KUSIS.

QUESTION: *I am granted dormitory scholarship. Can I stay in single rooms and/or single rooms with bathroom?*

ANSWER: You can get all details regarding the scholarships by sending an e-mail to the Dean of Students, at the address kudeb@ku.edu.tr.

QUESTION: Once I am settled in the dormitory in my first year, can I continue staying there till my graduation?

ANSWER: At the end of each academic year, the students completely vacate their rooms and leave the dormitories, or move on to a new room assigned to them for the summer school. If possible, they are assigned to a room each year by the system, based on the dormitory placement criteria.

QUESTION: Why do I need to vacate my room completely at the end of each year? Can't I leave my belongings in my room and continue staying at the same room after the summer, or move to my new room upon my return from the summer vacation?

ANSWER: As our students stay at the dormitories through the academic year, detailed and large-scale repair/renovation works cannot be implemented at that time. In order to ensure that our dormitories serve our students in a well-maintained, orderly and refreshed state, renovation programs are implemented during the summer months, when the occupancy rates are lowest. Paint, basic maintenance, cleaning, pest control and renovation activities are performed during that time of the year. Moreover, dorm rooms are used during the summer, for summer school purposes. In addition, the dormitory planning for our students is repeated every year by the system, in line with the dormitory placement criteria, and the student's YKS address.

QUESTION: Should I completely vacate my room as I leave for the semester break?

ANSWER: No. Our students are not required to vacate their rooms during the semester break. Their belongings can be left in their rooms, provided that they leave no valuables, and that they leave the room in an orderly manner. In case the student requests a change of rooms, he/she should leave his/her belongings in a state ready for moving to the new room immediately on the specified date of room change, and should carry out the room change within the specified time frame. The university does not assume any liability regarding the belongings left in the room.

QUESTION: Can I stay at the dormitories during the summer vacation?

ANSWER: The students who wish to stay at the dormitories during the summer, on the grounds noted below, should submit a dormitory application by the time frame announced by the Dormitories and Housing Directorate. During the summer period, the students attending summer school, having internships, or engaging in specific work within the university may stay at the rooms assigned to them by the Dormitories and Housing Directorate, based on the confirmation to be provided by the faculties they are enrolled in.

QUESTION: I completely vacated my room. I have no more belongings in the room. But as I was in a hurry, I left my room key card with my roommate and left without signing the check out form. Would that be a problem?

ANSWER: Every student is required to perform due check out procedures personally, even if he/she vacated the room. This obligation cannot be transferred to another person.

QUESTION: A friend of mine stays at a triple room, and the other bed in his/her room is not occupied. As I am a dorm resident too, can I occasionally stay on that unoccupied bed at my friend's room?

ANSWER: *The students are required to stay at the rooms they are assigned to by the Dormitories and Housing Directorate. They are not allowed to change rooms on any grounds, without notifying the Dormitories and Housing Directorate, and they cannot stay at another room.*

QUESTION: I submitted my choices for my preferred roommate, as I submitted my application for a dorm room. But we were not assigned to the same room. Can you tell me why?

ANSWER: *Students that mutually indicate their friend preference during dormitory application can be assigned to the same room, if they meet the planning criteria (The requests shall be reviewed with reference to the scholarship status and residence status; as residing in or outside Istanbul).*

QUESTION: I will be settling up in my room after the date we were notified. Will I lose my room?

ANSWER: *No, you will not lose your room. Just send an e-mail to housing@ku.edu.tr and state the date on which you will settle in your room.*

QUESTION: I was unable to make a dorm application by the deadline. What can I do now?

ANSWER: *To make a late application for dorm rooms, you can log into the TRACKIT system provided on the web site (<https://trackit.ku.edu.tr/serviceDesk/customer/portal/1011>), and submit the information required, through the Late Dorm Application tab under the Planning section. Late dormitory applications are considered in the reserve list.*

QUESTION: I have a scholarship for the dorm. But I am not assigned to a dorm room. Why?

ANSWER: *Perhaps you failed to complete the application process through KUSIS. Send an e-mail to housing@ku.edu.tr to receive detailed information.*

QUESTION: I completed my application through the system. But I am not assigned to a dorm room. Why?

ANSWER: *The dorm admissions are based on a number of criteria such as residence region or dorm assignment bans. You can get detailed information by sending an e-mail to the address housing@ku.edu.tr. Dorm assignments are made depending on available quota limits.*

FINANCIAL ISSUES

QUESTION: Can I pay the dorm fee in installments?

ANSWER: *Installment option is provided by Yapı Kredi Bank and Koç Finans. You can contact these institutions.*

QUESTION: What are the requirements that I have to fulfill other than completing my application on KUSIS, so that my dormitory application can be taken into consideration?

ANSWER: *In order to ensure your application to be taken into consideration, you should pay the preliminary dorm registration fee determined by the Administrative Board of the Dormitories and deposit fee, which are declared with the announcements. Students who made their deposit payment in the previous years and some portion of their payment is withheld, should complete their dormitory deposit to the amount declared in the announcements. Students who do not complete these requirements within the announced time frame, will not be able to make application on KUSIS.*

QUESTION: **Do the students who are granted scholarship for the dorm also need to make deposit payment?**

ANSWER: *Any student, with or without scholarship, staying at or submitting an application to stay at the dormitories should make deposit payment. Only the recipients of Anadolu Scholarships are exempted from the deposit payment requirement.*

QUESTION: **Can I get deposit refund at the time of vacating the dorm?**

ANSWER: *The students who had submitted dorm applications for the following terms shall not be allowed to collect their deposit back. Once a student checks out and will no longer stay at the dorms, he/she can submit a deposit refund request, by entering the IBAN details to the Request for Deposit Reimbursement tab under the Financial Issues section of the website <https://trackit.ku.edu.tr/servicedesk/customer/portal/1011>. The deposit refunds are transferred by the Comptroller's Office to the student's account, within 10 to 15 days depending on the number of applications being processed.*

QUESTION: **What do the dorm fees we pay cover?**

ANSWER: *The dorm fees paid cover accommodation in the assigned room, cleaning services, heating, lighting, hot water, the use of communal locations (laundry, kitchen, computers at the study rooms etc.), and unlimited internet connection services.*

QUESTION: **What can I do to get a refund on the preliminary dorm registration fee, dorm fee and deposit payment, if I decline my assigned room?**

ANSWER: *Once you complete the dorm room decline procedure through KUSIS within the dates declared with the application announcements, you can enter the IBAN details of your parent on the Dorm Fee Refund Request part under Financial Issues section of the site <https://trackit.ku.edu.tr/servicedesk/customer/portal/1011> in order to make a refund request for your dorm room fee and you can enter student IBAN information on the Deposit Refund Request section which is located at the same area, in order to make a refund request for your deposit payment. The refund payments for dorm fee and deposit payments are made by the Comptroller's Office. Students who graduate by the end of the Fall Semester can also submit refund requests for the dorm fees of Spring Semester and for their deposit payments, through the same procedure.*

QUESTION: **Can I get a refund if I decide to cancel my dorm assignment after the deadline for room decline, or if I check out from the dorms?**

ANSWER: *The conditions applicable to dorm fee refunds are provided on Koç University Student Dormitory Directive. The directive is available at the address <https://dorms.ku.edu.tr/genel-bilgiler/yurt-kurallari-ve->*

[yonergesi/](#). Before dormitory check in dates, you can cancel your dorm room by sending an e-mail to housing@ku.edu.tr. After room check in dates, you can visit the related campus dormitory office to carry out your check out procedures. Students registered to the dormitories that check out from dorms after room decline deadline and until September 15, 2022, will pay 10% of the annual accommodation service fee specified in the service delivery contract for the room assigned to them, and if they check out after September 15, 2022 they will pay the complete amount of the fee up to the date they have received accommodation services including the current month and 30% of the total accommodation fee for the remaining months. After completing your dorm cancellation and dorm check out as stated above, you can enter the IBAN details of your parent on the Dorm Fee Refund Request part under Financial Issues section of the site <https://trackit.ku.edu.tr/serviceesk/customer/portal/1011> in order to make a refund request for your dorm room fee. The refund payments are made by the Comptroller's Office.

QUESTION: I am granted a 50% scholarship for the school. Will I be paying half of the dorm fee for accomodation?

ANSWER: You can get all details regarding the scholarships by sending an e-mail to the Dean of Students, at the address kudeb@ku.edu.tr.

QUESTION: Which account should I make the Preliminary Registration fee, deposit fee, and the dorm room payment to?

ANSWER: You can make the dorm payment and the deposit payment via any payment channel (internet, cashier, atm) you prefer as offered by the contracted banks specified below, with student's Turkish ID number and the student ID number. The payments can be made only via the systems offered by the contracted banks. The bank details and the payment channels are specified below.

Contracted Banks	Internet	Cashier	ATM	Mobile Banking
1- Yapı ve Kredi	✓	✓	X	X
2- Garanti	✓	✓	✓	✓
3- İş Bankası	✓	✓	✓	✓
4- Akbank	✓	✓	X	✓
5- TEB	✓	✓	✓	✓

Non-compliance with these payment requirements will make it impossible to access the related payment information, which will prevent the completion of the dorm registration on KUSIS and such students will not be able to take the print out copies of dormitory contract and dormitory covenant through KUSIS, which is a requirement for dormitory check in.

DORMITORY LIFE

QUESTION: What is KUSIS (Koç University Student Information System)?

ANSWER: KUSIS is the Academic Information System of Koç University. The students, academic staff and employees are able to use the system in various roles. The students can use the system to see their grades, courses, course schedules, instructors and payment details. Moreover, they can also perform various procedures such as dorm applications, course enrollment, and filing a petition via the system.

QUESTION: Should I perform some specific procedure as I check in to my room for the first time?

ANSWER: Upon checking into their room for the first time, the students should check the fixtures in the room, and report any broken, damaged or missing materials to the Dormitories and Housing Directorate. The cost of any damaged / missing materials identified after the student's check out shall be deducted from student's deposit.

QUESTION: What should I bring in, aside from my personal belongings, as I arrive to settle in my dorm room?

ANSWER: The dorm rooms are equipped with bed, undersheet, wardrobe, desk and chair, refrigerator phone, and reading light. Should they wish so, our students can get pillows and blankets from the storage unit, by filling the fixtures delivery form.

QUESTION: Can I get some help with carrying my belongings?

ANSWER: Each student is responsible with carrying his/her own belongings.

QUESTION: What should I do when I lose or forget the key card to my room?

ANSWER: Whenever you lose or forget the key card to your room, all you need to do is to visit the Dormitories and Housing Directorate office and fill the lost key card form, to get a spare key card. In case you do not return the lost key card within 10 days, amount stated in the Lost / Spare Key Card List will be deducted from your deposit at the end of the relevant month, as key card fee.

QUESTION: I forgot my key card in the room. And my dress is not appropriate to leave the building. What can I do in this case?

ANSWER: Dormitories and Housing Directorate offices are open 7/24. You can contact RFK dorm office by calling 0212 338 3377 or 3377 via extension phones located at the entrance to the dorm. The number for the dormitory office at West Campus is 0 212 338 7021. You can get guidance by calling 7021 using the extension phones located on ground, 1st and 3rd floors of each building.

QUESTION: Do I need to reactivate my key card for the room, upon my return for the Spring semester after the semester break?

ANSWER: The key cards for the rooms are active till the end of the related term. At the time of check into the dormitory at the beginning of Spring semester, you need to visit dormitory office, reactivate your key cards and sign the spring term room check in section of your room entry document.

QUESTION: Are there shuttle services to the city center? If yes, how can I use them?

ANSWER: You can get detailed information on www.ku.edu.tr, using the tabs Explore> Campus Life > Getting Around > Shuttle /Public Bus Schedules. There are 7/24 free of charge shuttle services between West Campus and Rumelifeneri Campus.

QUESTION: Can we order food from off-campus restaurants?

ANSWER: *Our students can order food from off-campus restaurants 7/24. Food delivery people are not allowed to enter the buildings or go upstairs to the floors. Students should take over all their orders from the entry doors of the buildings. During the food ordering process, students should give their room phone extension number and mobile phone number information to the related restaurant. Student giving the order should inform the security gate accordingly. Due to pandemic, there may be changes regarding this procedure.*

QUESTION: Are there kitchens in dormitory buildings?

ANSWER: *Kitchens are provided in all dorm buildings in Rumelifeneri Campus, except the SM - U buildings. In West Campus, there are communal kitchens open to all students in A1, A4 and B1 building basement floors. Besides, there is an area containing toaster, microwave oven, kitchen cabinets and washbasin on all building floors except entry floors and 5th floors. Cooking is not possible in such areas. In A1, A4 and B1 building kitchens there are cabinets for the use of our students. Students who wish to use these cabinets can get cabinet keys from the dormitory office by signature.*

QUESTION: Which utensils are provided in kitchens for the use of our students?

ANSWER: *Our kitchens are equipped with cooktop with four hot plates, toaster, kettle and microwave oven, as well as cooker hood to provide ventilation. All other materials are to be supplied by the students (pot, plate, fork, spoon etc). Students who make use of the kitchens are obliged to leave the electrical appliances secure and the kitchen clean, in terms of safety and hygiene. Cooking is not allowed in any dormitory area (rooms, study rooms) other than kitchens. Students should not leave any dirty dishes in the kitchens. Dirty dishes left in the kitchens will be thrown away as garbage by the related personnel, in order to ensure the necessary conditions for hygiene.*

QUESTION: Are there refrigerators in dormitory rooms?

ANSWER: *All dormitory rooms are equipped with one mini refrigerator.*

QUESTION: Are there cabinets to allow me store my valuables in my dorm room?

ANSWER: *We do not recommend keeping valuables in dorm rooms. The cabinets in the dorm rooms contain a locked drawer for each student. The keys for the drawers can be obtained from dorm offices.*

QUESTION: I am not a resident of Istanbul. And I have a lot of belongings with me. Is there a storage space where I can leave my stuff during the summer?

ANSWER: *All students residing outside Istanbul can leave one 60x60x40 box in storage as they leave the dormitory for the Spring / Summer, provided that they submitted a dormitory application for next year. No other storage services are provided. Each student can leave only one box in the storage.*

QUESTION: Can I put the excessive belongings in my room to the storage?

ANSWER: *All students from outside Istanbul can leave one box in storage as they leave the dormitory for Spring / Summer. There is no other practice apart from this.*

QUESTION: **Where can I pick up the cargo / postal deliveries addressed to me?**

ANSWER: *You can pick up your packages from the cargo/postal delivery service offices at Main Campus and West Campus with your ID, upon the "you have a package" mail sent to your e-mail address on the ku domain.*

QUESTION: **Are the Dormitories and Housing Directorate offices open during the night?**

ANSWER: *The offices at both campuses are open for 7/24.*

QUESTION: **Who is the Dormitory Officer? How can I contact him/her?**

ANSWER: *The Dorm Officer is the Housing Directorate personnel responsible with dorm buildings. You can contact the Dorm Officer in RFK directly at the S Dormitory office or by calling 3377, and the Dorm Officer at the West Dormitory Building A5 directly at -1 Floor office or by calling 7021, on a 7/24 basis.*

QUESTION: **Can you provide information about West Campus?**

ANSWER: *West Campus is located at a distance of 2.5 km to Rumelifeneri Campus. During the academic year, free shuttle services connect both campuses on a 7/24 basis. There are a total of seven dorm buildings at West Campus, which also contains an indoor semi-olympic swimming pool, cafeteria, café, study hall, fitness and dance hall. Moreover, there is a 7/24 operational Medical Center and ambulance services.*

QUESTION: **Where can I get print-outs at the dormitories?**

ANSWER: *The corridors on the 1st and 3rd floors of the dormitory buildings in West Campus, the study room on floor -2 of A1 building, the study room on floor -2 of A4 building, the computer room on floor -1 of A6 building, and floor -1 of B1 Building are equipped with computers and printers available for communal use by all students. There are also photocopiers at study room on floor -1 of A2 building, at student center on floor -1 and at study room on floor -2 of A4 building and at study room on floor -1 of A6 building. Computers and printers provided at all dormitory buildings in RumeliFeneri Campus (except for U building).*

QUESTION: **Can I use the extension phone in my room to make and receive off-campus calls?**

ANSWER: *The telephones in the rooms are open to free of charge calls within the on-campus system. When called from outside, at Rumelifeneri Campus, your extension number should be used as a suffix to 0212 338. In other words, assuming your extension is XXXX, the number should be dialed as 0212 338XXXX, for you to get a call from an off-campus location. Regarding West Campus, callers from outside campus should first call the campus operator at the number 3381000, and then dial the extension of the room. You can call the Dormitories and Housing Directorate to learn your extension number.*

QUESTION: Is there wireless internet connection at the dorms?

ANSWER: *All dorm buildings offer unlimited cable and wireless internet connection. You need to configure your laptops and smart phones to access the wireless internet connection. You can get assistance from the IT unit (ext.: 1111) regarding this issue.*

QUESTION: Who should I contact regarding the internet speed / failure issues in the dormitories?

ANSWER: *IT unit handles the internet problems at the dormitories. For any problem you may have, you can create an IT-TRACKIT using the TRACKIT section of KU's web site. The IT help desk can be contacted by calling 1111 in Rumeli Feneri Campus and 7005 in West Campus, during office hours.*

QUESTION: Can I watch TV and listen to music in my room?

ANSWER: *The dorm residents are allowed to listen to music and watch TV, provided that the sound levels do not cause discomfort for others.*

QUESTION: Can I bring devices such as television, playstation, or desktop computer to my dorm room?

ANSWER: *You can bring such devices, provided that you handle the installation.*

QUESTION: Can I keep a toaster, kettle, or iron in my room?

ANSWER: *Use of devices such as kettles, toasters, hot plates or irons in the rooms are forbidden as they pose fire hazard.*

QUESTION: How can I use the washing machines at the dormitories?

ANSWER: *All dorm buildings located in both campuses have laundries. The washing machines / dryers as well as the irons provided in the laundries are available for free of charge use of the students residing in that building. The students provide their own detergent. You can access the user manuals of the washers/dryers by scanning the QR codes in the laundries with your mobile phone's QR code reader, you can report the failures regarding machines by scanning the report failure QR code.*

QUESTION: Is there any place I can get free of charge drinking water at the dormitories?

ANSWER: *The kitchens of the dormitories in the Rumeli Feneri Campus, the kitchen on floor -1 of B1 building, the kitchen on floor -1 of A1 building, the kitchen on floor -1 of A4 building and 2nd floors of A5 and A6 buildings in the West Campus are equipped with water filtering machines and West Campus main cafeteria and gym are equipped with filtered water dispensers.*

QUESTION: Do you have a guest house at the campus?

ANSWER: *No. We don't have any guest house for the accomodation of our students and their relatives, at our campuses.*

QUESTION: How can I contact the Dormitory Officer and RA student assigned to the dorm I stay in?

ANSWER: *The boards placed at the entry floor of each dorm contains the phone number and e-mail address of the dormitory officer, as well as the room number and e-mail address of the RA student. You can consult them about any question you may have.*

QUESTION: I lost one of my belongings. I am not sure if it is in my room or somewhere else. Where can I contact about it?

ANSWER: *You should inform the Security Directorate. You can also consult the lost&found office.*

QUESTION: I lost my ID card. Where can I contact about it?

ANSWER: *You should contact the Security Directorate.*

QUESTION: Where can I learn the assigned cleaning date for the dorm / room I stay in?

ANSWER: *The boards placed at the entrance to dorm buildings show the weekly room cleaning schedule. Quadruple rooms are cleaned twice a week and other rooms are cleaned once a week; communal areas are cleaned twice a day. The waste baskets placed in the rooms are cleaned only on the cleaning day. On other days, the occupants of the room should take out the trash. You can discharge your trash in the garbage cans with "green lids" placed on each floor.*

QUESTION: Can I stay at my room during the National / Administrative Holidays (1 January, 29 October etc.)?

ANSWER: *You can stay at your room during such holidays within the Academic Term.*

QUESTION: Can you provide information about the mail and h-trackit system of the Dormitories and Housing Directorate?

ANSWER: *For any questions or requests you may have about the Dormitories and Housing Directorate, you can create an h-trackit by logging into the TRACKIT system provided on the web site and (<https://trackit.ku.edu.tr/servicedesk/customer/portal/1011>), selecting the appropriate title for your inquiry or send an e-mail to the address housing@ku.edu.tr for issues which are not covered by the h-trackit system.*

QUESTION: How can I log into the h-trackit system?

ANSWER: *You can log into the h-trackit system at the address <https://trackit.ku.edu.tr/servicedesk/customer/portal/1011> with your username and password.*

QUESTION: What can I do when I notice an electronic or technical problem at the dorms?

ANSWER: *You can create work orders yourself, for any problem you noticed in your rooms, using the link <https://new-trackit.ku.edu.tr/servicedesk/customer/portals>. You should choose C-trackit for any mechanical, electrical or construction-related problems, and IT-Trackit for problems such as internet connection, phone or printer failures. When you report the failure, writing the location details to allow*

easy access would help reduce the time frame required for a response. Another important point to note in the work orders you issue is to direct them to the correct department, with reference to the type of the failure. As it is crucial to ensure that the correct team responds to the failure, you should also make sure to choose Mechanical for failures such as toilet flush systems, clogged drain, Electrical for electric failures, Household Appliances for washing machine and refrigerator failures and Carpentry for furniture, door or bed problems. In case of any problem, you can contact the Dormitories and Housing Directorate for Rumelifeneri Campus by calling the extension 3377, or the West Campus dormitory office at the extension 7021, on a 7/24 basis.

QUESTION: I am having some issues regarding the building / floor I am staying in. With whom should I contact first for solutions to such problems?

ANSWER: A Resident Assistant (RA) is assigned to each dormitory. The RAs are students who act as a communication channel between the resident students and Dormitories and Housing Directorate. At first, you can ask assistance from the RA assigned to your building and given the type of issue, you can consult with the Dormitory Officer of your building for a solution to any problem you wouldn't like to disclose to RA student.

QUESTION: I have some complaints about my roommate. But I am worried about them being aware of my contact with you if I send an e-mail to you. Is there such a risk?

ANSWER: The information our students disclosed to us are kept confidential from 3rd parties; except for the officials. Problems students disclose to us are not mentioned and commented in environments where other students are present.

QUESTION: Can I place posters, announcements, drawings etc. on the panels or communal areas of the dorms?

ANSWER: The placement of announcements or posters which have not been pre-approved by the Dormitories and Housing Directorate and which do not include the stamp of the Dean of Students is not allowed.

QUESTION: Is there some facility in the campus I can contact in case I have a medical problem?

ANSWER: Both campuses have Health Centers, where doctors and nurses provide 7/24 service. Students who are enrolled in Koç University can call 1100 ext. at main campus, and 7000 ext. at West Campus, to contact Health Center for any medical emergency they have. The ambulance at Health Center is utilized for transfers to general hospitals when required.

QUESTION: Will my family be notified when I utilize the services of Health Center for any medical problem?

ANSWER: The decisions on health-related matters are completely at the discretion of the on-call doctor. The families will not be notified unless the doctor deems it necessary. In such a case, either the on-call doctor or the Office of the Dean of Students makes the notification.

QUESTION: What does KURES mean?

ANSWER: KURES is the abbreviation for Koç University Counseling Service (Koç Üniversitesi Rehberlik Servisi). It is a unit reporting to the Dean of Students, employing specialist psychologists, offering free

counseling services for any issues or problems the students may have in their school or private life.

QUESTION: Can anyone get access to private details I disclose to KURES?

ANSWER: *Confidentiality principle applies.*

QUESTION: I am having psychological / private problems, and the Dormitory Officer learned about them. I am worried that others can also learn about my condition. Is there such a risk?

ANSWER: *The Dormitory Officers do not share details about the private conditions of the students with anyone but the relevant persons and authorities, and do so only in case it is deemed necessary. They cooperate with you with respect to your problems, and guide you towards KURES and/or Dean of Students and/or the Health Center. Information regarding a student will not be shared with other students.*

QUESTION: I am a parent of a student. I am unable to contact my son / daughter. I don't know his / her room's phone number. Can you tell me the number?

ANSWER: *We can transfer your call to our student's room, but we are unable to disclose any details regarding our students, taking into account the security concerns and the fact that they are adults. Information disclosure on this matter can occur only upon the initiative of the student, the Dean of Students, and the doctors at the Health Center.*

DORMITORY RULES

QUESTION: What kind of penalties apply in the case of failure to meet the rules of the dorm?

ANSWER: *The students who do not comply with the rules specified in the Dormitory Directive will be subject to disciplinary processes as required by the dormitory directive and regulations. Warning, reprimand and expulsion penalties are applied.*

QUESTION: Where can I access the Dormitories Directive?

ANSWER: *The Dormitories Directive is available at the address <https://dorms.ku.edu.tr/genel-bilgiler/yurt-kurallari-ve-yonergesi/>.*

QUESTION: I violated the dormitory rules. What kind of procedure will I go through?

ANSWERS: *In case of violating any dormitory rules, you will first be notified via e-mail to submit your defense letter. You will be required to submit your written defense letter until the deadline specified on the notice to Housing Directorate Offices, by hand and with original signature. Your defense letter will be taken into account by the Housing Directorate, along with other evidence and information available. In case it is concluded that you have violated any title(s) of the dormitories directive, you will be notified via e-mail about the penalty applicable under the relevant title of the directive.*

QUESTION: Will my dorm accommodation be affected by any university suspension penalty I get?

ANSWER: *Any dorm resident who received more than 1 month of suspension from the school will not*

be allowed to stay at the dorm during the suspension period.

QUESTION: If I get an expulsion from dormitory, will I be allowed to return to the dorms in subsequent terms?

ANSWER: *The students who are expelled from dormitories, or who are observed to act in violation of dormitory rules may not be allowed to return to the dorms.*

QUESTION: Can I have visitors in the dormitory buildings?

ANSWER: *Visitors are not allowed in the dormitory buildings.*

QUESTION: I was given a penalty under the dormitories directive. Will that be registered in my criminal record?

ANSWER: *The penalties applied on the basis of the dormitories directive are not registered on your criminal record. However, the penalties applied under the dormitories directive affect your dormitory life.*

QUESTION: How many reprimands will lead to my expulsion from the dormitory?

ANSWER: *3 reprimands will lead to your expulsion from the dormitory.*