



EUROPEAN UNIVERSITY OF LEFKE

STUDENT SUPPORT SERVICE GUIDE



EUL STUDENT SUPPORT SERVICE GUIDE

European University of Lefke (EUL) recognises student support services as an integral component of the learning environment and a key factor in supporting student progression, well-being, equity, and successful completion of studies. Based on this, EUL offers a comprehensive and coordinated range of student support services designed to address students' academic, personal, social, and administrative needs throughout the student lifecycle.

Student support services are delivered through designated administrative and academic units, operating in coordination to ensure a coherent and student-centred approach. This document provides a structured overview of the scope, organisation, and implementation of student support services, with particular emphasis on clarity of responsibilities, accessibility of services, and continuous improvement mechanisms.

ACADEMIC SUPPORT

Academic support services at EUL are organised and delivered by the Faculties and Departments. These services are designed to support students throughout the entire student lifecycle, with particular emphasis on their academic progression, achievement of intended learning outcomes, and the development of independent learning skills.

Within this framework, students are provided with structured academic advising related to course selection, registration, and study planning, as well as academic skills development activities. Clear and consistent information regarding course syllabi, assessment criteria, and learning outcomes is ensured through coordination with their academic units. Where additional academic support needs are identified, relevant departments are engaged to provide targeted guidance. Students access academic support services primarily through direct contact with their faculties and departments.

ADMINISTRATIVE SUPPORT

Administrative support services at EUL are delivered through the Student Affairs Office (<https://www.eul.edu.tr/en/life-in-eul/student-affairs/>) and are designed to provide a structured and accessible interface between students and the University's administrative processes throughout the student lifecycle. These services contribute to the establishment of a transparent, efficient, and student-centred administrative environment that supports students' academic engagement and overall university experience.

The scope of administrative support includes student registration and the management of academic records, issuance of official documentation, guidance on accommodation and transportation services, as well as the implementation of disciplinary procedures and the handling of student complaints. Clear procedures, regulations, and guidance are made available to enable students to navigate administrative requirements effectively and with confidence. Designated administrative staff provide timely and professional responses to student enquiries, ensuring consistency and reliability in service delivery.

Administrative support services are subject to ongoing monitoring through internal reviews and student feedback mechanisms. The outcomes of these processes inform continuous improvement actions aimed at enhancing efficiency, transparency, and service quality in line with institutional quality assurance principles. Contact Info: registrar@eul.edu.tr

CAREER SERVICE SUPPORT

The Career Service Support Centre at EUL (<https://www.eul.edu.tr/en/life-in-eul/centers-for-students/career-services-support-center/>) provides comprehensive guidance and resources to support students' career planning, employability, and professional development. The Centre assists students in exploring career opportunities, preparing for the job market, and developing essential skills such as CV writing, interview techniques, and networking. In addition, it coordinates internships, employer engagement activities, and career-related events, ensuring that students gain practical experience and industry exposure. Through these services, the Centre aims to enhance students' career readiness, facilitate a smooth transition from education to employment, and contribute to their long-term professional success.

Contact Info: cssc@eul.edu.tr

FINANCIAL SUPPORT

EUL offers a structured range of scholarship opportunities aimed at supporting talented and high-achieving students and promoting equitable access to higher education. Financial support services are coordinated by the Financial Affairs Office (<https://www.eul.edu.tr/en/life-in-eul/services/financial-affairs-office>) and form part of the University's institutional commitment to equity and equal access to learning opportunities.

Within this framework, students are provided with clear information regarding available scholarships, tuition fee arrangements, payment plans, and, where applicable, emergency financial assistance. Financial support processes are implemented in accordance with

institutional regulations and are designed to ensure transparency, fairness, and consistency. Financial support mechanisms are subject to periodic monitoring and review to ensure alignment with institutional policies and equity principles.

Contact Info: accounting@eul.edu.tr

STUDENT ACCOMMODATION SUPPORT

EUL provides comprehensive on-campus accommodation services to support students' academic, social, and personal well-being. The University's residential facilities are designed to offer a safe, inclusive, and accessible living environment, with appropriate amenities and support services to meet the diverse needs of the student community (<https://www.eul.edu.tr/en/dormitories/benefits-of-on-campus-living/>).

Accommodation services include furnished rooms, communal study and social areas, and access to essential facilities such as laundry, internet, and security. For students with disabilities, dedicated accessible rooms and tailored support are provided to ensure full participation in campus life. In addition, residential staff and student advisors are available to assist with day-to-day concerns, promote a sense of community, and facilitate integration into university life. Through these services, EUL aims to create a supportive residential experience that enhances students' academic success, personal development, and overall satisfaction.

Contact Info: dormitory@eul.edu.tr

COUNSELLING AND WELLBEING SUPPORT

Counselling and well-being support at EUL is provided through the Counselling and Guidance Centre (<https://www.eul.edu.tr/en/life-in-eul/office-of-the-dean-of-students/psychological-counseling-and-guidance-center/>) and is intended to promote students' mental, emotional, and personal well-being as an integral element of academic success. The services are designed to support students in managing academic demands, personal challenges, and transitional phases associated with university life. The Centre delivers confidential psychological counselling through individual and group sessions, alongside well-being and life skills programmes. Students may access counselling services by scheduling an appointment with a counsellor, ensuring that support is provided in a timely and appropriate manner. The provision of counselling services is governed by institutional regulations, and confidentiality is strictly maintained. Contact info: cgcentre@eul.edu.tr

HEALTH AND MEDICAL SUPPORT

The University Health Centre (<https://www.eul.edu.tr/en/life-in-eul/services/health-services/>) provides a comprehensive range of medical services to ensure the well-being of all students. Services include patient consultations, vaccinations, injections, wound care (including stitching and dressing), and short-term observation when required. The Centre also functions as a practical training facility for students enrolled in health-related programmes, offering hands-on learning opportunities in a clinical setting.

Conveniently located approximately 5 km from Cengiz Topel Public Hospital, the Health Centre is equipped to provide initial treatment and observation. For urgent or serious medical cases, the University maintains a 24-hour ambulance service to transport students to the nearest appropriate healthcare facility.

All international students enrolled at EUL benefit from mandatory health insurance coverage upon completion of their annual student residence permit. This coverage ensures access to medical care at public hospitals free of charge, supporting students' health and enabling them to fully engage in academic, social, and campus life. Contact Info: healthcentre@eul.edu.tr

SPECIAL NEEDS AND ACCESSIBILITY

Support for students with special needs or disabilities at the EUL is provided through the Disability Support Service (<https://www.eul.edu.tr/en/life-in-eul/office-of-the-dean-of-students/disability-service/>) coordinated by the Dean of Students Office (<https://www.eul.edu.tr/en/life-in-eul/office-of-the-dean-of-students/dean-of-students/>).

This provision reflects the University's institutional commitment to inclusive education and equal access to learning opportunities for all students. The service facilitates reasonable adjustments in teaching, learning, and assessment processes, as well as enhancing both physical and digital accessibility across the University. All support measures are implemented on the basis of individual needs and in consultation with the student, while confidentiality and respect for student autonomy are strictly observed.

The Disability Support Service Centre offers both individual and group counselling services. Individual counselling provides students with a confidential, one-to-one setting to discuss personal concerns, while group counselling brings together students facing similar challenges in order to foster mutual support and shared coping strategies. In line with its commitment to student support and inclusion, the University recognises the importance of accessible accommodation in ensuring equal opportunities for students with disabilities. Accessible on-

campus housing is designed to enable students to participate fully in academic, social, and extracurricular activities, regardless of physical ability. Accordingly, EUL provides suitable on-campus accommodation facilities for students with disabilities. Through the application of inclusive design principles, the provision of appropriate support services, and the promotion of an inclusive campus culture, the University aims to create an environment in which all students can successfully engage in university life and achieve their academic and personal potential.

Contact Info - Disability Support Service: dss@eul.edu.tr

Dean of Students: dos@eul.edu.tr

INTERNATIONAL STUDENT SUPPORT

International student support services at EUL are delivered through the International Support Centre (<https://www.eul.edu.tr/en/life-in-eul/intsupcntr/>) and aim to facilitate students' academic, administrative, and social integration into the University community. These services complement the University's counselling, accessibility, and funding measures, while ensuring compliance with relevant legal and regulatory requirements. They include orientation programmes, guidance on visa and residence procedures, and activities supporting cultural adaptation, assisting students throughout admission, transition, and progression stages. In addition, the ISC team provides opportunities to foster student engagement and inclusion by organising social and cultural activities and offering dedicated spaces where students can study, interact with peers, and learn collaboratively. These initiatives not only support students' academic and personal development but also strengthen a sense of belonging and mutual support within the campus community. Contact Info: iscentre@eul.edu.tr

EXTRACURRICULAR SUPPORT

Extracurricular and student engagement activities at EUL are coordinated by the Social and Cultural Events Centre (<https://www.eul.edu.tr/en/life-in-eul/social-cultural-activities-centre/>) which has been specifically established to organise extracurricular activities. Each area of the Centre is designed to promote personal development, enhance the quality of student life, and support overall student satisfaction. Social and Cultural Events Centre in collaboration with recognised student clubs and societies (<https://www.eul.edu.tr/en/life-in-eul/social-cultural-activities-centre/social-cultural-activities/student-clubs/>) aims to complement academic learning through personal, social, and cultural development opportunities (<https://www.eul.edu.tr/en/life-in-eul/social-cultural-activities-centre/social-cultural->

[activities/](#)). Students are encouraged to participate in clubs, sports, social activities, community engagement, and volunteer programmes that promote teamwork, social responsibility, and a sense of belonging to the University community. Participation opportunities are communicated through institutional channels and student organisations.

European University of Lefke is committed to promoting a healthy and active lifestyle for its students enhancing campus life, and supporting the development of lifelong skills through regular sports and fitness programs (<https://www.eul.edu.tr/en/life-in-eul/services/sports-complex/>). The University offers a variety of sports activities in which students can participate, fostering both physical well-being and personal growth. Additionally, EUL provides Sports Scholarships to recognize and reward students who demonstrate outstanding performance in athletic activities. Contact Info- Social Cultural Activities Centre: scentre@eul.edu.tr
Sport Complex: spor@eul.edu.tr

DEAN OF STUDENTS OFFICE - COMMUNICATION AND FEEDBACK –

Communication and feedback mechanisms at EUL ensure that student perspectives are systematically integrated into the evaluation and enhancement of student support services. Formal channels coordinated by the Dean of Students Office (<https://www.eul.edu.tr/en/life-in-eul/office-of-the-dean-of-students/dean-of-students/>) are maintained for students to submit feedback, suggestions, and complaints related to support services.

The Centre aims to ensure the highest level of student satisfaction by serving as a bridge between students and the University's academic and administrative units, while helping students feel supported and at home throughout their time at the European University of Lefke. Its primary objective is to respond to students' requests and concerns promptly and effectively, and to ensure that feedback is accurately communicated to the University administration. Feedback is reviewed through established institutional processes, and relevant outcomes are communicated to responsible units where appropriate. Outcomes of student feedback are documented and considered within the institutional quality assurance framework and inform continuous improvement actions related to student support services.

Overall, EUL ensures that student support services are systematically structured and easily accessible, with clearly defined responsibilities assigned to the relevant departments. Transparent access procedures and regular review processes are in place to enhance the effectiveness, fairness, and sustainability of these services. Contact Info: dos@eul.edu.tr