

AUCA Guidebook for Local Faculty and Staff

New Faculty and Staff Orientation

Welcome to the American University of Central Asia!

We offer this guidebook as a resource for local faculty and staff to assist in transition to the AUCA community. This information, in conjunction with other resources and services provided by AUCA, is intended to help you to fully participate in the community. We encourage you to contact the HR office with your thoughts and suggestions and invite you to attend our upcoming events that support your work.

This guidebook consists of the following topics:

- AUCA's Campus: first arrival
- Important Information About AUCA
- Contacts

AUCA's Campus: first arrival

AUCA is located at 7/6 Aaly Tokombaev Street. Security guards check IDs at the entrance, so when you first arrive you will need to have someone from HR or your department come to meet you.

The administration offices (President's and Vice President's offices, room 115, HR room 110) are located on the first floor. Shared Service Center, room 244 is located on the second floor. The detailed map of the campus you can find in the appendix to this document.

Important Information about AUCA

You can familiarize yourself with a summary of the AUCA Human Resources policies, which are in the AUCA Employee Handbook, available in electronic format on the University website at: https://auca.kg/en/employee_handbook/, as well as with Anti harassment Policy (HR - mediator) that you can find in appropriate course in LMS Moodle "Anti-Harassment Policy & Complaint Procedure" (<http://ecourse.auca.kg>).

Computer Access, Email and Wi-Fi

The Office Manager/Manager of your department will assist you in obtaining a network and email account (@auca.kg). Your network account will allow you to use computers in your office, classrooms, log into the online registration system (<http://or.auca.kg>), which is used for viewing class lists and submitting grades and also use LMS Moodle (Electronic course system). If you need a Projector and your classroom does not have one, or you need to connect your laptop to the classroom projector, you can ask your office manager for assistance or contact the IT Department Directly.

AUCA has secured WiFi networks with a range that cover the whole campus area.

E-mail: it@auca.kg

Phone: 915-000

Tech Support (room 242): ext. 207

Library

Library's mission is to support AUCA community by providing access to a variety of information sources and formats. Detailed information about the library services, resources, policies and working hours can be found on the website: <https://library.auca.kg/>.

The library provides access to electronic resources, available both on- and off-campus. Your AUCA login and password will grant you remote access to library resources. Services for faculty are listed at: <https://library.auca.kg/faculty>. The library is happy to process your requests for books and materials needed for your course, to reserve course materials for your students, to provide reference and research assistance. The library staff is happy to deliver information literacy training for your students per your request. The sessions can be tailored to the needs of your particular course. The topics covered include, but not limited to, introduction to library resources, searching electronic resources, formulating search strategy, ethical use of information, citation styles and tools. To schedule a library session please e-mail us at: library@auca.kg. Please feel free to contact the library in person, by phone or e-mail.

Phone: 915-000

Core Collection (room 340): ext. 305

Multimedia (room 330): ext. 304

Textbook Storage (room C-10): ext. 306

Reference: ext. 301, 303

E-mail: library@auca.kg

e-Course System (LMS)

An online learning management system (based on Moodle) available to AUCA instructors for posting course materials, assignments, wikis, forums, online tests, grades & etc. e-Course System provides an opportunity to interact with students 24/7 outside of the classroom.

How do instructors get courses onto e-Course System?

- Navigate to <https://e-course.auca.kg> in your favorite web browser
- Log in to the e-Course and create a profile
- using your auca computer network username and password
 - Send request to e-course admin in order to set up course/courses
- by email, phone or in person
 - Post course materials and activities
 - Enroll students in a course: share an enrolment key with the students
- enrolment key is provided to you individually by e-course admin
- you can change the key by yourself at any time

e-Course Assistance

Workshops and one-to-one trainings available through the CTLT

senior e-Learning admin

tel.: 915-000/ext. 331

email: ecourse@auca.kg

room: 201

Cafeteria

The cafeterias are on each floor of the building. The largest one “Kitchenette” is on the first floor. Sierra Coffee, the Western-style coffee shop is on the second floor.

Medical office

AUCA Medical office provides the following services:

- First emergency treatment;
- Prophylaxis;
- Counseling;
- Treatment of therapeutic diseases;
- Information and advises specialists in our partner clinics;
- Recommendations and search for other hospitals, dental centers, laboratories and medical specialists in Bishkek.

The staff of the Medical Service includes a therapist, physical therapist, psychologist, and nurse. AUCA Medical office is located in room T13.

AUCA Working Hours

AUCA has five-day working week. Offices are usually open generally from 9 a.m. until 6 p.m. Saturdays and Sundays are day off. However, the computer lab is open on Saturday, and the library is open through the weekend, from 9 a.m. until 4 p.m. During exam periods, hours for the library and faculty computer lab are extended, and during summer and vacation breaks hours are more limited.

Holiday and Weekend Policy

According to the Labor Code of the Kyrgyz Republic and the AUCA Academic Calendar, the following days are considered holidays and therefore are non-working days:

<i>Holidays</i>	<i>Date</i>
Independence Day of the Kyrgyz Republic	August 31
Reconciliation Day	November 7
Thanksgiving Day	November 24
Christmas	December 25
New Year's Day	January 1
Orthodox Christmas	January 7
Fatherland Defender Day (Men's Day)	February 23
International Women's Day	March 8
Nooruz	March 21
People's Revolution Day	April 7
Labor Day	May 1
Kyrgyz Republic Constitution Day	May 5
Victory Day	May 9

There are two Muslim holidays that mark the beginning and end of *Ramadan*, *Orozo Ait* and *Kurman Ait*, which are based upon the on the lunar calendar. These are also official holidays that are usually announced one month in advance by the government. HR will notify the community of these holidays.

According to the order of the Government of the Kyrgyz Republic, in the occurrence of a day off (Saturday or Sunday) and a public holiday coinciding, the day off is moved to Monday and declared as a non-working day.

Parking

There are two parking places near AUCA campus, in particular on east and west sides of the campus.

On the **east side** of the AUCA building parking is paid. Parking on the east side of the building AUCA without parking tickets is prohibited.

Parking tickets can be received at Shared Service Center (room #244).

Costs of the parking tickets are listed below:

- 6500 KGS for one year (12 months);
- 3500 KGS for 6 months;
- 650 KGS for 1 month.

New parking tickets will be available annually starting from 1st September at SSC office.

Parking on the **west side** of the AUCA campus is free.

Contacts

Emergency Contacts

Emergency Contacts at AUCA

SSC - Taalaibek Shaiimkulov - Director - 0 555 65 44 45

E-mail: ssc@auca.kg

AUCA Security Service

Tel: +996 (312) 915000, Ext. 399 (also 380)

E-mail: abdyldabekov_b@auca.kg

AUCA Medical Office

In the case of an emergency during evenings, nights and weekends you can call Elmira Amandykova, AUCA Therapist, on her mobile 0550 629202, 0708 862686.

Medical office room T13.

Telephone number: + 996 (312) 91 50 16

Internal telephone number: 280

E-mail: medservices@auca.kg

Working Hours: Monday-Friday 9.00 a.m. – 5 p.m.

Emergency Contacts at AUCA After-Hours

SSC - Taalaibek Shaiimkulov - Director - 0 555 65 44 45

If you have further questions, please contact:

Dr. Andrew B. Wachtel, AUCA President	wachtel_a@auca.kg
Dr. Chyngyz Shamshiev, VP/COO	shamshiev_c@auca.kg
Arna Tynalieva, HR Director	tynalieva_a@auca.kg
Taalaibek Shaiimkulov, SSC Director	ssc@auca.kg
Umut Jumalieva, HR Expert	jumalieva_u@auca.kg

AUCA web-site: www.auca.kg

Faculty and Staff Directory

<https://auca.kg/en/directory/>

Appendix 1

AUCA New Hires Orientation: Manager/Employee Checklist

Employee Name: _____ Department: _____

Tasks to be completed:

Task	Completed
Welcome to Department by Director/Dean/Chair	<input type="checkbox"/>
Introductions & Tour of Department	<input type="checkbox"/>
List of Key Contacts provided	<input type="checkbox"/>
Job description and duties reviewed with new employee	<input type="checkbox"/>
Work space, computer, and phone identified & explained	<input type="checkbox"/>
ID card: explained & applied	<input type="checkbox"/>
Office organization and resources explained (e.g. files, manuals, office supplies, etc.)	<input type="checkbox"/>
Access to AUCA systems provided and training scheduled (e.g. Network account, E-mail account, Moodle, Online Registration, etc.)	<input type="checkbox"/>
Academic Calendar provided	<input type="checkbox"/>
Faculty: schedule of courses reviewed	<input type="checkbox"/>

Signatures:

Manager _____ Employee: _____

Date: _____

Manager: please provide this document in HR office after orientation.

Appendix 2

APPROVED

Director of Physical Plant Department

Lilia Muslimova

Rules of conduct on AUCA territory

1. General provisions

1.1. Rules of Conduct for being on AUCA territory, 7/6 A.Tokombaev Street, Bishkek, are designed in accordance with by-law of the University.

1.2. These Rules apply to students, faculty and staff of the University, university entrants and their parents, and other visitors.

2. Rules of conduct on AUCA territory

2.1. Citizens must observe set rules of conduct, public order, not perform acts, which may threaten personal safety, endanger life and health of other people.

2.2. Entrance and presence inside of administrative building wearing clothes with printed slogans on them calling to violence, religious, racial and ethnic animosity, obscene expressions and abusive texts are forbidden.

2.3. Entering while intoxicated by alcohol or narcotic drugs; entering with hidden faces; carrying firearms and cold weapons, inflammable substances, banners and posters with unlawful slogans, loudspeakers and devices reinforcing sound as well are forbidden on AUCA campus territory and inside the building.

2.4. It is strictly forbidden in AUCA:

1. To use drugs and to smoke in non-specified areas;
2. To use obscene language and words abusing honor and reputation of people;
3. To obstruct the work of University staff;
4. To damage building, property and equipment of University;
5. To carry thrusting, cutting or chopping tools, which are unrelated with educating or working process, cold weapons and firearms, other types of weapons, devices for shooting of rubber bullets or other missile projectiles made of similar materials, weapon models, pyrotechnics, high explosives, inflammable, toxic substances, potent agents, substances with sharp odor and strongly pronounced irritant action;
6. To enter with dogs, cats, any other pets or predator animals or birds of prey, except guide dogs;
7. Photography and video filming of AUCA building, including rooms, faculty and staff, students are allowed only with permission of University administration and Office of Public Relations;

It is absolutely forbidden to write on the surface of desks, chairs, and walls; to break furniture and technical equipment; to litter. There are special info-boards mounted on walls for announcements, pins are supposed to be used on them.

8. It is strictly forbidden to do on any wall and glass surfaces in university:

- To paste notices
- To nail
- To write and draw
- To use Scotch tape
- To write on whiteboards with permanent markers

It is strictly forbidden to leave the bits of food and packing materials of food in the building after any events like coffee-breaks or business lunches. All garbage, plastic (and other) bottles and packing materials are must be carried out of building in closed bags and be thrown to dustbins situated at western side of AUCA.

All faculty, students and visitors organizing any events are personally, financially liable for safety of rooms, furniture and property of University during events.

3. Luggage inspection

3.1. If visitor has large-size luggage (suitcase, handbag, plastic bag, backpack, etc.), AUCA security officer offers him/her to show voluntarily contents of luggage for visual examination.

3.2. In case of refusal of visitor to show voluntarily his/her belongings for inspection, security officer reports to the Director of PPD about the situation and operates on orders from Director of PPD.

3.3. If owner of large-size luggage refuses to leave University building on his/her own volition, AUCA security officer calls police squad to resolve conflict situation.

3.4. All students, faculty and staff are requested to show their IDs on entrance.

AUCA Security Service (SS) is not responsible for safety of personal belongings of students, faculty, staff and guests.

4. Responsibility for violation of the Rules of conduct in AUCA building, procedure for appealing against actions of officials

4.1. All Rules of conduct on University territory and building for AUCA faculty and staff are prescribed in AUCA Employee and Faculty Handbook, and Rules of conduct for AUCA students are prescribed in Code of Conduct for AUCA students.

4.2. In case violation of rules of conduct on the territory and building of University, security service has right to admonish violators, to demand from violator to leave building and territory, and take other measures to obviate (prevent) violations as well in accordance with existing authorities.

4.3. All AUCA community members have to inform security officer on duty about detected violations, and then security officer on duty reports to Director of PPD, then operates on his/her instructions and these Rules.

4.4. In case of any person keeps taking lawless actions or violating Rules of conduct in AUCA territory, security officer or any other authorized person calls the police to stop illegal actions.

4.5. Appealing against actions of University officials or security service is implemented in accordance with current legislation.

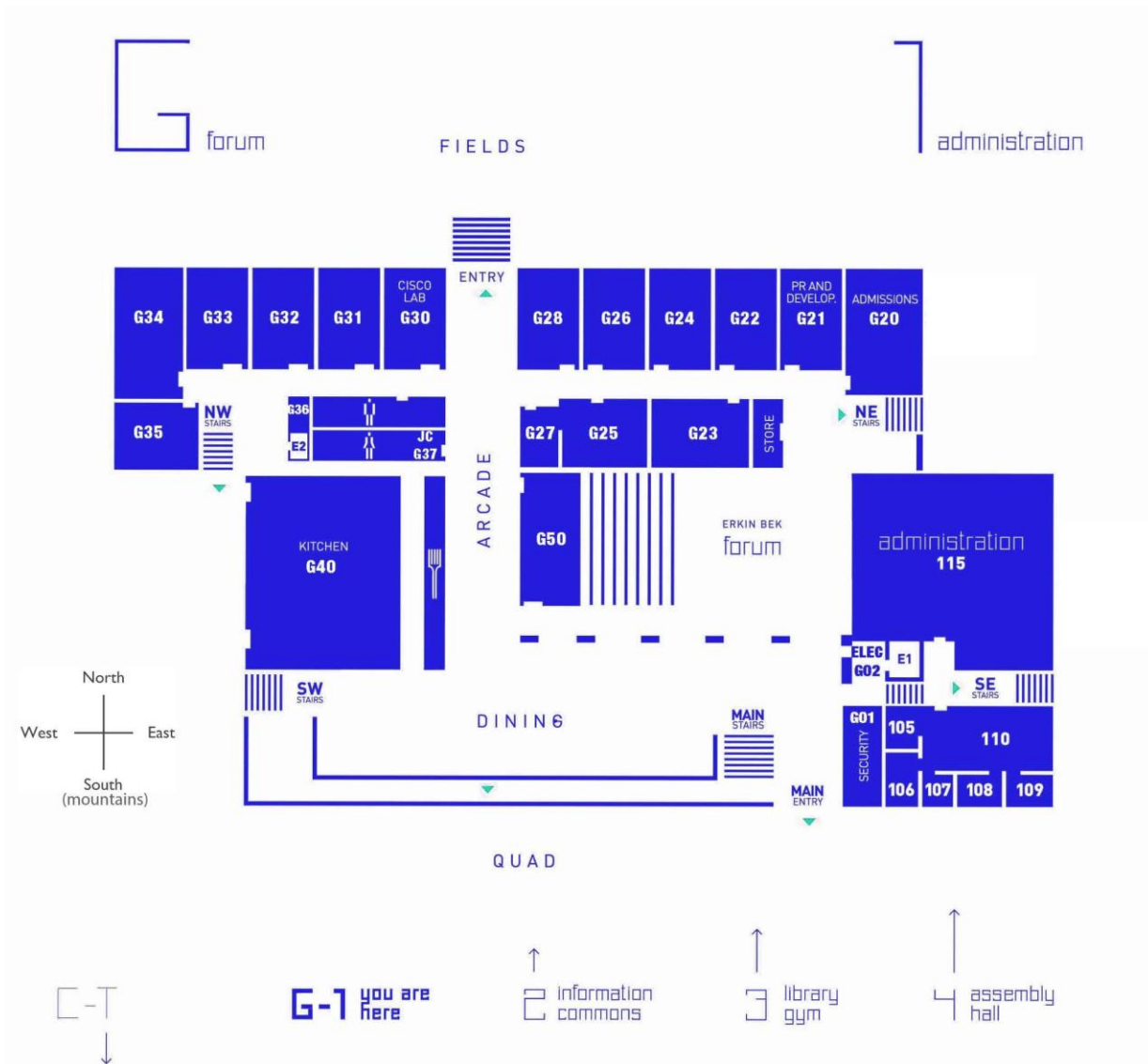
Appendix 3

Campus map

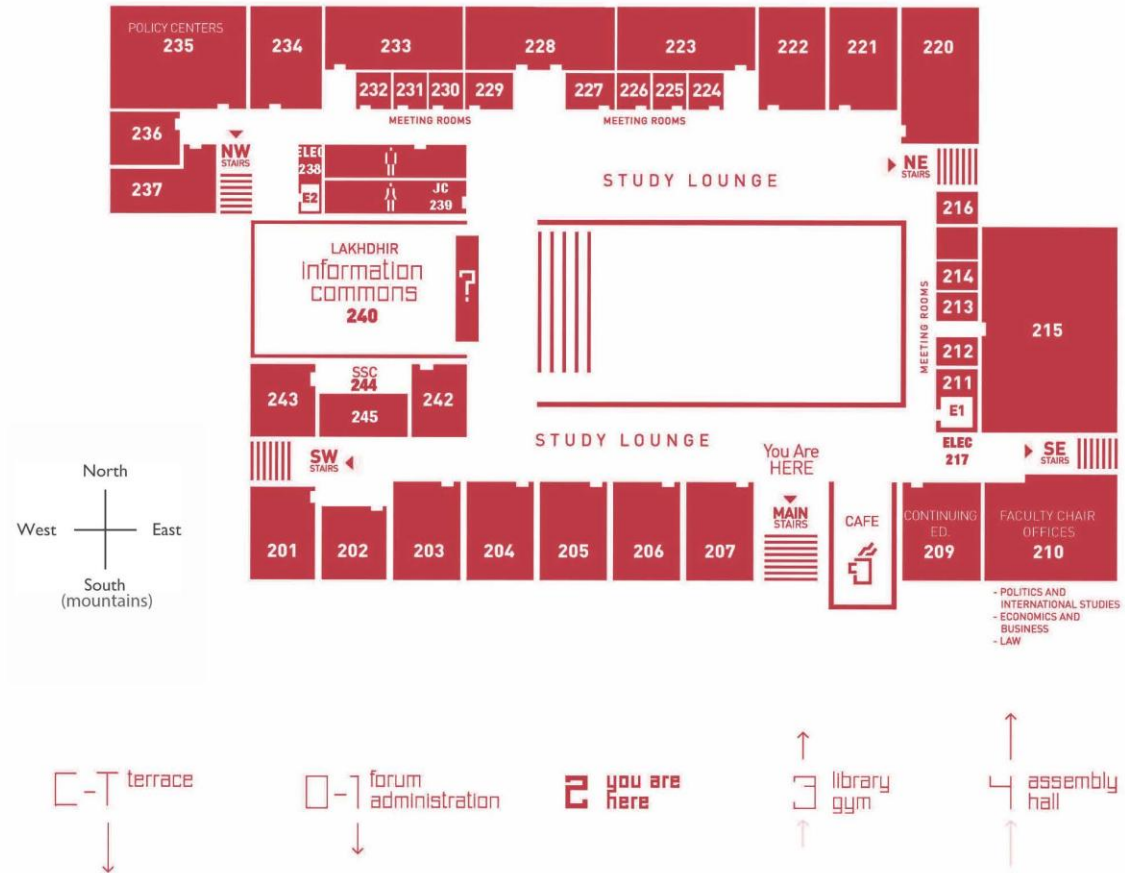
Basement



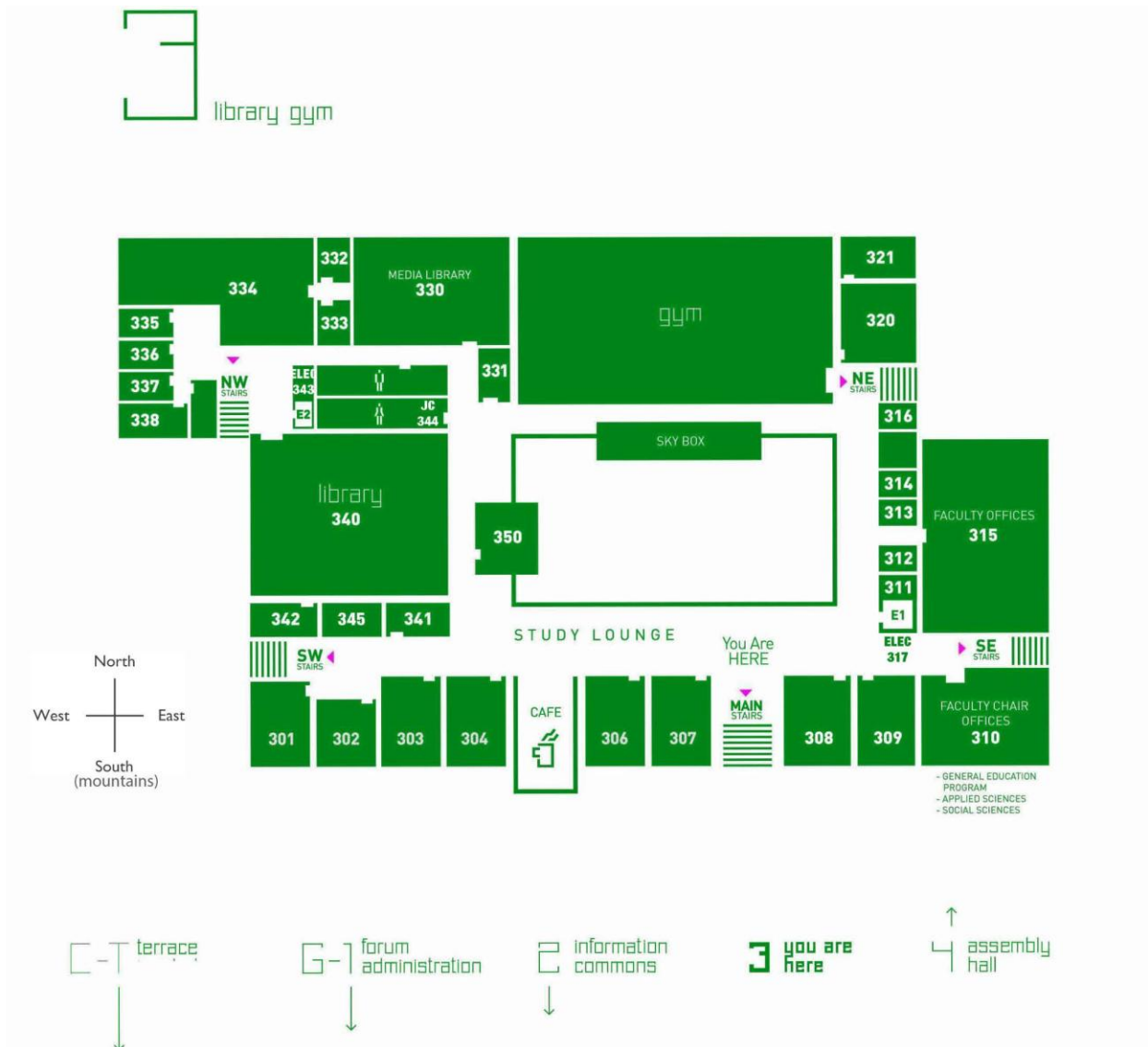
First floor



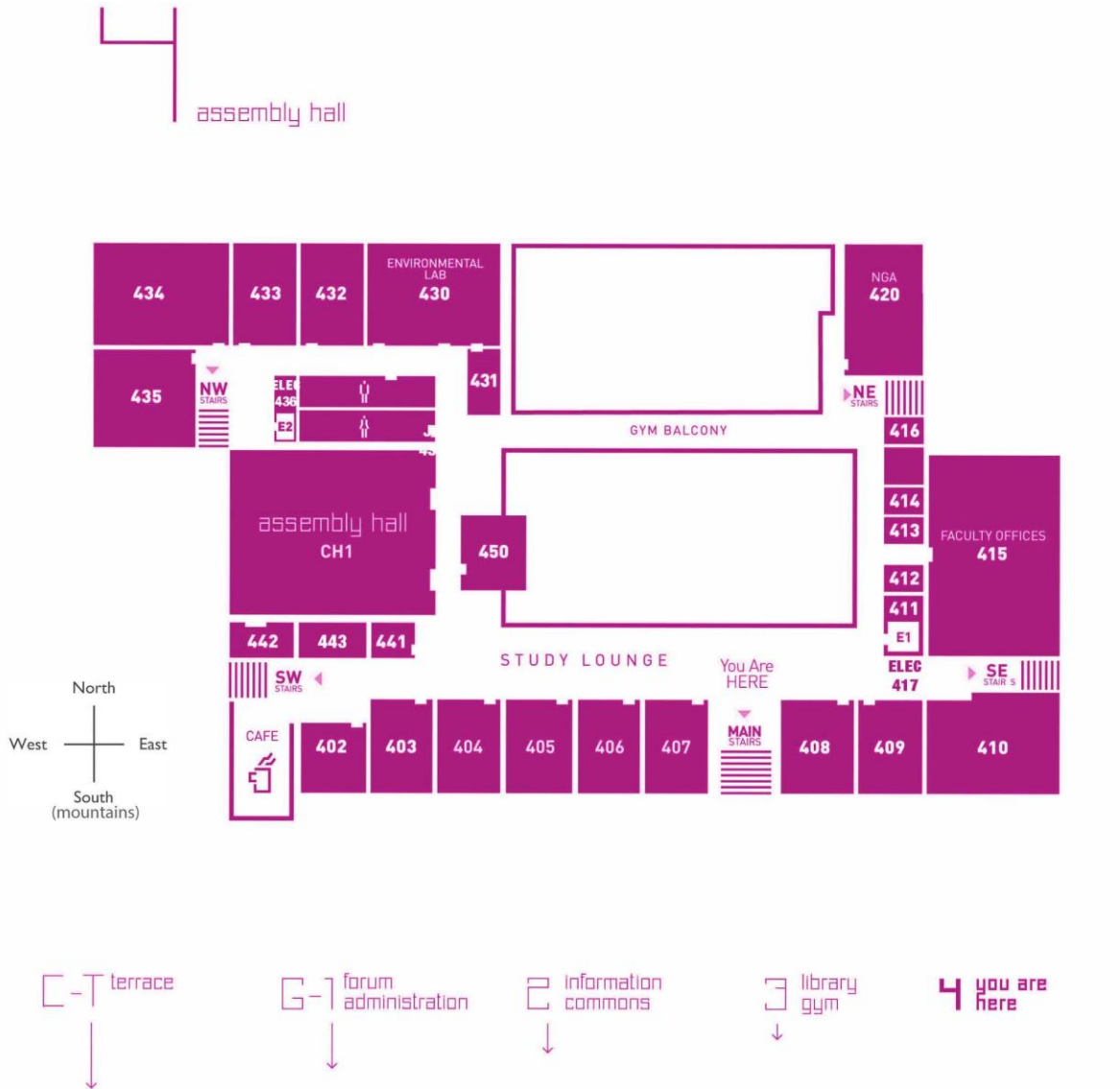
Second floor



Third floor



Fourth floor



Appendix 4

AUCA Public Relations Policy

Effective January 1, 2014

The AUCA Communications Office manages the University's global reputation and its communications worldwide.

The AUCA Communications Office aims to promote the work of AUCA students and faculty both within the Kyrgyz Republic and globally. Our work strengthens the relationship of AUCA with those who have previously studied, worked, and have had involvement with AUCA.

This policy brief is designed to outline how the Communications Office fulfills that role.

News Coverage and Event Advertisement:

- The office identifies relevant topics, individuals, and events with the assistance of actors responsible for such items.
- If a department or individual wants us to attend or publicize anything related or of interest to the University, they must **fill out the form one week before the requested event** takes place. Please fill this [submission form](#)
- The coverage will be published on the AUCA website and on social media platforms as requested.
- Each Department/Student Club/Office is responsible for advertising their own events on the AUCA website Events page. Each department is now able to add events to the website on their own, through their office manager.
- The PR Office will provide all logotypes/design required for posters or advertising. Departments are welcome to do this on their own, but the PR office is available to assist you with design requests. Please use the submission form for all requests. The AUCA Logo in Corel Draw format is available on our website: <https://auca.kg/en/branding/>
- The platforms for news coverage and event advertisement include: Facebook, Twitter, Instagram, LinkedIn, Google+, YouTube, and the AUCA website.

AUCA Website:

- Each department/office is responsible for maintaining their page of the AUCA website and ensuring the accuracy of information presented there. Basic information should appear in English/Russian/Kyrgyz. The PR Office will provide editing for all languages before content is posted. Other services for web design and style must be **requested in written form and signed by the head of the requested department.**

AUCA Business Cards:

- The PR Office will print business cards on the first day of each month. The PR Office provides (no more than 100) business cards for the head of each department. If other staff or faculty members require business cards, the cost must be covered by the relevant department's budget or the individual.
- To request business cards, the department must provide a written request addressed to the Director of Communications, Dinara Orozbaeva, and signed by the head of the department. This request must be brought to PR Office; telephone calls or emails are not sufficient.

Guidelines for Photography/Video:

- The PR Office publicizes videos that promote the positive image of AUCA. Videos can be uploaded to the AUCA YouTube channel. PR Office provides photo coverage of the events related to AUCA. Departments should inform PR photographer **one week before the event.**
- All photos are available at AUCA's archive or AUCA Facebook official page photo albums where could be downloaded. Or bring a USB flash card to PR Office for taking the photos.

Electronic Mail Delivery:

- The PR Office is responsible for delivering electronic mail to specific groupings of AUCA students, faculty, and staff. If a department needs to announce an upcoming event or publicize any issue, an email of request including with the material to be sent should be addressed to the PR Office at pr@auca.kg. The material will be delivered **two days before the event**; not earlier or later.
- The most important news about achievements at AUCA will be delivered to all local media in Kyrgyzstan. If a department wants the PR Office to deliver an electronic email with important news to all media, it must send a request with the news attached to pr@auca.kg. The attached news will be disseminated immediately if needed or after three days of sending it to PR Office.

AUCA Merchandise Requests:

- AUCA-branded merchandise can be requested only in certain circumstances, including special guests and students travelling to events.

- To obtain AUCA-branded merchandise the requesting department must fill out the provided form, have it signed by the department head, and deliver it to the PR Office (room G21). The form is attached [Eng/Rus](#)
- Merchandise available includes: T-shirts (AUCA), T-shirts (I Love AUCA), Caps, Bracelets, Pens, Notebooks, Notepads, Magnets, Flags, Bags, AUCA Magazine, Rucksacks.

The Communications Office welcomes applications for volunteers, interns, and any other suggestions regarding working with the Communications Office. To apply, please contact Olga Shen: shen_o@auca.kg