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EDUCATION IS A MUST CALL CENTER PROJECT

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HIGHER AND FURTHER EDUCATION OPPORTUNITIES & PERSPECTIVES FOR SYRIANS



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Project Info

Project Title: Education is a Must

Applicant: INGEV

Co-Applicant : Bahcesehir University Center for Migration and Urban Studies

Implementation Area: Turkey

Project Duration: 14 Month

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Project Objectives

- To establish a structure that guides and supports the refugee students of post-secondary age to access Higher Education.

Within the project, “Education is a Must” Call Center established to give guidance service and provide reliable information to Syrian refugees at the age of post secondary to access higher education.

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Target Group

- Syrian Refugees of post-secondary age
- Syrian refugees who were not able to finish their higher education in Syria



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Project Main Activities

1 BUILDING PROJECT TEAM
AND PROJECT ADVISORY
BOARD

2 DEFINING SCOPE OF THE
CALL CENTER

3 DEVELOPING
INFRASTRUCTURE
OF THE CALL CENTER

4 RECRUITMENT AND
TRAINING OF CALL
CENTER STAFF

5 PROMOTION AND
DISSEMINATION
ACTIVITIES

6 SERVICE OF THE
CALL CENTER

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DEFINING THE SCOPE OF THE CALL CENTER

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DESK RESEARCH & PROJECT ADVISORY BOARD

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Desk Research was run by BAUMUS & INGEV.

The Advisory Board Meeting was organized on 14.12.2017.

In depth interviews were run.



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WORKSHOP: Syrian's Access to Higher Education in Turkey

- Organized on 10th of January.
- With the participation of different stakeholders serving to meet the educational needs of Syrian refugees in Turkey (Ministry of National Education, universities, NGOs serving for humanitarian aid, etc., students) the needs of Syrian refugees in education field were analyzed.
- 35 people participated to Syrian's Access to Higher Education in Turkey Workshop.



"Suriyelilerin Türkiye'deki
Yükseköğretime Katılımı"
Çalıştayı Gerçekleştirildi

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SCOPE OF SERVICE

Main Topics:

- How to apply to a university
- University admission procedures
- YOS – International Student Exam
- Lateral transfer
- Equivalency
- Scholarships
- Dormitories and accommodation
- Language learning opportunities
- Vocational training courses

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DEVELOPING INFRASTRUCTURE OF THE CALL CENTER

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INFRASTRUCTURE

- Script was written by İNGEV.
- Equipments were purchased.
- A software were developed for in bound-outbound service.

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RECRUITMENT AND TRAINING OF THE CALL CENTER STAFF

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RECRUITMENT AND TRAINING

- 2 Syrians were recruited.

5 days trainings were organized for the staff on Call Center Agent.

Modules:

- Job description and main duties
- Communication
- Script
- Education System in Turkey, Syrian Students
- Q&A document

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PROMOTION AND DISSEMINATION

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- 500 poster and 1.000 brochures were published
- Send to: Refugee NGOs in Turkey such as ASAM, Support to Life, Mavi Hilal, etc.
- Distributed to 20 districts in Istanbul and Gaziantep
- Advertisement of the video and poster on facebook regularly - 462.611 times published
- Creative video to promote the Call Center and its services were recorded and disseminated via social media groups:

<https://youtu.be/m4cZdXY5y9Y>



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PROMOTION AND DISSEMINATION



News on newspapers and TV channels such as Haberturk, NTV, CNN, Son Dakika, etc.



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SERVICE OF THE CALL CENTER

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SERVICE

- Started to provide service on 17.07.2018
- 5 days - weekdays

Approximately 550 calls were answered.

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INFORMATION SEMINARS

- 5 information seminars were organized in Istanbul and Gaziantep.
- High school students were informed about Turkish higher education system.



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