DIRECTIVE ON THE ESTABLISHMENT, DUTIES AND WORKING PROCEDURES OF THE STUDENT DEAN'S OFFICE

SECTION ONE
Purpose, Scope and Definitions

1. Short Title
"Arkın University of Creative Arts and Design (ARUCAD) Student Dean's Office Directive".

2. Definitions
For the purposes of this Directive, the following terms shall have the meanings set out below;

a) University: Arkın University of Creative Arts and Design (ARUCAD)),
b) Rectorate: The Rectorate of ARUCAD,
c) Authorised Body: The Board of Trustees, Senate, University Administrative Board, Rectorate or other body authorised to make decisions on the relevant matter,
d) Student Dean's Office: The unit operating under the Rectorate in the areas of student experience, participation, referral and coordination among units,
e) Dean of Students: The full-time faculty member appointed to serve as the Dean of Students,
f) Academic Unit: The faculties, institutes, schools, departments and programmes affiliated with the University,
g) Relevant Unit: The Student Affairs Department, Career and Alumni Department, Psychological Counselling and Guidance Department, Support Office for Individuals with Special Needs, International Relations Office, academic units and other units providing services to students,
h) Student Advisory Group: A participatory body that may be established to convey students' views and suggestions to the Dean of Students Office and which has no decision-making authority,
i) Referral: The forwarding of a student request to a unit with the relevant duties and authority,
j) Case Follow-Up: The monitoring, within the limits of authority, of the status of a referred request, based on the student's explicit consent or a legal obligation.

3. Purpose
The purpose of this Directive is to regulate the establishment, duties, scope of authority and working procedures of the Student Dean's Office, established under the Rectorate to support students' adaptation to University life, academic and personal development, well-being, sense of belonging and participation in decision-making processes. The Student Dean's Office provides an accessible point of contact, referral and coordination mechanism between students and academic and administrative units; it does not operate as an authority that makes decisions on behalf of students or assumes the authority of the relevant units.

4. Scope

This Directive covers the University's associate degree, undergraduate and graduate students, the Dean of Students, student advisory mechanisms, and academic and administrative units cooperating with the Student Dean's Office. Decision-making authority concerning registration, courses, examinations, grades, graduation, disciplinary matters, scholarships, financial assistance, psychological counselling, accessibility, career and alumni relations, and student clubs remains with the relevant bodies and authorised units of the University under the applicable University regulations.

SECTION TWO
Establishment, Affiliation, Status and Fundamental Principles

5. Establishment and Affiliation

(1) The Student Dean's Office operates directly under the Rector.

(2) The Student Dean's Office is not an academic faculty or school. The title of Dean of Students refers to the functional appointment defined in this Directive and does not, in itself, confer the academic or administrative powers granted to Faculty Deans.

(3) The Rector may carry out the coordination of the Student Dean's Office on certain matters through a Vice Rector. The Dean of Students remains accountable to the Rector in all cases.

6. Nature of the Scope of Duties

(1) The primary functions of the Student Dean's Office are to listen to students, provide information, refer them to the appropriate unit, facilitate coordination among units concerned with students, and submit recommendations for improvement to the Rectorate regarding common issues.

(2) The Student Dean's Office may not alter academic or administrative decisions, intervene in grading or examination procedures, conduct disciplinary investigations, allocate scholarships or financial assistance, or provide psychological, legal or health services requiring specialised expertise.

7. Fundamental Principles

(1) The activities of the Student Dean's Office shall be guided by the principles of student-centredness, accessibility, equality and inclusion, participation, impartiality, confidentiality, academic freedom, respect for human dignity, solution-orientedness, cooperation, accountability and continuous improvement.

(2) No discrimination may be made among students on the basis of programme, class, nationality, language, disability, socioeconomic status, gender or other personal characteristics.

SECTION THREE
Appointment, Organisation and Duties

8. Appointment of the Dean of Students

(1) The Dean of Students shall be appointed from among full-time faculty members of the University with the approval of the Chairperson of the Board of Trustees, upon the recommendation of the Rector.

(2) In the appointment, experience and competencies in the areas of student development and support services, academic advising, university administration, quality assurance, inclusion, communication and coordination among units shall be taken into consideration.

(3) The term of appointment shall be specified in the appointment approval. A person whose term has expired may be reappointed through the same procedure; an appointment may be terminated before the end of its term through the same procedure.

(4) The teaching load of the Dean of Students, the time to be allocated to the duties, arrangements for acting in their place, and any financial benefits, if applicable, shall be determined by a decision of the authorised body or by the appointment letter.

9. Duties of the Dean of Students

The Dean of Students shall;

(1) Represent the Student Dean's Office and plan its activities in accordance with the directions of the Rectorate,

(2) Listen to students' views, suggestions, requests and common concerns; refer them to the authorised units and follow up on matters deemed necessary,

(3) Facilitate communication and coordination among academic and administrative units on matters concerning students,

(4) Prepare recommendations aimed at enhancing student participation, sense of belonging, well-being and campus life,

(5) Plan or support orientation and adaptation activities in cooperation with the relevant units,

(6) Analyse common and systemic issues arising from student feedback and submit them to the Rectorate,

(7) Hold meetings with student representatives and relevant units when necessary,

(8) When invited by the Rector, provide information and recommendations concerning its area of responsibility to the Senate, University Administrative Board or other boards; such participation shall not, in itself, confer membership or voting rights,

(9) Prepare the work plan and activity evaluation,

(10) Carry out other duties assigned by the Rector within the scope of the duties.

10. Student Advisory Group

(1) With the approval of the Rector, a Student Advisory Group may be established to reflect the views of different academic units and student groups.

(2) The composition of the Group, method of representation, term of service and meeting arrangements shall be determined by the Rectorate. The Group shall convey students' views and suggestions; it may not make decisions on behalf of the University's bodies or examine individual applications.

(3) The Dean of Students may invite representatives of relevant units and experts to meetings on matters where necessary.

11. Orientation and Adaptation to University

(1) The Student Dean's Office shall carry out, in cooperation with the relevant units, orientation activities that support newly enrolled students in becoming familiar with the University's academic structure, services, application channels, rights and responsibilities.

(2) Appropriate referral and adaptation activities may be developed for international students, students with special needs and students requiring additional support during transition periods.

12. Student Participation and Representation

(1) Meetings, focus groups, surveys, open forums and similar participation channels may be used to enable students to express their views on matters affecting University life.

(2) The Student Dean's Office shall facilitate the communication of student views to relevant boards and units and support providing students with feedback on the outcome of evaluations and possible improvements.

(3) Participation processes shall not replace existing arrangements concerning student representation or the University's authorised boards and committees.

13. Applications, Referrals and Process Follow-Up

(1) Students may apply to the Student Dean's Office in person or through the communication channels designated by the University regarding matters within its scope of duties.

(2) An application shall undergo an initial assessment and be referred to the unit with the relevant duties and authority. Where necessary and legally appropriate, the student shall be informed of the unit handling the process.

(3) Without intervening in the decision of the authorised unit, the Student Dean's Office may follow up, with the relevant unit and the Rectorate, on cases involving delays or a breakdown in communication.

(4) Official objection, disciplinary, ethical, legal review or complaint processes already underway concerning the same matter shall not be re-examined under this Article.

14. Academic Experience and Advising

(1) The Student Dean's Office may share with academic units common feedback concerning the accessibility of academic advising services, students' learning experience and academic adaptation.

(2) Individual decisions concerning courses, examinations, grades, graduation and academic progress fall within the authority of the relevant academic units and Student Affairs. The Student Dean's Office shall provide information and referrals on these matters.

15. Access to Well-Being, Safety and Support Services

(1) The Student Dean's Office shall refer students' needs relating to well-being, safety, psychological support, accessibility, health, accommodation or financial support to the appropriate services and units.

(2) Health and psychological counselling; disability and reasonable accommodation processes shall be carried out by the Support Office for Individuals with Special Needs and the relevant units; financial support and scholarship procedures shall be carried out by the authorised bodies and units.

(3) The Student Dean's Office may submit recommendations to the relevant units and the Rectorate regarding barriers to access and common needs identified in these services.

16. Social, Cultural, Sporting and Volunteering Activities

(1) The Student Dean's Office shall cooperate with the relevant units in activities aimed at increasing students' participation in social, cultural, artistic, sporting and volunteering activities.

(2) The establishment, budget, event approval, allocation of venues and financial procedures of student clubs shall be carried out by the relevant directive and authorised units. The Student Dean's Office shall provide support in terms of coordination and student participation.

17. Career, Alumni and International Student Services

(1) Career development and alumni relations services shall be carried out by the Career and Alumni Department; procedures specific to international students shall be carried out by the relevant international relations unit.

(2) The Student Dean's Office shall facilitate students' access to these services and share feedback concerning the student experience with the relevant units.

SECTION FOUR
Working Procedures, Records and Quality Assurance

18. Cooperation with Units

(1) The Student Dean's Office shall work in cooperation with academic units, the Student Affairs Department, the Career and Alumni Department, the Health and Psychological Counselling Department, the Support Office for Individuals with Special Needs, the International Relations Office, the Quality Coordination Office and other units providing services to students.

(2) Cooperation shall be carried out while preserving the duties and authorities assigned to each unit by legislation or institutional regulations. Personal data shall be shared only where the necessary legal conditions are met and only for the intended purpose.

19. Confidentiality and Protection of Personal Data

(1) Student applications shall be handled in accordance with the principles of confidentiality, impartiality, data minimisation and access on a need-to-know basis.

(2) Students shall not be asked to provide information or documents beyond what is necessary for referral. Sensitive information shall not be shared unless the student's explicit consent or a legal obligation exists.

(3) Reports shall be prepared anonymously or in aggregated form wherever possible. The Student Dean's Office does not guarantee absolute confidentiality; where there is a risk to life or safety, suspicion of a crime, or a legal obligation to report, the matter shall be explained to the student and communicated to the competent authorities.

20. Emergency and High-Risk Situations

(1) In cases involving an immediate health or safety risk, violence, harassment, a risk of harm to oneself or others, or similar situations, the Student Dean's Office shall not substitute for specialised intervention; it shall promptly activate the University's emergency, security, health and relevant reporting procedures.

(2) The action to be taken in such situations shall be determined by the authorised units in accordance with the nature of the incident and the applicable legislation.

21. Communication and Accessibility

(1) The scope of duties, application channels and limits of authority of the Student Dean's Office shall be communicated to students in a clear and accessible manner.

(2) Language, disability and accessibility needs shall be taken into consideration to the extent possible in information and application processes. The Student Dean's Office shall not make binding statements on matters for which it is not the authority responsible for official decisions or formal notification.

22. Work Plan and Reporting

(1) The Dean of Students shall prepare a term-based or annual work plan in accordance with the University's strategic plan and the priorities of the Rectorate.

(2) Activities, general trends in student feedback, service areas to which referrals are made and recommendations developed shall be reported to the Rectorate while protecting personal information.

(3) Matters requiring decisions concerning authority or resources shall be referred by the Rectorate to the relevant board or body.

23. Monitoring and Improvement

(1) The accessibility and contribution of the activities of the Student Dean's Office may be evaluated on the basis of application and referral trends, student participation, feedback, recurring issues, cooperation with relevant units and completed improvements.

(2) Indicators and targets may be determined in the work plan according to needs. An increase or decrease in the number of applications shall not, on its own, be interpreted as success or failure.

(3) Evaluation results may be used in the University's quality assurance processes and in the improvement of student services.

24. Resources and Administrative Support

(1) The Student Dean's Office's needs for premises, communication, records and administrative support shall be met by the Rectorate within the framework of the University's organisational structure, budget and available staffing capacity.

(2) Where necessary, existing academic or administrative staff may be assigned to specific activities, taking into consideration their job descriptions and workloads. This provision shall not, in itself, create new positions, sub-units or financial entitlements.

SECTION FIVE
Other Provisions

25. Cases Not Covered in the Directive

In cases not covered in this Directive, the applicable legislation, other relevant regulations of the University, and the decisions of the Board of Trustees, Senate, University Administrative Board and Rectorate shall apply.

26. Entry into Force

This Directive shall enter into force as of the date of its adoption by the Senate of Arkın University of Creative Arts and Design.

27. Authority to Execute

The Rector of Arkın University of Creative Arts and Design shall execute the provisions of this Directive.