Support Education Student Guide

Fırat University School of Foreign Languages · 2026-2027 Academic Year

> **What is support education?** It is an additional form of support that helps you prepare for the English Proficiency Exam. **It does not replace full-time courses.** You do most of the work on your own, and instructors support you along the way.

1. Who is this program for?

Students who failed the Pre-A1 exam	Students who registered late and need to complete missing module content
Students who repeated a module but did not have time to complete the module content in class	Students enrolled in a course level who need extra support for the Proficiency Exam
Students who met the attendance requirement in the preparatory program but failed	Students preparing for the exams on their own
Students who joined through lateral transfer or additional placement	International students with a different registration date

2. Step by step: What should you do?

Step	What should you do?	Where / How?
1. Log in to the LMS	You should log in with your OBS credentials and select the “Support Education Class”. You should check the announcements regularly.	**https://debsis.firat.edu.tr**
2. Orientation	You should watch the orientation video.	The video is on the LMS. The class date is announced in the WhatsApp group (Lecturer Dr. Bilge Merve Saçan).
3. Textbook decision	You should decide whether to buy the textbook. We strongly recommend getting it.	See Section 3 below.
4. Studying the materials	You can study the content for your level (Pre-A1, A1, A2, B1, B1+) and mark it as “completed”.	LMS. If you have the book, you can do extra practice with Language Hub Online.
5. Regular study	You should identify your weak areas and review them. You should take mock exams carefully. You should keep up your vocabulary practice.	LMS and Language Hub Online
6. Academic support	You can meet instructors face to face during office hours. For an online meeting, you should first apply to the responsible instructor.	Office hours are posted on the School’s web page.
7. Extra activities	You can join the announced activities. They support your academic connection to the school and your language development.	Announcements are on the LMS.

3. Textbook: If you buy it / If you do not

	If you buy the book	If you do not buy the book
Language Hub Online	You can access it with the password that comes with the book (this is the only way).	You cannot access it.
How is your progress tracked?	Your Language Hub Online account + your LMS participation	Your LMS participation only

Because exams are aligned with the textbooks used, getting the book is recommended. Tracking data is used only to give you academic support.

4. How to open a ZIP file

Device	What should you do?
Windows	Right-click the file and select **"Extract All"**.
Mac	Double-click the file. A folder is created automatically.
Phone	In the "Files" app, select **"Extract"**. If it is not available, you can download a ZIP extractor app.
If it will not open	Download the file again or try another device. If the problem continues, send a screenshot to your instructor through the LMS.

5. Who should you contact if you have a problem?

You should go in order: first the responsible instructors, then the official authorities if no solution is found.

Order	Who?	Contact
1	Responsible instructors (**message through the LMS**)	Lecturer Ezgi Derya Tertemiz: edtertemiz@firat.edu.tr Lecturer Dr. Bilge Merve Saçan: bmsener@firat.edu.tr Lecturer Seniha Silman: sedevecioglu@firat.edu.tr
2	Lecturer Dr. Fatih Öztürk (Head of the Department of Foreign Languages)	fozturk@firat.edu.tr 424-2370000-5157
3	Lecturer Dr. A. Gökhan Tuğan (Deputy Director)	agtugan@firat.edu.tr 424-2370000-5158

6. Special situations

Topic	What you should know
Applying for face-to-face education (optional)	The program started online, but you can also benefit from face-to-face education. **Who?** Students who have requested support education, were not failed because of absences, and are preparing for the exams on their own. **How?** Apply with a petition during the announced dates. Applications are evaluated if class capacity allows. According to the guide, students accepted into face-to-face education are exempt from exam and attendance requirements.
If you are in a Pre-A1 class	The first 2 weeks are the Foundation Pack, followed by A1 classes. At the end of the first 2 weeks, you are assessed with a writing activity. If you are not successful, you are also directed to support education activities.

Topic	What you should know
Rules to keep in mind	You cannot attend classes as a guest student in levels you are not registered for. You can use the Foreign Languages Library's extra resources only during office hours, with the instructor's permission and supervision. The School does not refer students to private courses or external publications.

7. Checklist before you start

☐ I logged in to the LMS and checked the announcements.	☐ I found materials suitable for my level.
☐ I watched the orientation video and I am following the WhatsApp group.	☐ I made a study plan.
☐ I decided about the textbook.	☐ I know who to write to if I have a problem.

Good luck!