NEWCOMERS’ GUIDE
Welcome to Koç University!

Burcu Sarsılmaz  
*Director, Office of International Programs (OIP)*

On behalf of the Office of International Programs, I extend you a very warm welcome and trust your stay at Koç University will be an unforgettable one. Both myself and OIP team are delighted to assist you throughout your time at Koç University. We encourage you to exchange ideas, discover novel opportunities, acquaint with colleagues, meet new friends, and broaden your knowledge of Turkey. I wish you a superb experience and a memorable stay in Istanbul.

Mert Şanıvar  
*Coordinator, International Community Office*

Welcome! Welcome! This is the brand new 2nd edition of our Newcomers’ Guide. In this edition we feature several new information and content such as “Before Arrival, Upon Arrival and For Reference”. “Living” and “University” chapters offer comprehensive content that speaks to a newcomer's essential concerns. In the editorial process we were fortunate enough to receive invaluable advice from our students, faculty and staff, both local and international, which we are grateful for. We hope you will find the guide useful in its entirety and share your thoughts and questions along the way.

As ICO, we are here to help and we are looking forward to meeting you. We hope regardless of the length of your visit or program, KU and Istanbul become a second home to you.
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Before Arrival
Before Arrival

Visa to Turkey

User Friendly A-Z Country List and Visa Rules for Turkey:
http://www.mfa.gov.tr/visa-information-for-foreigners.en.mfa

E-Visa (www.evisa.gov.tr) for Students, Faculty, Researchers, Families

International students (exchange, transfer, visiting, full-time international undergraduate or graduate) and their dependents, international faculty, post-doc researchers, fellows, guest lecturers or researchers and their dependents are allowed, by law, to use a touristic e-visa to enter Turkey when they are affiliated with a university. E-visa is easier to obtain, cost effective, saves you time and requires no visa interviews, and since it is a multiple entry tourist visa, it allows you to travel out of Turkey while waiting on your residence permit. Please review specific requirements and visa rules for your country by following the instructions on www.evisa.gov.tr. E-visa website will show whether you are eligible to acquire an e-visa online, exempt from visas or can enter Turkey without a passport. Note: International employees who will engage in non-academic work are not eligible for e-visas.

Not Eligible for E-Visa?

Nationals of certain countries may not be eligible for an e-visa. In this case they must visit the nearest Turkish embassy or consulate to apply for the appropriate visa category (student, dependent, etc.) To look up consulates and apply for consulate visas to Turkey, visit https://www.konsolosluk.gov.tr/. You can also contact us at ico@ku.edu.tr to request further information or visa support documents from the university either as a student, researcher, employee or family member.

REGULAR VISA APPLICATIONS

Locating the Nearest Turkish Embassy or Consulate in Your Home Country

Here is an A-Z country list for Turkish embassies or consulates:
http://www.mfa.gov.tr/turkish-representations.en.mfa

Visa Information and Application

On this webpage you can find a local Turkish consulate, learn about visas and make a visa application appointment. If the page opens in Turkish by default, please switch to English from the top right corner of the pop-up window: https://www.konsolosluk.gov.tr/

Visa for International Non-Academic Staff

When you are hired by KU for an administrative position, we will get in touch with you regarding your visa application and acquisition of your work/residence permit. International non-academic employees are required to visit a Turkish mission in their country of citizenship and obtain a work visa prior to their trip to Turkey, unless they are in Turkey at the time of application on a VALID residence permit for at least 6 months or longer. Individuals with a valid residence permit that is valid for 6 months or longer can apply from within Turkey without leaving the country. This rule does not include students who reside in Turkey on a student status.

To read more about general visa information for Turkey, please visit: http://www.mfa.gov.tr/general-information-about-turkish-visas.en.mfa

About Passport Validity

In accordance with the article 7.1b of “the Law on Foreigners and International Protection” no.6458, foreigners wishing to enter Turkey should carry a travel document (passport) with an expi-
ration date at least 60 days beyond the “duration of stay” of their visa, e-Visa, visa exemption, or residence permit.

**Example A:** In order to enter Turkey having a visa with 90 days “duration of stay”, foreigners should hold a travel document valid at least for an additional 60 days which totals to 150 days (90 days + 60 days) of validity at the time of entrance.

**Example B:** In order to enter Turkey having a visa with 30 days “duration of stay”, foreigners should hold a travel document valid at least for an additional 60 days which totals to 90 days (30 days + 60 days) of validity at the time of entrance.”

**Important:** Nationals of some countries can enter Turkey without a passport. They are allowed to use their national ID’s. However, if you will study, work or stay in Turkey for longer than 30 days, you should have a valid passport. Only with a valid passport can you apply for a residence permit regardless of your nationality. In any case we advise everyone to come to Turkey with a passport that is valid for at least one year or more.

**Family Members (Dependents)**

If any of your family members will accompany you to Turkey, they can also apply for a visa together with you. Regardless of your residence status in Turkey, your family members will apply for a short term family residence permit. International Community Office will assist you in this process from the moment you are admitted as a student or hired as a faculty/staff/researcher.

## Priority Points of Contact at KU

<table>
<thead>
<tr>
<th>Department/person</th>
<th>E-Mail</th>
<th>Phone</th>
<th>Office Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>International Community Office - Mr. Mert Sanivar (international student &amp; scholar services)</td>
<td><a href="mailto:ico@ku.edu.tr">ico@ku.edu.tr</a></td>
<td>0090 212 338 1345</td>
<td>Student Ctr B391-A</td>
</tr>
<tr>
<td>Human Resources - Mr. Mert Uyaroglu</td>
<td><a href="mailto:muyaroglu@ku.edu.tr">muyaroglu@ku.edu.tr</a></td>
<td>0090 212 338 1279</td>
<td>Portal of Knowledge Building “A” Entrance Floor</td>
</tr>
<tr>
<td>Housing Office - Ms. Sevcan Simsek</td>
<td><a href="mailto:ssimsek@ku.edu.tr">ssimsek@ku.edu.tr</a></td>
<td>0090 212 338 1105</td>
<td>Housing Office S Dormitory Entrance Floor</td>
</tr>
<tr>
<td>24/7 Emergency Line for Internationals</td>
<td>N/A</td>
<td>0549 790 8340</td>
<td>N/A</td>
</tr>
</tbody>
</table>

## Planning Expenses

Planning your expenses for arrival will be helpful. Some possible immediate expenses are:

- Taxi fares, university fees (students), other transportation, pay as you go or pre-paid cell phone sim cards or minute credits, security deposit for rent that might include 2 months’ rent (if you’ll rent yourself), eating and grocery expenses, possible purchase of necessary home goods, clothing, electric appliances or small devices. Turkish Lira (TRY) is the official currency for Turkey. You can check exchange rates and do conversions via [https://www.google.com/finance/converter](https://www.google.com/finance/converter) or download a mobile currency converter into your phone via visiting [https://www.oanda.com/mobile/](https://www.oanda.com/mobile/). We advise newcomers that they travel to Turkey with US Dollars or Euros as these will be easier and more profitable to exchange for Turkish Lira. Finding offices or banks that convert other currencies will be difficult.

## Money Tips Before Your Trip:

**NOTIFY YOUR BANK:** Before you leave for Turkey, notify your bank so that they do not put a hold on your account when they notice transactions at a foreign country and think your card might be stolen

**CHOOSE THE RIGHT CARD FOR FEES:** Most banks and credit cards charge a foreign transaction fee. Research your card’s ATM network in Turkey and how much they charge in fees for transactions and withdrawals so that you can switch to a more convenient card if needed.
AVOID CURRENCY EXCHANGE BOOTHs AT AIRPORTs: Exchange rates will not be in your favor at airports. If you need money upon arriving, we advise that you use your ATM card and withdraw money. You will end up spending less. ATM machines will offer a more up-to-date and fairer exchange rate.

OPEN A BANK ACCOUNT IN TURKEY: Except for a couple banks, all banks will open a bank account for foreigners only with a valid residence permit card and proof of address. Once you have your residence/work permit, open a bank account, so you can have an ATM and Credit card with a local bank and avoid extra fees.

Arrival Date

All international students must arrive at KU one week before semester start date. Faculty, Staff and Researchers can notify ICO about their arrival dates and stay in touch with ICO and their departments about orientation dates and other administrative business before the employment officially begins. Planning early arrival and identifying dates will be helpful for several reasons, especially for international students, such as:

- Resting up from your trip and getting ready for school
- Arranging housing or checking into a previously arranged residence
- Complete university registration and course registrations
- Obtain university ID, meal card, computing credentials
- Finding your college or graduate school, join a guided campus tour
- Attend international orientation sessions and complete immigration check-in
- Complete paperwork for health insurance, residence permit, students’ discount public transit card and graduate assistantships
- Attend Teaching Assistantship trainings/workshops at Office of Learning and Teaching (KOLT)

GRADUATE STUDENTS WITH SCHOLARSHIPS AND ASSISTANTSHIPS

International graduate students must arrive at KU during registration period/week of any given semester. Failure to arrive on time may result in delays with your immigration procedures, stipend payments and health insurance. Contact your graduate school for special orientation or training programs since you might be required to arrive earlier than the registration week. A list of all graduate programs and their contact information can be found here: https://graduate.ku.edu.tr/content/graduate-programs

Note: More Pre-arrival Resources is available on:
http://ico.ku.edu.tr/welcome-center/pre-arrival-resources/
Upon Arrival
Upon Arrival

Transportation from the Airport

While booking flights to Turkey, we recommend you to fly into Ataturk airport on the European side. This is because you will find better air fare deals to this airport since there are more international flights to this airport and the university is on the same side, European side, of Istanbul making it easier for transportation. Below you can find the step by step public transportation directions to KU from the Ataturk Airport.

Transit Directions from Ataturk Airport (http://www.ataturkairport.com/en-EN/Pages/Main.aspx)

**Step 1** - Purchase the smart transit card of Istanbul called “Istanbul Kart” at a newsstand within the arrivals hall at the airport (costs 6TL) and add at least 25-30TL money credit into it by paying the cashier this amount. You can also add money at the machine before taking the metro. For all public transit modes you’ll use the card by tapping it to the readers.

**Step 2** - Follow the signs for Metro. Take the Metro (M1-A) to the last stop “Ye- nikapi” and transfer to M2 (green line) in Haciosman direction. Your destination is the last stop again: “Haciosman”

**Step 3** - Exit the metro station, reach the street level and you will see all city buses at the bus terminal. Here, find and take the city bus 154 to Koc Universitesi (if arriving on a weekday). Or, cross the street and take the minibus to KU (you’ll see signs in the front and sides that read Koc Universities). Minibuses only accept cash. Current fare to KU is 2,25TL.

**Step 4** - Unless otherwise arranged you must first visit the housing office, that is S building next to the health center. On the bus you can push the “stop” buttons while approaching the stop called “SAGLIK MERKEZI” for S building. On the minibus you must show this stop name written on a piece of paper or from your cell phone to the driver. Most minibus drivers do not speak English.

For Sabiha Gokcen Airport (SAW) and all other airport transportation information you can visit http://ico.ku.edu.tr/welcome-center/arriving-on-campus/#1485195434553-adc1588c-6f83

Transit Directions from Sabiha Gokcen Airport (http://www.sabihagokcen.aero/homepage)

For transportation options from Sabiha Gokcen airport, please visit http://www.sabihagokcen.aero/passengers-and-visitors/transport-and-parking/trans- portation

**Taxi Fee Calculator and Route Planner**

You can use this taxi fee calculator before riding a taxi in Istanbul and other cities in Turkey; get an estimate on your taxi fare and see route planning alternatives on a map: https://taksiyle.com/en

Checking into Your Residence

Upon arrival to campus you will first be welcomed by security guards at the security gate of the main campus. Please be prepared to present a picture ID (i.e: passport) and a copy of your acceptance, invitation, research or employment offer letter. Be informed, security guards speak little or no English, but they will give you a card with directions so you can proceed to the housing office to complete your check-in procedures. Please co-operate with the security guards as they might need you to fill out a guest form and check your ID in until you leave the campus.

Check-in and dorm/apartment key acquisitions for all students and non-student residents must be made on main campus Housing Office located in S Building. Graduate students must also visit the main campus housing office to select their apartments from a draw (lottery style), sign their housing contracts and retrieve their apartment keys. Housing office personnel will assist graduate students to call a taxi to take them to their off-campus apartment complex located within 5 minutes from main campus. Undergraduate international students will be shown their rooms and will be able to check in on the premises right away.

Orientation

All incoming international faculty, staff and students go through a welcome orientation by their respective departments at KU. The ICO offers a separate orientation for all newcomer internationals. As a new member of KU community please check your emails frequently for orientation and other important information. For specific time or other arrangements please email ico@ku.edu.tr.
Accessibility (disability services)

Please contact the disability services office for accessibility requests prior to your arrival at pakogul@ku.edu.tr. If you are a new employee with a disability at KU, please email ico@ku.edu.tr to request assistance. Disability Services Office is located at Student Center lower 3rd Fl. Office B383.

Immigration Procedures

Depending on your status at KU, you will be guided to follow the appropriate procedure for your and your dependents’ (if any) visa and residency applications. There is extensive information available on our website for these procedures (www.ico.ku.edu.tr). We do remain in constant touch with you before and after your arrival to Turkey. You can reach International Community Office staff via email at ico@ku.edu.tr for your immigration related questions at anytime.

Tax Id

Obtaining a tax id might be helpful for students, visiting faculty, researchers or family members since their residence permit will not be readily available when they arrive and some administrative procedures require an official ID number. Obtaining a tax id number is easy and free of charge at local tax offices. International Community Office provides directions and a message written in Turkish to the tax office staff for language issues upon request. A tax id will allow you to open a bank account with some banks, obtain a health insurance and perform various formalities in Turkey. Once you have a residence permit you do not have to use your tax id. Tax id application can only be made with your valid passport.
Residence Life

Main Campus and West Campus

KU has numerous facilities and campuses comprising hospitals, libraries, museums, research centers across Turkey. This guide is meant particularly for members of the Main and West Campus area. For a complete list of KU centers, you may visit https://www.ku.edu.tr/en/research/research-centers.

Main Campus

The Main campus is the central and the largest location for academics, administration and the campus life of the university; including a variety of shops, eateries, recreational indoor and outdoor spaces, and service providers. This location “hub” allows for students and faculties to go about their general errands with ease and convenience. Undergraduate student dorms and faculty housing are also located on the Main Campus. Part of undergraduate student dorms and faculty housing are also located on the Main Campus.

West Campus

West Campus consists mostly of undergraduate student dorms, but it is also home to the university’s indoor swimming pool, West Campus mini gym, 24/7 health center, mini conference hall, study and computer rooms and cafeterias as well.

KU Grad Student and Scholars Housing

KU offers shared housing to graduate students and post-doc researchers within apartment complexes located near West Campus. Faculty members and their families are assigned private apartments. Free shuttle transportation to and from Main Campus is available to KU members and West Campus is within walking distance to these residences. For all your housing related questions or concerns, please email housing@ku.edu.tr. For your technical work requests please submit a form via https://h-trackit.ku.edu.tr/.

Power Energy

Turkey has a 230V power system and uses C or F type plugs that are compatible with most electrical items worldwide. Items brought from certain countries will need adaptors which are conveniently available in Turkey or can be purchased before traveling to Turkey. Electric appliances purchased in Turkey would not need adaptors.

Drinking Water

In Istanbul, tap water can be used for any purpose but drinking. Drinking water is bottled water that can be purchased from supermarkets, grocery stores in various sizes or can be ordered by phone or online from demijohn water companies. Fountain water is also drinkable wherever available.

Ordering Water

In Turkey people order bottled water where drinking tap water is not advisable. This can be done either by calling the water companies or via some mobile apps or online from a computer. Below, you can find a link to a sample order form that belongs to a company. Online ordering websites are very limited in English language. For first time orders the companies might charge a deposit fee and a water pump must be purchased. These are sold at grocery stores and water companies for around 5TL.

Avg. price for a 19lt demijohn (damacana in Turkish) bottled water: 8-10TL
To order online: http://www.sakasu.com.tr/en/online-order/want-to-be-subscribes
Mobile App to order from your smartphone from multiple companies: http://bisu.com.tr/

Tip: You can always ask a roommate or neighbor for help when ordering your first bottle and the rest will be very easy.
Utilities

If, due to your living situation, you have to pay for the utilities yourself, there are a few ways to do this. First, please be advised that in Turkey you are never asked to pay someone cash who comes to your door and claims him/herself to be a utility agent rep. or the like. If this happens, report it to the police because it is a fraud. You can pay at authorized utility payment offices, banks, via internet banking and automatic payment via your bank. You can set up automatic payment with your bills at the bank in person or on your bank’s website or mobile app.

Computing

User Name and Password: Each individual affiliated with KU is assigned a unique username and password that are used for all websites or online systems that require a log-in, i.e: email, track-it technical requests service, HR portal, KU mobile apps, KU Gmail, shared networks, webmail, VPN, etc. You can change your password anytime via https://home.ku.edu.tr/password/

Wi-Fi Connection on KU Campuses: Whether you are a guest at or a member of KU, you need log-in credentials to connect to the internet on campus. The log-in credentials are your username and password. To learn how to connect to the wi-fi on campus, visit https://it.ku.edu.tr/how-to/connect-to-ku-wireless/ku-faculty-staff-and-student/. Please select your status as a guest or faculty/staff/student from the menu on the left.

Internet Connection at Dorms, Faculty and Off-Campus Housing:
All dorms and KU affiliated housing feature high speed unlimited internet. Network credentials are shared with KU members upon check-in.

Access to Shared Folders: There are various network drives such as F drive, H drive. You must log on via Novell with your user credentials to access shared folders. These folders are visible to only KU members. You can email it@ku.edu.tr if you experience any difficulty while logging on or accessing any specific folder.

IT Services:
IT department (www.it.ku.edu.tr) handles the entire computing and network related matters at KU. It’s the computing related HELP DESK for everyone. On IT’s website you can find very useful information about printers, computers, wireless, VPN connection, internet security etc. For any technical questions or issues or service requests you should email it@ku.edu.tr or call x1111 from campus phones, 0212 338 1111 from mobile or exterior phones. E-mailing will warrant the quickest solution to your request as it will generate a trackable work order automatically and an IT user assistant will attend to your request within 24 hours.

My.KU: www.my.ku.edu.tr is a user friendly website offered and managed by IT department and exclusive to KU members. Using www.my.ku.edu.tr you can access your KU gmail account, and google drive, connect to the nearest printer on the network, look up colleagues or people and find the most up to date news and announcements of departments and computing services. For any questions about this website you can email it@ku.edu.tr.

Telephones, Making Calls and Foreign Mobile Devices

There are fixed phones in dorm rooms, graduate apartments, faculty houses and faculty/staff offices. Phones are managed by IT department at KU. All inquiries regarding phones must be directed to it@ku.edu.tr

Land Lines: In Turkey each city has an area code that consists of 3 digits and the local phone numbers consist of 7 digits. Istanbul, exceptionally, has two area codes, one for Asian side (216) and one for the European side (212). If you are making a phone call from a landline from a location within that area code you do not need to dial the area code. When calling from a cell phone you always need to dial the area code. Whenever the area code is needed a “0” prefix must be added before the area code. e.g.: A local landline number on the European district of Istanbul: 346 7456. To call from a cell phone or any other location where another area code is used, you must dial: 0212 346 7456.

Mobile Operators: There are three major mobile operators in Turkey: Turkcell, Vodafone, Turk Telekom. Each operator is assigned a mobile prefix like
an area code and it is also a 3 digit code. From mobile to mobile and landline to mobile calls, the area codes with a “0” in the beginning must be dialed. Sometimes the incoming calls on your cell phone might appear with the default country code +90. This does not affect anything. While saving a cell phone number you can leave or remove this prefix.

International Calls: To call a phone in another country from any phone in Turkey, you must dial Turkey’s international access prefix 00 + Country Code + Area Code + Local Phone Number. To call Turkey from abroad you must do the same except that the international access prefix for each country would be different: International Access Prefix + 90 (Turkey Country Code) + Area Code + Local Number. For instance, if you were to call Koc University from abroad you would dial 00 90 212 338 1000. Aside from various internet and mobile tools to make free or low fee international calls, calling cards available at newsstands in Turkey are other convenient options.

Registering Mobile Phones

According to the regulations set forth by Information and Communication Technologies Authority of Turkey (ICTA), each individual, regardless of nationality, coming into Turkey with a phone or other mobile devices with call features must register their device within 120 days of arrival. The registration per person/per passport is limited to one device every two years. Devices not registered within 120 days will be blocked and unable to make or accept calls. Other features of the device can still be used without registration. For more information about this regulation you can call 24/7 English speaking customer line of ICTA at 0312 294 9494 or visit https://btk.gov.tr/en-US/. Visitors, foreign residents or students staying in Turkey for longer than 120 days must register their devices following the instructions below; for your convenience we have made a tutorial “how to” video thanks to which you can register your device within minutes online:

Remember: Temporary visitors, one semester exchange students, faculty or interns, summer school students and the like DO NOT NEED to register their devices if they are staying in Turkey for less than 120 days. Below instructions and our tutorial video are available for individuals with a valid Turkish residence permit or work permit in Turkey to help them avoid paying extra fees to mobile operator branches to register their phones. You can follow the instructions below and register your phone by only paying the respective official fee (149,20TL for 2017) for phone registration. The dealers will charge varying service fees in addition to registration fee that is paid at the bank or tax office. Therefore, we advise not to rush and wait to obtain your residence permit and register within 120 days.

Registering Your Foreign Mobile Phone in Turkey in 3 Easy Steps

1-Pay the phone registration fee at Ziraat Bank with your Residence Permit and your phone’s IMEI number. You can retrieve your IMEI number by dialing *#06# on your phone.

2-Visit PTT and purchase your e-devlet pin code. PTT on campus sells pin-codes. You need to have your passport and residence permit card to obtain your pin code. Please note, the pin code must be registered with your Foreign ID number that appears on your residence/work permit card and begins with 99…


Cell Phones in Turkey: Prepaid/Pay As You Go, Monthly Plans w/out Contracts

There are three major operators which carry both prepaid and monthly plans for mobile phones in Turkey. Those are:

Turkcell (http://www.turkcell.com.tr/english-support)
Vodafone (http://www.vodafone.com.tr/)

In order to make the best choice we suggest you to visit their authorized dealer stores (they all have branches in Sariyer) and review the latest offerings for yourself. All plans can be viewed on their website as well. You can call the customer services of the operators and receive
assistance in English. It will help a lot to visit the stores with a Turkish speaking friend unless you know Turkish. You can email ico@ku.edu.tr if you need assistance.

Transportation

Istanbul has one of the best public transportation networks in the world. There are several options to reach any location for 24 hours, and Taxi is a convenient option compared to large metropolitans in the world and other cities in Turkey. Below is a list of main transportation categories specifically for KU community. The list contains bus numbers or metro stations and brief descriptions so as to offer you important keywords to remember in your daily commute or occasional transportation. IETT buses are operated by Istanbul Metropolitan Municipality and they require refill transit cards (Istanbul Kart) described in airport transportation section. Students and Faculty are eligible for discount transit passes which will be described in more detail after arrival to Turkey and acquiring a residence permit:

IETT Bus 154: Enters Koç University main campus, route via Hacı Osman Metro, Sariyer, West Campus

IETT Bus 150: Passes by Koç University main campus security gate, requires transfer to reach onto campus, route via Hacı Osman Metro, Sariyer, West Campus

IETT Bus 40: Enters Koç University late night AM only, route via Taksim Gumussuyu Peron, Beşiktaş (Bosphorus waterfront), Ortaköy all the way up to Koç University

Koc Uni. Dolmuş: Enters Koç University, route same as 154, cash only

Paid Express Shuttle: Paid Koç University express shuttle service available to major locations across Istanbul, special refill money card obtained from main campus office

Main/West Shuttle: Free, only KU members, bet. Main Bus Stop - West Shuttle Lot, w/schedule

See below tables for quick reference and more information such as schedules, fares and pick-up locations.

### Main/West Campus & Faculty Houses Free Shuttle - KU Members Only

<table>
<thead>
<tr>
<th>Shuttle Type</th>
<th>West/Main Campus</th>
<th>Faculty Houses Shuttle</th>
</tr>
</thead>
<tbody>
<tr>
<td>Schedule URL</td>
<td><a href="https://ogs.ku.edu.tr/west">ogs.ku.edu.tr/west</a></td>
<td><a href="https://ogs.ku.edu.tr/lojman1">ogs.ku.edu.tr/lojman1</a></td>
</tr>
<tr>
<td>Pick-up Locations</td>
<td>West Campus Shuttle Lot. Main Campus Bus Stop</td>
<td>Outside SGKM Auditorium</td>
</tr>
</tbody>
</table>

**Notes:**
- “RF” on timetables refers to Main Campus i.e. Rumeli Feneri Campus.
- Check schedule updates through KU Daily emails, daily news and announcements digest for KU members and through respective websites listed

### IETT Buses & Cash Dolmuş

<table>
<thead>
<tr>
<th>Info</th>
<th>Bus 154 (best for weekdays)</th>
<th>Bus 150</th>
<th>Bus 40 (late nights &amp; weekends)</th>
<th>Dolmuş</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payment Method</td>
<td>Istanbul Card</td>
<td>Istanbul Card</td>
<td>Istanbul Card</td>
<td>Cash only</td>
</tr>
<tr>
<td>Route/ Fares/ Schedules</td>
<td><a href="https://ogs.ku.edu.tr/otobus">ogs.ku.edu.tr/otobus</a></td>
<td><a href="https://ogs.ku.edu.tr/otobus">ogs.ku.edu.tr/otobus</a></td>
<td><a href="https://ogs.ku.edu.tr/otobus">ogs.ku.edu.tr/otobus</a></td>
<td><a href="https://ogs.ku.edu.tr/otobus">ogs.ku.edu.tr/otobus</a></td>
</tr>
<tr>
<td>Picks-Up/ Drop-off</td>
<td>Bus Stops</td>
<td>Bus Stops</td>
<td>Bus Stops</td>
<td>Bus Stops and Everywhere Appropriate</td>
</tr>
</tbody>
</table>

**Notes:**
- Istanbul card is a refill transit pass that is used in almost entire transit system of Istanbul (water, underground, above ground, rail, metrobus).

**Tip:** Istanbul Card refill machines are super user-friendly. When you place your card in the designated card slot (either side) the machine will display your card info and remaining balance. Feed money into the bill acceptor. See the current
balance on the screen. DONE!

**Tip:** Refill machines are easy to use and capable to operate in English and other languages.

**Tip:** There is one available on main campus in front of Yapı Kredi Bank and in each metro entrance. Refill is also available at newsstands and some supermarkets.

**Tip:** If you are using a discount pass you can switch to a monthly card by filling the monthly fee into your card.

**Tip:** If you will use a Dolmus, you must tell the driver where to stop to let you off. You can ask a passenger who speaks English unless you know how to say “inecek var” (please stop I’ll get off)

**Tip:** There are 3 top mobile apps for public transit in Istanbul. These are Trafi, Moovit and MOBIETT.

### Private express shuttle service for campus community (ASSEL)

The university works with a private transport company and they have an office on campus where you can obtain their special money refill card used for the shuttle. [https://ogs.ku.edu.tr/assel](https://ogs.ku.edu.tr/assel)

**Shuttle Refill Card**

Visit the shuttle booth located next to the Main Campus bus stop and obtain your card by paying a refundable deposit of 4TL in addition to how much money you would like to fill. Credit cards are accepted to purchase the card and for the refill. Upon acquiring the shuttle card, the personnel will ask to see your ID and need specific personal information. This is to securely block your card in case of loss.

### Replacing Lost Shuttle Cards

If you lose your money card, you must call 0212 338 3724 during business hours to advise the office personnel. When you visit the shuttle office to replace your lost card, balance from your old card will be transferred to the new card and you will pay the deposit fee again.

### Shuttle Office Working Hours

Shuttle office is open on weekdays from 8am to 8pm (Fall/Spring); from 10am to 5pm (Summer). An English speaking associate is available on site.

### TAXI

Yellow taxi vehicles (Taksi in Turkish) are widely used in Istanbul. You can call up a taxi by phone, via mobile app or flag one on the street 24/7. Below, we have listed contact information of nearby taxi stations and other options to find taxis around you:

**By Phone (pay cash):**
- **Kultur Taksi:** 0212 271 8154
- **Kumsal Taksi:** 0212 218 3267
- **Marti Taksi:** 0212 341 1184
- **Sariyer Taksi:** 0212 242 3748

**Mobile Apps (pay online or cash):**
- **Taxi Fare Calculator:** [https://taksiyle.com/en](https://taksiyle.com/en)

**Tip:** Most taxi drivers do not speak English. Have the address written on a paper or tell them the name of the location or a landmark close to your destination. When you are by yourself, ask a passer-by the Turkish name of your current location while calling them up, they will come pick you-up. DO NOT bargain with taxi drivers. Make sure the meter is on and pay whatever the meter reads. Tipping is not expected unless you choose to tip.
**Tip:** Telephone numbers listed are only for Sariyer and Koc University area. If you need a taxi when you are far from the university you can use the mobile apps or flag a random taxi.

**Tip:** Always make a note of the licence plate number of the taxi that can be found on side doors outside and inside next to the door handles besides the licence plates.

### Long Distance Traveling

You can easily purchase domestic and international tickets for various modes of transports available for long distance traveling. You can buy tickets online or in person at sale agencies. Bus companies, airlines and private transportation brands have their own online sale channels as well. You can also download the mobile apps for these websites.

#### Find and Purchase Tickets:

- **Intercity Coaches & Flights:**
- **Flights:**
  - [https://www.enuygun.com/](https://www.enuygun.com/) or [https://www.wingie.com/](https://www.wingie.com/) (English version)
- **Train:**
- **Ferry Transportation:**

#### Recommended Destinations for Traveling in Turkey

Turkey Travel Planner website offers an excellent list of top recommendations for traveling in Turkey including most cities. You can visit [http://www.turkeytravelplanner.com/itin/TopSites.html#Istanbul](http://www.turkeytravelplanner.com/itin/TopSites.html#Istanbul) to learn more.

#### Useful Mobile App Recommendations for Transportation

- **Mobieett:** Istanbul city bus (IETT municipal buses) schedules, real-time route and arriving buses.
- **Moovit and TRAFI:** Based on your gps location these two apps show the nearest stops, offers best routes incorporating all modes of transport in Istanbul including ferries, minibuses, subways and metrobus. TRAFI works offline too.
- **Sehir Hatlari:** Istanbul cross-continental city liners’ schedules. Covers all water transportation in Istanbul.
- **IBBCepTrafik:** Istanbul Metropolitan Municipality provides instantaneous traffic density on a live map and the notifications about road constructions, accidents to the drivers.
- **Volt:** Ridesharing/carpooling app designed for Istanbul by community. Eg: Koc University community.

### Driving in Turkey

#### Driver’s License

Short term visitors with a driver’s license in another country do not need a new driver’s license in Turkey for up to 6 months. Residents staying longer than 6 months must apply to switch their license to a Turkish driver’s license if there is a bilateral agreement between countries. Those who would like to obtain a driver’s license for the first time, can do so in Turkey once they have a residence permit. Please contact the International Community Office at [ico@ku.edu.tr](mailto:ico@ku.edu.tr) to receive further assistance.

#### Car Rental

There are thousands of car rental companies in Istanbul. Working with the most reliable ones is very important. Here are some suggestions and you can contact us to rent from local agencies.

- [http://www.rentalcars.com/](http://www.rentalcars.com/)
- [https://www.hertz.com/rentacar/reservation/](https://www.hertz.com/rentacar/reservation/)
Money, Shopping & Banking

Shopping

Since Istanbul is a densely populated city, each town district has its own shops, stores, eateries, schools, hospitals etc. This is to say you do not have to travel far for your needs. University main campus has a grocery store where you can find most of your needs. Also, downtown Sariyer or main street has all kinds of shops for any of your needs. Below you can find information about spending and some shopping tips:

The website [http://www.sariyerrehberi.net/](http://www.sariyerrehberi.net/) is a good resource for you to browse stores and businesses by category. The site is in Turkish but with little knowledge of Turkish you can access directions and contact information of various local businesses. Most businesses also deliver your orders.

Weekly Fruits and Vegetables Market Place (Pazar)

Like in some other countries, in Turkey there is also the traditional community market place which is called “Pazar” (same word for Sunday, the day of the week but not related words). Every day Pazar moves to some other street for the convenience of the residents of a respective district. Sariyer local pazar is every Wednesday (thus Çarşamba (wed.) Pazarı). People still prefer shopping from the pazar since the most fresh produce for reasonable prices can be found here. Most items are priced on kilo basis. Bargaining is welcome at pazar’s. Some sellers will allow you to feel and pick the goods yourself whereas some others won’t. Ask a local where and when your local pazar is, depending on your location in Istanbul.

Town of Sariyer

We are located here in town of Sariyer. Sariyer municipality theatre, dance, music and art events run year round. To learn more about your community, keep up with what is going on visit Sariyer Municipality website at [http://en.sariyer.bel.tr/modul/default](http://en.sariyer.bel.tr/modul/default)

Spending

On [https://www.numbeo.com/cost-of-living/in/Istanbul](https://www.numbeo.com/cost-of-living/in/Istanbul), you can find up-to-date information on the cost of living in Istanbul. Here is a quick list of commonly shopped items to offer an idea about prices in Istanbul:

<table>
<thead>
<tr>
<th>Item</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meal, Inexpensive Restaurant</td>
<td>18 TL</td>
</tr>
<tr>
<td>Meal for 2 People, Mid-range Restaurant, Three-course</td>
<td>70 TL</td>
</tr>
<tr>
<td>McMeal at McDonalds (or Equivalent Combo Meal)</td>
<td>15 TL</td>
</tr>
<tr>
<td>Domestic Beer (0.5 liter draught)</td>
<td>10 TL</td>
</tr>
</tbody>
</table>

Markets

<table>
<thead>
<tr>
<th>Item</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Milk (regular), (1 liter)</td>
<td>2.62 TL</td>
</tr>
<tr>
<td>Loaf of Fresh White Bread (500g)</td>
<td>1.69 TL</td>
</tr>
<tr>
<td>Eggs (12)</td>
<td>6.08 TL</td>
</tr>
<tr>
<td>Local Cheese (1kg)</td>
<td>19.52 TL</td>
</tr>
<tr>
<td>Chicken Breasts (1kg) Boneless, Skinless</td>
<td>12.81 TL</td>
</tr>
<tr>
<td>Beef Round (1kg) or Equivalent Back Leg Red Meat</td>
<td>45.56 TL</td>
</tr>
<tr>
<td>Domestic Beer (0.5 liter draught)</td>
<td>6.23 TL</td>
</tr>
<tr>
<td>Pack of Cigarettes (Marlboro)</td>
<td>11.00 TL</td>
</tr>
</tbody>
</table>

Shopping Malls:

Modern shopping malls are everywhere in Istanbul and some of them are highly popular among tourists. They are also known as AVM’s from the Turkish acronym for “shopping center: alış-veriş merkezi”. One of the largest shopping malls is in Sariyer located in Istinye. The name of the mall is Istinye Park, and is located at Pinar Mh., 34460 Sariyer/Istanbul. Visit its website for more information about shops, events and restaurants: [http://www.istinyepark.com/en](http://www.istinyepark.com/en).

Here is a list of and info about most, if not all, shopping malls in Istanbul: [http://www.avmlife.com.tr/haber/4009/butun-avm-lerin-listesi.html](http://www.avmlife.com.tr/haber/4009/butun-avm-lerin-listesi.html)

Koc Ailem

Faculty and Staff receive a special advantage card that is called Koc Ailem (My Koc Family). This card provides special discounts to KU employees at all Koc Companies and extra advantages at museums, events and other brands. Koc Ailem membership, card delivery, activation and family membership questions can be directed to Human Resources office. Visit [http://www.kocailem.com/tr/?language=en](http://www.kocailem.com/tr/?language=en) to stay up to date about the latest advantages of Koc Ailem card.
Living

Turkish Currency - Lira

Turkish Lira (Türk Lirası, TL or TRY) is the official currency for Turkey. ₺ is the symbol used for Turkish Lira.

Banknotes are in denominations of TL up to 200 liras. Coins are in denominations of 1, 5, 10, 25, 50, 1TL.

See in the image below TL banknotes and coins actively in use now:

Bank Account

Most banks in Turkey will require foreigners to possess a residence permit and proof of address in Turkey to open a bank account. Some banks may open a bank account with a passport only and certain banks will ask for a Tax ID. If you are visiting KU temporarily and have questions about banking, you may contact us at ico@ku.edu.tr. Employees and scholarship students at KU will be asked to open a bank account with Yapi Kredi Bank on campus, since it is a Koc group company whereby affiliates of KU are exempt from dues, and surcharges and are offered many other conveniences like no fees for non Yapi Kredi ATM’s, free credit cards, no fees on direct deposits for your stipend or salary, no fees on money transfers. Yapi Kredi Bank will only open your bank account with your residence/work permit and address declaration letter to be obtained from Human Resources office payroll unit for faculty/staff and from the housing office (S building) for graduate students who are on scholarship and receiving stipends.

ATM’s

ATM’s are conveniently available wherever you go in Istanbul and Turkey. Like any ATM around the world, you can select language and complete your transactions easily. At KU, there are ATM’s on main campus at Student Center -1st floor, Dormitory S building and West Campus. Each bank in Turkey has their mobile apps and internet banking websites. Internet banking is widely popular in Turkey as all banking processes can be done online. As such, bank websites or mobile apps will also help you locate the closest ATM of your bank. In some countries passwords (pin) for an ATM card can include letters, but in Turkey it is only a 4 digit number. If this is the case for you and you must withdraw money from your bank account back home, you can either update your pin before coming to Turkey or translate letters into numbers by looking at the keypad.
The language on the keys is most often Turkish but color codes will help. Here is the translation: Sil = Delete (Yellow) İptal = Cancel (Red) Giriş = Enter/Return (Green)

It is best to have a local bank account in Turkey after obtaining a residence permit. With a local bank account you will avoid transaction fees and surcharges.

**MONEY RELATED TIPS:**

**Tip:** Turkish currency is Turkish Lira (Turk Lirasi - TRY). Refer to the images above to recognize Turkish banknotes and coins in use.

**Tip:** Counterfeit money is rarely seen but you should not accept large quantity banknotes from anyone except when it is from a bank or official office (i.e: tax office, immigration office).

**Tip:** Exchanging Dollars or Euros is much easier compared to any other currency, thus come to Turkey with those currencies. Finding Turkish lira outside Turkey will be difficult and costly for you. It is unnecessary.

**Tip:** Avoid exchanging currency at banks or exchange offices at an airport in Turkey. The exchange rates will not be in your favor and there will be higher commission fees.

**Tip:** Prefer currency exchange offices in your local neighborhood or touristic spots as you will get better exchange rates and little or no commission fees.

**Tip:** Keep receipts of certain purchases and transactions as you would normally do at home. Customer rights work very well in Turkey.

**Tip:** Credit cards can be used for almost any purchase in Turkey. Most credit cards are accepted (VISA, MASTERCARD, AMERICAN EXPRESS) but be warned that you might be asked to provide a PIN for your credit card (signature in some other countries). Confirm with the merchants before making a purchase as some places still accept signatures.

**Tip:** If you are making an online booking for a flight, car rental or travel in advance be sure to read through related terms and conditions and customer rights & responsibilities. Some businesses will not allow you to use the purchased item if you do not present the same credit card that was used in the online transaction. This is a security measure against fraud.

**Tipping**

Tipping is not a must in Turkey but it somewhat started to become so at restaurants in metropolitan cities (larger cities). It usually depends on how satisfied you are with the service offered and who you are served or assisted by. Tipping might not be welcome in certain situations. For example, you should not tip any employee that works at the university except for leaving tips in the tip boxes of certain coffee shops or cafeterias. Here is a small Q&A on typical tipping practices in Turkey/Istanbul. For more tipping info you can visit [http://www.turkeytravelplanner.com/details/Money/Tipping.html](http://www.turkeytravelplanner.com/details/Money/Tipping.html)

| How to tip? | Cash, unless otherwise advised |
| What is “tip” in Turkish? | Bahşiş (bah-shish) |
| How much in general? | No specific amount, but if tip is expected it could be 5% of the price |
| Porters at market places, airports, bus terminals? | 2 to 5 TL per bag |
| Taxi Drivers? | They don’t necessarily expect tips unless you choose to tip them, however always round the fare upwards. So if the fare is TL13.50, round it up to TL15. (If the fare is TL15.50, the driver may accept just TL15.) (turkeytravelplanner.com) |
| Restaurants | 5% or 10% of the total bill depending on how luxurious the restaurant or how good the service is |
Safety & Security

Istanbul is a safe city; as safe as Europe or elsewhere that is considered safe. Political context, circumstances at a given time can alter this statement but here in this guide we would like to inform you about general safety rules and provide important safety & security cautions for a large city like Istanbul. Some common crimes are pickpocketing, bag snatching and bag slashing. Robbery by force and rape are rarely seen but can happen. How you should protect yourself and take precaution:

- To defend yourself against pickpocketing and robbery, do not carry large amounts of cash in your pockets. If you’re wearing a bag, keep it in front of you so you can watch it. For bags with a shoulder strap, wear them across your torso and hold the strap firmly.
- If you recognize the thief raise your voice and yell to point to the thief so other people and especially security guards or police can pursue the thief. Do not try to fight the thief or pursue him/her, they can be dangerous.
- Avoid being alone.
- Turkish people are very friendly but you should use caution to trust strangers as some strangers might try to trick you (shop keepers, hotel keepers, taxi drivers, people on public transit, restaurant keepers)
- Embassies and consulates share important security advisories on their websites. Subscribe to their email lists and register with your country’s foreign mission in Turkey when you arrive Turkey.
- Always carry proper identification such as your residence permit, copy of your passport (it’s not advisable to have the original in case it gets misplaced or stolen), university ID card.
- Try to stay aware of your surroundings and suspicious situations.
- Do not walk late at night in an unfamiliar neighborhood if you are alone, Prefer using a taxi.
- Use caution if you are being offered uninvited companion, help, food or drink by a stranger while traveling alone or in another situation
- Call 24/7 available Koc University international emergency line 0549 790 8340 in case of emergency
- Call 155 for Police

Worship

You can find the closest house of worships below;

- Sariyer Yeni Merkez Mosque
- Zekeriyakoy Mosque
- Prayer Room, Koc University (Located underneath Sevgi Gonul Auditorium)
- Yenikoy Synagogue
- Sariyer Santa Maria Church

Holidays and Important Days


Calendar of Holidays in Turkey

- **29 October**- Republic Day
- **1 January**- First day of year
- **23 April**- National Sovereignty and Children’s Day
- **1 May**- Labor Day
- **19 May**- The Commemoration of Atatürk, Youth and Sports Day

**Eid al-fitr** (Ramadan Feast)

**Eid al-adha** (Feast of Sacrifice)

**Ramazan:** Ramazan (Ramadan) is the 30-day holy month when Muslims fast from sunrise to sunset, pray, and celebrate.

*Important information about Ramazan:*

Dates for this holiday are calculated by the Islamic Lunar Calendar, and move forward by 11 days every year.
**Living**

For 30 days a morning drummer will play a loud drum (davul) to wake people up so those who’ll fast that day can eat something until the morning prayer. People living in certain areas of the city will notice a morning drummer who beats a loud drum (davul) while walking through the neighborhood before dawn. This tradition is meant to wake people up to break their fast before sunrise. This practice will continue throughout the 30 day period.

**Ezan (Call to prayer):** Ezan is chanted 6 times a day from mosques. It is heard from almost anywhere in the city. It is to summon the faithful to prayer. The times vary by location and the time of sunrise everyday. You can visit [http://diyanet.gov.tr/en/home](http://diyanet.gov.tr/en/home) to learn the exact time of prayer on a certain date.

**Arts & Culture**

Istanbul has a rich cultural and artistic life. Its historical monuments reflect the city’s history as the capital of three world empires and more than 1,800 years of history. The city has world-class museums, several concert halls, a vibrant art community, movie theaters throughout the city, and several world-class culture and arts festivals, such as the annual Music and Jazz Festivals or Film Festivals. To make most of Istanbul arts and culture you can check out the following:

**Muze Kart (Museum Pass):** The “Muzekart” is a really useful card that can save you a lot of money when visiting museums or sightseeing in all of Turkey. The ICO will assist you in obtaining one. More info available at: [http://www.muze.gov.tr/museumcard_about](http://www.muze.gov.tr/museumcard_about). To locate or search for a museum anywhere in Turkey, visit [http://www.muze.gov.tr/en/museums](http://www.muze.gov.tr/en/museums)

**Recommended:**
- Biletix (Ticket sale site for concerts, events, conferences Turkey wide)
- Tixbox (Ticket sale site for concerts, events, conferences Turkey wide)
- Zorlu PSM (Theater for Musicals, world famous music and other performing arts shows)
- Biletiva (Ticket sale site for concerts, events, conferences Turkey wide)

**Muze.gov.tr** (Museums in Turkey, museum passes and info)
- [Istanbul Modern](https://istanbulmodern.org) (exhibits, museum)
- [Sakip Sabancı Müzesi](https://www.sakipsabancimuzesi.gov.tr) (private museum close to campus)
- [Istanbul Sehir Tiyatrolari](https://www.istanbulsehirtiyatrolari.gov.tr) (Istanbul City Theatres at different locations)
- [Rahmi Koc Muzesi](https://www.rahmikocmuzesi.gov.tr) (private museum showcasing industrial history of Turkey)
- [Sadberk Hanım Museum](https://www.sadberkhanimmuseum.gov.tr) (first private museum in Turkey)
- [Etkinlik.io](https://www.etkinlik.io) (events listings for Istanbul)

**Recommended websites to search on the internet for online travel blogs, lifestyle magazines, food, shopping and more on Istanbul, offering content in English language:**
- Canim Istanbul
- The Guide Istanbul
- Savoteur Istanbul
- The Istanbul Insider

**Istanbul Parks and Conservations**

There are numerous parks and conservations in Istanbul. You can view the list by location via this link: [www.parkvebahceler.com](http://www.parkvebahceler.com)

**Travel, Hiking, Trekking**

Turkey is one of the most popular destinations for travellers, hikers, mountain-eering, biking and trekking lovers. If you would like to find where to go for your choice of outdoor activity or travel destination the website “Gezimanya” will be helpful. The website address is [www.gezimanya.com](http://www.gezimanya.com)
About the University

Koç University was founded in 1993 as a non-profit private university in Istanbul, Turkey. Since its establishment, Koç University has become one of the leading universities in Turkey, distinguished by notable contributions to the elevation of education, knowledge and service both domestically and beyond.

Koç University’s commitment to excellence and its well-resourced programs attract world-class academicians. The university’s faculty consists of Turkey’s most established senior researchers and PhD’s from elite research institutions worldwide. Most of our full-time faculty members have doctoral degrees from top-tier universities in the world. Koç University’s strong academic offerings are further bolstered by a vivid social environment and dynamic campus life, including regular social activities, student clubs, sports teams and voluntary organizations. Campus life at the university offers a lively environment with an abundance of social and cultural activities. The classrooms and laboratories are equipped with the latest technological infrastructure and support systems. Additionally, excellent athletic and recreational facilities are available to all members of the Koç University family.

About the Campus & Structure

KU is a campus university with physical boundaries and an entrance guarded by security personnel. Non-KU affiliates cannot enter the university unless they are accompanied by a KU member or were invited by a KU member or visiting the university for a special occasion.

Main Campus

It is the largest campus of KU and the campus where all academic programs, summer schools and research are run. The information about the campus below refers to this very campus.

West Campus

5 minutes away from the Main Campus, the West Campus is an undergraduate dormitory complex with an indoor pool, gymnasium, indoor games center, cafeterias and 24/7 operating health center. Free shuttle service is available between main and west campus.

University ID

The University ID Card is among your most important needs. If you are employed at KU, Human Resources will provide your card; if you are studying the Registrar’s will provide your card. For all other statuses your card will be delivered to you by your host department or office at KU. University ID is important because it shows your affiliation with KU, it’s what the security guards look at upon your entry to any KU campus, it’s your student card in Turkey that entitles you with several privileges such as discounts, discount train tickets or transit passes in Istanbul and elsewhere.

KU Mobil App

Koç Üniversitesi Mobil is designed to improve the experience of students and staff at Koç University with personalised information and easy access to online university services.

Features include:
- Search campus maps for buildings and locations.
- View library loans.
- View personalised timetables.
- View shuttle service and public transportation information.
- Check out today’s menu at Yemekhane.
- Search for friends or faculty using people search. Call or email contacts and add them directly to your address book.
- Receive the latest Koç University news and events.

KU Daily

If you are officially affiliated with KU, you will receive daily news everyday on your KU email, at 12:15am, and the subject line will read “KU Daily”. Based on a listserv system,
the KU Daily emails contain useful and new information and announcements for KU students, faculty and staff. Every KU member gets subscribed to KU Daily by default and are delivered news for their specific role at KU (i.e. a student will not see a news about a staff promotion). Faculty or staff who would like to post an announcement or event ad on KU Daily must contact their department secretaries or respective staff for more information. Student News are managed by student council and club activities office.

Registrar’s

Koç University Registrar’s Office is responsible for the execution of academic procedures for faculty, students and all academic departments, keeping and releasing academic records. Visit www.registrar.ku.edu.tr to learn more about Registrar’s services at KU. To view various useful how to videos, visit https://registrar.ku.edu.tr/en/general-informations/how-to-videos/

Students Requesting Documents

To order documents from the Registrar’s Office, you can visit their office, telephone 0212 338 1602 (x1602) or e-mail registrar@ku.edu.tr

Requesting Enrollment Verification Letters (Students)

If you are going to submit the letter to Turkish authorities, remember to order it in Turkish language from language preferences tab. Order in advance as there will be 1-2 days wait time. You can order multiple copies free of charge. Upon receiving the letter, check your personal information such as birthdate, family name, etc for accuracy. Registrar’s will update and reprint your letter. Here is the link for the video guide to requesting an enrollment verification letter: https://registrar.ku.edu.tr/en/general-informations/how-to-videos/#149043904899-5769a511-fa52

Human Resources

All procedures pertaining to employment, salary, benefits, fringe benefits, health insurance and all other HR topics are within HR’s responsibilities. It is very important that international employees contact the right person at HR to receive proper assistance for themselves and their families. Respective staff from HR will identify him/herself to you as your contact person during job applications and onwards. It is also important to note that HR refers foreign employees to the International Community Office (ICO) for work and residence permit procedures upon hiring them. For all matters pertaining to work permits and residence permits please contact ico@ku.edu.tr.

HR Portal (Self-Service Online System)

In 2017 Human Resources services have become online thanks to HR Portal web-based self-service system. Personal records, payroll records, pay stub copies for each month and much more can be retrieved via HR Portal. To access HR Portal, you need a mobile phone in which you will receive a security code everytime you attempt to log-in. To learn more about HR Portal contact your HR partner and visit www.hr.ku.edu.tr. Log-in URL for HR Portal is: https://hrportal.ku.edu.tr

Finance and Student Accounts

Finance office is responsible for student accounts, loans, and payment plans. For student registration and other matters they have a help desk. Please contact them at ogrenci-mid@ku.edu.tr or maliisler@ku.edu.tr. You can also call them at (009)0212 338 3030

Office of International Programs

OIP is committed to Koç University’s vision of becoming the leading research university for international education. OIP contributes to a multicultural campus and international education experiences that are innovative, collaborative, and accessible to faculty, staff, partners and the student body. Email kuapp@ku.edu.tr for any questions regarding faculty, staff and student exchange opportunities and to learn more about OIP events, job opportunities and services.
Health and Wellness

Health Center

Health Centers on Main and West campus operate 24/7 with ambulance, 6 physicians, 1 nurse and 8 health care specialists. It is easy to make an appointment and the doctors speak English. Non-Turkish speakers can e-mail alperkeskin@ku.edu.tr for appointments or call x1273 (main campus reception); x7000 (west campus reception).

Health Center services are free of charge and available to KU members only. There are also a number of good hospitals around the city which provide high quality healthcare in English. The Health Center can also arrange to have medicine delivered to campus for you.

Istanbul Health Department offers great resources such as list of hospitals and all other health care providers by district, list of pharmacies and pharmacies on duty and more. Visit http://www.istanbulsaglik.gov.tr/index.asp to learn more.

*Important*: If you are insured by the university, remember to ask for the service provider directory from Human Resources. The directory helps you find doctors, hospitals, dentists and labs that participate in your coverage plan.

Emergency Ambulance for university: x1100
Official Emergency Number in Turkey: 112

Athletics and Wellness

Both Main and West Campus feature different indoor and outdoor options for sports. Although Main Campus offers more in its facilities, West Campus’ indoor semi-Olympic pool becomes a popular choice during winter months.

Lockers for your belongings are available for free.

You can request a locker key by exchanging your university ID for the duration of your workout. Balls and other gear are available at reception upon request. For your questions related to Athletics, fitness, dance, booking a court or borrowing sports items at Koç you can email athletic coordinator Mr. Mehmet Bulak at mbulak@ku.edu.tr or call x1656 from campus.

<table>
<thead>
<tr>
<th>Information</th>
<th>Main Campus Facilities</th>
<th>West Campus Facilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hours of Operation</td>
<td>9am-1am everyday</td>
<td>7am-11pm</td>
</tr>
<tr>
<td>Gymnasium</td>
<td>Semahat Arsel Gymnasium Indoor track, squash, racquetball, group exercise and dance studios, weights room, cardio room, table tennis</td>
<td>Weights room, cardio room, table tennis</td>
</tr>
<tr>
<td>Swimming</td>
<td>Outdoor Pool</td>
<td>Indoor Pool*</td>
</tr>
<tr>
<td>Winter Sports</td>
<td>Ice Skating Rink</td>
<td>N/A</td>
</tr>
<tr>
<td>Outdoor Sports</td>
<td>2 Tennis Courts, Outdoor track, Soccer Field</td>
<td>N/A</td>
</tr>
</tbody>
</table>

*Indoor pool is closed on Tuesdays. Summer and holiday hours of operation are subject to change. Updates are posted on KU Daily in advance.

Campus Security

Campus Safety is handled by Koç University Security Department. KU Security Department was established in accordance with Law on Private Security Services numbered 5188. Fundamental duties of Directorate of Security consist of ensuring the security of students, employees and campus, taking preventive measures against lifestyle disruption on campus, organizing the traffic and parking on the campus, preventing vandalism, robbery and sabotage, delivering the lost properties to the owner of the property and carrying out entrance and exit check.

The university is under 24/7 comprehensive video surveillance. If you notice any suspicious act, would like to report a complaint or crime please call one of the below emergency numbers.
Safety and Security Contact Information

Rumelihisari Campus Main  (0212) 338 35 35 – (0212) 338 36 36
Entrance Security
Head of Security (24 Hour)  (0212) 338 36 39
Lost and Found Office  (0212) 338 36 39
Emergency  1122
24/7 Non-Turkish Speakers’ Hotline  0549 790 8340
West Campus Security Office  (0212) 338 70 07 – (0212) 338 70 08
Istinye Campus Security Office  (0212) 229 87 86 / 1055
Anatolian Civilizations Research Center  (0212) 393 60 00 / 123

FIRE STATION

Koc University has a Fire Station on campus that works on 24/7 basis. Besides their preventive precautions strategy, Fire Department works with Occupational Safety office to educate students and non-students about fire hazards. Undergraduate and graduate students that are working in faculty laboratories receive trainings about ”Fire Precautions in Laboratory”. In these trainings usage of portative fire extinguish tubes are shown. ”Laboratory entrance cards” are not given to those who did not participate in these trainings.

DISABLED RESIDENTS LIST IN CASE OF EMERGENCY

In case of fire and natural disasters, there is ”disabled resident list” in our fire extinguish vehicles to rescue disabled students from the disaster zone urgently. Updated list of disabled students resident at dormitory is always kept in our fire extinguish vehicles. Koc University is protected against the fires at the level of international standards.

EARTHQUAKES

There are 2 earthquake containers in our campus. Rescue materials in containers are controlled periodically. If there is any material (medicine, drinking water, batteries, etc.) expired, then these materials are replaced periodically.

Health & Safety for Campus Residents

For health and safety on campus please refer to the webpage of Occupational Safety office: www.isg.ku.edu.tr and to view and download the Health and Safety Manual please visit http://leylek.ku.edu.tr/file/593565784088a/Health_And_Safety_Manual.pdf

Emergency

For urgent cases, please call International Hotline at 0549 790 83 40.

Emergency Vocabulary (English/Turkish)

Accident / Kaza (qa-zuh)
Emergency / Acil, Ilk yardım (ah-jille)
Fire / Yangın (young-ehn)
Help me / Yardım edin, Yardım lutfen (yahr-dum looth-phen)
Hospital/ Hastane (huss-tah-neh)
Medicine / Ilac (e-luch)
I’ve had an accident / Kaza yaptım (qa-zuh yup-tuhm)
He / She fainted / Bayildi (bah-yihl-du)
I’m injured / Yaralıyım (yah-rah-leh-yuhm)
Very sick / Cok hasta (choke hasta)
Need a doctor / Doktor cagirin (doktor cha-uh-rehn)
Need an ambulance / Ambulans cagirin (ambulans cha-uh-rehn)

Businesses and Facilities

The Facilities department (https://ogs.ku.edu.tr/facilities-management/about) manages the presence and operations of all services, facilities and businesses on campus. On their website they post most up-to-date information about all services available on campus, hours of operation and contact information of all the facilities: (https://ogs.ku.edu.tr/facilities-management/working-hours).
University

Service Providers on Campus:

Visit https://ogs.ku.edu.tr/companies for most up-to-date company listings

Assel Shuttle Service
Working Hours
Weekdays 08:30 - 20:30
Weekends Close
Phone Number 3724
Email: info@asselturizm.com.tr

Alpin Landscape
Working Hours
Weekdays 08:30 - 17:30
Saturdays 08:30 - 17:30
Sundays Closed
Phone Number 532 686 81 84
Note: Please forward your requests to Facilities Management https://ctrackit.ku.edu.tr/

Copyland Copy Center
Working Hours
Weekdays 07:30 - 17:15
Weekends Closed
Extension Number 1695
Location Student Center -2. Floor

Divan Hairdresser
Working Hours
Weekdays 08:00 - 19:30
Saturdays 08:30 - 19:30
Sundays 09:00 - 19:00
Extension Number 3035
Location Student Center -3. Floor

Homeland Dry Cleaner's
Working Hours
Weekdays 09:00 - 17:00
Saturdays 09:00 - 13:00
Sundays Closed
Extension Number 3762
Location Student Center -3. Floor

Kuryetel Express Private Messenger Service
Istanbul/Turkey wide
Working Hours
Weekdays 08:00 - 17:00
Weekends Closed
Phone Number 444 9 000
212 337 25 46
541 337 25 46
Email: esra.ortakuyu@kuryetel.com.tr

KU Store Souvenir Shop
Working Hours
Weekdays 08:30 - 17:00
Weekends Closed
Phone Number 3052
Location Student Center Ground Floor

Medicate Disinfestation
Working Hours
Weekdays 07:30 - 16:30
Saturdays 07:30 - 16:30
Sundays Closed
Extension Number 4122
Note: Please forward your requests to Facilities Management https://ctrackit.ku.edu.tr/

Migros Grocery
Working Hours
Weekdays 08:00 - 20:00
Weekends 09:00 - 19:00
Extension Number 3040
Location Student Center -2. Floor

Pandora Bookstore
Working Hours
Weekdays 09:00 - 17:00
Saturdays 09:00 - 12:30
Sundays Closed
Extension Number 1698
Location Student Center Ground Floor

Post Office (PTT)
Working Hours
Weekdays 08:30 - 15:00
Weekends Closed
Extension Number 3033
Location Student Center -1. Floor

Setur Travel, Flight Tickets, Cruise and Tours
Working Hours
Weekdays 08:30 - 17:30
Weekends Closed
Extension Number 3743
Location Koç Square

Yapı Kredi Bank
Working Hours
Weekdays 08:30 - 16:30
Weekends Closed
Extension Number 3000
Location Student Center -1. Floor

Yurțiçi Cargo (domestic shipment)
Working Hours
Weekdays 13:00 - 16:00
Weekends Closed
Extension Number 3711
Location Student Center -2. Floor

Zipcar Car Rental
Working Hours
Weekdays 24 Hours Open
Weekends 24 Hours Open
Phone Number 0850 250 0 947
Location Open Area

Academic Personnel Copy Center
Working Hours
Weekdays 08:30 - 17:00
Weekends Closed
Extension Number 2045
Location Faculty of Social Sciences & Humanities (SOS 135)

Fotoshop Self-Service Photo Booth
Working Hours
Weekdays 24 Hours Open
Weekends 24 Hours Open
Location Student Center -1. Floor

Günap Transportation Services
Working Hours
Weekdays 07:30 - 17:00
Weekends Closed
Extension Number 3624
Location Student Center -3. Floor

Newcomers' Guide
University

Services Explained

Vending Machines on Campus
There are vending machines throughout campus. Snacks and softdrinks will always be available for purchase at any-time during the week.

Dry Cleaner’s
Dry Cleaner’s is located on Student Center -3rd Floor B325. You can pick up your items two days later (For example, if you gave them on Monday, you can take them on Wednesday).

If you have more than 10 items, you can get home delivery.
Phone Number: 0212 338 37 62

Hair Salon
Hair Salon is located at Student Center -3rd Floor B323. Appointment is required but walk-ins are also welcome.
Phone Number: 0212 338 30 35

Copy Center
Copy Center is located at Student Center on -2nd Floor.

Photobooth
The photobooth operates self-service and provides high quality and fast passport[official purposes] photos. Most sessions allow for 6 photos for only 10TL. Photo booth is located at Student Center on -1st Floor right around the corner from Yapi Kredi Bank..

Technical/Work Requests Track-It System
There are 3 major track-it systems except for IT Track-it that was mentioned in “living” part. Those are C Track-it, H Track-it and A Track-it. C Track-it is for electrical, mechanical and building issues. H-Track-it is for housing issues. A Track-it is related to financial issues and Human Resources department. All these track-it categories work on a CRM principle. Once you submit a request you are issued a ticket number so you can track down your work request all the way through. To submit a track-it request visit http://trackit.ku.edu.tr.

Eating on Campus
Most cafeterias are open from 7am to 8pm Mon. thru Fri. For specific café or restaurant information visit http://ogs.ku.edu.tr/cafeterias

University Dining Hall (YEMEKHANE)
Located on Lower 2nd floor, the dining hall serves breakfast, lunch, and dinner. The dining hall also features a salad bar grill specialties, entrees and a pasta bar. Using KU Mobile App you can view daily menu, prices and latest updates.

Dining Hall Hours of Operation

<table>
<thead>
<tr>
<th>Meal</th>
<th>Weekdays</th>
<th>Weekends</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breakfast</td>
<td>7am - 10am</td>
<td>7.30am - 10.30am</td>
</tr>
<tr>
<td>Lunch</td>
<td>11.30am - 14.00pm</td>
<td>11.30am - 14.00pm</td>
</tr>
<tr>
<td>Dinner</td>
<td>6pm - 8pm</td>
<td>6pm - 8pm</td>
</tr>
</tbody>
</table>

SETCARD
SETCARD is a pre-filed meal card provided by the university for personnel and some graduate students. Every month users will receive a set balance of money for food which they can spend as they please. SETCARDS can be used at all campus food vendors, small food shops, as well as restaurants and some grocery stores around the city. A business that accepts SETCARDS would have a sticker or decal displayed on the window or door of the shop. You can also show your card and ask if you can use it for payment. Each month, the SETCARD can either be refilled on campus or at a shop/restaurant that accepts the card. If you lose your SETCARD, please inform Human Resources office immediately to have your card blocked. Someone who has your card can spend your balance.
Domestic and International Mailing

Mailing can be done in several ways at KU. Depending on your status at KU you will be told options available to you at your orientation. General mailing services are run by the Mail Room of the university that is located within underground parking lot. At this location there are also domestic and international mailing/shipping services available. In a separate office across from the mail room is also a PTT branch. PTT is Turkey’s official postal service. You can do all your mailings here as well. PTT also sells pin codes to log into E-devlet (e-government: www.turkiye.gov.tr) to Turkish citizens and to those who hold a residence permit. To send or receive a mail, you can use the following address example. The mail room receives everyone’s mails and packages on their behalf at KU and notifies the recipients for pick up.

William Shakespeare
Koç Üniversitesi
Rumelifeneri Yolu, 34450
Sarıyer/Istanbul (Türkiye)

DHL International

DHL international shipping is available for KU community. There are different procedures for students and others, therefore we advise internationals to contact us (ico@ku.edu.tr) if they need to use DHL shipping services.

Student Center

The Main Campus Student Center includes a Migros grocery store, bookstore (Pandora), unisex hair salon, dry cleaner’s, copy center, a photo booth, and Yapı Kredi bank as well as its respective ATMs. Beyond its dining facilities the Student Center is very large with countless offerings; to help navigate your way around see the floor plan in the table below:

<table>
<thead>
<tr>
<th>Floor</th>
<th>Location/Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st Floor</td>
<td>Ozsut Cafe and Bakery</td>
</tr>
<tr>
<td>Ground Floor</td>
<td>Divan Sports Cafe/Restaurant</td>
</tr>
<tr>
<td></td>
<td>Divan Suzy’s Coffee and Bakery</td>
</tr>
<tr>
<td></td>
<td>Pandora Bookstore</td>
</tr>
<tr>
<td>-1st Floor</td>
<td>Migros Supermarket</td>
</tr>
<tr>
<td></td>
<td>Yapı Kredi Bank</td>
</tr>
<tr>
<td></td>
<td>ATM</td>
</tr>
<tr>
<td></td>
<td>Divan Bakery</td>
</tr>
<tr>
<td></td>
<td>Smoothie Place Vitaminhane</td>
</tr>
<tr>
<td></td>
<td>Mio Salad, Pasta, Sandwich</td>
</tr>
<tr>
<td></td>
<td>Lokma Kampus</td>
</tr>
<tr>
<td></td>
<td>Yuzu Sushi</td>
</tr>
<tr>
<td></td>
<td>Kucuk Ev Home Cooking</td>
</tr>
<tr>
<td></td>
<td>Winter Garden Cafe Nero</td>
</tr>
<tr>
<td></td>
<td>Winter Garden Smith &amp; Simit</td>
</tr>
<tr>
<td></td>
<td>Shake Shack</td>
</tr>
<tr>
<td>-2nd Floor</td>
<td>Yemekhane (Dining Hall)</td>
</tr>
<tr>
<td></td>
<td>Kahvehane Coffee Shop</td>
</tr>
<tr>
<td>-3rd Floor</td>
<td>Dry Cleaner’s</td>
</tr>
<tr>
<td></td>
<td>Unisex Hair Salon</td>
</tr>
<tr>
<td></td>
<td>Student Clubs</td>
</tr>
</tbody>
</table>

Student Support Services

Counseling and Coaching Services

Counseling and Psychological Guidance service is available for all students by appointment. To make an appointment please email kures@ku.edu.tr

If you are employed at KU you are provided with coaching service by professional mentors. If you would like to receive coaching support please contact your HR partner at Human Resources Office.
University

Disability/ Accessibility Services

KU’s “Barrier Free” office offers service and assistance to campus community and visitors with any disability and questions pertaining to accessibility. The Barrier Free Office is located on lower 3rd floor at Student Center.

Contact Person: Ms. Pinar Akogul
E-mail: pakogul@ku.edu.tr
Phone: (212) 338 1042
Office: B383 Student Center

Career Development Center

(https://career.ku.edu.tr/en/)

Career Development Center offers comprehensive career services to all KU students and alumni in partnership with global resources, corporate world, alumni and families. Visit their website to learn more about their services and resources. Career Development Office is located at Student Center -3rd floor as part of Dean of Students, and their office hours/locations can be found at:

https://career.ku.edu.tr/en/who-we-are/offices-and-service-hours/

24/7 Open Library

Suna Kirac Library is open 24/7 during Fall/Spring semesters unless otherwise announced. Any updates about library hours will be posted on KU Daily. Visit www.library.ku.edu.tr to learn more about resources and create your library account. You can speak with a reference librarian for your special requests or general information about the libraries of KU around Turkey.

KOLT Office (Koç University Office of Learning and Teaching)

Tutoring services for students and classroom technology assistance for faculty/staff are available via walk-ins or appointments.

The KOLT Office is located adjacent to the main campus library. For more information about tutoring services and schedules visit their website at:

http://kolt.ku.edu.tr/
E-mail: kolt@ku.edu.tr
Phone: 0212 338 14 68

Sevgi Gönül Cultural Center (SGKM)

Home to numerous cultural and art events, conferences and meetings, SGKM will always have something going on throughout the year. Lookout for SGKM flyers and posters around campus for upcoming shows and events or check the calendar on http://sgkm.ku.edu.tr/en for further details.

Alumni

KU Alumni Office manages the alumni network of KU and offers several alumni services. To learn more visit www.mezun.ku.edu.tr or call x1257. Email contact: mezun@ku.edu.tr
For Reference
For Reference

Maps and Transportation

Maps: All campus maps are available on KU Mobile App and here: https://www.ku.edu.tr/en/contact

Location of Istanbul, Sariyer and KU

https://ico.ku.edu.tr/welcome-center/location-maps/

Istanbul Metropolitan Rail Network Website: http://www.metro.istanbul/en


Istanbul Ferries, Passenger Boats, Cruises: http://en.sehirhatlari.istanbul/en

International and Local Radio, News

Turkish National Radio & TV Corporation (TRT): http://www.trt.net.tr/Anasayfa/anasayfa.aspx

TRT World: http://www.trtworld.com/

TRT Foreign Services: http://www.trtvotworld.com/


Sputniknews Voice of Russia: https://sputniknews.com/

BBC World: http://www.bbc.co.uk/worldservicesradio

National Public Radio: http://www.npr.org/

Public Radio International: https://www.pri.org/

Local Misc. Listings


KU

People Finder: http://eguide.ku.edu.tr/eGuide

KU Promo Video: https://www.youtube.com/watch?v=_tlbMIPs23Y

History, Departments and More: https://www.ku.edu.tr/en/about-ku

Office of the President: https://president.ku.edu.tr/en/

Office of Vice President for Academic Affairs: https://vpaa.ku.edu.tr/

Office of Vice President for Research & Development: https://vprd.ku.edu.tr/

Office of General Secretary: https://ogs.ku.edu.tr/

CONSULATES, EMBASSIES

List of Foreign Diplomatic Missions in Turkey: https://diplomatic.mfa.gov.tr/#/diplomatic-list/diplomatic-missions

LEARNING TURKISH

Turkish Learning Resources: Conversation Circles at KOLT, Local Friends Program by OIP, Private Tutoring, External Language Schools (please email msanivar@ku.edu.tr for your inquiries about Turkish learning resources)

Essential Turkish Phrases: Turkey Travel Planner offers a very useful list of essential Turkish phrases. We recommend you to check out this page and practice Turkish to make life easier for yourself here: http://www.turkeytravelplanner.com/details/LanguageGuide/100words_lessons/index.html
For Reference

Social Media:
oip.ku.edu.tr

International High Schools in Istanbul: Please see ICO website for a full list or email ico@ku.edu.tr

Volunteering in Turkey: Please see ICO website for recommended listings or email ico@ku.edu.tr

Feedback & Comments: Please email Mert Sanivar (msanivar@ku.edu.tr) for any questions or feedbacks about this handbook