

## **TSE-ISO 10002 CUSTOMER SATISFACTION MANAGEMENT SYSTEM CERTIFICATE HAS BEEN RENEWED!**

Istanbul Gelisim University registered its quality by obtaining "ISO 10002 Customer Satisfaction Management System Certificate" by the Turkish Standards Institute. IGU was entitled to renew the certificate obtained in 2022 after the successful completion of the audits carried out by TSE.

Since it is not enough to meet the expectations and complaints of the students with traditional methods, a system has been developed to analyze the demands, complaints and expectations of the students effectively and efficiently and to make these evaluations systematically. This system, which is based on the TS ISO 10002 standard, aims at continuous improvement. IGU continues to successfully meet the quality standards by evaluating and quickly resolving student complaints with the slogan "It's Time for Quality at IGU".

TSE approved the satisfaction of students with this document

The Student Satisfaction and Complaint Management System, which is carried out by the Istanbul Gelisim University Dean's Office, aims to manage students' requests, expectations and complaints more effectively and efficiently. With this system, it is aimed to increase the level of satisfaction of the services and activities offered to students. IGU performed successfully by evaluating and resolving both the trainings it provided to its employees and the workshops it organized, as well as the complaints and suggestions from the students through two different programs. As a result of this success, IGU was entitled to renew the approved document issued by the Turkish Standards Institute.

## **IGU CYBER ACADEMY PROJECT OPENING WAS CARRIED OUT**

The opening of the IGU Cyber Academy Project, which deals with issues such as artificial intelligence and cyber security carried out with the participation Istanbul Gelisim University Chairman of the Board of Trustees Abdülkadir Gayretli, IGU Rector Prof. Dr. Bahri Şahin, Vice Rectors Prof. Dr. Necmettin Maraşlı, Prof. Dr. Arda Öztürkcan, Secretary General Assoc. Prof. Dr. Serdar Egeli, Program Coordinator Asst. Prof. Dr. Serkan Gönen and İSTKA Specialist Gökhan Çoban.

IGU Rector Prof. Dr. Bahri Sahin made the opening speech of the 'Cyber Academy Project', which will last for 4 months on issues such as artificial intelligence algorithms, programming languages and cyber security protocols organized in cooperation with İSTKA within the body of Istanbul Gelisim University. Prof. Dr. Bahri

Şahin emphasized the importance that IGU attaches to scientific projects and talked about the studies carried out.

The IGU Cyber Academy Project, which was implemented within the body of Istanbul Gelisim University (IGU), aims to train individuals equipped for the sector in the fields of artificial intelligence, programming and cyber security. IGU Faculty of Engineering and Architecture, Department of Software Engineering Asst. Prof. Dr. Serkan Gönen stated that 116 people enrolled in the IGU Cyber Academy Project and stated that they wanted to employ all participants, not just 60 people. He also stated that they aimed to make the participants ready for business life starting from the basic level in the trainings.

### **A VISIT FROM IGU RECTOR PROF. BAHİRİ ŞAHİN TO TTO!**

Istanbul Gelisim University (IGU) always proceeds with the vision of the research university. IGU Rector Prof. Dr. Bahri Şahin visited IGU Technology Transfer Office (TTO) to examine the projects carried out.

In order to monitor the current status of the technology projects carried out at IGU TTO and to see the on-site productions in progress, IGU Rector Prof. Dr. Bahri Şahin expressed his views on the projects.

Speaking with IGU TTO staff, intern students and relevant academicians, Rector Prof. Dr. Bahri Şahin also supervised the manufacturing processes of the 3D Mapping VTOL UAV. Rector Prof. Dr. Bahri Şahin made recommendations for newly targeted projects which were carried out in line with the academic and professional knowledge. TTO team nicely welcomed IGU Rector Prof. Dr. Bahri Şahin.

### **NEW SUCCESS FROM IGU IN BARRIER-FREE UNIVERSITY AWARDS!**

Istanbul Gelişim University Faculty of Economics, Administrative and Social Sciences, Faculty of Fine Arts, Faculty of Engineering and Architecture, Faculty of Applied Sciences and Istanbul Gelişim Vocational School became candidates for the “Orange Flag” and “Green Flag” awards due to the arrangements they made in the categories of “Access in Space” and “Access in Education” within the scope of the Higher Education Council Barrier-Free University Flags Program.

Various evaluations were made upon the application made by Istanbul Gelisim University to the Barrier-Free University Awards organized within the scope of the Council of Higher Education Barrier-Free University Program, which aims to raise

awareness about the access of disabled individuals studying in higher education institutions to spaces, educational opportunities and socio-cultural activities and conducts studies in cooperation with all higher education institutions for disadvantaged students.

Istanbul Gelisim University Faculty of Fine Arts and Faculty of Engineering and Architecture are located at J Block Tower Campus, and has earned the “Orange Flag” award in the “Access in Space” category with its work. Istanbul Gelisim University Faculty of Economics, Administrative and Social Sciences has become an “Orange Flag” candidate in the “Access in Space” category, while it has become a “Green Flag” candidate in the “Access in Education” category. Istanbul Gelisim Vocational School has become a “Green Flag” candidate in the “Access in Education” category, while Istanbul Gelisim University Faculty of Applied Sciences has become an “Orange Flag” candidate in the “Access in Space” category.

### **COOPERATION FROM IGU WITH MZUMBE UNIVERSITY, TANZANIA!**

Istanbul Gelisim University has signed a new protocol with Mzumbe University, located in Tanzania. Meetings were made to develop academic cooperation and new projects between the two universities.

Istanbul Gelisim University, which carries out projects in developing countries in addition to European countries that are classified as developed, is expanding its academic borders. The protocol for academic cooperation between Mzumbe University in Tanzania and Istanbul Gelisim University (IGU) was successfully signed.

The protocol that is signed with Mzumbe University, one of the oldest universities in Tanzania, has the potential of contributing to the education sector in the country. IGU's realization of agreements that will benefit the partners it cooperates; represents the important steps it takes with the vision of a World university.

### **IT IS POSSIBLE TO AVOID FOOD POISONING WITH PROPER NUTRITION AND STORAGE CONDITIONS!**

Recently, frequent cases of food poisoning have affected dozens of citizens. Nutrition and Dietetics Specialist Asst. Prof. Dr. Merve Bayram stated that food poisoning can cause serious health problems in some cases, especially in individuals with weak immune systems. On the other hand, Istanbul Gelisim University Faculty of Health Sciences Department of Nutrition and Dietetics Prof. Dr. Arda Öztürkcan explained the conditions for storing food correctly.

Stating that food poisoning is a health problem caused by the consumption of contaminated food or beverages, Istanbul Gelisim University Faculty of Health Sciences Head of Nutrition and Dietetics Department Asst. Prof. Dr. Merve Bayram: "Food poisoning occurs as a result of the contamination of food with harmful microorganisms such as bacteria, viruses, parasites or toxins. These microorganisms can infect food due to food spoilage, inadequate cooking, hygiene deficiencies or improper storage conditions."

"Symptoms of poisoning can be seen from a few hours to a few days"

Stating that the symptoms of food poisoning will usually appear a few hours to a few days after the consumption of contaminated food, Asst. Prof. Dr. Merve Bayram also added: "Symptoms such as nausea, vomiting, abdominal pain and cramps, diarrhea (bloody diarrhea in some cases), fever, head and muscle pain can be seen. Most cases of food poisoning are mild and resolve spontaneously within a few days, but individuals' reactions to foods at risk of contamination may vary depending on the amount consumed and the individual's sensitivity to bacteria and toxins. In addition, in some cases, it can lead to serious health problems, especially in individuals with weak immune systems."

"Cooked foods should not be kept for more than 2 hours"

It is very important to adopt healthy and safe eating habits to reduce the risk of food poisoning in the summer. Asst. Prof. Dr. Merve Bayram emphasized that foods should be cooked well and cooked foods should not be kept for more than 2 hours during this period.

She also added the following: "Fresh and reliable foods should be preferred. Pay attention to the expiration date of packaged products and make sure that the packaging is not damaged. If the date of production and expiry dates are not written on the food, do not buy those products. Paying attention to hygiene rules is also a major factor in preventing food poisoning. Hands should be washed frequently before preparing food and during preparation; kitchen tools such as knives and cutting boards should be thoroughly cleaned after contact with raw food."

"Only drink water from reliable water sources"

Stating that care should be taken while eating out, Nutrition and Dietetics Specialist Asst. Prof. Dr. Merve Bayram, "You should not buy products that you do not know

how to store, that are not inspected and sold on stalls. Only drink water from reliable water sources. If you have a doubt, boil water or use purification devices.

Avoid foods that are difficult to digest and fatty in hot weather. Choose foods that are light, vegetable-weighted, and high in water. Frequent feeding in small portions does not tire the digestive system and is beneficial for general health. Care should also be taken to consume plenty of water in the summer months."

"Paying attention to food storage conditions is vital"

Proper storage of food is vital to reduce the risk of food poisoning in the summer. Istanbul Gelisim University Faculty of Health Sciences Lecturer Prof. Dr. Arda Öztürkcan listed the food storage methods. Prof. Dr. Arda Öztürkcan said, "Keep the refrigerator temperature at or below 4°C. This temperature slows the growth of bacteria and prevents food from spoiling. Keep the temperature of the freezer at -18°C or below. At this temperature, bacteria cannot reproduce and food can be safely stored for a long time."

"Store raw meat and seafood on the bottom shelf"

Stating that proper packaging of foods will also greatly reduce the risk of food poisoning, Prof. Dr. Arda Öztürkcan also added, "Store food in airtight containers or properly sealed bags. This prevents food from drying out, mixing odors, and contamination. These containers can be glass, vacuum storage containers, ceramic or porcelain containers with sealed lids, locking mechanisms. Store raw meat, fish and seafood in a container separate from other foods and on the bottom shelf of the refrigerator. This prevents liquids dripping from raw foods from contaminating other foods."

"Protect food from sun and heat"

Stating that fresh vegetables and fruits should be consumed as soon as possible, Prof. Dr. Arda Öztürkcan concluded his words as follows, "Keep vegetables and fruits fresh by storing them in the refrigerator, but separate overripe fruits since they can cause other fruits to spoil faster. At outdoor activities such as picnics, store perishable food in cold containers (thermos or ice bags). It is very important to protect food from the sun and heat. Foods at different temperatures should not be stored together; care should be taken to keep cold foods cold and hot foods warm."



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