Self-Assessment

GÜMÜŞHANE UNIVERSITY

CIVIL AVIATION CABIN SERVICES PR.

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0. Introduction

0.1. Program Information The Cabin Services Program was established during the 2017-2018 academic year. It officially commenced in the 2018-2019 academic year, enrolling students for both the 1st and 2nd shifts. Graduates bearing the title "Cabin Crew" can utilize their acquired skills to serve in the aviation sector, not only within domestic carriers serving both nationally and internationally but also in foreign airline companies.

Evidence

Sivil Havacılık Kabin Hizmetleri Programı.pdf

1. Students

1.1. Students admitted to the program must possess the foundation to acquire the program's intended outcomes (knowledge, skills, and behaviors) within the specified timeframe. The indicators considered in student selection should be monitored, and their development over the years should be evaluated.

Students are required to pass the Higher Education Institutions Examination (YKS) conducted by the Student Selection and Placement Center (ÖSYM). Admission requirements for foreign students are announced on the university's website at the beginning of each academic year. Additionally, students must have a Medical Certificate of Civil Aviation Eligibility from hospitals approved by the General Directorate of Civil Aviation (SHGM) and should not have any health or physical conditions (e.g., height, weight, tattoos, etc.) that would hinder them from becoming a cabin crew member.

Evidence

yönetmelik.pdf

1.2. The admission of students through horizontal and vertical transfers, policies related to double major, minor programs, and student exchange, as well as the evaluation of courses taken in other institutions and/or programs and earned credits, should be thoroughly defined and implemented.

Students enrolled in this program can transfer to schools in different regions under the conditions specified in the horizontal transfer regulation for the same program. In addition, candidates who have successfully completed their associate degree education can transfer to the following departments in sequence by taking the Vertical Transfer Examination: Aviation Management, Logistics Management, Travel Management, Travel Management and Tourism Guiding, Civil Air Transportation Management, Tourism and Hotel Management, Transportation and Logistics, International Logistics.

Evidence

YATAY GEÇİŞ.pdf
Yatay Geçiş YAYINLAMA.pdf

1.3. The institution and/or program should take measures to encourage and facilitate student mobility through agreements and partnerships with other institutions.

Students who wish to participate in exchange programs can apply for the Mevlana and Farabi

programs through the External Relations Office. During the application and subsequent processes, department coordinators provide the necessary support to students.

1.4. Counseling services should be provided to guide students in academic and career planning.

According to the Gümüşhane University's Education and Examination Regulation, counseling services are conducted as follows: Orientation programs are organized by relevant departments for first-year students with confirmed registrations to introduce the University before the start of classes. An academic advisor is assigned for each student by the department chairmanship before the start of classes. The academic advisor checks and approves the course registrations confirmed by the student within the specified period in the academic calendar. They warn the student about incorrect course registrations and, after the necessary corrections are made, approve them.

Evidence

DANIŞMAN LİSTESİ.pdf

1.5. Students' achievements in all program courses and other activities should be measured and evaluated using transparent, fair, and consistent methods.

Students who successfully complete all courses equivalent to a total of 120 ECTS credits in the programs and obtain a weighted grade point average of at least 2.00 out of 4.00 are eligible for graduation.

Evidence

yönetmelik2.pdf

1.6. Reliable methods have been developed and implemented to determine whether all the conditions required by the program have been met for making graduation decisions.

Students who successfully complete all courses equivalent to a total of 120 ECTS credits in the programs and obtain a weighted grade point average of at least 2.00 out of 4.00 are eligible for graduation. In addition to successfully completing the courses, the completion of a final project is also a requirement for graduation.

Evidence

yönetmelik3.pdf
yeterlilik.pdf

2. PROGRAM EDUCATIONAL OBJECTIVES

2.1. Program educational objectives must be defined for each program to be evaluated.

The program's outcomes have been created in line with the sector's needs to train the personnel required by the industry at the sectoral level.

Evidence

[PROGRAM ÇIKTILARI1.pdf](#)

2.2. These objectives should align with the career goals and professional expectations that the program's graduates are expected to achieve in the near future.

Graduates of the department can work in various institutions, including private domestic and international airlines as cabin crew, State Airports Authority, Turkish Aeronautical Association, General Directorate of Civil Aviation, Ground Handling Companies, Air Cargo Operators, and many other organizations. In addition, in the private sector, there is a growing interest in graduates of the Civil Aviation Cabin Services Department, in parallel with the development of civil aviation in our country. In this context, the program's educational objectives are designed to educate students who can be employed in these institutions, and the courses and course content are kept up-to-date for this purpose. Currently, the courses in our program contain information that will be most beneficial to students in their professional lives.

Evidence

[AKTS 1.pdf](#)
[AKTS 2.pdf](#)

2.3. It should be in line with the institution's, faculty's, and department's specific missions. Our university's mission is defined as "to train individuals who can think critically, be entrepreneurial, productive, competitive, continuously renew themselves personally and professionally, contribute to science with universal research, be sensitive to all values, and contribute to the development of the city, region, and country by being aware of the problems of the region, country, and the world." In this context, the specific mission of the Civil Aviation Transportation Cabin Services Program is to prepare our graduate students for employment in both public and private aviation institutions and organizations, as mentioned in the "program educational objectives" section, and to provide the necessary equipment through the courses offered.

Evidence

[2024 yılı kurum iç değerlendirme raporu.pdf](#)

2.4. It should be determined by involving various internal and external stakeholders in the process.

Meetings are held with internal stakeholders at regular intervals to make some decisions.

Evidence

[İç Paydaş Toplantı Tutanağı.pdf](#)

2.5. It should be published in an easily accessible manner. It can be easily accessed at https://obs.gumushane.edu.tr/oibs/bologna.

Evidence

[kabin blogna.pdf](#)

2.6. It should be updated at appropriate intervals in line with the requirements of the program's internal and external stakeholders. The curriculum is kept up-to-date by taking into account the current activities of public and private institutions where our students can be employed, as well as the current qualifications sought by SHGM in the aviation sector, and by adding elective courses based on our students' preferences.

3. PROGRAM OUTCOMES

3.1. Program outcomes should encompass all the necessary knowledge, skills, and behavioral components required to achieve the program's educational objectives, and they should be defined to include relevant Assessment Outcomes (such as MÜDEK, FEDEK, SABAK, EPDAD, etc.). Programs may define additional program-specific outcomes, provided that they are consistent with the program's educational objectives.

Evidence

PROGRAM ÇIKTILARI.pdf

3.2. A measurement and evaluation process should be established and operated to periodically determine and document the level of attainment of program outcomes.

Through the graduate portal implemented by Gümüşhane University, contact can be made with students only as long as they are registered on this portal. This communication channel can help assess whether program outcomes are achieving their objectives.

Evidence

Mezun Bilgi Sistemi.pdf

3.3. Programs should ensure that students who have reached the graduation stage demonstrate that they have achieved the program outcomes.

Graduating from the program requires successfully completing all of the 120 ECTS credits worth of courses and obtaining a weighted GPA of at least 2.00 out of 4.00. In addition to successfully completing the courses, it is a requirement for graduation to complete a final project.

Evidence

kabin mezuniyet.pdf

4. CONTINUOUS IMPROVEMENT

4.1. The evidence that the results obtained from the established measurement and evaluation systems are used for the continuous improvement of the program should be presented.

No improvements have been made.

These improvement efforts, primarily related to Criteria 2 and Criteria 3, should be collected systematically, based on concrete data, related to all areas where the program can improve.

Under normal circumstances, a curriculum update is considered every two years; but not have been made.

5. EDUCATıON PLAN

5.1. Every program should have an education plan (curriculum) that supports the program's educational goals and learning outcomes. The education plan should include the common components provided in this criterion as well as discipline-specific components.

Our education plan and course contents have been published on our university's website in compliance with the Bologna Process. The complete list of curriculum courses, along with their credits and ECTS, is available in the evidence section.

Evidence

AKTS   2..pdf
AKTS 1..pdf

5.2. The teaching methods to be used in the implementation of the education plan should be capable of ensuring that the desired knowledge, skills, and behaviors are acquired by the students.

In our department, the Education and Teaching Process Departmental curriculum is reviewed at the end of each semester, and proposed changes to the curriculum are discussed in department meetings, leading to necessary adjustments.

5.3. There should be an educational management system that ensures the implementation of the education plan as envisaged and supports its continuous improvement.

Within the framework of the Bologna Process, in which our university participates: The Turkish National Qualifications Framework (TYYÇ), in line with the Lisbon Strategy objectives published by the European Union (EU) in 2000 and the goals of the Bologna Process that our country joined in 2001, represents the commitment of the Bologna Process member countries to develop a "national qualifications framework in higher education" that they pledged to establish by 2010 to increase transparency, recognition, and mobility in higher education systems. The National Qualifications Framework is a system in which qualifications are structured in a specific order, recognized and correlated by national and international stakeholders. Through this system, all qualifications and other learning outcomes in higher education can be explained and consistently related to each other.

Evidence

TYTÇ.pdf

5.4. The Education Plan should include at least one year or a minimum of 32 credits or a minimum of 60 ECTS credits of basic science education.

Our education plan includes a total of 120 ECTS credits of basic science education, spread over four semesters with 30 ECTS credits per semester.

Evidence

Sivil Havacılık Kabin Hizmetleri Programı1.pdf

5.5. The program should include at least one and a half years or a minimum of 48 credits or a minimum of 90 ECTS credits of basic (engineering, science, health, etc.) sciences and relevant professional training.

Students enrolled in the program are required to choose a total of 95 ECTS credits from the existing courses in the curriculum, including elective courses (each elective course is 4 ECTS credits).

Evidence

dersler.pdf

5.6. The general education component of the educational program should complement the technical content and align with the program's objectives.

The technical infrastructure of the educational program is robust and adequately developed in line with the program's objectives.

5.7. Students should be prepared with a primary practical/application/design experience that involves the use of their prior knowledge and skills, including relevant standards and realistic constraints and conditions.

Our students have the option to complete internships to transform the theoretical knowledge gained in their courses into practical experience. They can apply to the organization they have agreed upon for the internship by submitting the necessary documents to our university. Participation in the internship mobilization project can also be considered within this scope.

Evidence

Ulusal Staj Programı 2024.pdf

6. TEACHING STAFF

6.1. The teaching staff should be sufficient in number, each being competent enough to maintain the faculty-student relationship, provide student counseling, contribute to the university, advance their professional development, and maintain relationships with industry, professional organizations, and employers, covering all areas of the program.

Our teaching staff includes instructors who have completed their undergraduate and master's degrees in their respective fields, possess industry experience, and are continuing their doctoral studies. They are competent to impart both academic knowledge and practical experience to students and offer academic advising. Personal information about each academic staff member is available on the institution's website and is accessible.

Evidence

Akademik Personel2.pdf

6.2. The teaching staff should have the necessary qualifications to ensure the effective delivery, assessment, and improvement of the program.

Our instructors have completed their undergraduate and master's degrees in their respective fields, possess industry experience, and are continuing their doctoral studies. They have the required qualifications to impart both academic and professional experience to the students. These qualifications were considered during their recruitment process.

Evidence

[Akademik Personel.pdf](#)

6.3. Faculty appointment and promotion criteria should be established and implemented with the aim of ensuring and enhancing the points mentioned above.

The Academic Staff Planning of the Department is carried out in accordance with the "Regulation on Determining and Using Teaching Staff Norm Cadres in State Higher Education Institutions" within the framework of the academic regulations.

Evidence

[ATAMA KRİTERİ.pdf](#)

7. INFRASTRUCTURE

7.1. The classrooms, laboratories, and other equipment should help create a sufficient and learning-oriented atmosphere to achieve educational goals and program outcomes.

Our vocational school is situated on a campus area of 50,000 square meters with 15,000 square meters of indoor space. The education facilities include 19 technologically equipped classrooms, 8 laboratories, a 185-seat conference hall, a 19-seat meeting room, a 4,358-book library, a 4-seat internet cafe, a cafeteria, and offices for teaching staff. The laboratories, equipped with 59 computers, are used not only for computer courses but also for practical sections of foreign language courses. In 2013, two microscopes, a centrifuge, and a computer were purchased for the Veterinary Laboratory, making it active with a capacity of 30 students. The campus also features an indoor sports hall and 23 residences for academic and administrative personnel.

Evidence

[2024-yl-birim-faaliyet-raporu.pdf](#)

7.2. There is an appropriate infrastructure that allows students to engage in extracurricular activities, meet their social and cultural needs, create an environment for professional activities, support their professional development, and enhance student-faculty relationships as part of the activities organized by the Health, Culture, and Sports Directorate.

Evidence

[ogrenci-kulupleri-yonergesi_Cl70EY1.pdf](#)

7.3. Programs should provide students with the opportunities to learn how to use modern engineering tools. The computer and informatics infrastructure should be at a sufficient level to support the educational objectives of the program and to enable scientific and educational work for both students and faculty.

The computer and informatics infrastructure includes 19 technologically equipped classrooms and 8 laboratories in the education blocks with a capacity of 755 students. There is also a 4,358-book library, a 4-person internet cafe, and 58 computers available in the laboratories to support the educational objectives of the program. Additionally, computer courses and practical sections of foreign language courses are conducted in these labs.

Evidence

[2024-yl-birim-faaliyet-raporu1.pdf](#)

7.4. The library facilities provided for students are at a sufficient level to support the educational objectives and program outcomes. Students have access to library resources in both the central campus and Kelkit Aydın Doğan Vocational School. They can also access numerous databases through E-library facilities, which they can reach with their proxy settings.

Evidence

Veri Tabanları.pdf

7.5. The necessary safety measures have been taken in the teaching environment and student laboratories. Physical arrangements have been made for disabled students, and their rights are outlined on the university's website at https://engelsiz.gumushane.edu.tr/.

Evidence

ENGELLİ ÖĞRENCİ HAKLARI.pdf

8. INSTITUTIONAL SUPPORT AND FINANCIAL RESOURCES

8.1. The university's administrative support, constructive leadership, financial resources, and the strategy followed in their distribution should be at a level that ensures the quality of the program and its sustainability. Our college ensures efficient and cost-effective use of physical and financial resources, accountability in resource allocation, proper recording of our assets, determination of needs and recommendations based on actual requirements, distribution of authority and responsibilities, reorganization of job descriptions according to the education and skills of employees, encouragement of staff to enhance their educational qualifications and participate in in-service training, all of which contribute positively to the realization of the planned activities in the Cabin Services Program
Evidence

AKADEMİK TEŞVİK.pdf
2024-yl-birim-faaliyet-raporu2.pdf

8.2. Resources should be of a quality that attracts, retains, and supports a qualified teaching staff in their professional development.

The presence of the following aspects is effective in attracting, retaining, and supporting a qualified teaching staff: All faculty members having access to computers and high-speed internet capabilities, a management approach that is guiding and motivating in an academic career, willingness and determination to address research infrastructure deficiencies, the availability of a young and dynamic teaching staff, support for transparency and participation in management, and a commitment to quality management by the senior management

Evidence

2024-yl-birim-faaliyet-raporu3.pdf

8.3. Funding sufficient to provide and maintain the necessary infrastructure for the program should be secured.

The required financial resources are provided in accordance with the annual budget prescribed by government institutions through the university's rectory. Additionally, our department offers evening classes, and the tuition fees paid by students generate financial resources.

Evidence

2024-yl-birim-faaliyet-raporu4.pdf

8.4. Support staff and institutional services that meet the program's requirements should be provided. Technical and administrative personnel should be in sufficient numbers and qualifications to support the program outcomes.

The technical and administrative staff are in sufficient numbers and qualifications to support the program outcomes. Additionally, the competence of these staff, their functioning, and any necessary adjustments are the responsibility of the school secretary. The school secretary ensures the efficient, organized, and harmonious operation of the units in the school's administrative organization, establishes an adequate staff to perform administrative duties for the school to achieve its designated goals, and regulates the activities of units under the School Secretary's Office, ensuring that they carry out their activities. In this way, the technical and administrative staff's numbers and qualifications support the program outcomes.

Evidence

İdari Personel.pdf

9. ORGANIZATION AND DECISION-MAKING PROCESSES

9.1. The organization of the higher education institution, as well as the decision-making processes within the presidency, faculty, department, and any other sub-units if applicable, should be structured to support the achievement of program outcomes and educational objectives both within themselves and among each other. In terms of program-related decisions, any decision is initially discussed with department faculty, in the presence of the department head, in a meeting. Afterward, the decision is recorded within the department council and conveyed to the administration for further processing at the board of directors

Evidence

yönetim kurulu.pdf

10. PROGRAM-SPECIFIC CRITERIA

10.1. Program-specific criteria should be provided.

The admission, competence, progression to higher levels, graduation, and post-graduation criteria related to program outcomes for program-specific students have been secured within the Bologna process.

CONCLUSION

Due to the program's location and available facilities, it is in a very good position among associate degree-level educational institutions, and the program is considered attractive to students. Therefore, it is expected to continue to have a high enrollment rate for an extended period without facing issues related to capacity. However, the turnover of academic staff is seen as a disadvantage for the program, even though the accelerated growth of the sector can be considered an advantage.