

**Akdeniz University**  
**2023-2024 Academic Year**  
**International Relations Office**  
**Erasmus+ Programme**  
**Key Data for Incoming Students**

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Erasmus+



## GENERAL INFORMATION

<b>Official Name</b>	AKDENİZ UNIVERSITY
<b>Institutional Erasmus Code</b>	TR ANTALYA 01
<b>Rector</b>	Prof. Dr. Özlenen ÖZKAN
<b>Advisor to the Rector for International Relations</b>	Prof. Dr. İrfan TURHAN
<b>Erasmus+ Programme Institutional Coordinator</b>	Prof. Dr. İrfan TURHAN Phone: +90 242 310 67 96 E-mail: <a href="mailto:iturhan@akdeniz.edu.tr">iturhan@akdeniz.edu.tr</a>
<b>Responsible for the Incoming Student and Staff</b>	Ayşe TUĞCAN Phone: +90 242 310 15 75 E-mail: <a href="mailto:incoming@akdeniz.edu.tr">incoming@akdeniz.edu.tr</a>
<b>Postal address</b>	Akdeniz University, Dumlupınar Boulevard, Rectorate, International Relations Office 6 <sup>th</sup> Floor 07058 Campus Antalya / TÜRKİYE  Website: <a href="https://eng.akdeniz.edu.tr">https://eng.akdeniz.edu.tr</a> <a href="http://iro.akdeniz.edu.tr">http://iro.akdeniz.edu.tr</a> <a href="http://iro.akdeniz.edu.tr/erasmus-programme/">http://iro.akdeniz.edu.tr/erasmus-programme/</a>
<b>The official language of instruction</b>	Turkish, with a growing number of courses in English.



## Organization of the Academic Year 2023-2024

### Associate, Bachelor, Master, Ph.D. Degrees

	The Beginning of the Semester	The End of the Semester
Fall Semester	11-15 September 2023	25 December 2023-05 January 2024
Spring Semester	29 January -02 February 2024	27 May - 07 June 2024

### Faculty of Law

	The Beginning of the Semester	The End of the Semester
Fall Semester	11-15 September 2023	25 December 2023-12 January 2024
Spring Semester	29 January -02 February 2024	27 May-12 June 2024

### Faculty of Dentistry (I, II, III, IV, V Semesters)

	The Beginning of the Semester	The End of the Semester
Fall Semester	04-08 September 2023	08-19 January 2024
Spring Semester	29 January -02 February 2024	03-28 June 2024

### Faculty of Medicine (I, II, III, IV, V Semesters)

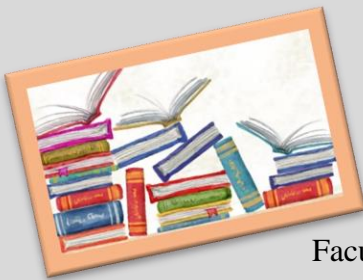
	The Beginning of the Semester	The End of the Semester
Fall - Spring Semester	04-08 September 2023	07 June 2024

### Faculty of Medicine (VI Semester)

	The Beginning of the Semester	The End of the Semester
Fall - Spring Semester	22-23 June 2023	30 June 2024

## 2024 Public Holidays in Türkiye

New Year's Day	1 <sup>st</sup> January 2024
Ramadan Festival Eve	9 <sup>th</sup> April 2024 (1/2 day)
Ramadan Festival	10 <sup>th</sup> -12 <sup>n</sup> d April 2024
National Independence Day	23 <sup>rd</sup> April 2024
Labour Day	1 <sup>st</sup> May 2024
Youth and Sports Day	19 <sup>th</sup> May 2024
Muslim Festival of Sacrifices Eve	15 <sup>th</sup> June 2024 (1/2 day)
Muslim Festival of Sacrifices	16 <sup>th</sup> -19 <sup>th</sup> June 2024
Democracy Day	15 <sup>th</sup> July 2024
Victory Day	30 <sup>th</sup> August 2024
Republic Day	29 <sup>th</sup> October 2024



### The Courses and the Contents in English

Every Academic Year, all the Units (Vocational Schools, Schools, Faculties, and Institutions) at Akdeniz University decide on the courses which will be offered in English and prepare the course content. After this preparation process, they share this information with the International Relations Office. Our Office shares all the courses and the contents on the Erasmus+ Programme webpage. In this way, incoming students prepare their Learning Agreement according to the courses which will be offered in English before their mobility.

[Please use the link below for the courses and the content for all Units](#)



## **Erasmus+ Programme Department Coordinators**

Within the frame of the Erasmus+ Programme, there are Erasmus department coordinators for each department at Akdeniz University. In this context, our department coordinators have some duties:

- ❖ To assist the incoming students' course selection process before they arrived at Akdeniz University and help them to add-drop their courses when students arrived at Akdeniz University.
- ❖ To inform the International Relations Office if there will be possible problems (absenteeism, problems related to the courses, foreign language, etc.) that the students may encounter during their Erasmus mobility.
- ❖ To offer solutions and answer the student's academic questions about the problems that the student will experience in the academic dimension (not opening the course/courses offered in the catalog etc.)
- ❖ To prepare the internship programme for the trainee student.
- ❖ To make the academic evaluation which will be written on the internship certificate of the student who has completed his/her internship and prepare the After Mobility Learning Agreement for Traineeship document and send it to the International Office.

**[Please use the link below for our Erasmus Department Coordinators](#)**



## **Erasmus+ Programme Application Procedure on Erasmus Port System**

(For students whose nominations are accepted by the Erasmus Office of Akdeniz University)

The documents detailed below are available on the Erasmus+ Programme Incoming Student website;

[https://uio.akdeniz.edu.tr/en/erasmus\\_incoming\\_students-4127?site=uio.akdeniz.edu.tr](https://uio.akdeniz.edu.tr/en/erasmus_incoming_students-4127?site=uio.akdeniz.edu.tr)

### **Before the Mobility**

#### **Application Phase on the Erasmus Port System**

- 1. Nomination e-mail:** International Relations Offices of the partner universities must send the students' nominations to Akdeniz University Erasmus Office by e-mail. ([incoming@akdeniz.edu.tr](mailto:incoming@akdeniz.edu.tr))
- 2. Nomination Adding Process:** Akdeniz University Erasmus Office responsible person adds the nominated students to the Erasmus Port system according to the nomination e-mail.
- 3. Receiving the Activation E-mail:** After this nomination-adding process, the student who was added to the Erasmus Port system will receive an e-mail includes below:
  - ❖ Username
  - ❖ Password
  - ❖ Activation code
  - ❖ Activation link (Use this link to activate your account)
  - ❖ Steps to how to activate and begin to use the system
- 4. Activating Student Account on Erasmus Port System:** Students who received this e-mail from the Akdeniz University Erasmus Office have to activate his/her own Erasmus Port account. From now on, all the necessary documents will be prepared through the Erasmus Port system only.
- 5. Filling out the “Personal Information” and “Application Form” Process:** After the activation of your account, you will be part of the Erasmus Port system.
  - ❖ You will see your account which was created by the Akdeniz University Erasmus Office.

- ❖ Click on the “Personal Information” button which you can see under your avatar and fill in all the required fields about yourself and save it. You will see the required fields as “\*”.
- ❖ After you finished your personal information part, click on the “My Applications” button on the top left.
- ❖ Click on the “Erasmus Programme (KA103) My Studies Applications” button.
- ❖ You will see the “2023-2024 Spring Semester Incoming Students” part. It is open for application. Click on the “Apply” button. You will see the required fields as “\*”. Fill in all the required fields about yourself. Do not forget to browse and upload your “Passport Size Portrait Photo”.
- ❖ At the end of the “Application Form” do not forget to click the button which you can see on the bottom right “\*I hereby confirm that the information given is correct and complete.”
- ❖ Click on the “Submit My Application” button.
- ❖ After you finished your Application Form, you need to finalize your application. Click the “Finalize Application” button and you will get a notification that includes “you will not be able to make any changes on the form anymore.” Please control your Application Form twice and finalize your application.



Congratulations, you finished your Application Form!



#### 6. Operations to files:

Students upload all the necessary documents in this “Files” part. There are the documents that are obligatory to fill the students below:

1. Passport (First page, the page with the student visa, if any)
2. Course Registration Form (Courses will be registered with this paper in the Student Affairs)
3. Health Insurance (After arriving in Türkiye and in the Turkish language)
4. Passport (The page which shows you entered to Türkiye)
5. Residence Permit Document (Rental Agreement)
6. Student Paper (The document from the Student Affairs in which you registered your courses at Akdeniz University)
7. Transcript\_1 (The document from the Student Affairs from which you registered your courses at Akdeniz University) or Transcript\_2 (Transcript of Records) (This type of transcript is prepared by students).

To upload all the necessary documents in this “Files” part, follow the steps below:

- ❖ Click on the “My Applications” button.
- ❖ Click on the “Erasmus Programme (KA103) My Studies Applications” button.
- ❖ You will see the “2023-2024 Spring Semester Incoming Students” part. It is open for application.
- ❖ Click on the “Operations” button. You will see the “Files” part here.
- ❖ Choose the form which you will upload to the system from the “Upload File Type/Checklist”.
- ❖ Write your name surname and the file name into the section “Name” and click on to browse button.

**For example:** Ayşe Tuğcan\_Residence Permit Document (Rental Agreement)

On the other hand, Akdeniz University Erasmus Office controls all these uploaded documents if they are correct or not.

You can find the documents below that the Akdeniz University Erasmus Office prepared and put the files in the “Files” part on the Erasmus Port system.

1. Letter of Acceptance
2. Certificate of Attendance

7. Operations to checklist:

Students could find all the documents below in the “Checklist” part on the Erasmus Port system.

***1. Necessary Documents Before the Mobility***

- ♥ Letter of Acceptance (Akdeniz Univ. Erasmus Office prepares it after the finalization of the Learning Agreement process)
- ♥ Passport (First page, the page with the student visa, if any)

***2. Necessary Documents During the Mobility***

- ♥ Course Registration Form (Courses will be registered with this paper in the Student Affairs)
- ♥ Health Insurance (After arriving in Türkiye and the Turkish language)
- ♥ Passport (The page which shows you entered Türkiye)
- ♥ Residence Permit Document (Rental Agreement)
- ♥ Student Paper (The document from the Student Affairs in which you registered your courses at Akdeniz University)



### 3. Necessary Documents After the Mobility

- ♥ Certificate of Attendance (Akdeniz University Erasmus Office prepares this document at the end of the semester)
- ♥ Transcript\_1 (The document from the Student Affairs in which you registered your courses at Akdeniz University)
- ♥ Transcript\_2 (Transcript of Records) (This type of transcript is prepared by students)

#### **Preparing the Learning Agreement Phase on the Erasmus Port System**

1. Click on the link that you can find in the “The Courses and the Contents in English” part of this Key Data.
2. Find the courses from the related department which will match your courses in your Home University. You can choose the courses from any department at Akdeniz University. The main aim is to match the courses with your Home University.
3. Prepare your Learning Agreement on EWP online system with the responsible person (with your Erasmus Department Coordinator or responsible for your Erasmus Office) of your university.
4. Upload your Learning Agreement on EWP online system and send it to Akdeniz University.
5. When you sent your Learning Agreement on EWP online system, the related Erasmus department coordinator of Akdeniz University will check your courses if they are matching with each other.
  - ❖ He/she will approve the Learning Agreement if the courses are matches each other.
  - ❖ If the courses have not matched each other, he/she will not approve the Learning Agreement and inform Akdeniz University Erasmus Office.
  - ❖ Akdeniz University Erasmus Office will inform the incoming student’s Erasmus Office or the student to prepare his/her Learning Agreement again.
  - ❖ Incoming students prepare the Learning Agreement again on EWP online system and upload it.



#### **IMPORTANT NOTE:**



In your Learning Agreement please use the information below and put the correct person in the related parts:

- ♣ **“Contact person”** will be Ayşe TUĞCAN who is responsible for the incoming students and staff.
- ♣ **Erasmus Department Coordinator”** will be the person whom you can find in the link “Erasmus+ Programme Department Coordinators” part in this Key Data that you will study in the department at Akdeniz University.

## Letter of Acceptance Phase on the Erasmus Port System

1. After you finish all your Learning Agreement process on the Erasmus Port System and got all the signature from both sides, Akdeniz University Erasmus Office prepares the Letter of Acceptance and upload it to the Erasmus Port System.
2. Students can find the signed Letter of Acceptance on the Erasmus Port System. Follow the steps to have your document below:
  - ❖ Click on the “My Applications” button on the top left.
  - ❖ Click on the “My Studies Applications” button.
  - ❖ You will see the “2023-2024 Spring Semester Incoming Students” part. It is open for application. Click on the “Operations” button.
  - ❖ You will find your “Letter of Acceptance” in the “Files” part.

**Don't forget!** You could have your Letter of Acceptance after you got approval from both sides (your university and Akdeniz University) for your Learning Agreement.

**NOTE:** Applications of students who enter incomplete information into the Erasmus Port system or add wrong/incomplete documents between the specified dates will be considered invalid. Their Erasmus mobility will be considered invalid too.



Congratulations, you are ready to come to Akdeniz University!



## During the Mobility

1. **Course Registration Process:** When you arrived at Akdeniz University, the first step is to register your courses in the Unit's of Student Affairs you will study. You will register your courses with the document called “Course Registration Form”. Students can find this document on the Erasmus Port System.
  - ❖ Download the document and fill it in on the computer.
  - ❖ Upload the document to the Erasmus Port system after you finish the filling process.
  - ❖ You will go to Student Affairs with this “Course Registration Form” and your passport.
  - ❖ After you registered for your courses, you are able to get your own “Student Paper” from the Student Affairs of your Unit.
  - ❖ You will upload your “Student Paper” to the Erasmus Port system.

## 2. Residence Permit Process:

To apply for the residence permit (oturma izni) in Türkiye, you need to prepare some documents and follow some steps which you can find below:

- ❖ 4 biometric photos and the digital photo
- ❖ Residence permit application form printed out (Please don't forget to sign the document after you got the printed version.)
- ❖ A copy of the passport (first page and page of the entry to Türkiye) Receipt of the payment for the residence card fee (356 TL. The price of the residence permit card could be changed.) (You can make online payment in the Migration Management Office (İl Göç İdaresi Müdürlüğü).
- ❖ Valid health insurance (It must be in the Turkish language.) As the Erasmus Programme does not cover health insurance for students, students must arrange their health insurance after arriving in Türkiye.
- ❖ Document of Residence if you are staying in a rented house with a rental agreement, you and your landlord must obtain a signed notary public approval. If you are staying in a dormitory, you must obtain a signed document from the dormitory. If you are living in Sarısu, Hurma, and Liman, your application will not be accepted in any way. They called as “kapalı mahalle”.
- ❖ Student paper (You can get this paper from your OBS system or the Student Affairs of your faculty/institute.)

After you finished all these documents processes, you are ready to apply for your residence permit online from the link: <https://e-ikamet.goc.gov.tr>: Students will not go to the Immigration Office to apply for their residence permit. Students will apply for their residence permit online. All the students' documents will send by the Akdeniz University Erasmus Office to the Immigration Office.

### After the Mobility

1. **Certificate of Attendance:** Students can obtain their “Certificate of Attendance” document from the Akdeniz University International Relations Office if it must be original before leaving the country if they need. Otherwise, they can obtain their “Certificate of Attendance” document from the Erasmus Port System.

- ❖ Click on the “My Applications” button on the top left.
- ❖ Click on the “My Studies Applications” button.

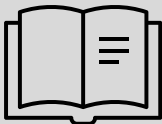
- ❖ You will see the “2023-2024 Spring Semester Incoming Students” part. It is open for application. Click on the “Operations” button.
- ❖ You will find your “Letter of Acceptance” in the “Files” part.

**2. Student Transcript:** The student collects this document, signed, and stamped, from the Student Affairs Office of the faculty where they are registered. If the students have to turn back to their country before their faculty put the results of exams, these students could get the “**Transcript of Records**” form which they can find on the Erasmus Port System in the “Checklist” button.

### **Preparing the “Transcript of Records” Document:**

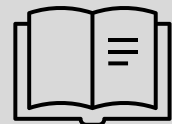
- ❖ You have to fill in the part which is related to you in the “Transcript of Records” document on the computer first.
- ❖ You have to fill in the part which is related to your course code, unit, duration of course unit, local grade, ects grade, and ects credits part on the computer secondly.
- ❖ After you finish the filling step on the computer, you will get to print this document. You will get a signature from the teacher of the related course to the current line for each course. (You can get 2 copies, one is for your university, and one is for Akdeniz University.)
- ❖ After you collect all the necessary signatures from each teacher, you have to get the signature and stamp from the dean of your unit which you registered your courses at the beginning of the semester. Don’t forget to put the date on the form.
- ❖ In the end, download your “Transcript of Records” document on the Erasmus Port system.

## **ECTS European Credit System**



### **Duration of course unit:**

Y: 1 full academic year  
1S: 1 semester  
2S: 2 semesters  
1T: 1 term/trimester  
2T: 2 terms/trimesters



### Description of the Institutional Grading System

Grading Scale 1	Grading Scale 1	4-Point Grading Scale	Percentage Values	Definition
A+	AA	4.00	88 – 100	EXCELLENT
A	BA	3.50	81 – 87	VERY GOOD
B+	BB	3.00	74 – 80	VERY GOOD
B	CB	2.50	67 – 73	GOOD
C+	CC	2.00	60 – 66	GOOD
C	DC	1.50	53 – 59	SATISFACTORY
D+	DD	1.00	46 – 52	FAIL
D	FD	0.50	35 – 45	FAIL
E+	FF	0.25	01 – 34	FAIL
E	FE	0.00	DZ	UNATTENDED

### ECTS Grading Scale

ECTS Grade	% of successful students normally achieve the grade	Definition
<b>A</b>	10	EXCELLENT- outstanding performance with only minor errors
<b>B</b>	25	VERY GOOD- above the average standard but with some errors
<b>C</b>	30	GOOD- generally sound work with a number of notable errors
<b>D</b>	25	SATISFACTORY- fair but with significant shortcomings
<b>E</b>	10	SUFFICIENT- performance meets the minimum criteria
<b>FX</b>	-	FAIL- some more work required before the credit can be awarded
<b>F</b>	-	FAIL- considerable further work is required

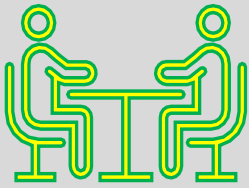
### **ECTS Credits:**

1 full academic year: 60 credits

1 semester: 30 credits

1 term/trimester: 20 credits

### **Orientation Meeting for the Incoming Students**



Every Academic Year, we organise an Orientation Meeting for our Incoming Students in both Fall and Spring Semesters. We are planning to organise the 2023-2024 Academic Year Fall Semester Orientation Meeting between the dates 18-22 September 2023.

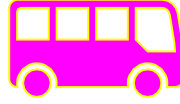
### **Accommodation**

Akdeniz University cannot provide dormitory accommodation for exchange students. However, there are houses for rent with furniture or without furniture, a variety of apart-hotels, and private dormitories around the campus.



### **Turkish Course**

Akdeniz University gives an opportunity for incoming students to have Turkish lessons. Students could get this course with credit. Students take midterms and final exams for the Turkish lesson.



## **Transport**

Akdeniz University cannot provide any passenger pick-up service.

**Havaş Shuttle (Private Airport Shuttle):** The last stop of this private bus departing from the airport is the Migros stop, located near Akdeniz University. The distance from the airport to Migros will take approximately 35-40 minutes depending on the traffic density. The price of the HAVAŞ ticket is 45 TL (2,28 Euro). (The price of the HAVAŞ ticket could be changed according to the currency.)

**Public Bus:** Use the Public Bus Number 600 from the airport to the Akdeniz University campus. The price of the ticket is 8 TL (0,41 Euro). (The price of the ticket could be changed according to the currency.)

**Tram:** Use the “Varsak- Gazi - Atatürk Tram Line Stops” from the airport to Akdeniz University. The price of the ticket is 8 TL (0,41 Euro). (The price of the ticket could be changed according to the currency.)

**Taxi:** You can find taxis on 7/24 at the Antalya airport. The price of the taxis is approximately 200-250 TL (10,15 – 12,69 Euro). (The price of the taxi could be changed according to the currency.)



## **Life on Akdeniz University Campus**

### ◆ **Central Cafeteria (Merkezi Yemekhane)**

The catering facilities of Akdeniz University are provided in the Central Cafeteria by nutrition experts who calculate daily calorie needs and serve meals under the most hygienic conditions using only high-quality materials consistent with food safety. The Central Cafeteria was voted the best University Cafeteria in 2006 by a survey of the nation's university students. For monthly lunch menu.

### ◆ **The Olbia Cultural Centre (Olbia Çarşı)**

The Olbia Cultural Centre, the Center of social life on campus, is a place where both students and members of staff can experience the pride of being exclusive and special. Besides its sociocultural activities, the Olbia Cultural Centre provides facilities such as shops, cafés, stationers, banks, ATMs, snooker rooms, gift shops, clothes stores, travel agents, and hairdressers. Within the unique architecture of the Center there is also an amphitheater of 1,500 seats, and two culture rooms for 250 visitors each. With its many corners where live music can be enjoyed, there is the Culture Café where cultural studies are arranged and presented, as well as an art gallery and a handcrafts workshop. The Olbia Cultural Centre was awarded the Aga Khan Architectural Prize in 2001 for its successful integration of the various architectural styles of the university buildings, and its use of local building materials on a human scale with creative style.

### ◆ **Yakut Food & Shopping Centre (Yakut Çarşı)**

There is a range of cafes and cafeterias with space for 800 students, plus shops, a students' canteen, a supermarket, a bank, and a post office.

### ◆ **Ceypark Food & Shopping Centre (Ceypark)**

There is a range of cafes and cafeterias with space for 1000 students, plus shops, a student's canteen, a supermarket, a post office, a game center, and stationery.





## **How to Use the Campus Internet Network**

Eduroam network connection is being used at Akdeniz University. If the students are using their eduroam account at their own University, they can connect to the Akdeniz University internet when they arrive.

- ❖ Student needs to get an “@ogr.akdeniz.edu.tr” e-mail account and password to connect to eduroam. The students can get this e-mail account after they register their courses from the Student Affairs of their related Unit (Vocational School, School, Faculties, and Institutions).

If students are not using an eduroam account at their own University, there are some steps to connect Eduroam network connection at Akdeniz University.

- ❖ There will be “student number”, “verification code” and “verify” buttons in the link. “<http://ekampus.akdeniz.edu.tr/hesap/sifre.aspx>”
- ❖ Enter your e-mail address and mobile phone number which you gave to Student Affairs during your course registration. The system will send your e-mail address a verification code. After you pass this step, you need to decide on your password.
- ❖ Eduroam account will be: [studentnumber@ogr.akdeniz.edu.tr](mailto:studentnumber@ogr.akdeniz.edu.tr)
- ❖ Eduroam password will be: The password you decided.

**Note:** These email accounts for our students are also Microsoft Teams and Microsoft Stream accounts within the Office 365 system. With these services, video conferencing can be made during virtual classes and teams.

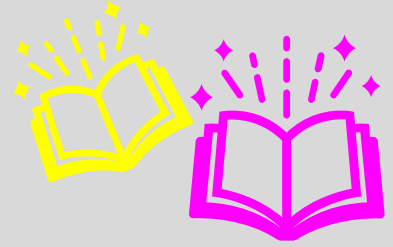
## Library

As an interior space, the Akdeniz University library is 4407 square meters in total and consists of a total of 3 floors, and the reading halls have a capacity of 850 people. The library is open on 7/24, weekdays, and weekends. It is not open only to public holidays.

### Contact:

Phone: +90 (242) 227 44 30 – 310 17 10

E-mail: [kutuphane@akdeniz.edu.tr](mailto:kutuphane@akdeniz.edu.tr)



## Department of Health, Culture and Sports (Sağlık, Kültür ve Spor Dairesi Başkanlığı)

It is a service unit that meets the health, social, cultural, counseling and guidance, and sports needs of the students.

### ❖ Student Organisations:

There are 120 student organisations. All the students can join any community which suits them.

### ❖ Sports Facilities:

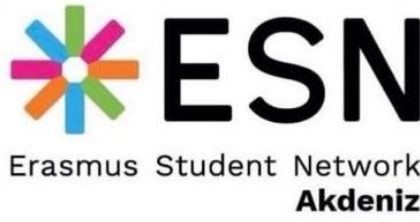
The sports facilities of Akdeniz University are the responsibility of the Health, Culture, and Sports Directorate. The campus facilities include an indoor pool, indoor sports hall, tent hall, fitness center, football field, turf football field, indoor and outdoor tennis courts, athletics tracks, Akdeniz University Stadium, climbing wall, outdoor volleyball, basketball, handball courts, beach volley court, skating rink.

### Contact:

Phone: +90 242 310 21 74

E-mail: [sksd@akdeniz.edu.tr](mailto:sksd@akdeniz.edu.tr)





## **Erasmus Student Network (ESN) Akdeniz**

ESN Akdeniz is a student society under the Department of Health, Culture, and Sports of Akdeniz University. It is a volunteer-based community and the members of this student society are not the personnel of the International Relations Office. The ESN Akdeniz helps incoming Erasmus students with their basic steps which you can find below:

- ❖ To help find/rent a house
- ❖ To inform about how to get a museum card
- ❖ To inform about how to get a bus card
- ❖ To organise activities such as movie nights, tours, bowling, ice skating, dance night, Turkish breakfast, workshops, karaoke nights, etc.

### **Contact:**

E-mail : [esnakdeniz@esnturkey.org](mailto:esnakdeniz@esnturkey.org)

Instagram : esnakdeniz

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## **Emergency Telephone Number**



**112** emergency number is used for all emergency calls. 112 provides 24/7 service. In 112 Emergency Call Centers, calls are received in four foreign languages besides Turkish. Apart from spoken languages, the center provides emergency call services to our hearing-impaired citizens with the 112 Barrier-Free application in sign language. You can connect to the 112 emergency line free of charge from mobile and fixed lines. The location of callers to emergency call centers is automatically determined.