

## **IGU HAS BEEN AWARDED THE TSI-ISO 10002 CUSTOMER SATISFACTION MANAGEMENT SYSTEM CERTIFICATE!**

Istanbul Gelisim University registered its quality with the ISO 10002 Customer Satisfaction Management System Certificate given by the Turkish Standards Institute. It successfully completed the inspection carried out by TSI on 18-19-20 July 2022.

It is insufficient to try to meet the demands and complaints of students using conventional approaches. Hence, TSI ISO 10002 has been used to develop a system that allows students to solve their demands, complaints, and expectations in an effective and efficient manner and to conduct these evaluations systematically. IGU registered its quality by evaluating student complaints and resolving them in a short time with its "Now is Quality Time at IGU" slogan.

### **TSI APPROVED STUDENTS' SATISFACTION WITH THIS CERTIFICATE**

With the Student Satisfaction and Complaint Management System carried out by the Dean of Students of Istanbul Gelisim University, it is aimed to manage the requests, expectations and complaints of the students more efficiently and to increase the satisfaction level in the services and activities offered to the students. IGU, which has achieved success both with the trainings it gives to its employees and the workshops it organizes and by evaluating and resolving the complaints and suggestions from the students through two different programs, was entitled to receive the certificate approved by the Turkish Standards Institute by meeting all the standards.

## **TOOTH INFLAMMATION CAN CAUSE DEATH IF NOT TREATED PROMPTLY!**

The inability of people with a toothache to do their daily work and to experience sleepless nights negatively affects their quality of life. With inflammation in the aching tooth, most of the time, the person needs to use antibiotics. Stating that inflammation can become chronic and cause different health problems if not treated, Prof. Dr. Seref Ezirganlı pointed out that the inflammation should be dried.

Inflammation is a response of the body's defense system to foreign substances, trauma, harmful chemicals, microorganisms such as bacteria and viruses. Inflammation plays an important role in the control of infectious diseases and healing of wounds. Inflammation occurs in two different forms, acute and chronic. While acute inflammation develops rapidly within a few hours or a few days, chronic inflammation develops slowly, taking weeks. If acute inflammations are not treated, they become chronic over time.

### **INFLAMMATORY NEED TO BE INTERVENTION**

If inflammatory conditions are not intervened, it pierces the jawbone and spreads to the soft tissue. This causes swelling inside and outside the mouth. As a result, heat, redness, swelling, pain, and loss of chewing function of the patient, which are the 5 symptoms of acute inflammation, occur. Prof. Dr. Seref Ezirganlı, from Istanbul Gelisim University (IGU) Faculty of Dentistry, stated the following: "When left untreated or if adequate and effective treatment is not applied, acute inflammations become chronic and flow into or out of the mouth through a channel for weeks without getting better. As a result, the pain is also reduced. However, sometimes it can be activated and a reaction can occur. It can also mix with the blood and cause a serious bloodstream infection, which we call "septicemia."

This situation damages the tissues and organs. Expressing that it can cause death by spreading to vital organs such as the brain, heart and heart valve, Ezirganlı drew attention to the importance of drying the inflammation.

#### IF YOU HAVE THESE SYMPTOMS, YOU MUST USE ANTIBIOTICS

Antibiotic resistance has developed in society due to the unconscious consumption of antibiotics. Therefore, it is not sold without a prescription. There is a common belief among people that inflamed teeth cannot be extracted. Prof. Dr. Seref Ezirganlı indicated, "If there is acute inflammation and local redness, temperature increase, swelling, pain and loss of function, which are the 5 main symptoms of acute inflammation, the patient should be given antibiotics before tooth extraction. However, if the tooth inflammation is chronic, extraction can be done. Nevertheless, if the patient has a second infection that suppresses the immune system (such as flu or caries-related fever, malaise, etc.), it would be more appropriate to extract the tooth after the patient recovers."

#### NEW TREND: NEWBORN NURSING

Parents who had just a baby are worried about the baby's care, particularly after leaving the hospital. Mothers and fathers who want to take care of their baby without harming it receive home newborn care services after birth. Asst. Prof. Dr. Bahar Nur Kanbur, a faculty member in the Department of Nursing at Istanbul Gelisim University (IGU), gave information about how to care for a newborn baby and newborn nursing.

Newborn care is a very difficult process for both parents and babies. The newborn nurses provide support on how to meet all the needs of the baby and the mother during the first 28-day period, starting with the postpartum hospitalization and the mothers and fathers being alone with the baby.

#### THE FIRST 28 DAYS AFTER BIRTH IS VERY SIGNIFICANT!

The first month after birth is the most significant period in which communication between the mother and the baby is established. During this period, the most intense changes occur in both the physical and emotional state of the mother, as well as in the home environment and social life. Especially during this period, women need the support of those around them. Asst. Prof. Dr. Bahar Nur Kanbur, Istanbul Gelisim University (IGU), Faculty of Health Sciences, Department of Nursing, stated the following:

"In a study conducted in 2018, it was determined that mothers needed support for infant care and nutrition in the postpartum period. There are periods when families cannot receive comprehensive service during the postpartum hospitalization period. Moreover, newborn nurses provide support to the family, considering the situations such as the mother resting at home after birth and the baby adapting to the family."

Newborn nurses, who help identify possible problems of the baby and produce solutions, assist the mother with breastfeeding, baby care and health follow-up as they have practical experience in newborns.

#### THEY SUPPORT THE NUTRITION, CARE AND DEVELOPMENT PROCESS OF THE BABY!

Sleep patterns, full and adequate sucking are of great importance in newborn care. Newborn nurses ensure that the appropriate home environment (room temperature, humidity, determination of needs) is prepared for the mother and the baby. They help to keep track of the baby's weight, height, head circumference and vaccination during the development process. At the same time, they give practical information to the family about the baby's feeding, bathing, massages, gas and diaper rash care and what to do in an emergency. Asst. Prof. Dr. Bahar Nur Kanbur also indicated: "Newborn nurses help the mother to master the feeding, care and development processes of the baby. Hence, families can get help from newborn nurses who are trained in this job to get informed support".

#### ISTANBUL GELISIM UNIVERSITY FACULTY OF FINE ARTS BROUGHT "SPECIAL EDUCATION STUDENTS" TOGETHER WITH CINEMA EVENT

A new social responsibility project which is organized by Istanbul Gelisim University Fine Arts Faculty, Radio, Television and Cinema Department, has started. Aforementioned social responsibility project implemented with the cooperation of Istanbul Gelisim University and Samyeli Private Educational Institutions, special education students will have a cinema experience and enter social interactive environments.

The project, which was implemented in three different sessions with three different special education student groups, started with the slogan "Cinema Against Disabilities". In the social responsibility project aimed at reaching special education students, a cinema event was organized in three different sessions with the student group with down syndrome, the 0-6 age group and the learning disability groups.

#### THE FIRST SESSION OF THE SPECIAL EDUCATION CINEMA DAYS SOCIAL RESPONSIBILITY PROJECT WAS HELD!

The first session of the Special Education Cinema Days project was held on July 26, 2022 in the screening room hall of the Radio, Television and Cinema Department of Istanbul Gelisim University Fine Arts Faculty. Samyeli Special Educational Institution teachers, special education student group with down syndrome and parents participated in the event.

The first of the events, which was supervised by Asst. Prof. Dr. Sezgin Savaş, Vice Dean of the Faculty of Fine Arts, and coordinated by Prof. Dr. Şükran Güzin Ilıcak Aydınalp, Dean of the Faculty of Fine Arts, and Asst. Prof. Dr. Rabiya Saltık, from the Department of Radio, Television and Cinema, started with Aydınalp's opening speech. A conversation was held with the participation of Samyeli Special Educational Institutions teacher Ali Atlı and Lect. Kadriye Yıldız, lecturer in Special Education Department at Istanbul Sabahattin Zaim University. In the conversation, the importance and requirements of social responsibility projects for special education students and social responsibility projects that can be organized in the future were discussed.

#### MEANINGFUL FILM FOR SPECIAL EDUCATION STUDENTS: "CAMPEONES"

After the conversation session, the movie was screened. A 2018 Spanish movie, "Campeones" was watched with a special education group with Down syndrome. The warm atmosphere of the cast is felt in the film. The movie event ended with food and snacks.

#### THE PROJECT WAS GREATLY APPRECIATED BY PARENTS!

Parents, who were interviewed after the movie screening, expressed their satisfaction with participating in the social responsibility project. They also indicated that they wish to carry out such social responsibility projects in the future. The social responsibility project will continue with new sessions in August and September.

#### IGU ORAL AND DENTAL HEALTH APPLICATION AND RESEARCH CENTER OPENS!

Istanbul Gelisim University (IGU) Faculty of Dentistry Oral and Dental Health Application and Research Center opens on 1 August 2022. Being a member of ADEE (Association for Dental Education in Europe), IGU Faculty of Dentistry aims to educate dentists trained in European standards.

Istanbul Gelisim University Oral and Dental Health Application and Research Center pursue its development process in health without slowing down with "Gelisim Makes You Smile" slogan.

#### IGU TAKES ITS HEALTH SERVICE TO THE HIGH LEVEL

Istanbul Gelisim University, which has left behind its 14th year in higher education, brings together high-standard education opportunities with the Faculty of Dentistry Oral and Dental Health Application and Research Center. Oral and Dental Health Application and Research Center will start to serve on 1 August 2022 with its expert staff, modern clinics and laboratories. The center, which has 75 units, will both enable dentistry students to gain experience and provide their patients healthy teeth.

Istanbul Gelisim University, which attaches great importance to internationalization in education, became a member of ADEE (Association for Dental Education in Europe) in 2021 to raise the standards of dentistry education. Moreover, it had taken its place among the few ADEE members in Turkey.