

**Bilkent University**

# International Faculty Guide

# WHOM to CONTACT

<b>If you need help with...</b>	<b>Contact</b>
Academic Issues	Department Chair/Provost's Office
Bus Schedule/Bus Stops	Transportation Unit
Campus Traffic	Traffic Committee/Security Office
Car Sticker	Department Secretary/Security Office
Computers/Access to Internet	Computer Center (BCC)
Contract Terms	Dean/Provost's Office
Domestic Help	Housing Office
Health Problems	Health Center
Housing/Maintenance	Housing Office
Loss of Apartment Key	Housing Office (Security, after working hours)
University ID card	Human Resources Office
Lost Belongings	Security Office
Meal Card	Human Resources Office
Medical Insurance	Human Resources Office
Residence Certificate	Housing Office
Work/Residence Permit	Human Resources Office
Salary/Reimbursement	Dean/Provost's Office
Stationery	Department Secretary
Taxes	Financial Affairs Office
Taxi Service	Murat Taxi ext.1678 or 266 44 40

While every effort is made to ensure the accuracy of the information available at the time this guidebook is prepared for use, Bilkent University reserves the right to make changes at any time without prior notice.

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Prepared by: International Center, Bilkent University

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## **Bilkent'e hoş geldiniz!**

### **Welcome to Bilkent!**

Living and working in another country can be exciting and wonderful, but at the same time, challenging and stressful. The International Center (IC) at Bilkent University serves to help ease the transition to your new surroundings and provide ongoing assistance and guidance during your stay at Bilkent.

Prepared by the IC Office as a reference source for our international faculty, this guide is intended to help you settle in and adjust as smoothly and quickly as possible.

In the following pages, you will find:

- explanations of official procedures to be followed prior to and after your arrival
- important information on housing, transportation and health care
- a detailed survey of services available on campus
- an overview of University regulations and resources
- a list of social and cultural resources available in Ankara
- practical and useful tips that will make your transition easier

I strongly recommend that you read this guide thoroughly and carefully, and keep it handy for easy reference. For issues that are not addressed in this guide, please do not hesitate to ask your colleagues, your departmental staff and the International Center for further information. Of course, no guidebook can replicate the valuable experience of firsthand involvement in the events, activities and social life taking place in your new community.

Once again, we welcome you to Bilkent and wish you a healthy, happy and successful academic year!

**Berna Öncül, M.A.**  
Coordinator  
International Center





# About Bilkent University

Bilkent University—the first private, nonprofit university in Türkiye was founded in 1984 by Prof. Dr. İhsan Doğramacı, M.D. The school admitted its first students in October 1986 and began the academic year with 386 undergraduate and graduate students and one main building. Currently, there are approximately 12,000 students pursuing degrees in a variety of fields.

Bilkent University is located in Ankara, approximately 12 kilometers (7.5 miles) west of the city center, and covers around 500 hectares (1,200 acres). The campus includes three sites: Main Campus (location of the University's administration and most of its faculties), Middle Campus (location of the Faculty of Music and Performing Arts) and East Campus (location of the Faculty of the Applied Sciences, the School of English Language, and I.D.F primary and high schools). Faculty housing units are found on all three campuses.

Currently, there are more than 200 state and private universities in Türkiye. Each year, around 3,500,000 high school graduates take a nationally administered examination to enter these schools. Many of the students who perform best in the University entrance exam choose to attend Bilkent; around a half of the University's students receive various scholarships.

The faculty is comprised of academic staff members from approximately 40 countries. Most hold Ph.D. degrees from universities in North America and Europe. According to the ISI Citation Indexes, Bilkent consistently ranks high in Türkiye and also internationally in terms of the number of published papers per faculty member.



To further enrich its teaching and research programs, Bilkent University has entered into collaborative projects and exchange programs with a number of universities abroad. At present, Bilkent has student exchange agreements with 360 partner institutions around the world and about 650 international students study at the University.

Bilkent University is proud to provide an environment for learning and intellectual growth encompassing the sciences, technology and the humanities, and will surely continue to rank among the finest universities in the world.

**Non-discrimination statement:** Bilkent University hires academic and administrative staff and admits students without regard to gender identity, race, color, age, national or ethnic origin or sexual orientation, to all the rights, privileges, programs, and activities generally accorded or made available to staff and students at the University. It does not discriminate on the basis of gender identity, race, color, age, national or ethnic origin in administration of its educational policies, admissions policies, scholarship and loan programs, or athletic and other university-administered programs.



# About the International Center

The International Center (IC) serves as a resource providing advice and administrative assistance to all international faculty members at Bilkent, addressing the special needs of such faculty members throughout their stay at the University.

The main duties of the IC Office include:

- overseeing the new international faculty orientation program, which usually takes place during the week before school begins in September.
- preparing the International Faculty Guide
- informing international faculty members about the services available on campus
- providing consultation on a variety of issues
- offering help and guidance on procedural matters (diploma equivalencies) related to promotion from the rank of assistant to associate professor in accordance with YÖK & ÜAK regulations.

As our primary aim is to make your life at Bilkent and in Türkiye easier, please do not hesitate to contact the International Center if you have questions or concerns. And, of course, always feel free to stop by the office.

**Berna Öncül, M.A.**

Coordinator

International Center

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Phone: 290 2944

E-mail: [berna.uncul@bilkent.edu.tr](mailto:berna.uncul@bilkent.edu.tr)

[www.intcent.bilkent.edu.tr](http://www.intcent.bilkent.edu.tr)





# PREPARING for DEPARTURE

## OFFICIAL DOCUMENTS

There are certain official matters that you will need to take care of both before and after your arrival in Türkiye. Your department, faculty/school, and the University's Human Resources Office will be happy to assist you along the way.

Please note that all international visitors must have the appropriate visa authorization. The type of documentation required depends primarily on the purpose of the visit. In order to work, you must get a work visa before you come to Türkiye. In addition, you will be required to obtain a work/residence permit card after your arrival.

### To Obtain a Work/Residence Permit

In accordance with a new regulation regarding the procedure for issuing a work/residence permit for faculty members, the Human Resources Office will now collect all necessary documents, send them to YÖK (the Council of Higher Education) on behalf of the faculty member, and apply for a prior authorization, which the Ministry of Labor and Social Security requires before issuing a work permit.

Note that the work/residence permit application procedure can only be initiated and checked/tracked using a Work Permit Reference Number (WPRN) that the faculty member needs to obtain from the Turkish embassy/consulate nearest their current residence. (A list of Turkish embassies/consulates can be viewed at <http://www.mfa.gov.tr/turkish-representations.en.mfa>.) Please notify the HR Office about the embassy/consulate you are planning to apply to, as it may not be possible to change the embassy/consulate later.

During this process, you will need to visit the Turkish embassy/consulate twice: first, to obtain a WPRN; and later, to have your work visa issued on your passport.

### To Obtain a Work Permit Reference Number (WPRN)

1. In order to obtain a Work Permit Reference Number, you will need to apply to a Turkish embassy/consulate, as noted above.
2. Please fill out the application form (which will be sent to you by the HR Office) and go to the embassy/consulate to submit it, along with a copy of your signed contract of employment with the University and a biometric photo of yourself, in person.
3. After obtaining a WPRN, please inform the Human Resources Office as soon as possible, so that they can start the application process for your work

permit by entering/uploading all required documents via the official application portal of the Ministry of Labor and Social Security. Since the Ministry requires that this process be completed within 10 days of the issuance of the reference number, it is very important that you notify the HR Office promptly after receiving your WPRN.

**Note:** When you visit the embassy/consulate, please do not ask for or accept a tourist visa or a research visa, as it will not be valid for your employment at the University.

## **To Obtain a Work Visa**

When applying for a work visa, submit the following items to the same embassy/consulate (and please be sure to inform the Human Resources Office when you are planning to apply, so that they can send the documents/letters required for your application in a timely manner):

1. The job offer letter from Bilkent University (this will be sent to you by the Provost's Office).
2. The prior authorization document issued by YÖK (this will be sent to you by the Human Resources Office).
3. The visa fee, as indicated by the embassy/consulate.

## **To Obtain a Work Permit**

In order for the Human Resources Office to apply for your work permit, they will need to have the following documents translated and notarized, so please scan and e-mail the documents listed below to the HR Office at your earliest convenience.

- A copy of each of your diplomas (bachelor's, master's, and doctoral degrees)
- A copy of your passport (note that in order to obtain a one-year work visa, your passport must be valid for at least two months after the end date of your contract with the University)
- Your father's and mother's names
- Marital status information (if you are married, a copy of your spouse's passport/TC ID information as well)
- Two biometric photos of yourself (must be taken within the last six months)
- Address of your current residence
- A copy of your child(ren)'s passport(s) (if applicable)

Please schedule your flight accordingly, so that you do not arrive before the issuance date of your work visa.

## Residence Permit Application for Family Members

Please note that the Human Resources Office will do the paperwork necessary to obtain a work/residence permit for faculty members only.

If your spouse and/or children are accompanying you, it will be up to you to prepare the documents needed to initiate the process of obtaining a residence permit for them from the Directorate General of Migration Management Office. As the documents needed for the application are subject to frequent change, please check the list of required documents on the Migration Office's website (linked below) carefully before preparing them, with particular attention to those that need to be obtained prior to traveling.

### Residence Permit Types:

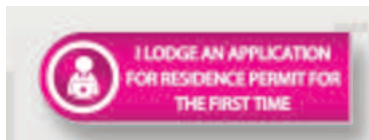
<https://en.goc.gov.tr/residence-permit-types>

### Family Residence Permit:

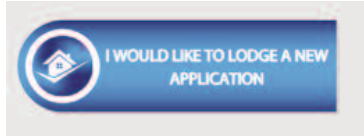
<https://e-ikamet.goc.gov.tr/lkamet/BasvurulstenenBelgeler>

### Short Term Residence permit:

<https://e-ikamet.goc.gov.tr/lkamet/BasvurulstenenBelgeler>







Please note that depending on your reasons for staying in Türkiye and the documents available, you can also apply for a short-term residence permit.

**For your convenience, we have provided you with the following Important /clarifying information regarding the documents required to obtain a family residence permit for family members (once the sponsor, i.e., the faculty member, gets a residence permit):**

1. Residence permit application form. This form should be completed separately for each dependent (unemployed spouse and child(ren)).
2. The original and a copy of each of the family members' passports (including that of the faculty member). The security authorities will not hold the passports; they will check the original and keep only the copies. Note that each dependent should have a passport that will, at the time of application, be valid for two more years.
3. A marriage certificate (if applicable), with an apostille, or Ministry of Foreign Affairs approval on a document that is certified by your country's embassy, and a notarized official translation of the document into Turkish.

Note that if you are divorced and will be bringing your child(ren), please make sure that you have a letter of permission/consent or a custody document (with an apostille, or Ministry of Foreign Affairs approval on a document that is certified by your country's embassy, and a notarized official translation of the document into Turkish) signed by the other parent to be submitted with your child's residence permit application (for children under 18). If the other parent is deceased, a death certificate with the same official verification stamps (an apostille, or Ministry of Foreign Affairs approval on a document certified by your country's embassy, and a notarized translation into Turkish) must be submitted.

You are strongly advised to make sure that the permission/consent letter clearly states the signatory's agreement that either a temporary or permanent residence permit may be obtained for the child, and that the child may travel abroad with his/her parent/legal guardian. Also note that the permission/consent letter must be dated no more than six months prior to the time of application. The Ministry of Foreign Affairs will not accept the letter if it is more than six months old.

4. The birth certificate(s) of your child(ren) (if applicable), with an apostille, or Ministry of Foreign Affairs approval on a document that is certified by your country's embassy, and a notarized official translation of the document(s) into Turkish. Please make sure that both the mother's and father's names are printed on the certificate(s).
5. Criminal record documents for both the faculty member and spouse. If you or your spouse has resided in Türkiye for more than five years, you can easily access this document via the Turkish government's e-devlet portal. In the case of less than five years' residence, you need to go to your embassy/consulate and request that they issue a criminal record document with an apostille, or Ministry of Foreign Affairs approval on the document certified by your country's embassy, and a notarized official translation of the document into Turkish. Also note that if you have resided in Türkiye for less than five years, you will need both the apostilled criminal background check document that you brought with you (or was issued through your embassy here) and the criminal record document obtained from the e-devlet portal for the years (or even for a couple of months) you have resided here.

If you have been residing/working in another country during the last six months, it is suggested that you obtain a criminal background check document from that country as well.

Citizens of the U.S. may want to bring FBI and local authority criminal background check documents as well.

**Additional notes regarding apostilled documents:** It has been reported that citizens of some countries have been experiencing difficulties when attempting to obtain apostilles for their criminal record documents and marriage and/or children's birth certificates at their embassy/consulate, with some recent apostille requests having been rejected by the authorities. It is therefore strongly suggested (and this is, in fact, required if you are from one of the Hague Apostille Convention countries) that you obtain an apostille for any documents requiring them before traveling to Türkiye.

Also note that, aside from obtaining an apostille, it is not possible to get any document certified/approved by the embassies of some countries (Such as the U.S.A.\_For births and marriages in USA, the apostille will be issued by the authorities of the state in which the birth or marriage occurred \_often the secretary of state's office). Therefore, please bring your apostilled documents to facilitate your family's residence permit application process.

If for some reason you can't bring apostilled documents with you, you can go to your embassy (except for the U.S. citizens) with the originals of both marriage and birth certificates to get them certified (this certification is also referred to as a notarized letter of support). Please note that if you have documents with an apostille issued in your country or at the embassy here, you do not need to go to the Ministry of Foreign Affairs to get them approved. However, in the case that you only have embassy-certified copies of the documents (embassy certification is not the same as an apostille), you do need to go to the Ministry of Foreign Affairs in order to obtain approval. (Do not get the documents translated and notarized until you have the letter of support from the embassy; the Ministry of Foreign Affairs will not accept them). Only then you can proceed with the residence permit application for your spouse and/or child (ren).

Located on the south side of the main building, the office at the Ministry of Foreign Affairs where you must go to obtain this approval is known as "Tasdik Birimi" in Turkish and requires an appointment (you may schedule your appointment at <https://tasdik.mfa.gov.tr> by filling out the appointment request form there). There is a fee for this service, which you will need to pay in cash.

**Tasdik Office address:** Balgat Mahallesi, 1419. Sk. No: 18, Çankaya/Ankara

6. Original and a copy of the faculty member's work/residence permit card.
7. Four biometric photos of each family member, including a faculty member/sponsor (must be taken within the last 6 months). There is a photography studio in Ankuva Shopping Center.
8. Income statement (a salary stub) for the faculty member/sponsor. You can get this document from the University's Financial Affairs Office (ask for up to 3 copies) located on the basement floor of the Rectorate Building.
9. SGK registration document for the faculty member (It is prepared and signed by the HR Office).
10. Document indicating that all dependents have health insurance coverage. (Health insurance is mandatory for all legal residents of Türkiye). The insurance can be either private (private health insurance is available through the University) or Turkish Social Security (SGK) health coverage (available to all employees and their family members residing in Türkiye). If you do not have private health insurance or do not want to apply for it, the easiest way to obtain health insurance coverage for family members is through the sponsor's SGK. It is available immediately after the sponsor's SGK activation is finalized (this process is initiated by our HR Office and becomes active after 60 days of employment).

To activate SGK insurance coverage for family members, the sponsor, and his/her family members need to go to the SGK Office (Genel Sağlık Bölümü/General Health Department) located below address together and ask for the issuance of a "Müstehaklık Belgesi \_SGK document with a wet signature, which officially verifies/confirms healthcare eligibility for family members as dependents." Note that using "general health insurance"



document might be easier/practical than the private health insurance document during your application.

**SGK Office address:** Namık Kemal Mahallesi, Milli Müdafaa Caddesi, No: 24 Çankaya / Ankara

Without proof of valid health insurance, the Directorate General of Migration Management will not initiate the residence permit process. If you and your family are covered by the University's private health insurance, please send an email to [saglik@bilsigorta.com.tr](mailto:saglik@bilsigorta.com.tr)) and cc the Human Resources Office at [ik@bilkent.edu.tr](mailto:ik@bilkent.edu.tr) to obtain the necessary health insurance documents.

Note that the private health insurance subsidized by the University is renewed on an annual basis, valid from September to September. Thus, if you decide to use your family's private health insurance documents as proof of coverage, you can obtain a residence permit for your family only for the duration of the coverage period. In order to avoid any coverage-related problems, some international faculty members purchase additional private health insurance as well. Please contact the HR Office directly for more information on this.

11. Residence certificate (address verification letter prepared in Turkish, with all dependents listed). This can be obtained from the Housing Office. It is an official document verifying your (and your dependents') residency in the assigned faculty apartment. It may be helpful for the sponsor to obtain 2-3 copies of the residence certificate from the Housing Office: (1) for the employee's own address registration and (2) for the family residence permit application. If the sponsor already has his/her address registered with the system, he/she should also bring the address certification document available on the e-devlet.

#### **SOME IMPORTANT NOTES WHILE FILLING OUT THE FORM AND APPLYING TO THE DIRECTORATE GENERAL OF MIGRATION MANAGEMENT OFFICE FOR A FAMILY RESIDENCE PERMIT:**

Note that the family members who come to Türkiye on a tourist visa can stay for up to 90 days, depending on their nationality, without leaving the country and are eligible to apply for a residence permit even one day before the expiration date of their tourist visa. Since the online application date is taken into account in the applications, there will be no problem, even if the visa expires before the appointment date or within the evaluation period. We wouldn't suggest you wait until the last minute, though!

However, also note that the dependents whose visas expired after applying for a residence permit can't leave the country until approved. The maximum legal period for that is 90 days.

#### **1. When you fill out the online application form and make an appointment:**

**Important:** A few applicants mentioned that sometimes the English version of the online residence permit application form breaks or fails to be submitted properly. If this occurs, it is recommended to fill out the Turkish version of the online form with the help of one of your colleagues.

- The Migration Office will send you a verification code via e-mail or text, depending on which you have indicated as your preference. Although you may choose either option, we suggest you proceed with the application via mobile phone/text (the phone should be registered with a Turkish network operator).
- When you reach the section about the applicant's approval on who is filling out the form, select the "I lodge the application on behalf of the foreigner as his/her Parent/Trustee/Guardian" option for your child(ren) under 18.
- While filling out the section regarding your address information, please enter the address as it is stated in the residence certificate obtained from the Housing Office. This is particularly important for the east campus faculty housing residents; you shouldn't enter your building's (lojman) code as "A, B, K Block, etc." in the space allocated for "apartment." It should be in numbers (for instance: Apartment: 23, Independent Section: 10).

- While filling out the health insurance coverage section, most applicants suggest that you select the SGK as health insurance, not the private one because the system sometimes doesn't recognize the private insurance. Then, submit the private insurance documents in a physical form with your application, if you decide to go with your private health insurance. Otherwise you will need a signed and stamped "müstehaklık belgesi\_general health insurance eligibility document from SGK for dependents as explained earlier.

- As the law states, dependents should be unemployed to be able to apply for a family residence permit in Türkiye.
2. When you have completed your online application, you will see the notification below in the upper right corner of the screen. Once you see this notice, please print out the completed application form.

**Randevu Tarihi** (*Date of Appointment*)

Randevu Tarihi GİGM  
Tarafından Belirlenecektir.

3. One week after your application, you will receive an e-mail or text from the Migration Office with your registration number and appointment details. Please check your e-mail or text messages periodically, and keep this message in a safe place until you obtain your residence permit card.

<b>Kayıt Numarası (Registration Number)</b>	<b>xxxx-xx-xxxxxxx</b>
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4. When you (both the faculty member/sponsor and the entire family) go to your scheduled appointment at the Migration Office, place only the copies of your apostilled document(s) in the pink application folder that you will submit. (These folders can be obtained from a stationery store in Ankuva Shopping Center or from one near the Migration Office. The Office will not accept the documents without this folder). However, remember to bring the original(s) with you, so that you can present them upon request. Also, be sure to keep the original apostilled document(s), as you will need them later on if you need to extend your residence permit.

**Directorate General of Migration Management Office address:** No. 2 Binnaz Sokak (Street), off Barbaros Bulvarı (Boulevard) in the Kavaklıdere district of Ankara.

5. You are advised to go to the Migration Office 30–45 minutes before your appointment time. Depending on the number of applicants scheduled to be there on that particular day, the application process may take one to three hours. Please note that only the applicant(s) or his/her lawyer is permitted to be present at the appointment; no one else may sit in on the meeting, even if they are there to help with translation issues. (However, see note 7 below regarding minors). Thus, every applicant will have to make his/her own application. No power of attorney will be accepted.
6. Once you arrive at the Migration Office, you will be asked to present your application folder, the e-mail (or text message) from the Migration Office with your appointment details, and your passport to the security officer in front of the building entrance.
7. If the applicant is under 18 years of age, his/her parent(s)/legal guardian should be present during the appointment as well.
8. After the security officer approves your application folder, the same documentation will be presented to a Migration Office clerk at the information desk, also located near the building entrance. This individual will quickly review the documentation and then put a numbered sticker on both the application folder and the passport. This sticker should not be removed until the application is completed and the residence permit card is received. In case of missing documents or a delay, the number printed on it will be the number to use for tracking your application folder.
9. The residence permit application fee can be paid online using a Turkish credit card (NOT debit card) via <https://dijital.gib.gov.tr> or in the Migration Office building (cash or a Turkish credit card\_NOT debit card) prior to your appointment (the office where payment is to be made is located elsewhere in the building). The amount of the fee that you need to

pay will be indicated on your application form as shown below (this is just an example; the total fee amount will be determined individually based on the applicant's nationality, the validity period of the residence permit, etc). Please keep your original receipt in the application folder, but remember to take a picture of it before submitting it, so that you will have a copy as well.

<b>HARÇ BİLGİLERİ</b> (Fee Information)		
Harç Bedeli (Fee Amount)	476.27 TL	İkamet İzin Belgesi Bedeli (Residence Permit Document Fee) 160.00 TL
Tek Giriş Vize Harç Bedeli (One Time Entry Fee Amount)	-	Cezalı İkamet İzni (Residence Permit with Penalty) -
<b>TAHAKKUK ÖDEME BİLGİLERİ</b> (Accrued Payment Information)		
Tahakkuk No (Accrual No)	XXXXXXX	
GİB Ödeme Tutarı (GIB Payment Amount)	636.27 TL	

10. After you make your payment, you will be asked to wait for your appointment in the lobby. When it is your turn (applicants will be seen in order of the sticker numbers provided at the entrance), your folder will be checked again. Provided that the application submission process is over, your appointment will conclude, and you [and your child(ren) over 12 years of age] will be provided with another queue number and directed to an office located on an upper floor, where fingerprinting is conducted.
11. After the fingerprints have been taken, your business at the Migration Office will have been completed.
12. If, after this appointment, documents are still missing or additional ones are required, the Migration Office will send you another appointment message via e-mail or text. Note that the message will be in Turkish, so please ask your department secretary to help translate it.
13. You can check the status of your application via this link:  
<https://e-ikamet.goc.gov.tr/ikamet/devamedenbasvurugiris>

## IMPORTANT NOTES ON RESIDENCE PERMIT RENEWAL

- If your passport is about to expire, it is strongly recommended to renew it and ensure that the new validity date is at least two months (60 days) after the validity date of the renewed residence permit card. Otherwise, the system will not allow you to proceed with your renewal application.
- Applicants usually don't have any difficulties providing their passport information while filling out the form for the first time. However, for renewal applications, if you have a new passport, you should write the start date of your old passport, the end date of your new passport, and the number of your old passport in the spaces allocated for passport information. Otherwise, you will not be able to proceed. Since you will include a photocopy of your new passport in your application folder, the Migration officer will update your passport information without further approval.

- If both parents have work/residence permits that were issued at different times, the application to renew their child(ren)'s residence permit(s) should be made based on the time that the earlier residence permit will expire.
- If the application is rejected, the applicant must leave the country within ten days with the rejection certificate.
- According to the new legislation, residence permit applications of children under the age of 18 who are born into the marriage of Turkish parents, but don't have a Turkish citizenship are now rejected by the Migration Office regardless of whether it is for the first time or renewal. Note that a foreign child without a residence permit cannot be enrolled in school.
- Note that when necessary, all of the government offices concerned (the Ministry of Labor and Social Security, the Ministry of Foreign Affairs, the Migration Office, and the Council of Higher Education) are entitled to ask for additional documents during the residence permit application or renewal process.

## Changes in Personal Information

Please notify the Human Resources Office promptly of any changes in your address (see page 20 for more detailed information on address registration), marital status, number of dependents, or phone number. They will let you know if there are any official forms that you might need to fill out regarding these changes.

Note that in case of a change in marital status (marriage or divorce) or address, you will need to go to the Migration Office and update the information in their registration system as soon as possible. Documents required to update marital status are as follows:

- Original and a copy of your marriage/divorce certificate
- Original and a copy of your passport and your work/residence permit card

## TRAVELING TIPS

As soon as you know the date that you must report for work, inform your department or school of your itinerary so that they can make the necessary arrangements for your arrival.

Keep your passport, work and travel documents and money with you at all times. It may take up to two months for a residence permit to be issued, and will take longer if your paperwork is incomplete.

Please make sure that your passport is stamped as you enter Türkiye.



## WHAT to BRING

### Personal Items

As mentioned above, Ankara has a moderate climate with four seasons. It gets cold in the winter and hot in the summer. You might want to bring a winter coat and boots if you are arriving in January, and light clothing for August.

We suggest that you do not bring traveler's checks, as they are difficult to exchange. ATM machines are available at several locations on campus.

Even though you can find almost anything you might need in Ankara, you may still want to bring some personal or specific items (for instance, particular brands of cosmetics or electronics, etc.) with you, especially those that might be more expensive or less readily available in Türkiye. Be sure to consult the nearest Turkish consulate to find out what you can and cannot bring under customs regulations.

Although it is possible to ship some of your belongings in advance, it is not advisable due to the complicated customs procedures. (For instance, you may have difficulty picking up your shipment until after you receive your residence permit.) However, if you still wish to do so, check with your department for the correct delivery address, and make sure that you have all the necessary documents prepared.

If an item remains in storage at customs because, for example, you have sent it ahead of time, or left it for later clearance, there are additional fees and commissions to be paid. Please be aware that tax rates, fees and duties are subject to frequent change.

Effective as of May 1, 2022, items with a value of 430 euros or more are subject to customs fees if you bring them with you when entering the country. Also, according to new tax regulations, online orders/deliveries of goods (with a value of 30 euros or more) and pharmaceutical items (with a value of 1,500 euros or more) from abroad are subject to customs fees at varying rates depending on the country and the type of goods.

However, based on the decision announced in the Ministry of Interior circular dated March 14, 2022, books and other printed items with a value of 1,500 euros or less are not subject to customs fees.

In the case that an item sent to you is being held by the customs office due to its value, you will be informed by means of a notice sent to your address in Türkiye. Also note that all moving, shipping and customs-related issues (provision of an address that items are to be sent to; preparation of a confirmation letter from your department regarding your official arrival [if applicable]; etc.) are handled within your department. For detailed information regarding customs regulations in Türkiye, you can visit

**<https://www.ticaret.gov.tr/gumruk-islemleri/sikca-sorulan-sorular/english/passenger-transactions>**

### Appliances

The voltage of electrical appliances in Türkiye is 220V. To use North American appliances, you may want to bring with you voltage converters and/or adaptor plugs appropriate for the particular items in question. Although converters can

be purchased in Türkiye, they are sometimes difficult to find and may be very expensive. You may nonetheless occasionally experience problems with voltage surges, which could cause damage to your electrical appliances. Consider purchasing a good surge protector.

Most laptop computers do not need a special converter. Be sure to check on the transformer box of the power cord, or in your computer manual, to see if it is 220V-compatible. If it is, all you will have to do is purchase a small adaptor to plug your cord directly into a socket. It is strongly recommended that you use a surge protector for computers.

## **Bringing your car or buying a blue-plate car**

If you enter Türkiye with your car, note that customs will set a time limit during which the vehicle can be kept in the country. Please notify the Human Resources Office about your car within two days of your arrival in Türkiye. In order to receive this temporary exemption from the customs law, you will need to make a refundable deposit at a bank in an amount based on the car's model and engine capacity. You may want to visit the Touring and Automobile Club's website at [www.turing.org.tr](http://www.turing.org.tr) to learn more about the requirements, documents and procedures involved in bringing a vehicle (used or new) into Türkiye. A customs broker or a car dealer can also handle the paperwork for you, which is perhaps the simplest method of accomplishing the process. Please note that you will need to obtain your work/residence permit before you initiate any procedures concerning your car. Also, always remember to have a translated and notarized copy of the identification section of your passport available to be used as an identification card during official transactions in Türkiye, such as giving authorization to a customs broker.

Untaxed cars in Türkiye are also called blue-plate cars because cars brought into Türkiye by foreigners were formerly given blue license plates to denote their tax-free status. (For security reasons, the blue plates have been replaced by license plates beginning with the letters MA-MB to MZ.) By law, tax-free cars cannot be sold to Turkish citizens; they can only be sold by one foreigner to another. It should also be noted that tax-free cars can only be driven by the owner of the car or a member of his/her immediate family.

As an international faculty member, you are eligible to buy and sell blue-plate (OTV/KDV tax-free) cars until your work and residence permits expire. However, the new rule for prospective buyers (and sellers) states that foreigners who were for some reason unable to get their work/residence permits issued within six months of their entry into the country (or got them but interrupted later on due to leaving the country for a time) are no longer eligible to own tax-free cars if they have been in Türkiye longer than six months. The new rule doesn't seem to affect our international faculty members who obtain their work and residence permits within six months of their entry.

When purchasing a blue-plate car, you can either complete the transaction on your own or pay a fee to a company to do it for you. As mentioned previously, it is much simpler and more practical to buy a new or used car with the help of a

car dealer, who can do the necessary paperwork on your behalf. If you choose to work with a dealer, you must sign a power of attorney and have it notarized.

You should bring a translated copy of your passport with you when you have the power of attorney drawn up. In addition to the initial taxes, licensing fee and insurance costs, the government requires a refundable deposit in an amount that depends on the model and the engine capacity of the car. Please check with the Human Resources Office regarding the official letter, showing your employment status, to be submitted to the Touring and Automobile Club.

## **Bringing mobile phones**

All Turkish and foreign visitors are entitled to bring one mobile phone with them to Türkiye during a period of three calendar years. According to the Turkish customs regulations, it is necessary to register the phone within 120 days of the entry date in order to be able to use it with a SIM card that is purchased from a Turkish network operator. The SIM card that is assigned to your mobile phone needs to be compatible with the phone's IMEI number. Phones that are not registered this way cannot initiate or receive calls.

The phone registration and fee payment procedures are completed via the e-devlet portal at **www.turkiye.gov.tr**.

In this regard, according to current regulations, if you choose to pay online, you will need Turkish credit card (not debit card) information to be able to proceed to the next step in registering the IMEI number. Since most of our new and many of our current international faculty members do not have a Turkish credit card, you are advised to make your registration fee payment at a bank that is authorized to accept this payment, and then continue with the procedure after seeing your payment approval on your e-devlet account screen. Some banks can transfer your fee payment via EFT, so you might want to check with your bank to see if they can do this. At the moment, the registration fee is 31,692 TL.

Note that if you have a dual SIM phone, you will have two IMEI numbers assigned, one for each SIM slot. (You can access your phone's IMEI number(s) by typing in \*#06# on the dial screen.) In that case please be sure to register your primary IMEI number and not that of the digital SIM (also known as the e-SIM), as registration of the e-SIM's IMEI number results in the phone being disconnected; this is very difficult to reverse later on.

**Important:** In order to be able to use e-devlet services, you first need to obtain an e-devlet password from a PTT Office by presenting your passport and residence permit card. Also note that once you have an online banking account set up, you can access e-devlet services through your bank account without an e-devlet password.

Also note that when using your mobile phone to make a call to a landline number registered anywhere in Türkiye, please remember to dial 0 + city code + 7-digit phone number.

## MEDICAL INSURANCE

Turkish law requires all officially employed individuals to have insurance provided by their employer to cover the cost of medical treatment in hospitals and medical centers. In addition to this required insurance, Bilkent University recommends that its staff members purchase a private comprehensive group health insurance plan that is available to Bilkent employees and their family members at a special rate (due to the University subsidizing a portion of the cost). The terms and coverage limits of the plan change from year to year. Please ask the Human Resources Office for details.

Currently, Bilkent University has an agreement with the Acıbadem Health Insurance Company. This health plan may not cover all specialist visits or medications. These exclusions may be covered by SGK (Sosyal Güvenlik Kurumu) public health insurance.

Note that the company now requires online registration and confirmation of your personal information within the scope of the “Personal Data Protection Law” (KVKK).

Employees are eligible for SGK coverage after 60 days of employment (coverage for family members also starts after 60 days). After the required documents sent by the University, the SGK will activate the insurance coverage automatically for the faculty member, but not for the dependents. For accompanying dependents, the Human Resources Office will provide you with the paperwork necessary for SGK activation. You will need to bring this paperwork with you in order to finalize the activation process at the “general health department in the SGK office. It is advisable to bring a native Turkish speaker with you, as most of the employees do not speak English. The SGK website may be found at [www.sgk.gov.tr](http://www.sgk.gov.tr).

Please remember to bring with you medical records regarding any pre-existing conditions. This will help you obtain treatment sooner, and enable you to receive the health insurance coverage in hospitals and medical centers.

## Maternity Leave

According to Turkish labor laws, female employees are entitled to a 16-week paid maternity leave: 8 weeks both before and after delivery. In the 32nd week of pregnancy (8 weeks before delivery), an “incapacity for work” report or a pregnancy status report (indicating that an employee can work until 3 weeks before delivery) should be obtained from one of the SGK (Turkish Social Security)-contracted hospitals. A copy of this report should be submitted both to the employee’s department and faculty/school and to the Human Resources Office.

An employee who has a report indicating approval to work until 3 weeks before the due date should obtain an incapacity for work report in the 37th week of pregnancy and submit a copy of the report to the department and faculty/school as well as the Human Resources Office in order to initiate maternity leave.



Right after delivery, the hospital will provide the employee with some health reports (including the incapacity for work report) that should be brought to the Human Resources Office as soon as possible (please bring the originals). Based on these reports, the return-to-work date is determined by the Human Resources Office.

After delivery, the mother is eligible for a 1.5 hour break from work every day up to and including the month in which the baby is 12 months old.

Upon approval of the department and faculty/school the mother may also be granted 6 months of unpaid leave starting as of the end of paid maternity leave. For more detailed information, please contact the Human Resources Office.

## **RETIREMENT SYSTEM/PENSION PLAN**

Please contact the Human Resources Office to obtain more detailed information about the retirement system and pension plans. Turkish law requires all officially employed individuals to have social security insurance premiums paid by their employers until the contract period expires. However, it is highly recommended that you consult with the Human Resources Office as to whether or not you are entitled to a retirement pension and would be able to transfer existing pension funds/savings to or from Türkiye as per any relevant agreement(s) that might exist between your country and Türkiye.

## **UPON ARRIVAL**

- Find out from the Provost's Office and the International Center about any orientation programs that are scheduled.
- Visit the Human Resources Office to finalize official procedures, and submit your medical check-up report (obtained from the University Health Center).
- If you choose to sign up for the group health insurance plan, ask about the details and procedure at the Human Resources Office.
- Please inform the Human Resources Office if you had a YU number issued in your name at any time in the past.
- Report to the Housing Office, located in Building 19 on Main Campus, or in Building C on East Campus, and sign the inventory form listing the items provided in your residence.
- Fill out an application form to open an e-mail account at the Bilkent Computer Center (BCC) located on Main Campus in Building B (next to the Faculty of Science). It is very important that you have an e-mail account as soon as possible in order to be able to receive general notices sent by the University.
- Contact your department secretary and ask him/her to add your contact information to the online telephone directory.

- After obtaining your residence permit, please register your address at the Directorate General of Migration Management Office (for more detailed information please refer to page #23, under “Residence Certificate / Address Registration”).
- Register at your embassy.

## **PLANNING YOUR RETURN HOME**

Please go over the terms of your contract carefully once again at least two months before your estimated date of departure and also check with your department chair to see if there is any procedural matter left to complete.

### **Make sure to check with the following offices:**

- The Human Resources Office (to complete the Clearance Form),
- The Housing Office
- The Library
- The bank(s)
- The PTT (Post Office) if you have telephone or cable TV service installed in your apartment.

### **For procedural issues, contact the Human Resources Office:**

**Office Phones:** +90 312 290 3928,  
+90 312 290 1915, +90 312 290 1239

**Fax:** +90 312 266 5066

**E-mail:** [ik@bilkent.edu.tr](mailto:ik@bilkent.edu.tr)

**Office:** Main Campus, Rectorate Building  
(Faculty of Engineering Building) ground  
floor, Room Z-23

**[www.personnel.bilkent.edu.tr](http://www.personnel.bilkent.edu.tr)**

### **For academic issues, contact the Provost's Office:**

**Office Phones:** +90 312 290 1213,  
+90 312 290 1214

**Fax:** +90 312 266 4152

**E-mail:** [provost@bilkent.edu.tr](mailto:provost@bilkent.edu.tr)

**Office:** Main Campus, Rectorate Building  
(Faculty of Engineering Building), G floor,  
Room G-16

**[www.provost.bilkent.edu.tr](http://www.provost.bilkent.edu.tr)**



# HOUSING

## GENERAL INFORMATION

There are faculty housing apartments located on the Main, Middle and East Campuses. These apartments, which are of varying sizes, are well-equipped for the comfort and convenience of the residents. Allocations of the apartments are made by the relevant departments or schools with the approval of the vice rector in charge of Administrative and Financial Affairs.

### Monthly charges

There is a monthly charge for your residence, which is automatically deducted from your salary. As the University is now using an electronic invoicing system, your monthly payment receipt will be sent directly to your e-mail address in the following month.

Note that the first payment will be prorated based on the date you move into your assigned faculty housing apartment.

### Inventory

Within one week of your arrival, a list of all appliances, utensils and furnishings provided in the residence is produced to be signed by both parties (the employee and the Housing Office management), stating that all items are present and in good condition.

### Residence Certificate/Address Registration

Ask the Housing Office for a residence certificate. This is an official document verifying your residency in the faculty housing apartment assigned to you. It is very important that after obtaining the certificate you register your address with the Directorate General of Migration Management Office, located at No. 2 Binnaz Sokak (Street), off Barbaros Bulvarı (Boulevard) in the Kavaklıdere district of Ankara.

At the moment, the address registration system does not allow online scheduling of appointments. Therefore, you must go to the Migration Office in person to register your address.

Please make sure to be at the Migration Office with all documents required for registration (a residence certificate (the date written on it shouldn't be more than 20 days old) obtained from the Housing Office, a copy of your residence/work permit card, and a valid passport). Once you arrive at the Migration Office, please tell the security officer that you are there to register your address information (in Turkish, "Adres kaydımı yaptırmak istiyorum").



**Important Note:** Please note that you are legally required to inform the Migration Office of an address change within 20 business days of the move to a new address (there is a fine if the change is not registered within 20 days). Thus, as soon as you receive your residence/work permit card or move to another faculty housing apartment or off campus, please register your current address. If you are residing off campus, you should take your rent contract and/or a utility receipt (water, electricity, etc.) with you as proof of address.

## **Pets on Campus**

Pets are allowed in faculty apartments (except for buildings 12,106,107). Please make sure to have the certificate issued for your pet(s). The certificate should indicate that the animal is in good health and vaccinated against rabies, and it should be stamped by the relevant government agency in the country where you have been residing. You will need a certificate for each pet you own.

**For health and safety reasons as well as the comfort of other residents, please**

- do not let your pet enter the playgrounds.
- do not let your pet outside unattended.
- keep your pet on a leash at all times while walking in or around the campus area.
- do not leave your pet's feces on the ground.
- do not leave any food items in and around your building to feed stray cats and dogs.
- do not allow your pets (especially cats or stray cats and dogs) to roam freely in the common areas of your building, as some residents have had unpleasant experiences with pets that are not on a leash, and cats and dogs may dig in flowerpots or tear open trash bags placed outside the apartment doors.
- do not leave your dog(s) alone in the apartment when you go on a vacation without arranging for a live-in dog sitter. If you can't find a dog sitter, please use a pet hotel or other boarding facility.

Note that fogging to control insect infestations may take place several times throughout the year.

## **Traveling to and from Türkiye with your pets**

Before you make plans to bring your pet(s) with you, please check with the airline you will be traveling on regarding their rules and requirements for bringing an animal on a flight. Most airlines require a certificate of acclimation for each animal traveling by plane.

For the Turkish Airlines protocol for transporting pets, please visit <https://www.turkishairlines.com/en-us/any-questions/traveling-with-pets/>.

Note that Turkish authorities allow only two pets (dogs/ cats/ birds) or 10 aquarium fish per person to enter the country tax free. Following is a list of the procedures/documents required for bringing pets to Türkiye with you:

- Pet passport (comprises all relevant documents, including health certificate, microchip information, and documentation of up-to-date rabies and other vaccinations, parasite treatments, rabies titer test result, etc.)
- Rabies vaccine and documentation (between 4 and 12 months before departure)
- Original rabies titer test result document (30 days after the rabies vaccine; the pet must then stay in the country an additional 3 months before departure)
- Parasite treatment and documentation (10 days before departure)
- Microchip and documentation (ISO 11784- or 11785-compatible)
- Animal health certificate, which should be issued by an authorized veterinary office in your country 48 hours before departure

**Important Note 1:** There will be veterinarians on duty at the airport in Türkiye to check the animal's health and see that the documentation is in order. Please make sure that your pet(s) is(are) checked by the vet before you leave the airport.

**Important Note 2:** According to the latest regulation from the Ministry of Agriculture, all pet owners in the country are required to register their cats, dogs, and ferrets in the government's database through authorized veterinary offices and have them microchipped (compatible with international standards ISO 11784 and ISO 11785). Also note that under the same regulation, owning a pit bull terrier, dogo Argentino, fila Brasileiro, Japanese tosa, American Staffordshire terrier, or American bully breed is banned in Türkiye.

When leaving Türkiye with your pet(s), it is highly recommended that you start obtaining all necessary forms and paperwork in a timely manner, i.e., at least 4 months before your departure (or at least 6 months before your departure if you are transporting your pets to the USA). It is also important to be familiar with the regulations of the country you are traveling to, as they may require an animal to have an additional blood test or official document. The following is a list of the procedures/documents required for leaving Türkiye with your pet:

- Up-to-date vaccination records
- Rabies vaccine and documentation (4 months before departure)
- Rabies titer test and documentation (30 days after the rabies vaccine; the pet must then stay in the country an additional 3 months before departure)
- Parasite treatment and documentation (10 days before departure)
- Microchip and documentation (required by most EU member countries)
- Animal health certificate, which can be obtained from the pet's veterinarian (this should be provided on an official paper, with stamps, signature, etc.)
- Confirmation of transfer notice with a hologram from the Ministry of Agriculture (48 hours before departure)

**Special Note:** Please make a conscious and informed decision when adopting a homeless one from the street or a shelter during your stay in Türkiye. Do not get any animal if you are not planning to take it with you when you return home. Always keep in mind that abandoned pets suffer tremendously and rarely survive after their owners turn them out onto the streets.

**Adopt, dont shop!**

## Visitors

All Main and Middle Campus faculty housing residents should inform Main Campus security at 290 1700 about any visitors they are expecting, so that the visitors can pick up a temporary campus access card at the Main Campus entrance security post for use in opening the entrance gates. The access card will be given in exchange for the visitor's ID card or passport, which will be returned to the visitor when he/she exits the campus.

In case of the loss of the temporary access card, the visitor must go to the Financial Affairs Office (located in the Rectorate Building) to pay a lost card fee and obtain a receipt, to be presented to the security officers at the gate in exchange for the return of the visitor's ID card. Note that a visitor who arrives at the entrance without prior notice will be allowed to enter the faculty housing area only after security has contacted and received approval from the faculty member who is expecting him/her. Overnight guests wishing to stay in your faculty housing apartment for more than 15 days should fill out the University's temporary entrance card form and return it to the nearest Housing Office for their convenience; otherwise they may have difficulty entering the campus and passing through security checkpoints.

## Extension of Stay

If you need to stay in your apartment after your contract with the University has expired, and your department approves of this extension, the Housing Office should be notified. Please note that until you vacate your apartment and pay off the remaining monthly payment, you will not be able to receive any other payments from the University.



## HOUSING OFFICE SERVICES

Housing Office personnel are on hand to help make your stay in the faculty housing apartments a pleasant one. You are always welcome to walk in during office hours or seek advice via phone and e-mail. Please note that the level of English spoken by the Housing Office staff is sufficient for basic communication; however, the help of a native speaker of Turkish might be needed for solving complicated issues. Housing Office services include the following:

**Garbage collection:** Your garbage will be collected two times a day, at 9:30 a.m. and 4:00 p.m. on weekdays, and two times a day, at 9:30 a.m. and 3:30 p.m., on weekends and holidays. Place your garbage in front of your door in a plastic bag at the stated hours. Do not put sharp objects or liquids into the bags. Also, please try to prepare separate bags for recyclable items, such as glass, plastic, paper and metal and put them in recycle bins located close to your building.

**Maintenance and repair:** All maintenance and repair requests are to be made to the Housing Office. Please do not try to handle any maintenance work on your own; instead, call the Housing Office for help. Someone should be present in the apartment during repair work; however, if the problem needs to be fixed immediately, you can also give permission (in writing or by phone) to the Housing Office staff so that work can begin while you are out. Maintenance is free of charge but the cost of repairing or replacing of damaged items will be billed to you. Please do not make direct payments to the University personnel who do maintenance work (carpentry, plumbing, cabinet repairs, light bulb changes, etc.) in your residence. All maintenance charges will be included in your monthly bill prepared by the Housing Office.

**Maintenance regulations:** Residents are cautioned not to make any modifications (structural, electrical, etc.) or attempt any remodeling of their residence without consulting the Housing Office manager. If you think that your apartment needs improvements, such as repainting or new flooring, furniture, kitchen cupboards, bathroom tiles, electrical appliances or curtains, please contact the Housing Office, as they can arrange for the provision of such items and services, with the University contributing 50 percent of the total cost. Please note the Housing Office will make the final decision regarding the quality of the new/replacement item according to certain standards.

**Laundry Rooms:** Some of the faculty housing buildings have conveniently located laundry facilities available free of charge. Please inform Housing Office personnel if you have any problems with the appliances.



### **Laundry Room Regulations:**

1. Please do not leave your clothes or other personal belongings unattended.
2. Please choose the right laundry program for your clothes.
3. Please use the correct amount of detergent and do not overload the machines; too much detergent or overloading damages the fabric and causes the machines to malfunction.
4. Please do not wash bedding or any other items used by pets in washing machines shared with other residents.
5. Please remove any lint from the drier after each use.
6. Please keep the laundry room clean and do not use it as a storage place for your personal items.
7. Please use the laundry room located in the building that you are residing in.

**Drinking water:** Bottled water is delivered on Tuesday mornings to Main Campus and buildings 79–80, Thursday mornings to Buildings 101–107 and Friday mornings to East Campus. Containers and payment should be placed in front of your apartment door before 8:00 a.m. To order bottled water at times other than those stated above (except Sundays), you can call 0535 545 3096. Note that you can always order drinking water from companies other than the one that provides the delivery service described above; there may be a difference in the price.

**Mail:** Mail that is handed to the Housing Office will be delivered to your mailbox during the office hours.

**Bottled gas (for cooking):** Requests for the replacement of bottled gas should be made to the Housing Office during office hours (If you are residing in Buildings #1–46,79,80 Call 266 4388 or ext. 1400, 1551, in Buildings # 101–107 on Middle Campus call ext. 8400, and in Buildings # A–L on East Campus call ext. 5092)

**FYI:** The personnel on duty at these times do not speak English.

Note that as the bottled gas used in the faculty housing kitchens comes from an off-campus gas company, you should make your payment in cash on the day that your new bottle of gas is delivered. Also, in the case that Housing staff detects a problem with the hose or hood of the gas bottle and suggests that it be replaced, for your own safety please consider having this done; again, payment should be made in cash on the day of the replacement.

### **INTERNET CONNECTIONS in UNIVERSITY HOUSING**

All faculty apartments are wired for high-speed network connections. Dynamic IP addresses are used in all apartments and the Computer Center requires a pre-configured WIFI-Wired router to be used as well. The routers are provided by the Housing Office. In case you have difficulty accessing the network in your apartment, please contact either the Bilkent Computer Center ([hotline@bilkent.edu.tr](mailto:hotline@bilkent.edu.tr)) or the Housing Office.

## TELEPHONE and SATELLITE/CABLE TV SERVICE

### Telephone

University extension telephones can be connected in apartments upon request. To arrange for full-service local, national and international telephone service in your apartment, you should contact your department. Please note that you can have telephone charges deducted from your salary if your phone is connected for outside calls through the Bilkent Computer Center.

You can also have a private phone line in your apartment. In order to have a private phone line connected, please follow this procedure:

1. To subscribe and learn more detailed information about Türk Telekom's products and services, please visit their website at [turktelekom.com.tr](http://turktelekom.com.tr).
2. You can pay your phone bill at the banks listed on the invoice or at Türk Telekom offices. For your convenience, you might want to choose the automatic payment option, with the amount drawn directly from your bank account.
3. If you have any problems, call 121. Please note that most personnel do not speak English. You are advised to make these calls with the help of a native speaker.
4. To have your line disconnected, please contact the same office. If you would like someone else to request that your phone line be disconnected, notarized authorization is needed.

### Local and Long-Distance Calls:

**For local calls:** Dial the seven-digit number. Please note that if you have a phone number starting with '290' you should dial '9' if you are making a call to a number that does not start with '290.' (However, to call within the University, you do not have to dial '290' but only the last four digits of the number.)

### For long distance calls within Türkiye:

Dial the area code and then the seven-digit number.

### For international calls:

Dial 00 + country code + area code + number.

**Special Note:** If you have a phone number starting with '290', please remember to add '#' to a 4-digit extension number in order to minimize the waiting time after dialing( xxxx#).

## Satellite/Cable TV Connections

### Digiturk Satellite Connection:

In order to obtain more information about subscription details, package plans, installation procedure and payment options, please visit the satellite companies' websites at [www.digiturk.com.tr](http://www.digiturk.com.tr) and [www.dsmart.com.tr](http://www.dsmart.com.tr).



After you decide on the satellite company and the package plans to subscribe, Digiturk and/or D-Smart personnel will then come to install the satellite dish. Please ask the technician to consult with the Housing Office regarding placement of the dish. Note that those who reside in Buildings 2, 4, 12, 17, 21, 22, 24, 25, 79, 80, 101-107 are not allowed to have any individual satellite dishes or antennas installed on the exterior walls or balconies due to the centralized satellite system that has recently been installed on the roofs of these buildings. Please check with the companies to learn what kind of receiver you will need for your connection.

Please be sure to return any equipment provided by both Digiturk and D-Smart after cancellation.

#### **Cable TV Connection:**

Residents who live in buildings 1 – 46 can obtain a cable TV connection and the cost is determined depending on the individually purchased package plan.

1. To subscribe please call 0850 8880126 or make an online application request at [www.kablonetburada.com](http://www.kablonetburada.com).
2. You may be asked to bring your passport (original and one copy) and residence permit (original and one copy) with you to finalize the connection process in your residency.
3. To have your line disconnected, please 0850 8880126 to initiate the cancelation procedure. If you would like someone else to request that your cable service be disconnected, notarized authorization is needed.

## **BİLKENT UNIVERSITY HOUSING REGULATIONS**

### **For a clean and pleasant living environment:**

1. Please use the driers located in the laundry rooms or portable racks to dry your laundry. Refrain from hanging clothes at a visible location on the balconies, or outside of the buildings.
2. Please do not use bedroom/living/dining room furniture on the balconies, or in the kitchen and bathroom.
3. Please do not throw cigarette butts, trash, or food items from your balconies or windows.
4. If you notice any type of insects in or around your apartment, do not use pesticide yourself, instead, please inform the Housing Office about the situation immediately.
5. Please do not place shoes, shoe racks and flowerpots in front of your apartment door, as they will hinder easy entrance and exit.
6. Please do not leave garbage bags in front of your apartment door except during collection hours.
7. Please do not have parties, picnics and barbecues in the common areas of the campus or in the areas around the apartment buildings so as not to disturb other residents.
8. Please keep the volume of televisions, radios and musical instruments at a low level and refrain from making any noise (moving furniture, shouting, running, banging doors, operating electrical appliances, etc.) that could disturb the residents in your building before 10:00 a.m. and after 10:00 p.m.
9. Please do not leave your pet's feces on the ground.
10. Please do not flush wet wipes and other materials down the toilet or rinse them down the drain, as this causes clogging in the pipes and sewage system.

### **For your safety:**

1. Please make sure that your windows/doors are closed/locked when you are not in your apartment. Note that in some buildings, the door will lock when the door closes. If you have left the key in the lock, it may not be possible to unlock it from the outside. In other buildings the door must be locked manually. Please do not leave your apartment keys in unsafe places, such as under doormats.
2. Entrance doors are equipped with an intercom system. For your safety, please use this system. Keep your door locked at all times, and do not open it to unknown individuals.
3. The number of lamps and appliances plugged in at a single electrical outlet should not exceed the number that can be accommodated by one surge protector per outlet.
4. In case of unusual odors, smoke or noise originating in your apartment, please contact the Housing Office staff immediately for knowledgeable help. Until help arrives, open all doors and windows and do not turn on any electrical devices or press the doorbell button.

5. Please consider having a gas detector installed into your kitchen as a preventive measure against bottled gas leak. If you purchase the detector, the Housing Office staff will come to your apartment and install it for you.
6. Please read the instructions for all electrical appliances before using them, and do not attempt to handle any electrical problems yourself.
7. Please take necessary precautions so that objects such as flowerpots do not fall from the balconies.
8. Please do not use any type of grill on the campus grounds or on the balconies of your residency; grilling and frying are allowed only in the kitchen.
9. Please do not clean the freezer with sharp objects. First unplug the refrigerator and wait until the ice melts. If necessary, call the Housing Office and ask for assistance.
10. Please do not use vacuum cleaners on wet surfaces; they are for dry surfaces only.
11. Installing antennas on the roof of the buildings is prohibited for security reasons and also because it causes considerable damage to the roof tiles. Please ask the technician installing your antenna to contact the Housing Office regarding its placement.
12. Please inform your housekeeper(s) about the safety issues to prevent injuries or accidents from occurring while they are providing household services in your apartment. Also, if you have a housekeeper coming in on a regular basis, please remind her to get a temporary entrance card in order to be able to enter the campus easily as well as to use the University shuttle buses.
13. Please complete or update all forms given to you by the Housing Office and return them to the nearest Housing Office at your earliest convenience.

### **For protecting University property:**

1. The apartment is for the use of the appointee and members of his/her family only. It cannot be sublet or used by others.
2. The resident assumes full responsibility for damage (including that caused by pets) to University-owned equipment and furnishings.
3. Please return University-owned equipment and furnishings to the Housing Office if you are not using them.
4. If you request that your apartment be painted, the Housing Office will use a standard white paint. If you would like to have your apartment painted in a different color, you will need to pay the cost of having the apartment repainted in the standard color at the time of your departure.

**Loss of Keys:** Please notify the Housing Office if you lose your apartment key during working hours. After working hours or on the weekend, contact security for help at the emergency number, ext. 6666 or 266 4050. You may



want to ask the Housing Office to have a spare key readily available for your convenience in such cases; however, Housing Office personnel are not allowed to keep spare keys for faculty housing apartments without written permission from residents. Should you want the Housing Office to keep a spare key for your apartment, please stop by the office to fill out the permission form.

## **Internal Transfer**

As available space permits, a resident may move to another apartment unit with the approval of his/her department chair and the Vice Rector for Administrative and Financial Affairs. You will need to prepare a written statement explaining why you wish to move, and submit it to your department chair. Your department chair will then notify the Vice Rector's office of your request. If the request is approved by the University, the internal transfer procedure takes place as follows.

### **Internal Transfer Regulations**

1. An internal transfer fee is determined based on the size of the new apartment. Please directly contact the Housing Office for more detailed information about the transfer fee and payment options.
2. The internal transfer fee and all other moving costs are paid by the resident.
3. Please contact the Housing Office for further information, if repairs are needed for the new apartment.

## **VACATING the RESIDENCE**

Residents should vacate the assigned unit within 15 days of the date that after the employment contract with the University expires.

Telephone, cable TV, D-Smart and Digiturk service should be disconnected before leaving the apartment. As part of the departure process, residents should complete and return an apartment inventory form, pay all bills, return library materials and remove all personal property. Keys should be returned to the Housing Office, along with all borrowed items. Residents are responsible for their personal property at all times. If a resident has not vacated the assigned apartment as scheduled (in the case of an internal transfer as well as at the end of a contract period) the Housing Office will make a reasonable attempt to contact him/her. If the resident cannot be reached within two days, all of his/her property will be put in storage for a limited time.

## **Housing Office contact information**

**Main Campus Housing Office:** Building 19 (ext. 1397, 1400, 1551)

**East Campus Housing Office:** Building C (ext. 5092, 5395)

**Middle Campus Housing Office:** Building 106 (ext. 8400)

**Tower Buildings Housing Office:** Building 79, 80 (ext. 2857)

**E-mail:** [lim@bilkent.edu.tr](mailto:lim@bilkent.edu.tr)

**http://**[bilkent.edu.tr/~lim/e-index.html](http://bilkent.edu.tr/~lim/e-index.html)

**Emergency: Call ext. 6666 or 266 4050 for ambulance, fire and security.**



# TRANSPORTATION

## WITHIN CAMPUS

### **Inter–Campus Bus Service (RING)\***

#### **(Main Campus – Middle Campus – East Campus)**

There is a Ring shuttle bus, which connects the Main, Middle and East Campuses on a regular basis. The bus schedule and any changes are announced in the Bilkent News and posted on the Transportation Unit's website.

\*Ring service buses have different bus stops than city shuttle buses. Make sure you stand at the right bus stop for your route and destination. Visit <https://w3.bilkent.edu.tr/bilkent/transportation/> to see a map that shows all the stops and to obtain bus schedules for all routes.

### **Bilkent University Shuttle Bus ID Cards for Spouses and Children**

Bilkent University students, faculty and staff members can use the free shuttle buses with their University ID cards. Even though an affiliate ID card is not available for spouses and children, bus cards for family members can be obtained by filling out an application form for a Bilkent University campus entrance card and returning the form to the Housing Office. The campus entrance card application form can be found at <http://w3.bilkent.edu.tr/www/ssgm-formlar>

### **Parking and Traffic on Campus**

Bilkent University always promotes respectful driving on campus, and as you will notice immediately, pedestrians are given priority over vehicles. All vehicles are required to stop and wait for people to cross the streets. On the University's campus, speed limits are regularly checked and the traffic is monitored by surveillance cameras. The general speed limit on campus roads is 50km/h, dropping to 30km/hr when approaching to an intersection.

If a vehicle impedes the flow of traffic, it will be towed at the owner's expense. If a driver commits a moving violation, such as passing another vehicle illegally, driving in the wrong direction or not stopping at pedestrian crossings, the University Traffic Board will register the fine his/her record. Please note that these measures are to ensure your safety.

Faculty, staff and students who drive their cars or motorcycles on campus must obtain a parking sticker, which is available at the Security Office. Your department secretary can help you with the procedure. Students and faculty members are allowed to park in designated areas only. If you do not obey the campus traffic and parking regulations, you will receive a "notice of traffic violation" and charged with violation points.

**Parking Sticker:** You can obtain a sticker for your vehicle from the Traffic Office (ext. 1439) located in the FEASS Building, Room Z – 51, by providing the following documents:

- Bilkent University ID
- Driver's license and vehicle registration
- Application form (<http://w3.bilkent.edu.tr/www/ssgm-formlar>)

Note that all family members of academic, administrative and support personnel residing in the faculty housing apartments will be provided with a card for use in opening the gates at the entrance to the campus and the faculty housing units. These new entrance cards can be obtained from the same office where the stickers are provided (FEASS Building, Room Z – 51). All vehicles with a valid sticker can enter the campus using the right lane of the entrance gate. If your car with a Bilkent sticker is temporarily unavailable for use (for instance, because it is being repaired) and you will be driving a different vehicle, please contact the Security Office (located in Building C, room C-05) and ask for a temporary campus entrance card that you can use until you have your own car back.

If the entrance card is lost, please call the emergency phone line at 290 6666 or 290 1439-2424 to inform security officials. Note that use of a lost card will be blocked immediately after the loss is reported.

## GOING TO DOWNTOWN ANKARA

There is a scheduled free shuttle service between the Main and East Campuses and two convenient locations: Sıhhiye (near Ulus, and a short walk to a major bus stop, the main train station, a commuter train station, a metro station and dolmuş terminals) and Tunus (at the south end of Kızılay, and a short walk to a metro station and the Güvenpark city bus and dolmuş terminal). Shuttle buses to downtown Ankara run all day, in the evenings, on weekends and on holidays, and have signs on their front windows indicating the route:

**TDM** Tunus/Main (Merkez) – East (Doğu) Campus (both Main and East Campus)

**SDM** Sıhhiye/Main (Merkez) – East (Doğu) Campus (both Main and East Campus)

One of the easiest ways to go downtown is to take a University shuttle bus (for either the TDM or SDM route), get off at the metro station located right by the Middle East Technical University (METU) campus entrance, and then board the metro. The trip from Eskişehir highway to Kızılay takes about 20 minutes.

**From East Campus:** Another easy way is to take city bus #111, which runs every 20 minutes from the East Campus premises to the vicinity of the Bilkent metro station (and vice versa), and then walk to the station, which is located by the mosque near the Bilkent bridge.



**From Main Campus:** The EGO (municipal) bus routes 175 and 176 have recently been changed, so that buses will be making several stops on campus going in both directions. The new route will make it easier for students and employees to travel between the Bilkent metro station and the Main Campus. The stops (in both directions) are the Main Campus security gate; the Main Campus faculty housing area; the Cyberpark entrance; and the student dormitories/in front of the Yapı Kredi ATM. Those who have a Bilkent ID card will be allowed to get off the bus on campus. The 175 –176 bus route stops and times can be accessed on smartphones via the EGO Cepte application (<https://www.ego.gov.tr/en>).

Note that until further notice, city shuttle buses will not stop at the university's main entrance while going in the city direction.

### **To the city from the University**

**TDM/SDM:** Bilkent University, METU (right across from Kentpark Shopping Mall), Bayındır Hospital, AŞTİ, and Bahçelievler, after which the routes separate, with one going to Tunus and the other to Sıhhiye.

### **To the University from the city**

**SDM:** Sıhhiye bridge, Tandoğan, Anadolu Street, Bahçelievler, Armada Shopping Mall, Kentpark, Bilkent bridge and Bilkent University (both Main and East Campus). Note that on the way to the city, SDM buses make a stop at the old train station ("gar" in Turkish), so passengers going to the old station and also the new high-speed train station (YHT, Yüksek Hızlı Tren in Turkish) may find it convenient to use this bus. The bus stop (no. 11542) to be used when returning to campus from YHT is located on Celal Bayar Boulevard.

**TDM:** Tunus Street, Bahçelievler, Armada Shopping Mall, Kentpark, Bilkent bridge and Bilkent University (both Main and East Campus).

**Please note:** Special bus schedules are in effect during national holidays and academic recess periods. These schedules are sent out via university-wide e-mail messages (BAIS announcements).

Please check the Transportation Unit's website for more information at <https://w3.bilkent.edu.tr/bilkent/transportation/>

**Taxis (Yellow cabs):** An easy way to get from point A to point B is by taxi. Rates are set and a meter system is used. Tips are not expected. Murat Taxi, the yellow cab service on campus, is available twenty-four hours a day by calling ext. 1678 or 2406, or 266 4440.

**Dolmuş/Shuttle Bus:** This is a shared minibus. On Main Campus, you can flag down a dolmuş that goes to the Sıhhiye/Ulus area. On East Campus, dolmuşes run along the Denizciler Street –Celal Bayar Boulevard–Konya Highway–Eskişehir Highway and Bilkent University East Campus route. On the way, it stops upon request at locations including Bilkent Center; CEPA shopping center; across from Armada shopping center; and near the main bus terminal, Ankara Intercity



Bus Terminal (AŞTİ). No ticket is needed; the fee is paid to the dolmuş driver according to an established list of rates. Costs vary depending on distance, with shorter rides being slightly cheaper. Passengers pass money to the driver, stating where they wish to go. It is a unique and often entertaining way of getting around.

**University Cars:** The University has a car pool. Cars in this pool are for official use only (e.g., to provide transport to and from the airport for arriving and departing faculty members), and are made available on request from the chairperson of the faculty member's department.

## **TO and FROM the AIRPORT**

One of the most inexpensive ways to get to and from Esenboğa Airport is by the city bus (EGO bus route #442) that runs between AŞTİ (Ankara Intercity Bus Terminal) and the airport. A slightly more expensive alternative is the municipality shuttle buses (AnkaraAir), which also runs from the city center to the airport. The nearest stop to Bilkent University for both the BELKO bus and the EGO bus #442 is outside the lower level of AŞTİ. Both the Sıhhiye and Tunus buses stop across from AŞTİ on their way downtown. To return from AŞTİ, you can take a dolmuş or taxi. Taxis can also be taken from the University to the airport. For more detailed information on AnkaraAir bus schedules and stops please visit <http://www.ankaraair.com>

Depending on your budget and schedule, there is also another alternative available. Private airport shuttle services provide taxi service to and from Esenboğa at a relatively affordable price. They pick you up at your address and take you to the airport according to your flight schedule.

## **URBAN TRANSPORTATION**

EGO (Elektrik-Gaz-Otobüs) is the acronym for the public bus transportation system in Ankara. You can purchase a bus card (called an Ankara Kart) at most newspaper kiosks, EGO booths, and Metro and Ankaray subway stations. In order to be able to use all types of EGO transportation (city buses and the subway system) in Ankara, you need to add money to the card by using the online app available at [www.ankarakart.com.tr](http://www.ankarakart.com.tr)

Note that you can now also use the newly introduced contactless card payment system on EGO buses and subways, instead of purchasing a regular bus/subway or Ankara Kart. If you have a contactless credit or ATM card, you can simply show it to the card readers located at the front of EGO buses or at subway entrances. (You can obtain a contactless card by activating that application via your bank's customer service department or online banking function.)

Private "Halk" buses also provide transportation. Ankara cards are not accepted on these buses. Tickets are purchased on board from a conductor seated near the entrance. Note that the #111 city bus makes stops along İhsan Doğramacı

Boulevard passing by East Campus faculty housing towards Bilkent III apartment complexes located up the hill. It runs between the University East campus and the closest metro station located right by the mosque on Eskisehir highway. For detailed information and schedules, please visit <https://www.ego.gov.tr/en>

**Metro and Ankaray:** Ankara has a very clean, efficient underground rail system. There are two lines, Ankaray and Metro. You can use the same card (Ankara Kart) that you use on city buses. For Ankaray and Metro routes and rates, visit the website [www.ego.gov.tr](http://www.ego.gov.tr)

**Train:** A city commuter train runs between Sincan in the far west of Ankara and Kayaş to the east. Tickets can be purchased at train platforms. The easiest station to get to is Yenişehir at Sıhhiye, a short walk from where the city shuttle bus lets you off. Heading east, the train will go through the main train station, where you can transfer to intercity trains.

## INTERCITY TRAVEL

**Bus:** Ankara Şehirlerarası Terminal İşletmesi (AŞTİ)/Ankara Intercity Bus Terminal is located on Konya Road. There, you will find buses with service to virtually every location in Türkiye. Bus transportation is an efficient and affordable way to travel. All bus companies are privately owned, and may have varying service schedules. It is best to make a reservation in advance for your trip. Please note that a person traveling alone is generally seated next to a passenger of the same sex.

**Train:** Traveling by train (TCDD–Turkish State Railways) can be enjoyable and inexpensive, although trains do not serve as many destinations as buses do. Train tickets are sold at many travel agencies and at the main station (İstasyon or Gar). Special rates are offered to teachers. You may receive this discount if you show your ID. The best way to get to the train station is to take the Sıhhiye bus (SDM) from the University campus. Get off at the last stop by the Sıhhiye Bridge and take a dolmuş or a taxi. Even though the main train station is within walking distance, it might be difficult to do so with luggage. For more detailed information, visit the Turkish State Railway's website at [www.tcdd.gov.tr](http://www.tcdd.gov.tr).

**High Speed Train Services:** High-speed railway services are available to and from Ankara, Eskişehir, İstanbul and Konya. For further information on high-speed railway schedules and reservations, please visit TCDD's website at <https://ebilet.tcddtasimacilik.gov.tr>.

Note that you can't book your ticket more than 30 days in advance.





# HEALTH CARE

Bilkent University has health centers on both the Main and East Campuses providing health care to all faculty and administrative staff members and students. These facilities serve as polyclinics on weekdays during business hours, and as urgent care centers after working hours. Experienced physicians and nurses, as well as three ambulances, are available for emergency cases 24 hours a day, 7 days a week. The health centers have well-equipped in-house laboratories for immediate medical analyses, such as blood count and chemistry, urine analysis, X-rays and ultrasound examinations. Test results are often available on the same day as your visit. (It may take longer to receive the results of some other tests, which are sent to reference labs.)

Other available services include disease prevention plans, patient referrals and education programs for students and staff members on general medical issues and first aid. In addition to the centers' full-time healthcare providers, there are also specialists who can be seen by appointment only. Please refer to the schedules shown in the chart before making an appointment. Note that our current private group health insurance plan pays in full the charges for the services of medical specialists at the Bilkent health centers, as well as for those of physicians who are on the approved list for the plan. As mentioned earlier, coverage of the group health insurance plan may be subject to changes each year. Please ask Health Center personnel about appointment and payment procedures for the specialists.





Physicians at the University health centers can authorize only a two-day absence report for staff (not for students). If you have a medical condition requiring consultation and hospitalization, you can be referred to specialists in a hospital.

Medications, both prescribed and over the counter, are sold only at pharmacies. There are a few pharmacies (“eczane” in Turkish) located very close to the University, and many to be found throughout the city. Pharmacies are open until 7:00 p.m. Monday through Saturday (except for the pharmacy located on Main Campus next to the Health Center, which closes at 5:30 p.m.), and closed on Sundays. However, there is always a pharmacy open 24 hours a day in each district. The name and address of the pharmacy that is on call on a particular day is displayed in the window of the other pharmacies. You can also call 11811 to find out which pharmacy is on call in your area.

## NEIGHBORING PHARMACIES

Name of the Pharmacy	Address	Phone
Ömür Eczanesi	Next to the Main Campus Health Center (contracted)	266 4140 ext:1483
Bilkent Eczanesi	Ankuva Shopping Center (contracted)	266 7259
Ankuva Eczanesi	Ankuva Shopping Center	266 6577

It is always helpful to bring your previous health records, such as physician's notes, test results, records of immunizations and prescribed medications, and personal and family medical history reports in case you should need emergency medical attention or treatment while you are here. Even though most doctors and medical care providers can speak English, wallet-size health information card written in Turkish can be very practical, saving you time in case of emergency. On the card, you should indicate your blood type as well as any allergies, chronic illnesses and infectious diseases.



## **Health Centers Contact Information**

**Main Campus:** ext. 1666

**East Campus:** ext. 5057

At all hours and in case of emergency: 266 4050 or 266 4051,  
ext. 6666

E-mail: bilheal@bilkent.edu.tr

### **Contact Person:**

Mr. Mete Salih Aker, M.D. is the Director of the Health Center.

## **Health Centers Polyclinic Hours**

### **Main Campus Health Center**

8:30 a.m. – 11:30 a.m.

11:30 a.m. – 12:30 p.m. (Lunch Break)

12:30 p.m. – 5:30 p.m.

### **East Campus Health Center**

8:30 a.m. – 12:10 p.m.

12:10 p.m. – 1:10 p.m. (Lunch Break)

1:10 p.m. – 5:30 p.m.

For up to date list of specialists and their office hours please visit the Health Center's website at

**<https://w3.bilkent.edu.tr/bilkent/health-center>**



# LIFE on CAMPUS

## FOOD

The Bilkent University campus area has a variety of convenient eateries for enjoying a quick snack or a full meal with friends. Snack bars serving sandwiches, salads, soups, coffee, tea and soft drinks are located in buildings around the campuses.

The University provides “meal cards” every month to all full-time employees. These cards can be used as payment in many restaurants and some delis in and around Bilkent, as well as in many locations downtown. Look for the “Multinet System” sign posted at the entrance.

It is important that you tell the server that you will be paying by meal card before you place your order. No change is given for these payments.

Note that all restaurants and bars including The North Shield Pub located in the Bilkent Hotel & Conference Center offer all University employees a 20% discount.

For more information about University cafeterias, please check [www.cafe.bilkent.edu.tr](http://www.cafe.bilkent.edu.tr)



## SHOPPING

There are many shopping malls and stores in and around Bilkent where you can find almost everything you might need, including groceries, clothing and household items.

### **Bilmarket (Meteksan Market)**

Bilmarket is located behind the Student Council building on Main Campus. They carry a wide range of food products, including a good selection of foreign foods and fresh produce, as well as daily newspapers, detergents, stationery, etc. Please note that alcoholic beverages and tobacco are not sold in any store on campus. Bilmarket is open from 8:00 a.m. to 11:30 p.m. every day, including weekends (ext. 1652).

### **University Bookstore (Meteksan Bookstore)**

Meteksan Bookstore is located beside the Main Campus Sports Hall and carries Bilkent merchandise, textbooks, school supplies, periodicals, newspapers, stationary, art materials and basic snacks. Fax and photocopy services are also available at the entrance of the bookstore (ext. 2428).

### **Bilkent Store**

Bilkent Store is located directly across from the Rectorate Building, on the ground floor of the Table d'Hote Cafeteria on Main Campus. The store carries a variety of University merchandise and gift items (ext. 2077).

### **Bilkent Center**

This is the shopping center just outside the main entrance to the campus. There you will find a large supermarket, department stores, a pet store, home furnishings store, a bookstore, a toy stores, a number of small shops, a bank, several ATMs, a movie theater, cafes, restaurants and a food court by the supermarket. [www.bilkentcenter.com](http://www.bilkentcenter.com)

### **Ankuva Shopping Center**

Ankuva is a small shopping mall located next to Bilkent Center, which has a number of full-service restaurants with menus ranging from pizza to Turkish cuisine, as well as shops and other service establishments including, banks, hair salons, pharmacies and, on the basement level, a bowling alley and billiards room.

## **COMMUNICATION**

### **Mail**

There is a post office (PTT-Turkish Postal Service) located in the southwest corner of Main Campus in the Administration Building next to the dormitories (266 4481, or ext.1275), and another at the main entrance (Bilkent Plaza PTT, 266 3107). Note that PTT offices' working hours differ at various locations in the city. The one on Main Campus is open from 8:30 a.m. to 12:00 noon and 1:00 p.m. to 5:00 p.m. on weekdays. Large or central offices may have longer hours: the Ulus PTT office, for instance, is open every day from 8:30 a.m. to 11:00 p.m.

All University mail is brought from the post office twice a day for distribution on campus. Your mail will go to your department secretary or to your apartment, depending on the address given. Undeliverable mail is returned to the post office.

**Special Note:** You are advised to use registered or certified mail ("Taahhütlü Posta" in Turkish) services when you are sending or expecting to receive valuable items through the mail, particularly for international mailings sent during busy times of the year. It is not possible to track down the delivery status of items sent via unregistered mail.

### **Bilkent News**

The Bilkent News is the University's weekly newspaper, published every Tuesday during the academic year. It is one of the best sources of current information for the Bilkent community, with news about recent and upcoming events on campus, and articles about individuals, organizations and activities at Bilkent. For more information, please visit [www.bilnews.bilkent.edu.tr](http://www.bilnews.bilkent.edu.tr)

## Radio Bilkent

Radio Bilkent, staffed and operated by students on a voluntary basis, broadcasts pop, rock, classical and other types of music at 96.6 FM. Through its “News Center,” it keeps the Bilkent community informed about current and upcoming events. For more information about Radio Bilkent, please visit [www.radyobilkent.com](http://www.radyobilkent.com)

## BANKING

Paying by check is not a common practice in Türkiye. People normally pay with cash or, increasingly, with debit or credit cards. You can obtain a credit card or an electronic debit card linked directly to your bank account as soon as you open an account. A branch of one of the major Turkish banks, Yapı Kredi is located on Main Campus providing both domestic and international banking services to all account holders. At the bank, you can open a foreign currency savings account as well as a Turkish Lira (TL) account. You will be asked to provide the bank with your YU number, residence permit and valid passport when you open a bank account. If you explain your needs to the personnel at the bank you are doing business with, they will be happy to help you with the types of transactions you require. Note that all University employees are required to use Yapı Kredi Bank for salary accounts.

### Yapı Kredi Bank

**Bank and ATM:** Ground floor of the Rectorate Building

Phone: 266 4489 or ext. 1500 – 1501

Hours: Monday – Friday, 8:30 a.m. – 4:30 p.m.

### ATM only:

- Ground floor of the Faculty of Economics, Administrative and Social Sciences Building
- Behind the School of English Language Building N (East Campus)
- Next to Dorm Building 78
- In Bilkent Center

**Important:** Please note that in order to access your online bank account and activate your ATM card, you need to have a mobile phone. For this, you may use the international mobile phone that you brought with you; even if it hasn't been registered in Türkiye. However, it has been observed that in some cases, the connection may not work properly or there may be problems accessing the account with an unregistered phone. So, you are strongly advised to register your current mobile phone as soon as possible or purchase a Turkish mobile phone (new or secondhand) in order to carry out your bank transactions.

### Turkish Currency:

Turkish banknotes come in denominations of 5, 10, 20, 50, 100 and 200

TL. Turkish coins come in values of 1, 5, 10, 25 and 50 Kr and 1 TL.

TL: Türk Lirası (Turkish lira)

Kr: Kuruş (.01 lira)



In addition to this branch office mentioned above, there are automated teller machines belonging to a variety of banks at locations around the campus, as well as throughout Ankara and nationwide.

Note that you can use the ATMs of banks other than the one at which you have an account to withdraw cash. However, if you use an ATM of another bank, you will be charged a fee ranging from 4 TL to 5 TL depending on the type of transaction and the bank.

## **SCHOOL-AGE CHILDREN**

### **Bilkent Schools**

#### **İhsan Doğramacı Foundation Bilkent Laboratory and International School (BLIS)**

Recognized by the Turkish Ministry of National Education, I.D.F. Bilkent Laboratory & International School (BLIS) is a coeducational English-medium institution. It provides an academic program from pre-kindergarten through high school leading to an International Baccalaureate (IB) Diploma accredited by the Council of International Schools and the New England Association of Schools and Colleges, Inc.

Please contact BLIS directly for further information about admission requirements and the application process.

**Phone:** +90 (312) 290 5361

**E-mail:** school@blis.bilkent.edu.tr

**www.blisankara.org**

#### **İhsan Doğramacı Foundation Private Bilkent Schools**

Recognized by the Turkish Ministry of National Education, I.D.F. Private Bilkent Schools are coeducational institutions consisting of grades K-12 that offer instruction based on the national curriculum, in both English and Turkish.

Please contact I.D.F. Private Bilkent Schools directly for further information about admission requirements and the application process.

**Phone:** +90 (312) 266 5440 (Elementary & Middle school),  
+90 (312) 290 8930 – +90 (312) 266 5200 (High school)

**E-mail:** ilkogret@bilkent.edu.tr, obl@bilkent.edu.tr

**www.obl.bilkent.edu.tr**

**www.obl.bilkent.edu.tr**

There are other primary and secondary schools in Ankara offering instruction in Turkish and English. You may contact these schools personally after your arrival in order to learn about their educational programs and requirements for accepting students.

### **Childcare**

There is a daycare center on Main Campus for children of Bilkent employees. The instruction is in Turkish. For more information please call:

Ms. Burçak Özönük, Manager

**Phone:** +90 (312) 266 6420 or +90 (312) 266 5124

## SOCIAL ACTIVITIES

### University Concerts

The Faculty of Music and Performing Arts schedules concerts throughout the year at the Bilkent Concert Hall on Middle Campus or the covered outdoor Odeon amphitheater. The Bilkent Symphony Orchestra is the first and only permanent professional international ensemble in Türkiye. For more details and concert programs, visit [www.bso.bilkent.edu.tr](http://www.bso.bilkent.edu.tr)

### Welcome Reception

Organized by the Rector's Office, the "Welcome Reception" held at the beginning of each academic year is one of the best opportunities for all Bilkent employees and their family members to get together and enjoy this great outdoor event.

### Spring Festival

Among the numerous activities on campus throughout the year, the Spring Festival organized by the Dean of Students' Office is the largest. Held on the grass field between the Faculty of Music and Performing Arts building, the Odeon and the Faculty of Economics, Administrative and Social Sciences building, it is a fun event featuring parties, live concerts, performances, exhibitions, movies, cartoons and other activities organized for the enjoyment of students and all members of the Bilkent community.

### Alumni Homecoming

Organized by the Alumni Center, the traditional Alumni Homecoming is usually held at the end of the spring semester in order to bring former and current Bilkent students together to enjoy a full day of activities.



## Sports

There are facilities available at the University for a wide range of sports. You may sign up for any of the numerous sports activities and courses offered each semester, and will also have the opportunity to take part in competitive events. For more information about the sports programs and facilities, please visit [www.spor.bilkent.edu.tr](http://www.spor.bilkent.edu.tr)

### Main Campus Sports Facilities

#### Dormitories Sports Hall

- Archery Room
- Fitness/Conditioning Room
- Group Exercise Studio
- Martial Arts Studio
- Table Tennis Room
- Basketball and Volleyball Courts
- Squash Courts
- Walking/Running Track
- Indoor Swimming Pool (Reservation system is used to book lanes for swimming; please contact the Sports Center to make a reservation and for information about the hours of operation)

#### Main Sports Hall

- Fitness/Conditioning Room
- Group Exercise Studio
- Multi-Purpose Program Studios
- Table Tennis Room
- Basketball, Volleyball and Badminton Courts

#### Other Sports Facilities

- Indoor Tennis Courts
- Outdoor Tennis Courts
- Mini Football Fields
- Regulation-size Grass Football Field
- ScatePark
- Outdoor Basketball/Volleyball Courts
- Outdoor Yoga/Pilates area
- Outdoor Fitness/Conditioning area
- Outdoor Climbing Wall

### East Campus Sports Facilities

#### Sports Hall

- Table Tennis Room
- Basketball, Volleyball and Badminton Courts

#### Other Sports Facilities

- Outdoor Basketball, Volleyball and Tennis Courts
- Grass Mini Football Fields
- Calisthenics Park

Grass Football Fields (Main/East): used for tournaments, leagues and team practice only.

**Note:** Please show your Bilkent University ID card in order to use any of the sports facilities or participate in sports courses. You can make reservations for the mini football fields or squash and tennis courts by phone or in person at the reception desk in the Physical Education and Sports Center.

A Bilkent University ID card is required for reservations. The keys for the indoor tennis court can be obtained from the Student Dormitories Sports Hall reception desk. Even though an affiliate ID card is not available for spouses and children, family members can use the Dormitories Sports Hall facilities by entering the center before 3:00 p.m., showing their campus entrance card, and paying a one-day family member entrance fee by using the link <http://stars.bilkent.edu.tr/odeme>.

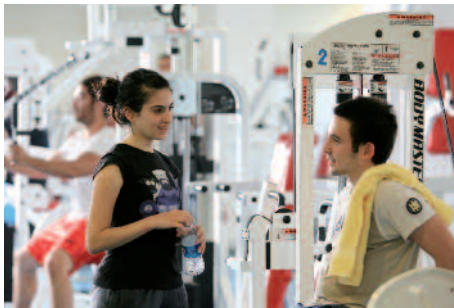
The fee entitles spouses or children to use the tennis courts (indoor and outdoor) and the swimming pool as well as other areas of the facility any day of the week, including weekends. Also note that family members can use other sports facilities (Main/ East Campus Sports Centers or outdoor facilities) free of charge, with no time restrictions.

Please contact the Physical Education and Sports Center if you have further questions.

**For Reservations:**

**Dormitories Sports Hall, ext. 1993 – Main Campus Sports Hall, ext. 3186  
East Campus Sports Hall, ext. 5351**

The Sports International complex located on East Campus requires membership. Its indoor and outdoor sports facilities include swimming pools, tennis courts and fitness and aerobics rooms. There are also restaurants and cafes on the premises. For membership information, please call 266 7100 or visit [www.sportsinternational.com.tr](http://www.sportsinternational.com.tr)



## OTHER SERVICES

### Domestic Help

The employment of domestic help is very common in Türkiye. Please inquire at the Housing Office to arrange for someone to help with housework or babysitting. Such help can be scheduled on a daily, weekly or monthly basis according to your needs. You may also find a sitter by advertising in the Bilkent News.

### Personal Care

Hairdressers/salons for both women and men are located conveniently on campus. The women's hairdressers are located both at the entrance of Dormitory 77(ext. 4221) and Dormitory 90 (ext.5254) and open from 8:30 a.m. to 7 p.m. on weekdays, and from 9 a.m. to 7 p.m. on Saturdays, closed on Sundays. Appointments are required for the beauty salon also located at the entrance of Dormitory 77 and can be made by calling ext. 4093.

The men's hairdresser (ext. 4222) is located at the entrance of Dormitory 78, and open from 8:30 a.m. to 7 p.m. on weekdays, and from 9 a.m. to 7 p.m. on Saturdays, closed on Sundays.

## Recycling

Bilkent University is encouraging all students and staff members to use the recycling and waste battery bins that are placed around campus. These offer the opportunity to properly dispose of used batteries, lamps, lighting devices, fluorescents, used cooking oil and to recycle plastics, aluminum cans, glass bottles, paper and other items.

**Used Clothing Container:** Recently, a new type of container has been placed on our campus by the Turkish Red Crescent organization, for collecting secondhand clothing items to be distributed in Ankara free of charge to those in need. At the moment, there is only one container, which is located next to the Main Campus faculty housing security gate (before the Meteksan Market turnoff). Please do not put dirty or torn items in the container; only gently used clothing items, shoes, linens, and bedding materials will be collected.

## Travel Agency

There is a travel agency located on the University campus. You can call or walk in to learn more about the services the agency can assist you with your travel plans.

- **Star Tours Tourism and Travel Agency:** Located on the ground floor of the Management Building, ext. 3436, Phone: 266 5450
- **Etstur Tourism and Travel Agency:** Located in Bilkent Station, Bilkent Center, Phone: 266 3338

## Smoking Policy

In an effort to create a healthy campus environment for all members of the campus community, Bilkent University has initiated a smoke-free campus policy.

Since September 1, 2022, the use of cigarettes and other tobacco products, including electronic cigarettes has been prohibited outdoor spaces of the university as well.

Penalties and sanctions will apply to students, employees, alumni, guests, and all other persons who violate no-smoking rules. You can report rule violations by phoning (312) 290 6666 or by sending an e-mail to [ssgm@bilkent.edu.tr](mailto:ssgm@bilkent.edu.tr)



## COMPUTING FACILITIES

Most of Bilkent's computing facilities, such as computation servers, file servers and Internet-related servers, are maintained by the Bilkent Computer Center (BCC), located on Main Campus next to the Faculty of Science. There are also departmental servers and computer laboratories located throughout the campus.

## COMPUTER LABS

BCC operates 20 general-purpose PC laboratories around the campus. These are equipped with Intel-based personal computers and laser printers, and are accessible to all students and staff. A valid Bilkent e-mail account is required to log on to these computers. The software installed on laboratory computers is acquired through departmental budgets, but installed and maintained by BCC.

## CAMPUS NETWORK and INTERNETWORKING

The campus network is built on a fiberoptic backbone and extends to all department and office buildings. Student dormitory rooms and all faculty housing apartments feature direct Ethernet connection to the university network. Virtual Private Networking (VPN) is available for those who need to access restricted BilNet resources from external networks. <http://web3.bilkent.edu.tr/vpn>

Wi-fi equipment for use in faculty housing apartments can be acquired from the Housing Office.

## OFFICE COMPUTERS

Computers, software, printers and all other peripheral equipment for office use are purchased and/or allocated through departmental budgets. Hardware and software support for office computers is provided by BCC personnel.

## SOFTWARE RESOURCES

BCC provides and maintains a wide-ranging collection of scientific tools (mathematical, statistical, design, etc.) for users' purposes. Special-purpose software is acquired in coordination with BCC using departmental funds and installed on appropriate computers in accordance with licensing terms.

Some software developed in-house is also available to faculty, students and staff, namely: BAIS (Bilkent University Administrative Information System), DAIS (Department Academic Information System), AIRS (Academic Information Review System) and SRS (Student Registration System) to be used by only the students.

A web-based distance education tool (Moodle) is also available to provide web support for courses offered, as well as to deliver courses over the web.



# GETTING USED TO LIVING in a NEW ENVIRONMENT

Moving to a new country, entering a different culture and starting a new job can be very challenging. People often end up experiencing some degree of “culture shock.” As part of this, you may experience feelings of frustration, anxiety or anger, a lack of motivation, a constant sense of being ill, or difficulty in meeting new people. These are all normal reactions when adjusting to a new lifestyle. The adaptation period may not be easy. However, recognizing the problem and reminding yourself that it need not be a permanent one can make your adaptation smoother. Many feel that going through a difficult time and facing great challenges can make one a stronger person. In the end, your experience will almost certainly provide some interesting stories to share with family and friends when you return home.



**Possible sources/symptoms of discomfort may be:**

- Uneasiness due to a new academic environment, unfamiliar faces, a different language and even a different climate.
- Minor discomfort arising from differences in eating and sleeping habits and lifestyle.
- A sense of loneliness due to being away from home, family and friends.

**For a smoother transition period, you may find the following tips useful:**

- Keeping a journal can be a good way to cope. Recording your daily reactions to and observations about your new surroundings might help you to understand what is happening around you and how you react to such experiences as you explore your feelings and thoughts in your writings.
- Learn about particular behaviors, unspoken rules, social customs, language and work dynamics, as this will definitely help you to develop a better understanding of the culture.
- Do not hesitate to consult your Turkish colleagues: ask questions, and you will get answers; knock on the door, and it will open. Turks are known for their great hospitality.
- Schedule sightseeing, travel and social activities, as these will help you connect with life in the city and beyond.
- Try to be open to new experiences, and keep a positive attitude. To ease your anxiety, try to laugh at your mistakes.
- Read the Bilkent News to find out what's going on at the University. Bilkent offers a rich variety of social and cultural events, constant opportunities to meet new people and many chances to learn about Turkish culture. The seemingly endless list of activities includes concerts, film screenings, exhibitions, shows and courses. Keep track of what's happening on campus and take part in activities that interest you.
- The International Center is always here to assist if problems arise. Just knowing you have support on campus may help.



- You might want to read the following books in order to help you start your journey;

Bayraktaroğlu, Arın 0761425160 (it is available in Bilkent Library.)  
CultureShock! Türkiye: A Survival Guide to Customs and Etiquette  
Marshall Cavendish Editions, Tarrytown, N.Y. 2006  
DR432 .B38 2006

Branning, Katharine

Yes, I would love another Glass of Tea: An American Woman's Letters to Türkiye, Blue Dome Press, N.Y, 2010

**May your stay here in Türkiye be an enjoyable one!**







# LEARNING TURKISH

Although Bilkent is an English–medium university, you will be in a Turkish–speaking environment. Knowing enough Turkish to get around can help make you feel more comfortable. It's also a great way to add to your experience in Türkiye and to improve your understanding of Turkish culture. There are several formal and informal ways of improving your language skills during your stay at Bilkent University. Turkish classes are offered for beginning, intermediate and advanced learners from the Turkish as a Foreign Language Unit. These courses are available to international students in the Master's and Doctoral degree programs, faculty members and their families.

Summer courses or crash courses may be offered depending on interest.

For further information, please contact by phone or e-mail:

Ms. Berrak Başaran Yılmaz, Administrative Assistant, FRL  
**Ext. 1803 or [berrak.basaran@bilkent.edu.tr](mailto:berrak.basaran@bilkent.edu.tr)**

If Bilkent University Turkish as a Foreign Language course hours do not fit into your schedule, you might want to check with the several other schools and organizations in the city where you can learn Turkish. Among the most respected of these are TÖMER (Ankara University's language teaching center), HÜ TÖMER (Hacettepe University's language teaching center) the Turkish–American Association (TAA) and the Turco–British Association (TBA).

**For further information about course schedules and fees, please visit the following websites:**

[www.tomer.ankara.edu.tr](http://www.tomer.ankara.edu.tr)

[www.tomer.hacettepe.edu.tr](http://www.tomer.hacettepe.edu.tr)

[www.taa-ankara.org.tr](http://www.taa-ankara.org.tr)

[www.tba.org.tr](http://www.tba.org.tr)





# ACADEMIC LIFE

## ACADEMIC UNITS at BİLKENT

The University is organized into faculties, departments, graduate schools, and research centers.

Faculties are made up of departments that are responsible for the research and undergraduate/graduate teaching activities of particular scholarly or professional disciplines or groups of related disciplines. Departments provide a central administrative and focal point for an academic discipline. They plan and offer programs for teaching in an academic field or professional activity and are responsible for implementing such programs and setting the policies necessary for their administration. The departments also prepare and revise the contents of the undergraduate curricula and programs in their disciplinary fields. Graduate schools carry out the administrative duties of faculties' graduate programs. Research centers perform basic and applied research in specific areas. While some centers concentrate on one discipline, others are interdisciplinary.

For more information on academic programs and the courses offered throughout the academic year, please consult the University's academic catalog at <https://catalog.bilkent.edu.tr>

Other issues regarding the administrative organization and academic policies of the University, including the rules and procedures for academic promotion and for the evaluation of faculty members can be found at [www.provost.bilkent.edu.tr](http://www.provost.bilkent.edu.tr).

## SELECTED ISSUES

### Academic Year

Each academic year consists of two sixteen-week semesters (including a two-week examination period) – one in the fall, and the second in the spring. There is also a seven-week summer school.

### GE 100: Introduction to Academic Life

A one-credit academic course, GE 100: Introduction to Academic Life is offered to all incoming students, both Turkish and international, to welcome them to the University and inform them about academic issues, facilities and resources available on campus. It is also intended to provide students with insights and knowledge that can enhance their personal growth and development, enabling them to make the best of the university experience throughout the course of their study at Bilkent. This is a comprehensive orientation program, usually held in September a week before classes begin and lasting three days.

## Doçentlik Application for Faculty Members

### YÖK (Council of Higher Education) and ÜAK (Interuniversity Board) Regulations & Requirements

The International Center offers assistance and guidance on obtaining diploma equivalencies required for the YÖK Doçentlik (promotion from the rank of assistant to associate professor) application process.

According to recent regulations, international faculty members in Türkiye are required to obtain the YÖK Doçentlik title in order to participate in a university's promotion process. The YÖK Doçentlik application process consists of three elements: the foreign language exam (YDS or other language exams that are accepted as equivalent); determination of degree equivalencies; and evaluation of the individual's academic work. As the application procedure and related regulations may change frequently, you are strongly advised to check with the International Center Office as well as the YÖK and ÜAK websites for more up-to-date and detailed information on the application process.

**YÖK:** [www.yok.gov.tr](http://www.yok.gov.tr)

**ÜAK:** [www.uak.gov.tr](http://www.uak.gov.tr)

**For the language exam:** [www.osym.gov.tr](http://www.osym.gov.tr)

**You are highly recommended to bring following documents with you for your convenience.**

1. Original diplomas (bachelor's, master's, and doctoral degrees)
2. Original transcripts for all your degrees (if you don't have a transcript, please contact the university that granted the degree and ask them to provide you with an official letter stating that the transcript is unavailable)
3. Master's and doctoral degree theses,
4. Original diploma supplement (if applicable)
5. Original passport(s) used/processed during your degree studies if you obtained your degree(s) outside Türkiye
6. Original residence/work permit or visa documents obtained during your degree studies outside Türkiye
7. An official letter/document verifying your stay in the country where you obtained your doctoral degree throughout the duration of your doctoral program. If you have a dual citizenship, regardless of one of them being Turkish, you need this letter for all your degrees.

## Sponsored Projects

All sponsored research and education projects (including consultancies) are assessed and approved by the Project Evaluation Committee (PEC) according to regulations set forth by the University. The Technology Transfer Office (TTO) assists all academicians and researchers in preparing and submitting grant proposals to national and international funding agencies; establishes



university–industry collaborative ventures; manages intellectual property rights; and provides guidance to academic entrepreneurs. For further information, please check the website at <http://web2.bilkent.edu.tr/ttweb> and contact TTO via e–mail at [tto@bilkent.edu.tr](mailto:tto@bilkent.edu.tr) .

## Teaching and Learning Support Center

The goals of the center include collection and analysis of data related to student performance, and identification and presentation of resources and best practices around the world concerning learning and teaching. Center activities are expected to include workshops, seminars, and discussion groups on topics related to the development and implementation of pedagogical techniques in classes. The center will have a small rotating advisory board from different faculties, and will report to the Office of the Provost. For further information about the Bilkent Teaching and Learning Support Center, please contact Armağan Ateşkan at [ateskan@bilkent.edu.tr](mailto:ateskan@bilkent.edu.tr)

## Teaching Staff Mobility

The EU–sponsored Erasmus Program offers a Teaching Staff Mobility option to scholars at higher education institutions in Europe and others at which staff mobility is conducted through the Erasmus University Charter or an inter–institution agreement. Although not as well known as student mobility, Teaching Staff Mobility allows a faculty member to lecture in another higher education institution for a short period of time, providing him/her with valuable academic and personal experience. For more detailed information, please visit

[http://www.bilkent.edu.tr/bilkent/admission/info\\_exchange\\_coordinator/index.html](http://www.bilkent.edu.tr/bilkent/admission/info_exchange_coordinator/index.html)





KÜTÜPHANE LIBRARY

# LIBRARY

Bilkent University Library is totally committed to meeting the scholarly and information needs of the Bilkent community, both students and faculty, as well as external library users, by supporting and facilitating all pedagogical and scientific research activities.

The collection is organized and arranged according to the Library of Congress (LC) classification system and displayed on open shelves (except for printed theses and dissertations, special collections, bound journals, and storage collections).

## Location and Opening Hours:

The Library is housed in two locations.

- The Main Campus Library, housed in its own four-story building in the center of Main Campus, is open from 8:30 a.m. to 11:30 p.m. on weekdays and from 9:00 a.m. to 11:30 p.m. on weekends.
- The East Campus Library, located in N Building (English Language and Preparatory Program), is open from 8:30 a.m. to 5:00 p.m. on weekdays.

Changes in opening hours for final exam periods, holidays, and summer are announced accordingly.

## Library Collections and Acquisitions

Bilkent University Library seeks to maintain a broad, up-to-date physical and electronic collection to meet the teaching and research needs of faculty members and students.

Possessing one of the most extensive collections at a private university in Türkiye, containing over 2.800.000 items, the Library provides a plethora of resources: printed and electronic books, printed and electronic journals, multimedia materials, and databases, as well as other materials that include bound journals, theses, standards, working papers, technical reports, music scores, sound recordings, clippings, offprints, microforms, and braille items. The Main Library also includes special collections that are unique to Bilkent University.



The book collection includes more than 526,000 printed books and 1,525,000 electronic books.

The Library subscribes to 193 print journals, mostly from the USA and Europe, and provides access to over 101,500 electronic journals as well as over 250 databases that, in turn, provide electronic access to full-text books, journals, reference resources, "gray literature," and bibliography management and plagiarism detection tools.

## **Services and activities**

Along with its physical facilities and various collections, Bilkent University Library provides various information services grouped under User and Access Services, Electronic Resources and Serials Services, Collection Maintenance and Metadata Services, Library, Information, and Technology Services.

There are also 32 computers with internet connections in the Reference and Current Periodicals Rooms in the Main Campus Library and three computers in the East Campus Library. Wireless internet access is available in both libraries.

The silent reading room, located on the second floor of A Block, provides:

- Serene spaces for independent study and concentration,
- An expansive view,
- An ample seating,
- A comfortable and quiet study area.

In addition to providing the above facilities and services, the Library is home to two Cafés and an Art Gallery that serves as a venue for a variety of social and cultural activities, such as lunchtime lectures, exhibitions, concerts, seminars, conversations with Turkish writers, workshops, competitions, academic conferences, and training sessions.

## **Borrowing**

Faculty members can borrow up to 40 printed and 15 multimedia items simultaneously, with printed items loaned for 120 days and multimedia items for 15 days.

Users receive a reminder e-mail three days before an item's due date, and the Library also notifies users by e-mail when materials are past due. The borrower bears full responsibility for their timely return.

The materials borrowed may be renewed three times online through "My Account" on the Library website if they have not been reserved (placed on hold) by another user. Materials to be renewed more than three times must be brought to the Library circulation desk.

## **Library–faculty partnership (Faculty librarianship)**

Each faculty has been assigned its own Faculty Librarian, who is responsible for helping to promote library awareness, meet the information needs of the faculty's departments, and deepen the relationship between the Library and the faculty by assisting in developing the library collection, promoting database usage and Library services, etc. Each department also appoints its own Library Representative, who liaises with the Library.

You can learn who your faculty librarian is at **<https://library.bilkent.edu.tr/faculty-librarianship/>** and contact them via phone or e-mail, as well as face-to-face.

## **Social media**

The Library communicates all news and announcements through the university website, BAIS e-mail, Bilkent News, and social media such as Facebook, Flickr, Instagram, LinkedIn, Twitter, and YouTube.

### **New faculty members**

New faculty members can consult the Library's quick reference guide for the services available using the following link:

**<https://library.bilkent.edu.tr/research-guides/subjects/guide.php?subject=new-faculty-members>**

Further information on the Library's policies, rules, collections, and services can be found at **<https://library.bilkent.edu.tr/>**

Any questions, comments, or suggestions regarding the Library and its services are welcome.



# About Ankara

Ankara lies in the heart of the Anatolian region and has been the crossroads of many civilizations dating back to the Bronze Age.

In 1923, Ankara became the capital of the Turkish Republic under its founder Mustafa Kemal Atatürk. Today, Ankara is the second largest city in Türkiye with over five million people. Its center includes the districts of Ulus, Kızılay and Çankaya.

Ulus and the adjacent citadel area mark the original site of the town, which retains architectural remnants of its ancient and medieval buildings. Old houses and shops selling traditional crafts, a bustling market, and narrow, winding streets and alleys give the district an inviting and picturesque character. The Museum of Anatolian Civilizations, with exhibits of artifacts from many of the cultures and civilizations that flourished in Anatolia over the course of thousands of years, is also located here.

Atatürk Boulevard, Ankara's main thoroughfare, links Ulus with Kızılay, the heart of the modern city, with its many stores and lively nightlife and cafes. The street continues south to Çankaya, a district near the former Presidential Palace, where most of the embassies can be found.



Seğmenler Park, Çankaya, Ankara

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Atakule, Çankaya, Ankara

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Ankara is a well-planned city, with wide boulevards and plenty of parks, restaurants, cultural activities and museums. The presence of several universities, including Bilkent, gives Ankara a large student and professional population. The city has much to offer in the way of concerts, operas, theatrical performances and lectures, as well as events organized by foreign missions. Moreover, its location in the center of Türkiye makes it a convenient hub for travel.

The weather in Ankara is fairly typical for central Anatolia. While spring and fall are generally moderate, with temperatures ranging between 10° C (50° F) and 20° C (70° F), the winter and summer seasons can bring more extreme temperatures. The months of highest rainfall are October–November and April–May. Snow is not unusual from the end of November until the end of March.

#### **Seasonal Average Temperatures:**

January 0° C (32° F)

April 17° C (63° F)

July 25° C (77° F)

October 20° C (68° F)

**You can find current temperatures  
and daily weather reports for  
Ankara on the following websites:**

[www.mgm.gov.tr](http://www.mgm.gov.tr)

[www.cnn.com/weather](http://www.cnn.com/weather)

[www.bbc.co.uk/weather](http://www.bbc.co.uk/weather)

#### **International Festivals in Ankara**

- International Ankara Jazz Festival ([ankaracazfestivali.com](http://ankaracazfestivali.com))
- Ankara International Film Festival ([filmfestankara.org.tr](http://filmfestankara.org.tr))
- International Ankara Music Festival ([ankarafestival.com](http://ankarafestival.com))
- Flying Broom International Women's Film Festival ([ucansupurge.org.tr](http://ucansupurge.org.tr))

## Places to Visit

You will certainly want to do some traveling and exploring while you are here. Türkiye is a vast country, and there is so much to see. Travel agencies can provide information, brochures and guidance. The Bilkent Library has an excellent collection of travel guides as well. However, you may want to begin by visiting the historical monuments and museums in Ankara that we have listed here.

### Historical Monuments

- The Atatürk Mausoleum (Anıtkabir) is an impressive fusion of ancient and modern architectural ideas, which remains unsurpassed as an accomplishment of modern Turkish architecture. There is also a museum in the Mausoleum.
- The Ankara Citadel (Ankara Kalesi) is in the oldest part of the city, surrounded by restored traditional Turkish houses. A climb to the top is well worth it for the incredible view over the city.
- A Roman theater (Roma Tiyatrosu) is still under excavation. Only the basement and the first floor can be viewed.
- The Temple of Augustus (Augustus Tapınağı) in the old part of town in Ulus was built in 10 A.D.
- A Roman bath (Roma Hamamı) is also in Ulus and has all the typical features of such complexes.



The Atatürk Mausoleum (Anıtkabir)

## Museums

- The Museum of Anatolian Civilizations (Anadolu Medeniyetleri Müzesi) is an old covered bazaar beautifully restored to house a unique collection of archaeological artifacts and antiquities, and it is considered to be one of the best museums in the country.

**<https://www.ktb.gov.tr/EN-113893/ankara---anatolian-civilizations-museum.html>**

- The Ethnography Museum (Etnografya Müzesi) is located across from the Opera House and has a fine collection of folkloric artifacts.

**[www.kultur.gov.tr](http://www.kultur.gov.tr)**

- The Painting and Sculpture Museum (Resim ve Heykel Müzesi) is also located in the Ulus district and houses a collection of Turkish art from the 19th and 20th centuries.

**[www.kultur.gov.tr](http://www.kultur.gov.tr)**

- The Museum of the Republic (Cumhuriyet Müzesi) in Ulus is housed in what was the second parliament building of the Republic.

**[www.kultur.gov.tr](http://www.kultur.gov.tr)**

- Çengelhan Rahmi M. Koç Museum is in Samanpazarı, Ulus, across from the main gates of the citadel and houses a unique collection of historic objects used in transportation, communication and industry.

**<http://www.rmkmuseum.org.tr/ankara/hakkimizda/rahmi-m-koc-muzeleri>**



The Museum of Anatolian Civilizations (Anadolu Medeniyetleri Müzesi) Ulus, Ankara



## SHOPPING

The following section includes a list of some of the shopping centers closest to the Bilkent University campus, as well as a number of specialty stores in Ankara.

**Armada Shopping Center** (<https://www.armadaavm.com.tr>)

Eskişehir Yolu(Eskişehir Highway) – Söğütözü

**Bilkent Center** ([www.bilkentcenter.com.tr](http://www.bilkentcenter.com.tr))

Right by the Bilkent University main entrance – Bilkent

**CEPA Shopping Center** ([www.cepaavm.com.tr](http://www.cepaavm.com.tr))

Eskişehir Yolu – Across from the Middle East Technical University (METU)

**Kentpark Shopping Center** ([www.kentpark.com.tr](http://www.kentpark.com.tr))

Eskişehir Yolu – Next to CEPA

**Next Level** ([www.nextlevel.com.tr](http://www.nextlevel.com.tr))

Eskişehir Yolu – Next to Bayındır Hospital

**IKEA** ([www.ikea.com.tr](http://www.ikea.com.tr))

Doğukent Caddesi – Mamak

Home accessories and decoration store

**Zafer Shopping Arcade** (secondhand books, stationery, arts and crafts, etc.)

Atatürk Boulevard – Kızılay



Bilkent Station, Bilkent, Ankara



**Ulus – Old City Shopping District** (Ankara Citadel – Çıkırıçılar Yokuşu)  
Antique dealers, carpet sellers, masters of traditional Turkish handicrafts and coppersmiths – Samanpazarı, Ulus

Part of the Turkish experience is shopping at pazars/bazaars. There are several throughout the city worth checking out.

In the center of Ulus there is a wonderful market where you can get fresh seasonal fruits, fish, cheese, meat, spices, pastries and lokum (Turkish delight) at low prices.

Near the Sıhhiye bus stop, there is a covered open-air bazaar that features food on Wednesdays and Saturdays, and clothes, hardware, kitchen supplies and more every other day of the week.

You may also find it interesting to visit some of the antique stores and small shops located in the Ulus area selling rugs, kilims, Turkish coffee and teacup sets, silverware and various unique accessories and decorative items at reasonable prices. It is one of the best places in Ankara to get souvenirs for friends and family members back home.

Another place where you can find souvenirs and gift items is Kuğulu Shopping Arcade and the surrounding area. It is very close to Tunus Street, where the University's Tunus shuttle bus stop is located.

Also note that the Ümitköy Farmer's market, held on Saturdays and Sundays near the Arcadium Shopping Mall, is one of the best outdoor bazaars in Ankara. Its convenient location makes it very practical for people living in the Bilkent area to buy fresh vegetables, fruits and organic dairy products there.

## **BOOKSTORES and MUSIC CENTERS**

**Arkadaş** ([www.arkadas.com.tr](http://www.arkadas.com.tr))

**Bilgi** ([www.bilgiyayinevi.com.tr](http://www.bilgiyayinevi.com.tr))

**Dost** ([www.dostkitabevi.com.tr](http://www.dostkitabevi.com.tr))

**D&R** ([www.dr.com.tr](http://www.dr.com.tr))

**Nezih** ([www.nezih.com.tr](http://www.nezih.com.tr))

**Remzi** ([www.remzi.com.tr](http://www.remzi.com.tr))

**Shades** (Music Center): Tunalı Hilmi Caddesi No: 95/37 (inside the Tunalı Arcade) Phone: 426 59 00

## CULTURAL CENTERS

**French Cultural Center:** [www.ifturquie.org](http://www.ifturquie.org)

**Goethe Institut:** <https://www.goethe.de/ins/tr/tr/sta/ank.html>

**Korean Cultural Center:** <http://tr.korean-culture.org/tr/welcome>

**Turco-British Association:** [www.tba.org.tr](http://www.tba.org.tr)

**Turkish-American Association:** [www.taa-ankara.org.tr](http://www.taa-ankara.org.tr)

**Turkish Japanese Foundation:** [www.tjv.org.tr](http://www.tjv.org.tr)

## PLACES of WORSHIP

### **Anglican: St. Nicholas Church**

British Embassy Grounds

Şehit Ersan Caddesi No: 46/A, Çankaya

Phone: 467 8476

### **Baptist: Ankara Baptist Church International**

Hotel Best, Atatürk Bulvarı, No: 195, Kavaklıdere

### **Catholic: Ankara Catholic Parish**

Azize Tereza Church

Kale Mahallesi, Kardeşler Sokak, No: 15, Ulus-Altındağ

[www.ankarakatolik.com](http://www.ankarakatolik.com)

Phone: 311 0118

### **Meryem Ana Church: Vatican Embassy Grounds**

Birlik Mahallesi, 428. Cadde No: 35, Çankaya

Phone: 311 0118

### **Orthodox: St. Clements Chapel**

Greek Embassy Grounds

Zia-ül-Rahman Caddesi No: 9/11, Gaziosmanpaşa

Phone: 448 2249

### **Protestant: International Protestant Church of Ankara (IPCA)**

Atrium Çarşı Merkezi No: 45, Çankaya

[www.ipcaturkey.org](http://www.ipcaturkey.org)

Phone: 284 3578

### **The Church of Kurtuluş**

Servi Sokak, No: 17/A, Kurtuluş

### **Ankara Synagogue**

Open only at worship hours and for ceremonies

Birlik Sokak, No: 8, Samanpazarı-Ulus

Phone: 311 6200

## POPULAR DESTINATIONS for TRAVEL

For your convenience, the most popular following sites are listed alphabetically.

- **Ağva:** Located near Istanbul, Ağva is a small town situated between two creeks, surrounded by forest on one side and the sea on the other. With its astonishing natural landscape, it is a truly peaceful and relaxing place, and well worth visiting.
- **Aspendos and Perge:** Located on the Mediterranean coast east of Antalya, both ancient Greek cities are renowned for their archaeological remains. Aspendos is noted for having the best-preserved antique theater in Türkiye.
- **Beypazarı:** Just an hour's bus ride away from Ankara, this small town has many restored Ottoman-era houses.
- **Cappadocia:** Located in central Anatolia, Cappadocia is considered one of Türkiye's biggest attractions, famed for its cone-shaped rock formations, underground cities, cave hotels and unique landscape.



Cappadocia



Hattuša

- **Datça:** A tranquil town noted for its natural beauties lying between the Mediterranean and Aegean seas within the city of Muğla.
- **Ephesus:** Located on the Aegean coast, Ephesus is one of the most extensive ancient Roman sites in the world.
- **Gordion:** The tomb of King Midas and a museum can be found here.
- **Hattuşa:** The original Hittite capital, this site is located just north of Ankara.
- **İstanbul:** Türkiye's largest city, and the original seat of the Ottoman Empire; İstanbul is considered the nation's cultural capital.
- **Konya:** The city of Konya is known for being the home of famed Sufi poet, philosopher and spiritual leader Mevlana Celaleddin Rumi.
- **Mardin:** Located in the southeastern Anatolia region, Mardin is considered by some to be one of the three cities (along with Venice and Jerusalem) with the best-preserved historical architecture in the world.
- **Maşukiye:** Known as a "land for lovers" due to its location on the slopes of Kartepe Mountain right beside Sapanca Lake, this small town has a landscape composed of all tones of green.
- **Olympos:** Located on the Mediterranean coast, Olympos is well known for its tree house accommodations, beautiful views and natural nesting spots for the loggerhead sea turtles (*Caretta caretta*).
- **Pamukkale:** Located in the southern Aegean province of Denizli, Pamukkale ("cotton castle" in Turkish) is one of the most popular tourist destinations in Türkiye, with its magical-looking white travertine terraces and hot springs.
- **Safranbolu:** About two hours north of Ankara, Safranbolu is home to excellent examples of Ottoman architecture. The town gets its name from the saffron that is grown there.
- **Şile:** With its sandy beaches and famous fish restaurants, Şile is one of the most popular vacation spots in Türkiye. The town is also well known for the light cotton fabric made and sold there, called Şile bezi.
- **Trabzon:** One of the greenest provinces in Türkiye, Trabzon is located in the Black Sea region. There, you can see the spectacular architecture of Sümela Monastery and the beautiful scenery of Uzungöl (Long Lake).
- **Troia (Troy):** Troia is located in the northwestern part of Anatolia, in Canakkale. It is noted as the ancient city where the Trojan War took place.

## **SOME USEFUL WEBSITES**

### **Government**

Turkish Council of Higher Education: [www.yok.gov.tr](http://www.yok.gov.tr)

Interuniversity Board: [www.uak.gov.tr](http://www.uak.gov.tr)

Ministry of Culture and Tourism: [www.kultur.gov.tr](http://www.kultur.gov.tr)

Ministry of Foreign Affairs: [www.mfa.gov.tr](http://www.mfa.gov.tr)

Ministry of Interior: [www.icisleri.gov.tr](http://www.icisleri.gov.tr)

Ministry of Health: [www.saglik.gov.tr](http://www.saglik.gov.tr)

E-consulate: [www.konsolosluk.gov.tr](http://www.konsolosluk.gov.tr)

TÜBİTAK: [www.tubitak.gov.tr](http://www.tubitak.gov.tr)

National Library: <https://www.millikutuphane.gov.tr>

### **Travel**

Turkish Airlines: [www.turkishairlines.com](http://www.turkishairlines.com)

Anadolu Jet: [www.anadolujet.com](http://www.anadolujet.com)

Pegasus Airlines: [www.flypgs.com](http://www.flypgs.com)

British Airways: [www.britishairways.com](http://www.britishairways.com)

Lufthansa Airlines: [www.lufthansa.com](http://www.lufthansa.com)

Ankara Intercity Bus Terminal (AŞTİ): [www.asti.com.tr](http://www.asti.com.tr)

Turkish State Railways: [www.tcdd.gov.tr](http://www.tcdd.gov.tr)

For more Ankara information: [www.ankaracityguide.com](http://www.ankaracityguide.com)

### **Entertainment**

Movie listings: [www.sinemalar.com](http://www.sinemalar.com)

Event listings and ticket purchase: [www.biletix.com](http://www.biletix.com),

State Opera information and ticket purchase: [www.operabale.gov.tr](http://www.operabale.gov.tr)

Radio Bilkent: [www.radyobilkent.com](http://www.radyobilkent.com)

**For everything else:** [www.yellowpages.com.tr](http://www.yellowpages.com.tr)





## FREQUENTLY ASKED QUESTIONS:

**1. Can my spouse and children get a University ID card?**

An affiliate ID card is not available for spouses and children. However, bus cards for family members can be obtained by filling out the application form for the Bilkent University Campus Entrance Card available at <http://w3.bilkent.edu.tr/www/ssgm-formlar> and returning the form to the Housing Office.

**2. Does the University provide meal cards to my family members?**

Every month, Bilkent University provides "meal cards" to full-time employees only.

**3. What should I do, when I go to the hospital or a doctor's office that doesn't have a contract with my current private group health insurance plan?**

In such cases, please make your full payment at the hospital or the doctor's office and bring your receipt(s) and test results (if any) directly to the Human Resources Office along with your health insurance claim form filled out both by you and by the doctor or the hospital that you have visited. The form can be reached at:

<https://w3.bilkent.edu.tr/web/insankaynaklari/TazminatTalepFormu.pdf>

**4. Is there a notary public office near the University?**

Yes, there is a notary public office at Bilkent Plaza, A Block, #53, located across from Bilkent Center, phone: 266 1482.

**5. Is there a dry cleaner on or near campus?**

There are two dry cleaners. One is located on Main Campus inside Dormitory #69 and provides pickup and delivery service for your laundry, regardless of your location on the University campus. You may also ask for ironing service, which requires an additional fee that varies depending on the item.

• **Main Campus dry cleaner: 290 4119**

Monday through Friday: 8:30 a.m. – 8:30 p.m.

Saturdays: 9:00 a.m. – 6:30 p.m.

Sundays: 12:30 p.m. – 6:30 p.m.

• **Dryman: 266 0496 (Located at Bilkent Center)**

Open every day: 10:00 a.m. – 10:00 p.m.

**6. How far is the nearest grocery store?**

There is a grocery store, Meteksan Market, located right behind the Student Activities Center building on Main Campus. It carries food products, including a good selection of foreign foods and fresh produce as well as daily newspapers, detergents, stationery, etc. Please note that tobacco products and alcoholic beverages are not sold in any store on campus. Meteksan Market is open from 8:00 a.m. to 11:30 p.m. every day, including weekends.

**Nearby Supermarkets:**

- Meteksan Market – Near Cyberpark
- Migros – Bilkent Center
- Makro Center – Next Level Shopping Center (good for international food)
- Migros – CEPA Shopping Center
- Boff – Kentpark Shopping Center (small shop in the basement, international products)

**Ordering Groceries Online with MIGROS:**

- You can order groceries online at [www.sanalmarket.com.tr](http://www.sanalmarket.com.tr) and get them delivered to your door at a time of your choosing for a minimal fee. No extra tipping is required. Note that you can't use your multinet card for this.

**7. Who should I contact if I lose my apartment key(s)?**

If you lose your apartment key, please contact the Housing Office during working hours, and security after working hours and on weekends. (Emergency Line: 266 4050 or ext. 6666)

**8. Who should I contact for phone repairs or services?**

If you are having problems with your Bilkent phone line (290-xxxx), please call the Housing Office for help. If your phone connection is through the PTT, call 121 to report problems. Since PTT personnel may not speak English, you are advised to make your call with the help of a native speaker.

**9. Who should I contact when the washers and dryers in my apartment/laundry room are not working properly?**

Please call the Housing Office to report the problem.

**10. Does the Housing Office staff install or repair items that are in my University apartment but purchased/owned by me?**

Housing Office personnel can assist you with any maintenance issues you might have in your apartment, and they can also make arrangements for service technicians or repairmen to come and fix appliances and other items that you own. However, if you make your own arrangements, you must pay the service fee to the company or individual that makes the service call.

**11. Can I use my current driver's license in Türkiye?**

According to Türkiye's Highway Traffic Regulations, foreigners can use their original driver's license within six months of entry to the country as long as they have a notarized translation of that license with them. Until further notice, this rule applies to every entry. However, after six months, they need to either convert their original licenses into a Turkish one or

apply for a new Turkish driver's license depending on the country in which the original driver's license was obtained.

## **12. How do I convert my original driver's license into a Turkish one?**

According to the current regulation, driver's licenses obtained only in countries that are members of the International Road Traffic Convention can be converted into a Turkish one. However, driver's licenses obtained in non member countries such as USA, Canada, Australia and China can't be converted. If you are from one of the non member countries, you should attend the mandatory driving training course and take the exam to obtain a Turkish driver's license.

**Following are the required documents for those who are eligible to have their original driver's license converted:**

1. Your original driver's license and a notarized translation (make sure to have a colored photocopy of your original driver's license as well),
2. ID Information (residence permit and passport, having a colored photocopy of these documents handy may be helpful),
3. Notarized translation of your most recently obtained diploma,
4. Health report, which can be obtained from your family physician(Beytepe Sağlık Ocağı ve Aile Sağlık Merkezi\_Dr. Beril Karaorman\_phone: 05078685734(whatsapp messages only), address: Kanuni Sultan Süleyman Boulevard, Ali Kuşçu Street, No: 4), or from state hospitals. Also note that the health report should say "Sürücü adayları ve sürücüler için 'Sağlık Raporu'. Remember to take your passport and two ID photos of yourself with you. Also note that according to the new regulation the health report should be registered to the system by the doctor, please remind your doctor of this matter.
5. A record of your blood type, which can be obtained from the Bilkent Health Center.
6. Two biometric photos of yourself.
7. Criminal Record (you can easily obtain this document using an e-devlet password that you can get from the PTT Office, it costs 5 TL),
8. A receipt of 3945,49TL, 988,79TL, 229,76TL for driver's license, service and legal document fee. Please make your payments at one of the banks listed on page #82

It is recommended that you have a health checkup and get your driver's license and most recent diploma translated and notarized in advance. You can then make an appointment online at <https://randevu.nvi.gov.tr/#/nvi/anasayfa>. You should take all of the required documents listed below to your appointment. Note that foreigners must go to the Population Office in the district where they are registered as a resident. Thus, if you are residing on campus, please select the "Çankaya Nüfus Müdürlüğü" option from the pull-down menu when scheduling your appointment. Also, you are advised to have a Turkish colleague or someone fluent in the language with you at your appointment to help you with the forms and procedures. Note that when you apply for conversion, the Population and Citizenship Office sends a copy of your driver's license and passport to your country for



confirmation. You can keep your original license until the confirmation from your country is received. After the confirmation process, which takes about 3 to 4 months, the Population and Citizenship Office sends you a text message regarding your country's confirmation notice, then you will need to give up your original driver's license for the conversion process (original license is sent to your country through your embassy, so, you might want to check with the embassy to learn more about how exactly you will get it back later on). In the meantime, the Population and Citizenship Office will give you an official document to be used in place of a driver's license, and, after the issuing process is completed, the new driver's license will be sent to your address. Also note that every applicant will have to make his/her own application; No power of attorney will be accepted.

**Important note:** As discussed above, the Population and Citizenship Office sends a copy of your driver's license and passport to Turkish representatives in your home country and then, when they receive a confirmation notice from them, contacts you to ask that you bring the rest of the documents required for the conversion process. Thus, the applicant has to make two visits. Since the Population and Citizenship Office does not proceed with your application until after the notice is received, you may want to wait until you hear from them before paying your fee, especially if you apply toward the end of the calendar year (October, November, or December) If you pay at that time and then your second appointment with the Population Office ends up being scheduled to take place in the new calendar year, you will be required to make another payment, since the amount of the fee generally increases from year to year it is possible that you will be required to pay not only the difference between the previous amount and the updated amount, but the entire updated amount.

**Following are the required documents for those who are NOT eligible to have their original driver's license converted:**

Driver's licenses obtained in the USA, Canada, Australia and China can't be converted into a Turkish License. So, you need to register for a driving course and take both the written and the driving test.

**Required documents for the driving course registration are as follows:**

- Health Report (same as what is needed for conversion, above explained in detail)
- Two biometric photos of yourself
- Notarized translation of your last diploma
- HR Office certified copy of your residence/work permit
- ID information (passport)
- Criminal Record (you can easily obtain this document via e-devlet using an e-devlet password that you can get from the PTT Office, it costs 5 TL)

Contact information of the Population and Citizenship Office:  
**<https://www.nvi.gov.tr/>**



**13. Where can I get a document showing my gross income and deductions in order to send it to my home country for tax purposes?**  
You may contact the Bilkent University Financial Affairs Office and ask them to print out an income/tax statement for the year in question to send to your country. Due to procedural differences among various countries, please be sure to say where you are from. Contact information for the Financial Affairs Office: ext. 8056-57-60

**14. How can I get a tax number?**

You can get a tax number via the following link <https://ivd.gib.gov.tr>. Please click on “Yabancılar için potansiyel vergi kimlik numarası, Application for non-citizen’s tax number” (located in the middle of the page, on the same screen), then select “Application” and fill out the form to apply for a tax number.

If you receive a message after filling out the form in the application segment saying “Girmiş olduğunuz pasaport numarasına kayıtlı vergi numarası mevcuttur” you might want to try the “confirmation” segment to see if you can see your tax number on that page. In the case that you receive a message saying “Girmiş olduğunuz bilgilere ait mükellef bulunamadı” in this segment, it means you need to go to the Tax Office in person to obtain a tax number. Please bring a photocopy of your passport and residence permit card with you. Closest Tax Office to Bilkent is Kavaklıdere Vergi Dairesi (Kavaklıdere Tax Office). Address for the Tax Office: Kavaklıdere, Atatürk Bulvarı, No: 179, 06540, Çankaya/Ankara.

**15. Can my spouse open a bank account for her/himself as well?**

Yes, your spouse can open a bank account as long as he/she has the following documents: a valid passport; a tax number; a foreign ID number known as a YU number, provided by the Turkish government after the applicant obtains a residence permit; proof of permanent address in Türkiye, which can be obtained from the Housing Office; and a mobile phone number (preferably from a Turkish network operator).

**16. Can international faculty members get a museum card?**

The Museum Card granting discounted admission to certain state-run museums and historic sites is available for international faculty members holding a Turkish residence permit. In order to purchase the card, please present your passport and residence permit at the ticket office located at the entrance of the Museum of Anatolian Civilizations.

**17. How can I obtain an ID card in order to use the National Library in Ankara?**

As stated in the official gazette, all faculty members are eligible to obtain permanent library cards. All you need to do is fill out the relevant form and show your passport or residence permit card to the National Library attendant to get your National Library entrance card.

**Milli Kütüphane** (National Library)  
[www.mkutup.gov.tr](http://www.mkutup.gov.tr)

## Official Holidays

The following dates are official holidays:

- April 23 National Sovereignty and Children's Day
- May 1 Labor and Solidarity Day
- May 19 Commemoration of Atatürk, Youth and Sports Day
- July 15 Democracy and National Solidarity Day
- August 30 Victory Day
- October 28–29 (1.5 days) Republic Day
- January 1 (1 day) New Year's Day
- Ramazan Bayramı (Feast of Ramadan\_religious holiday – floating 3.5 days)
- Kurban Bayramı (Feast of Sacrifice\_religious holiday – floating 4.5 days)

If any of these dates fall on a weekend, the time off is not advanced to the Friday preceding or carried over to the Monday following the holiday. Consequently, the number of days off for official holidays changes every year. These days are announced each year in the Academic Calendar.

## BANKS THAT HAVE CONTRACTS WITH the MINISTRY of FINANCE

Driver's License Fee and Official Document Fee will be paid to one of the following banks 3945,49 TL + 988,79 TL (which includes the Turkish Police Foundation Contribution fee of 229,76 TL) = Total of 5164,04 TL

**Akbank T.A.Ş.**  
**Aktif Yatırım Bankası A.Ş.**  
**QNB Finansbank A.Ş.**  
**ING Bank A.Ş.**  
**Kuveyt Türk Katılım Bankası A.Ş.**  
**Şekerbank T.A.Ş.**  
**Türkiye Finans Katılım Bankası A.Ş.**  
**Türkiye Halk Bankası A.Ş.**  
**Vakıfbank T.A.O.**  
**Türk Ekonomi Bankası A.Ş.**  
**T.C. Ziraat Bankası A.Ş.**

Türkiye İş Bankası A.Ş.  
Yapı Kredi A.Ş.  
Garanti BBVA  
HSBC Bank A.Ş.  
Denizbank A.Ş.  
Ziraat Katılım Bankası A.Ş.  
Alternatifbank A.Ş.  
Odea Bank A.Ş.

\* You can pay all fees associated with obtaining your driver's license at the banks highlighted in the list above. While other banks accept payment for the driver's license and official document fees, they do not accept payment of the contribution to the Turkish Police Foundation.

## SAFETY MATTERS...

With a security staff on duty 24/7, Bilkent University provides a safe campus environment for all academic and administrative personnel and students. However, even though our Security Office operates around the clock to keep all members of the University community safe on the campus premises, for your own protection and safety both on and off campus, please pay close attention to the following suggestions:

- Always keep your apartment doors locked when you are out.
- Do not leave valuable items, such as laptops, phones, wallets and books, in accessible areas that might be left unattended.
- Do not carry your original passport or other important documents with you (instead, make copies for this purpose).
- Memorize your passwords, and do not leave credit card receipts in places where they might be seen.
- Carry wallet-size health information cards (indicating your blood type and any chronic illnesses, allergies, etc.) written in Turkish.
- Write down your home and office addresses and carry them with you at all times.
- Remember to carry contact information for at least one of your colleagues (preferably a native speaker), just in case. And, if you are going to be out at night, let people such as your close friends or neighbors know where you are.
- Even though every corner of our campus is well lit, always remember to wear bright-colored or fluorescent clothing while walking, running, or riding a bike/electronic scooter at night. Please note that it is not safe to ride electronic scooters on rainy or snowy days.
- In the city, try to avoid poorly lit areas, such as dark streets and parking lots, and carry a flashlight as well as gadgets or devices designed to help keep you safe.
- Try to be alert at all times when walking alone at night, and do not wear headphones or walk with your phone in your hand.
- While you are in the city, try to ignore people who persistently ask for money, attempt to sell you something or endeavor to strike up a conversation with you.
- In case of emergency, or if you come across any suspicious activity, call local law enforcement at 112 or the University's emergency line at 290 6666.
- Avoid interacting with stray animals, as they may not have been vaccinated against illnesses such as rabies.
- Please be aware that in Türkiye, as in other countries, possession, use or distribution of illegal drugs will result in a prison sentence.
- Please disregard calls from people who introduce themselves as police officers or prosecutors and ask for a short meeting on legal issues or a money transfer over the phone.

- Please always obey the campus traffic and parking regulations.
- While driving off campus, always keep your doors and windows locked even when you park for only a short time or are stopped at a light, and do not leave valuables on display.

**Please call 290 6666 for emergency situations**

## **BITS & PIECES**

### **Tipping...**

Service is usually not included in the bill, so if you are satisfied, it is quite common to leave 10 percent of the total amount for waiters and waitresses. It is also customary to tip porters, bellboys, hairdressers, parking lot attendants and delivery personnel (but not postal workers). Tips are not given to bus drivers, receptionists and taxi drivers, and never to customs officers, policemen or other government employees.

### **Rental Cars...**

There are many rental car agencies in Ankara. Please read their policies carefully before you choose one, as each agency may have its own regulations in terms of accepting credit cards and providing insurance coverage. It is necessary to have a valid driver's license and a credit card to rent a car in Türkiye.

### **Take-out food with Yemeksepeti...**

By signing up at <https://www.yemeksepeti.com/en/ankara>, you can order food from a variety of local restaurants. You can pay the delivery person using your multinet card!

### **Lost and Found**

In case of a lost item, please immediately contact the security staff of the building where the item was lost. If your item is not at the building security desk, contact the Security Office, located in the basement of G Building (Main Campus), Room B-09, ext: 1012

### **Winter Tires**

During the winter season, as a precautionary measure to avoid weather-related accidents and traffic tie-ups in the Bilkent vicinity, all academic and administrative personnel, students and visitors to the campus area are required to have snow tires on their cars from December 1 through March 15.

Please note that drivers of cars without winter tires will be asked to park either in lot #3, located just outside the Main Campus entrance; or in lot #1 beside the East Campus entrance; or in the parking lot beside the Beytepe entrance.

All members of the Bilkent community are urged to comply with this request for their own safety as well as that of others.

# IMPORTANT CAMPUS TELEPHONE NUMBERS

**Ambulance – Fire – Security – Emergency: 6666**

## **Health Center**

Main Campus: 1666

East Campus: 5057

## **Security**

Weekdays (9 a.m. – 5 p.m.): 1453 / 1700

Weekdays (5 p.m.– 9 a.m.): 1234 / 1578

24 hours on weekends: 1808

## **Security: Entrance Gates**

Main Campus: 1700 /1701

East Campus: 5347 / 5348

## **Security: Housing**

Main Campus: 1410

East Campus: 5093

**Switchboard: 290 4000**

## **EMERGENCY**

112 (anywhere in Türkiye)

- Calls within the campus: At Bilkent, all extensions have four-digit numbers. Dialing “0” directly from any campus telephone will connect you to the university telephone operator.
- International Code for Türkiye: 90
- Ankara Area Code: 312
- For intercity calls within Türkiye, first dial “0” then the area code, and then the local number.
- For international calls, first dial “00” then the country code.
- Directory Assistance: 11811





# Bilkent University

## International Center

Rectorate Building (Faculty of Engineering Building), Room 212

Phone: +90-312-290-2944

e-mail: [intcent@bilkent.edu.tr](mailto:intcent@bilkent.edu.tr)

[www.intcent.bilkent.edu.tr](http://www.intcent.bilkent.edu.tr)