

Pier-Assessment Report

GÜMÜŞHANE UNIVERSITY

CIVIL AIR TRANSPORTATION MANAGEMENT PR.

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0. INTRODUCTION

0.1. INFORMATION ABOUT THE PROGRAM

The main purpose of the Civil Air Transportation Management Program is to train personnel who can provide cabin services who can keep up with the aviation industry, have effective communication skills, have strong customer relations, react quickly to problems, are solution-oriented, and have the ability to cope with the problems they encounter.

“Graduates who receive the title of Cabin Crew will be able to be employed in foreign airline companies as well as in domestic companies that provide national and international services in the aviation sector and airline companies that organize non-scheduled flights, in line with the skills they have acquired.”

1. STUDENTS

1.1. Students accepted to the program must have the infrastructure to acquire the outcomes (knowledge, skills and behaviors) that the program aims to provide within the stipulated time. The indicators taken into account in the admission of students should be monitored and their development over the years should be evaluated.

Admission Conditions

To be successful in the YKS exam held by the Student Selection and Placement Center (ÖSYM).

Admission conditions for foreign students are announced on the university's website at the beginning of each academic year. In addition, the student must have an Airworthiness report from hospitals approved by the General Directorate of Civil Aviation and must not have any health or physical problems (height, weight, tattoo, etc.) that would prevent him from becoming a cabin crew member.

1.2. Policies regarding student admission through horizontal and vertical transfer, double major, minor and student exchange practices, and evaluation of courses taken and credits earned in other institutions and/or programs must be defined and implemented in detail.

Transition to Higher Level

Candidates who have successfully completed their associate degree education can transfer to the following departments, respectively, with the Vertical Transfer Exam as students of the Cabin Services department:

Aviation Management Logistics Management Travel Management
Travel Management and Tourism Guidance Civil Air Transport Management
Tourism and Hotel Management

Transportation and Logistics International Logistics

1.3. Measures should be taken by the institution and/or program to encourage and ensure student mobility through agreements and partnerships with other institutions.

Opportunities to Participate in Exchange Programs

Students who want to participate in exchange programs can apply to Mevlana and Farabi programs through the Foreign Relations Office. Department coordinators provide the necessary support to students during the application

and subsequent processes.

1.4. Measures should be taken by the institution and/or program to encourage and ensure student mobility through agreements and partnerships with other institutions.

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1.5. Consultancy service to guide students on course and career planning issues should be given.

Our advisors assigned to the programs provide students with information regarding courses and career planning.

1.6. Students' achievements in all courses and other activities within the scope of the program should be measured and evaluated using transparent, fair and consistent methods.

Students who successfully complete all courses for a total of 120 ECTS in the programs and obtain a GPA of at least 2.00 out of a GPA of 4.00 are eligible to graduate.

1.7. In order to decide on students' graduation, reliable methods must be developed and implemented to determine whether all requirements of the program have been met.

Graduation requirements

Students who successfully complete all courses for a total of 120 ECTS in the program and obtain a GPA of at least 2.00 out of 4.00 are eligible to graduate. In addition to successfully completing the courses, completing a final study is a must for graduation.

PROGRAM EDUCATIONAL OBJECTIVES

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

Upon successful completion of this program, students will be able to:

Understands the basic principles of civil aviation management.

Civil aviation fields of activity, management,

Knows the characteristics of companies operating in civil aviation.

Knows the importance of communication and navigation systems in aviation.

Knows and explains the meteorology information requirement in aviation.

Knows his legal responsibilities as civil aviation personnel.

He knows the importance of following the legislation regarding his profession.

Recognizes most of the documents and forms used in civil aviation.

Knows the importance of tourism and aviation inputs for the country's economy.

Knows the necessity of a foreign language in aviation and strives for a second foreign language.

Knows and applies all types of ground services provided to aircraft and passengers at an airport.

Knows his responsibilities as a qualified intermediate staff in management in civil aviation enterprises.

2.2. These purposes; It must meet the definition of career goals and professional expectations that graduates of the program are expected to achieve in the near future.

Graduates of the department can work in many institutions such as State Airports Operations, Turkish Aeronautical Association, General Directorate of Civil Aviation, Airport Operations, Ground Service Enterprises, Air Cargo Enterprises. In addition, the interest in the graduates of the Department of Civil Air Transport Management in the private sector is increasing in parallel with the development of civil aviation in our country. In this context, courses and course contents are kept up to date in order to train students who can be employed in the institutions with the program outcomes specified in the educational objectives of the program. Currently, the courses in our program are included in the evidence section.

It must be compatible with the self-duties of the institution, faculty and department.

Our university's mission statement is "To raise individuals who can think critically, are enterprising, productive, competitive, and constantly renew themselves personally and professionally, to conduct research that can make a universal contribution to science, to be sensitive to local, country and world problems with all their values, to contribute to the development of the city, region and country." It was made as "taking it as a duty to provide the services available". In this context, the mission of the Civil Air Transportation Management Program is to prepare our graduate students for public and private aviation institutions and organizations where they can be employed, as mentioned in the "program educational objectives" section, and to provide courses that will provide the necessary equipment.

2.3. It must be compatible with the self-duties of the institution, faculty and department.

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2.4 It should be determined by involving various internal and external stakeholders of the program.

Current activities of public and private institutions where our students can be employed and DGCA's aviation. Students are trained by taking into account the qualifications sought for personnel to be employed in the sector and

the qualifications sought by airline companies.

It should be updated at appropriate intervals in line with the needs of the program's internal and external stakeholders.

The training curriculum is updated by taking into account the current activities of public and private institutions where our students can be employed and the current qualifications sought by DGCA for personnel to be employed in the aviation sector, and by adding elective courses in line with the requests of our students.

2.5. It must be published in a way that is easily accessible.

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2.6. It should be updated at appropriate intervals in line with the needs of the program's internal and external stakeholders.

The training curriculum is kept up to date by adding elective courses in line with the requests of our students, taking into account the current activities of public and private institutions where our students can be employed and the current qualifications sought by the DGCA for personnel to be employed in the aviation sector.

3. PROGRAM OUTCOMES

3.1. Program outputs should cover all the necessary knowledge, skills and behavioral components to achieve the program educational objectives and should be defined to include the relevant Evaluation Outputs (such as MÜDEK, FEDEK, SABAK, EPDAD, etc.). Programs may define additional program outcomes specific to them, provided that they are consistent with program educational objectives.

Upon successful completion of this program, students will be able to:

To be able to explain general concepts related to civil aviation,

To ensure that operations related to in-cabin service in airline operations are carried out in line with the standards specified by national and international organizations,

To be able to convey information and opinions verbally and in writing to colleagues and service recipients within the institution, in accordance with the corporate culture in organizations operating in the civil aviation sector,

To have knowledge about aviation safety and aviation security in air transportation,

Having knowledge about cabin services,

To explain who the stakeholders of airline companies are,

To gain the level of foreign language knowledge required in the field

Having sufficient awareness of environmental awareness, occupational health and safety issues related to the aviation industry

Ability to work individually and as a team and take responsibility

To be able to use information technologies effectively in the field

3.2. A measurement and evaluation process used to periodically determine and document the level of achievement of program outcomes must be established and operated.

Students can only be contacted through the alumni portal included in the system by Gümüşhane University as long as they are included in this portal. Through this communication, it can be understood whether the program outputs have achieved their purpose.

3.3. Programs must prove that their students who have reached the graduation stage achieve the program outcomes. Students who successfully complete all courses for a total of 120 ECTS in the program and obtain a GPA of at least 2.00 out of 4.00 are eligible to graduate. In addition to successfully completing the courses, completing a final study is a must for graduation.

4.CONTINUOUS IMPROVEMENT

4.1. Evidence must be provided that the results obtained from the established measurement and evaluation systems are used for continuous improvement of the program.

No improvements have been made due to the current event.

4.2. These improvement efforts should be based on systematically collected, concrete data regarding all areas of the program that are open to improvement, especially the areas related to Criterion 2 and Criterion 3.

Although a curriculum update is considered every 2 years under normal circumstances, the curriculum of the program was not updated in 2020 due to distance education due to the current event.

5.TRAINING PLAN

5.1. Each program must have an educational plan (curriculum) that supports program educational objectives and program outcomes. The training plan should include common components and discipline-specific components given in this criterion.

Our education plan and course contents have been published on our university's website within the scope of compliance with the Bologna process. The full list of curriculum courses along with their credits and ECTS is included in the evidence section.

5.2. The educational methods to be used in the implementation of the education plan must ensure that students acquire the desired knowledge, skills and behaviors.

Educational Process in the Department

The departmental education curriculum is reviewed at the end of each semester, and suggestions for changes in the curriculum are discussed in the department boards and necessary changes are made.

Education and training takes place in two different environments.

- a) In a classroom environment,
- b) In practice (S).

5.3. There must be a training management system that will ensure the implementation of the training plan as envisaged and ensure its continuous development.

Within the scope of the Bologna process in which our university is involved:

Turkish Higher Education Qualifications Framework (TYYÇ) is to be established by 2010, in line with the goals of the Lisbon Strategy published by the European Union (EU) in 2000 and the goals of the Bologna Process, to which our country was included in 2001, with the aim of increasing transparency, recognition and mobility in the higher education systems of the member countries of the Bologna Process. Their commitment refers to "developing a national qualifications framework in the field of higher education".

National Qualifications Framework is a system in which qualifications that are recognized and associated by national and international stakeholders are structured in a certain order. Through this system, all qualifications and other learning outcomes in higher education can be explained and linked to each other in a consistent manner.

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

Our education plan includes basic science education of 120 ECTS in total, 30 ECTS in one semester.

5.5. At least one and a half years of basic (engineering, science, health, etc.) sciences and vocational education appropriate to the relevant discipline in the amount of at least 48 credits or at least 90 ECTS credits. It should contain.

The courses listed below (each elective course being 4 ECTS) constitute vocational courses worth 95 ECTS in total:

ORTSEC201 Volunteering Activities 1+2

SHKSEC201 Occupational Health and Safety 2+0

SHKSEC203 World Cultures and Destinations 2+0

SHKSEC205 Flight Psychology & Physiology 2+0

SHKSEC207 Professional English-I 4+0

SHKSEC209 Protocol and Etiquette 2+0

SHKSEC211 Team Planning 2+0

SEC 202 Elective (4 Courses to be Selected) 2+0

SHKSEC202 Diction (Effective Speaking and Announcement Techniques) 2+0

SHKSEC204 Dangerous Goods Training 2+0

SHKSEC206 Personal Care and Elegance 2+0

SHKSEC208 Professional English II 4+0

SHKSEC210 Behavioral Sciences 2+0

SHKSEC212 Air Law 2+0

5.6. It should be general training that complements the technical content of the training program and is in line with the program objectives.

The technical infrastructure of the training program is high and sufficiently developed in line with the program objectives.

5.7. Students should be prepared with a master implementation/design experience that will use the knowledge and skills they have acquired in previous courses, including relevant standards and realistic constraints and conditions.

Our students can optionally do an internship to turn the knowledge they have acquired in theoretical courses into practice and experience. They can apply to the institution they have agreed upon for the internship by submitting the necessary documents for the internship to our university. Participation in the internship mobilization project can be evaluated in this context.

Detailed information is available on our website:

<https://kelkitaydindoganmyo.gumushane.edu.tr/tr/duyuru/staj-seferbirli%C4%9Fi-program%C4%B1/>

6. TEACHING STAFF

6.1. Teaching Staff must be sufficient in number to cover all areas of the program, each at a sufficient level, to enable the faculty-student relationship, student counseling, service to the university, professional development, and relationships with industry, professional organizations, and employers.

Our lecturers, who have completed their undergraduate and graduate education in their fields, have industry experience in their fields and are continuing their doctoral studies, are at a sufficient level in terms of transferring both academic and professional experiences to students and providing consultancy to students. The CVs of our lecturers are attached.

6.2. Teaching staff must be adequately qualified and ensure that the program is effectively maintained, evaluated and developed.

Our lecturers, who have completed their undergraduate and graduate education in their fields, have industry experience in their fields and are continuing their doctoral studies, have the necessary qualifications to transfer both academic and professional experiences to students, and they have been employed considering these qualifications.

6.3. Criteria for faculty appointment and promotion must be determined and implemented to ensure and improve the things listed above.

Faculty member appointment and promotion criteria are determined and implemented according to the DIRECTIVE ON PROMOTION, APPOINTMENT AND RE-APPOINTMENT CRITERIA FOR FACULTY MEMBERSHIP published

by our university. In this way, it is aimed to meet the above-mentioned qualifications and criteria. The directive has been added to the evidence section.

7. INFRASTRUCTURE

7.1. Classrooms, laboratories, and other equipment should help create a learning-oriented atmosphere that is adequate to achieve educational objectives and program outcomes.

Our school has a closed area of 15,000 m² on a campus area of 50,000 m². In education blocks with a capacity of 755 students; There are 19 classrooms equipped with technological equipment, 8 laboratories, a conference hall for 185 people, a meeting room for 19 people, a library with 4,358 books, an internet cafe for 4 people, a canteen, a cafeteria and offices for faculty members. In laboratories with 58 computers, practical parts of foreign language courses are also held in addition to computer lessons. In 2013, two microscopes, a centrifuge and a computer were purchased for the Veterinary Laboratory and the Veterinary Laboratory with a capacity of 30 students was activated.

7.2. Appropriate infrastructure must be in place that allows students to engage in extracurricular activities, meets their social and cultural needs, creates an environment for professional activities, supports their professional development, and revitalizes student-faculty relations.

Within the scope of the activities of the Department of Health, Culture and Sports, the social and cultural needs students regard activities are met.

website: <https://sks.gumushane.edu.tr/tr/sayfa/%C3%B6%C4%9Frenci-kul%C3%BCpleri/>

At the same time, students can voluntarily participate in internship programs, as stated in Article 5.7, where they will use the knowledge and skills they have acquired in previous courses and gain professional experience.

7.3. Programs should provide students with opportunities to learn how to use modern engineering tools. Computer and informatics infrastructures must be at a sufficient level for the scientific and educational studies of students and faculty members, in line with supporting the educational objectives of the program

Computer and informatics infrastructures are in line with the educational objectives of the program, in education blocks with a capacity of 755 students; There are 19 classrooms equipped with technological equipment, 8 laboratories, a library with 4,358 books, and an internet cafe for 4 people. In laboratories with 58 computers, practical parts of foreign language courses are also held in addition to computer lessons.

7.4. Library facilities offered to students must be sufficient to achieve educational goals and program outcomes. Library facilities offered to our students are available in the central campus and Kelkit Ayдын Doğan Vocational School. There are many databases that our students can access through E-Library facilities, which they can access through proxy settings. These are given below:

EXPLORATION TOOLS PROVIDED BY ULAKBİM

Database License Term Content / Documents

Ekual Discovery Tool

URL

Ebscohost

Proquest

PURCHASED DATABASES

Database	License	Term	Content / Documents	E-Book Central	01/01/2021- 31/12/2021
Hiperkitap	01/01/2021- 31/12/2021	idealonline	01/01/2021- 31/12/2021		
Sobiad	01/01/2021- 31/12/2021				

DATABASES PROVIDED BY ULAKB M

Database	License	Term	Content / Documents	Academic Search Ultimate
Business Source Ultimate				

Central & Eastern European Academic Source	Eric
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MasterFILE Complate

MasterFILE Reference eBook Collection

Newspaper Source Plus

OpenDissertations

Regional Business News

The Belt and Road Initiative Reference Source

TR Index

Applied Science & Business Periodicals Retrospective
--

Applied Science & Technology Index Retrospective
--

Art Index Retrospective

Business Periodicals Index Retrospective
--

Education Index Retrospective

European Views of the Americas: 1493 to 1750
--

Humanities & Social Sciences Index Retrospective
--

Library, Information Science & Technology Abstracts

Medline

Newswires

Teacher Reference Center

Web News

DynaMed

Emerald Premier eJournal

IEEE

iThenticate

JSTOR Archive Journal Content

Mendeley

OVID-LWW

ProQuest Dissertations & Theses

ScienceDirect Freedom Collection

Scopus

Springer Nature – Academic Journals

Springer Nature – Nature Journals All

Springer Nature – SpringerLink

Springer Nature – Adis

Springer Nature – Palgrave Macmillan Journals

Taylor & Francis

Turnitin

Web of Science

Science Citation Index

Social Science Citation Index

Art & Humanities Citation Index

Book Citation Index

Conference Proceedings Citation Index (CPCI-S) and (CPCI-SSH)

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FREE DATABASES

DatabaseLicense TermContent / Documents

PubMed

DergiPark Academic

YÖK Thesis Center

TDV Islamic Encyclopedia

Turkish Cinema Studies

Development Library

DOAJ

DOAB

TypeComp

Wikilala(Ottoman Digital Library)08/03/2021- 31/12/2021

Rosetta Stone25/03/2021- 31/05/2021

7.5. Necessary security measures must be taken in the teaching environment and student laboratories. Infrastructure arrangements must be made for disabled people.

Necessary security measures have been taken in the teaching environment and student laboratories. Necessary physicalarrangements have been made for disabled students. In addition, the opportunities offered for disabled students are listedas follows at <https://engelsiz.gumushane.edu.tr/>:

Opportunities Offered

Offering part-time job opportunities to our students

Benefiting from our university's scholarship opportunities

Covering the health expenses of students without health insurance

A separate staff member was assigned to the Student Affairs Office for disabled students during registration.

8. INSTITUTIONAL SUPPORT AND FINANCIAL RESOURCES

8.1. The university's administrative support, constructive leadership, financial resources and the strategy followedin its distribution must be at a level that ensures the quality of the program and its sustainability.

Our school's physical and financial resources are used efficiently and economically, within the framework of accountability,recording our assets, determining requests and suggestions according to real needs, distributing authorities and responsibilities, rearranging job descriptions according to the education and abilities of the

employees, increasing the education levels of the personnel and in-service training. Encouraging them to participate in the training of the Civil Air contribution to the realization of the planned activities. , Transport Management Program makes a positive

8.1. Resources must be sufficient to attract and retain qualified faculty and enable them to continue their professional development.

The presence of the following issues is effective in attracting, retaining and ensuring the professional development of qualified teaching staff:

All faculty members have access to computers and high-speed internet.

Guiding and motivating management approach in academic career

Willingness and determination to complete research infrastructure deficiencies

, Having a young and dynamic faculty staff,

Management supports transparency and participation

Senior management's determination on quality management,

8.2. Sufficient financial resources must be provided to procure, maintain and operate the infrastructure required for the program.

The required financial resources are provided through the rectorate in accordance with the annual budget predicted by state institutions. In addition, since our department provides secondary education, the fees paid by students create financial resources. More detailed information is available in the Gümüşhane University funding table for 2024. (Given in the attachment.)

8.3. Support staff and institutional services must be provided to meet program requirements.

Technical and administrative staff must be in number and quality to support the achievement of program outcomes. Technical and administrative staff are listed on our school's website at the link below:
<https://kelkitaydindoganmyo.gumushane.edu.tr/tr/sayfa/personel/idari-personel/>

Technical and administrative staff are sufficient in number and quality to support the delivery of program outcomes. In addition, the college secretary is responsible for the qualification and functioning of these staff and making the necessary arrangements when necessary.

The duties of ensuring the efficient, regular and harmonious functioning of the units within the administrative organization of the School of Higher Education, establishing a sufficient staff to carry out administrative duties so that the School can achieve the determined goals and objectives, organizing the activities of the units affiliated to the School Secretariat and ensuring the execution of the activities are carried out by the Secretary of the School and thus technical and administrative It is ensured that the staff is in number and quality to support the delivery of program outcomes.

9. ORGANIZATION AND DECISION MAKING PROCESSES

9.1. The organization of the higher education institution and all decision-making processes within and between the

rectorate, faculty, department and other sub-units, if any, should be organized in a way that supports the realization of program outcomes and the achievement of educational goals.

Any decision to be taken in terms of the program is first discussed in a meeting with the department professors accompanied by the department head, and then the decision taken is processed by the department board and forwarded to the administration for processing to the board of directors.

10. PROGRAM SPECIFIC CRITERIA

10.1. Program Specific Criteria must be provided. The Bologna process ensures that the criteria for the acceptance of students in the program, their proficiency, promotion to higher levels, graduation and post-graduation program outcomes are met.

CONCLUSION

While it is an advantage for the program that it has a very good level among institutions that provide education at the associate degree level in terms of its location and facilities, and that the program will not have any problems in terms of occupancy for a long period of time since it is seen as an attractive program for students, the disadvantage of the program is that there is faculty staff turnover.