ÖZYEĞİN ÜNİVERSİTESİ	POLICY Özyeğin University Stakeholder Policy and Implementation Principles				
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	2.0	Office of Academic Quality Assurance and Reporting		2016	2026
Reason for update	Engagement with the local community, use of results and feedback, responsibilities and the revision table added. Stakeholder list updated.				

1. Purpose

The purpose of this policy is to identify Özyeğin University's internal and external stakeholders systematically, to bring their views and expectations into the University's education, research, community engagement and governance processes, and to define the methods used for this purpose. The policy covers the improvement of programmes' educational objectives and outcomes, greater efficiency and effectiveness in administrative units, and regular engagement with the local communities affected by the University's activities.

2. Scope

The policy covers all academic and administrative units, teaching staff, internal stakeholders and external stakeholders involved in strategic planning, institutional evaluation, external evaluation, monitoring and improvement in education, research, community engagement, governance, administrative services, relations with society and industry, and international relations.

3. Entry into force and review

The policy enters into force on the date of its approval. It is reviewed every January by the Office of Academic Quality Assurance and Reporting. Changes considered necessary are submitted for approval after the Quality Commission has given its opinion. Each review is recorded in the revision table in section 10. The version in force is the one published on the University's website.

4. Stakeholder analysis

In line with its strategic plan cycles, Özyeğin University carries out a systematic stakeholder analysis every five years. The analysis identifies those who are connected with the University's activities and services, who steer them, who benefit from them, and who are affected by them or affect them. Stakeholders are classified by function as service users, employees, core partners and strategic partners, and by status as internal or external stakeholders. The most recent analysis was carried out during the preparation of the 2024–2028 Strategic Plan.

Stakeholder	Service user	Employee	Core partner	Strategic partner	Status
Academic staff	x	x	x		Internal
Administrative staff	x	x	x		Internal
Students	x		x		Internal
Student clubs and the Student Council	x				Internal
Alumni				x	External
Academic advisory boards			x	x	External
Employers				x	External
Investors	x				External

Industry	x				External
Professional chambers	x				External
Civil society organisations	x				External
Research institutions	x				External
High schools	x				External
Parents	x				External
Project partners and funding bodies			x	x	External
Council of Higher Education (YÖK) and Higher Education Quality Council			x		External
Public bodies and development agencies			x		External
Local government (Çekmeköy Municipality and neighbourhood heads)			x		External
Campus neighbours and the local community (Nişantepe and surroundings)	x				External
Local businesses	x				External
Media	x				External
Universities in Türkiye and abroad			x		External
Suppliers and subcontractors			x		External
Society	x				External

5. Internal stakeholders

The University's internal stakeholders are the groups within the institution that are directly affected by its education, research, governance and administrative activities: students, academic staff, administrative staff, student clubs and the Student Council. Their needs are analysed and taken into account in setting programmes' educational objectives and in sustaining and improving practice. The following tools are used:

- **New Student Survey.** Measures the expectations, career goals and motivation of students newly enrolled in programmes. It is administered online by the Planning and Analysis Office in line with ethical rules and confidentiality principles.
- **Graduating Student Survey.** Measures, through students' own assessment, how far graduating students have achieved the programme outcomes and educational objectives.
- **Student Internship Evaluation Survey.** Measures the contribution of the internship to the internship course outcomes and to programme outcomes.
- **Course Evaluation Survey.** Evaluates, from the student's point of view, the quality of each course, the instructor's teaching and the course's learning outcomes.
- **Student, Academic Staff and Administrative Staff Satisfaction Surveys.** Measure satisfaction with infrastructure services (library, laboratories, information technology and others) and with management processes, and identify areas for improvement.
- **Views of programme coordinators, committees and teaching staff.** Assess, through continuous improvement reports, how far programmes are aligned with their educational objectives and with faculty and university principles.
- **Department board minutes.** Record participation in the improvement of programmes.
- **Representation on boards and committees.** Student representatives sit on the Quality Commission, the Campus Services Advisory Board and the Occupational Health and Safety Board. Student representation on the last two goes beyond what the law requires and is the University's own decision. The President of the Student Council attends meetings of the Senate and the University Executive Board at which matters concerning students are discussed. Faculty and school

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student representatives likewise attend faculty executive board and academic board meetings on student matters. Employees are represented on the Occupational Health and Safety Board by employee representatives elected under Law No. 6331.

- **Campus Services Advisory Board.** The board, on which students are also represented, reviews suggestions and objections concerning services such as transport, dining, parking, cleaning and security, and submits its views to the University Executive Board.
- **Rectorate general meetings.** Each year the Rectorate holds general meetings with academic and administrative staff to seek their views on strategic priorities.

6. External stakeholders

External stakeholders are the groups outside the institution that are affected by the University's activities and services or that affect them (section 4). Their needs are analysed and taken into account in setting, sustaining and improving the aims of these activities and services. The following tools are used:

- **Alumni data analysis.** Monitors, through alumni data, how far programmes achieve their educational objectives.
- **Employer Survey.** Measures how far programme outcomes are achieved, from the perspective of organisations that employ graduates or students.
- **Intern Evaluation Survey.** Measures the intern's professional competence, work attitude and personal skills, as evaluated by the host organisation.
- **Academic advisory board views.** Gathers recommendations on programmes from boards made up of representatives of companies, universities, entrepreneurs, industry and professional chambers.
- **Institutional external stakeholder views.** Gathers the views of organisations that work directly with the University and analyses the needs and expectations of different sectors.
- **Open dialogue platforms.** The University runs platforms that bring external stakeholders together on a regular basis. For example, the OzU AI Platform convenes senior executives of its member institutions and academics every three months to discuss the business, ethical and regulatory dimensions of artificial intelligence. Views and recommendations from these platforms feed into the work of the relevant units.

7. Engagement with the local community and public bodies

Özyeğin University recognises the local community in Çekmeköy, where its campus is located, as a stakeholder that is directly affected by its activities and whose views are therefore brought into its decision-making. These stakeholders are campus neighbours and residents of the Nişantepe neighbourhood, neighbourhood heads (muhtars), Çekmeköy Municipality, local businesses and local civil society organisations. The University identifies and engages with them in the following ways:

- **Identification.** Local stakeholders are identified by name in the five-yearly stakeholder analysis and by project leads when community engagement projects are launched. This work is carried out by the Sustainability Platform.
- **Yaklaş.** The Sustainability Platform's Yaklaş project brings local residents, the University community and local government together around co-production. Local projects that strengthen the University's relationship with the surrounding neighbourhoods are designed jointly within this framework.
- **Social Impact Committee and Community Engagement Policy.** Set the priorities, monitoring indicators and reporting framework for community engagement activities. Suggestions from local stakeholders are assessed within this framework.
- **Community engagement projects.** Education and community programmes for Nişantepe and projects funded by the Societal Impact Seed Fund are designed and delivered together with local stakeholders.

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- **Cooperation with public bodies and development agencies.** The University contributes to regional and national development priorities through joint research, policy reports and protocols.
- **Feedback and complaints channel.** Local stakeholders can send views, suggestions and complaints to the University through the Solution Center.

8. Use of results and feedback

Results from all tools are analysed by the relevant unit and recorded in the unit's annual strategic plan work report. In academic programmes, results are reflected in continuous improvement reports. Institution-wide results are reported to the Quality Commission and shared in the Institutional Self-Evaluation Report. Decisions taken and improvements made in response to stakeholder views are fed back to the stakeholder group concerned through meetings, announcements or reports.

9. Responsibilities

Responsible	Duty
Office of Academic Quality Assurance and Reporting	Monitoring the policy, the annual review and coordination of the five-yearly stakeholder analysis
Planning and Analysis Office	Preparing, administering and analysing surveys
Faculties and programmes	Collecting programme-level stakeholder views and recording them in continuous improvement reports
Sustainability Platform	Conducting engagement with the local community and public bodies
Quality Commission	Evaluating results at institutional level and monitoring improvements

10. Revision table

Version	Date	Change
2.0	2026	Engagement with the local community, use of results and feedback, responsibilities and the revision table added. Stakeholder list updated.
1.0	2016	First version

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