

Situation	Action
1. Issues with accessing or logging into the University Information System (UBS).	Send an e-mail to bt.destek@antalya.edu.tr and eltp@antalya.edu.tr
2. Requests for leave or travel	Contact the Assistant Directors.
3. Request for office supplies (pens, staplers, etc.)	Contact the Secretary of the School of Foreign Languages
4. Issues or questions related to course materials.	Contact the relevant Level Coordinator.
5. Issues with entering grades	Send an e-mail to eltp@antalya.edu.tr and inform the Assistant Directors.
6. Issues related to computers or e-mails	Send an e-mail to bt.destek@antalya.edu.tr and eltp@antalya.edu.tr
7. Technical support request for classroom equipment	Contact the technical staff.
8. Request for coursebooks or materials	Contact the relevant Level Coordinator.
9. Detection of plagiarism in a student assignment	Keep a copy of the assignment including the source of plagiarism. Inform the Assistant Directors and the Testing Member of the relevant level.
11. Detection of cheating in an exam	Confiscate the exam paper and the evidence of cheating (if any); if there is no evidence available, write a situation report. Contact the relevant Testing Member and the Assistant Directors.
12. Disrespectful or disturbing behavior in classroom	First, talk to the relevant student. If the problem persists, inform the Assistant Directors and the relevant Level Coordinator.
13. Student having health issues in classroom	Direct the student to Office 207.
14. Teacher having health issues in classroom	Assign an in-class task and inform the Assistant Directors.
15. Cancellation of class due to health issues	Inform the Assistant Directors, the relevant Level Coordinator and students, set a make-up lesson date and obtain a medical report.

	Then submit the medical report to the Secretary of the School of Foreign Languages and the attendance sheet for the make-up lesson to the relevant Level Coordinator
16. Issues related to heating or air conditioning	Contact the technical staff
17. Issues related to printers (toners, etc.)	Send an e-mail to bt.destek@antalya.edu.tr
18. Student unable to take the exam (death of a family member, etc.)	Contact the Assistant Directors and the Secretary of the School of Foreign Languages