



This project is funded by the European Union.
Bu proje Avrupa Birliđi tarafından finanse edilmektedir.
هذا المشروع تم تمويله من قبل الاتحاد الأوروبي

EDUCATION IS A MUST CALL CENTER PROJECT

THIS PROJECT IS IMPLEMENTED UNDER THE GRANT SCHEME OF HOPES



HIGHER AND FURTHER EDUCATION OPPORTUNITIES & PERSPECTIVES FOR SYRIANS



BAU
BAHÇEŞEHİR ÜNİVERSİTESİ



This project is funded by the European Union.
Bu proje Avrupa Birliđi tarafından finanse edilmektedir.
هذا المشروع تم تمويله من قبل الاتحاد الأوروبي

Project Info

Project Title: Education is a Must

Applicant: İNGEV

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

Implementation Area: Turkey

Project Duration: 14 Month

THIS PROJECT IS IMPLEMENTED UNDER THE GRANT SCHEME OF HOPES



HIGHER AND FURTHER EDUCATION OPPORTUNITIES & PERSPECTIVES FOR SYRIANS



BAU
BAHÇEŞEHİR ÜNİVERSİTESİ



This project is funded by the European Union.
Bu proje Avrupa Birliği tarafından finanse edilmektedir.
هذا المشروع تم تمويله من قبل الاتحاد الأوروبي

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.*

THIS PROJECT IS IMPLEMENTED UNDER THE GRANT SCHEME OF HOPES



DAAD BRITISH COUNCIL CAMPUS FRANCE nuffic



BAU
BAHÇEŞEHİR ÜNİVERSİTESİ



This project is funded by the European Union.
Bu proje Avrupa Birliği tarafından finanse edilmektedir.
هذا المشروع تم تمويله من قبل الاتحاد الأوروبي

Target Group

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



THIS PROJECT IS IMPLEMENTED UNDER THE GRANT SCHEME OF HOPES



DAAD BRITISH COUNCIL CAMPUS FRANCE nuffic



BAU
BAHÇEŞEHİR ÜNİVERSİTESİ



This project is funded by the European Union.
Bu proje Avrupa Birliği tarafından finanse edilmektedir.
هذا المشروع تم تمويله من قبل الاتحاد الأوروبي

Project Main Activities

1 BUILDING PROJECT TEAM
AND PROJECT ADVISORY
BOARD

2 DEFINING SCOPE OF THE
CALL CENTER

3 DEVELOPINNG
INFRASTRUCTURE
OF THE CALL CENTER

4 RECRUITMENT AND
TRAINING OF CALL
CENTER STAFF

5 PROMOTION AND
DISSEMINATION
ACTIVITIES

6 SERVICE OF THE
CALL CENTER

THIS PROJECT IS IMPLEMENTED UNDER THE GRANT SCHEME OF HOPES



HIGHER AND FURTHER EDUCATION OPPORTUNITIES & PERSPECTIVES FOR SYRIANS



BAU
BAHÇEŞEHİR ÜNİVERSİTESİ



This project is funded by the European Union.
Bu proje Avrupa Birlięi tarafından finanse edilmektedir.
هذا المشروع تم تمويله من قبل الاتحاد الأوروبي



DEFINING THE SCOPE OF THE CALL CENTER

THIS PROJECT IS IMPLEMENTED UNDER THE GRANT SCHEME OF HOPES



BAU
BAHÇEŞEHİR ÜNİVERSİTESİ



This project is funded by the European Union.
Bu proje Avrupa Birliđi tarafından finanse edilmektedir.
هذا المشروع تم تمويله من قبل الاتحاد الأوروبي

DESK RESEARCH & PROJECT ADVISORY BOARD

Desk Research was run by BAUMUS & INGEV.

The Advisory Board Meeting was organized on 14.12.2017.

In depth interviews were run.



THIS PROJECT IS IMPLEMENTED UNDER THE GRANT SCHEME OF HOPES



DAAD BRITISH COUNCIL CAMPUS FRANCE nuffic



BAU
BAHÇEŞEHİR ÜNİVERSİTESİ



This project is funded by the European Union.
Bu proje Avrupa Birliği tarafından finanse edilmektedir.
هذا المشروع تم تمويله من قبل الاتحاد الأوروبي

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

THIS PROJECT IS IMPLEMENTED UNDER THE GRANT SCHEME OF HOPES



HIGHER AND FURTHER EDUCATION OPPORTUNITIES & PERSPECTIVES FOR SYRIANS



BAU
BAHÇEŞEHİR ÜNİVERSİTESİ



This project is funded by the European Union.
Bu proje Avrupa Birliği tarafından finanse edilmektedir.
هذا المشروع تم تمويله من قبل الاتحاد الأوروبي

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

THIS PROJECT IS IMPLEMENTED UNDER THE GRANT SCHEME OF HOPES



HIGHER AND FURTHER EDUCATION OPPORTUNITIES & PERSPECTIVES FOR SYRIANS





This project is funded by the European Union.
Bu proje Avrupa Birlięi tarafından finanse edilmektedir.
هذا المشروع تم تمويله من قبل الاتحاد الأوروبي



DEVELOPING INFRASTRUCTURE OF THE CALL CENTER

THIS PROJECT IS IMPLEMENTED UNDER THE GRANT SCHEME OF HOPES



HIGHER AND FURTHER EDUCATION OPPORTUNITIES & PERSPECTIVES FOR SYRIANS



BAU
BAHÇEŞEHİR ÜNİVERSİTESİ



This project is funded by the European Union.
Bu proje Avrupa Birliği tarafından finanse edilmektedir.
هذا المشروع تم تمويله من قبل الاتحاد الأوروبي

INFRASTRUCTURE

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

THIS PROJECT IS IMPLEMENTED UNDER THE GRANT SCHEME OF HOPES



HIGHER AND FURTHER EDUCATION OPPORTUNITIES & PERSPECTIVES FOR SYRIANS



BAU
BAHÇEŞEHİR ÜNİVERSİTESİ



This project is funded by the European Union.
Bu proje Avrupa Birlięi tarafından finanse edilmektedir.
هذا المشروع تم تمويله من قبل الاتحاد الأوروبي



RECRUITMENT AND TRAINING OF THE CALL CENTER STAFF

THIS PROJECT IS IMPLEMENTED UNDER THE GRANT SCHEME OF HOPES



HIGHER AND FURTHER EDUCATION OPPORTUNITIES & PERSPECTIVES FOR SYRIANS



BAU
BAHÇEŞEHİR ÜNİVERSİTESİ



This project is funded by the European Union.
Bu proje Avrupa Birliği tarafından finanse edilmektedir.
هذا المشروع تم تمويله من قبل الاتحاد الأوروبي

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

THIS PROJECT IS IMPLEMENTED UNDER THE GRANT SCHEME OF HOPES



HIGHER AND FURTHER EDUCATION OPPORTUNITIES & PERSPECTIVES FOR SYRIANS





This project is funded by the European Union.
Bu proje Avrupa Birlięi tarafından finanse edilmektedir.
هذا المشروع تم تمويله من قبل الاتحاد الأوروبي



PROMOTION AND DISSEMINATION

THIS PROJECT IS IMPLEMENTED UNDER THE GRANT SCHEME OF HOPES



BAU
BAHÇEŞEHİR ÜNİVERSİTESİ



This project is funded by the European Union.
Bu proje Avrupa Birliği tarafından finanse edilmektedir.
هذا المشروع تم تمويله من قبل الاتحاد الأوروبي

PROMOTION AND DISSEMINATION

- 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>



THIS PROJECT IS IMPLEMENTED UNDER THE GRANT SCHEME OF HOPES



HIGHER AND FURTHER EDUCATION OPPORTUNITIES & PERSPECTIVES FOR SYRIANS





This project is funded by the European Union.
Bu proje Avrupa Birliği tarafından finanse edilmektedir.
هذا المشروع تم تمويله من قبل الاتحاد الأوروبي

PROMOTION AND DISSEMINATION



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



THIS PROJECT IS IMPLEMENTED UNDER THE GRANT SCHEME OF HOPES





This project is funded by the European Union.
Bu proje Avrupa Birlięi tarafından finanse edilmektedir.
هذا المشروع تم تمويله من قبل الاتحاد الأوروبي



SERVICE OF THE CALL CENTER

THIS PROJECT IS IMPLEMENTED UNDER THE GRANT SCHEME OF HOPES



BAU
BAHÇEŞEHİR ÜNİVERSİTESİ



This project is funded by the European Union.
Bu proje Avrupa Birlięi tarafından finanse edilmektedir.
هذا المشروع تم تمويله من قبل الاتحاد الأوروبي

SERVICE

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

Approximately 550 calls were answered.

THIS PROJECT IS IMPLEMENTED UNDER THE GRANT SCHEME OF HOPES



HIGHER AND FURTHER EDUCATION OPPORTUNITIES & PERSPECTIVES FOR SYRIANS





This project is funded by the European Union.
Bu proje Avrupa Birliği tarafından finanse edilmektedir.
هذا المشروع تم تمويله من قبل الاتحاد الأوروبي

INFORMATION SEMINARS

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



THIS PROJECT IS IMPLEMENTED UNDER THE GRANT SCHEME OF HOPES



Basak TUZUN
Manager, Social Cohesion
basak.tuzun@ingev.org
05392751264



Koşuyolu Cd No:52 Koşuyolu - Kadıköy / İstanbul, Türkiye

✉ info@ingev.org ☎ +90 216 540 50 21 [in](https://www.linkedin.com/company/insani-gelisme-vakfi) /company/insani-gelisme-vakfi [f](https://www.facebook.com/ingevorg) /ingevorg [t](https://www.tumblr.com/ingevorg) /ingevorg