

# AUCA Guidebook for International Faculty and Staff

## New Faculty and Staff Orientation

Welcome to the American University of Central Asia!

We offer this guidebook as a resource for international faculty and staff to assist in transition to the AUCA community and Kyrgyzstan. This information, in conjunction with other resources and services provided by AUCA, is intended to help you to fully participate in the community.

This guidebook consists of the following topics:

- Before you arrive
- AUCA's Campus: first arrival
- First steps
- Important Information About AUCA
- Living in Bishkek
- Recreation
- Cultural Norms
- Contacts

## Before you arrive

### Obtaining a Visa

International faculty requires a work visa (only this type) to work in Kyrgyzstan. The HR Expert from Shared Service Center deals with visas and work permits.

There are 2 options to get a work visa: international faculty can get three month multiple work visa at the **Consular Department** at Manas airport in Bishkek, the Manas airport Consular Department works 24/7, the second way is he/she can obtain three month work visa from KG Embassy in the country of the prospective international faculty member. You can find the nearest Embassy of Kyrgyz Republic at: <http://www.mfa.kg/> or <http://www.tourstokyrgyzstan.com/en/embassies/abroad.html>.

It is preferable to obtain a three month work visa at the KG Embassy, but in any case, after you choose any of these options, you have to inform AUCA HR Expert about the chosen option and send the copy of your passport. HR Expert will prepare and send the letter of invitation to international faculty member for obtaining the work visa. Please note, the only stamp at the

airport is not acceptable, as the work visa is the main document for getting a work permit from Migration Service.

We will compensate to all full-time faculty the cost of temporary visa according to your contract. We ask international Faculty and Staff to register with your Embassy if they provide this service; you can find the location of your diplomatic representatives here: [http://www.mfa.kg/diplomatic-missions-in-kr/dip-in-kr-2\\_en.html](http://www.mfa.kg/diplomatic-missions-in-kr/dip-in-kr-2_en.html).

## The list of documents for work permit

Before arrival, you will need to provide the HR Expert with scanned copies of:

1. Your diploma, it will be translated into Russian, and then we will notarize by a notary when you bring the original of the diploma.
2. Your passport (page with photo), and a page with valid business visa (upon arrival)
3. Your home address,
4. A passport-sized photograph,
5. Your CV

These can all be sent via email to jumalieva\_u@auca.kg to Umut Jumalieva, HR Expert of SSC office. All these documents are important for your work permit application. It is very important to send it prior to your arrival.

## 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.

New international faculty members are asked to arrive to AUCA two weeks before the beginning of the new academic year, which starts on September 1st. According to AUCA's Annual Vacation Policy, all department / program chairs and office managers are on vacation starting

from mid-June till mid-August, and return to work a week before the orientation week in order to prepare for the new academic year.

## First steps

After you've arrived, there are several steps you must formally become an AUCA faculty member, including important paperwork. We know your first days after arrival can be confusing, so we've broken the process down into simple steps for you.

### Step 1: Your personnel file

All of the following documents must be taken to Human Resources in room 110. The office manager of your department can assist you.

- Application for faculty hiring - you can find it at [https://auca.kg/en/hr\\_forms/](https://auca.kg/en/hr_forms/) or ask your office manager. Once your application is complete it should be signed by the Vice President/COO.
- Two photos - 3 X 4 centimeters.
- Copy of training certificates or other certificates.
- Copy of passport with visa.

### Step 2: Contract

You can sign your contract upon arrival in Bishkek. Your contract should include contract supplement, which details the specific terms of your employment. Amounts are denominated in Kyrgyz som. Your monthly gross salary is subject to a flat 10% tax that will be deducted from your pay. Other items, including your housing allowance, will be indicated as net values. All international faculty contracts are one-year in duration. This is due to Kyrgyz government regulations for international employees.

### Step 3: Gain access to university resources

The Universal ID card which is split with your bank account is issued through AUCA Shared Service Center, room 244 upon your arrival. Also, you may use library services with this Universal ID card.

The office manager of your department will assist to get Computer access.

## Step 4: Obtain a work permit

All international faculty and staff members must have a work permit from the Kyrgyz Migration Service. These procedures can be challenging, but we'll try to help you to obtain the work permit. On the basis of work permit, we can extend your work visa. Please submit the following documents to the SSC Office to Umut Jumaleiva, HR Expert for your work permit:

- HIV test certificate
- Original diploma
- Copy of your signed contract with AUCA
- Eight photos-3 X 4 centimeters. Photos can be purchased at any photo shops in Bishkek, photos should be mat, size 3\*4 centimeters on the white background with the corner on the right side.
- A work permit application form, to be filled in at SSC Office.

You must take an HIV test at the governmental medical center. HR Expert will assist to pass it. Please make sure to bring your passport. The exam costs five dollars (they accept som) the clinic is open from Monday to Friday, 8:30 a.m. to 12:00 p.m. and you can receive results next day, 2:00 p.m. to 4:00 p.m. The address is Logvinenko, 8 (it is close to the intersection of Logvinenko and Bokonbaev streets).

SSC office will arrange for translation and notarization of your diploma and the main page of your passport.

If you decide to prolong your contract with AUCA, your work permit must be renewed as well. The work permit is given only for one year. To renew your work permit you will need to submit the same package of documents again.

*Please note: If international faculty leave AUCA/Kyrgyzstan before their contract expires, they should submit a copy of airline ticket and annulment of visa to HR Office.*

## Visa Extension

If you choose to extend your stay in Kyrgyzstan, you must extend your visa. To extend your visa, please bring your passport to the SSC Office fourteen days prior to the visa's expiration date. Please note that for visa extension you will need to have a valid work permit, so make sure you have also extended your work permit.

## Medical check-up

Based on the AUCA Decree №460 from 28 June 2016, which is about the "Regulations on the creation of conditions to protect the health of students and employees," all employees are

required to pass AUCA annual medical check-up in a geographically fixed Health Organization (UCM №15, Bishkek). Office Manager of your department will assist you to pass the medical check-up.

Requirements for this are:

1. Having a Personal medical book. The first time coming to AUCA will be provided with a "personal medical book" by HR (check with HR);  
You can ask PR office to make your photo, because your photo is needed for personal medical book;
2. Pass Blood test for syphilis;
3. Pass Fluorography;
4. Pass Therapist examinations (in AUCA Medical Office) and dermatologists (to clinic №15);
5. Pass General physical examinations in the clinic №15.

Should you have any questions about annual medical check-up, please contact with HR office.

## 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/](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>).

### Salary

Your salary is paid monthly in soms on the fifth working day of the month for the previous month's work. In accordance with the legislation of the Kyrgyz Republic, 10% income tax is deducted from the salary of foreign faculty and staff.

### Travel Reimbursement

The University will reimburse one round-trip ticket, economy class (upon providing travel documents).

### Accommodation

Your accommodation payment is calculated in USD and is paid in Kyrgyz soms according to the exchange rate of the National Bank of Kyrgyz Republic as of the date of accruing salary. The

accommodation payment is paid together with the salary into your RFID (Universal ID card, KICB) account.

The SSC office can assist you in locating an apartment before you arrive in Bishkek. If you have specific requests regarding the location or price range of your apartment, you should communicate those to the HR Expert of SSC office. When you arrive in Bishkek, you will have the option of accepting that apartment or searching for one more suited to your tastes. Lease agreements in Kyrgyzstan are similar to those in North America: expect to pay first and last month's rent upon signing your lease. The rental market is in U.S. dollars.

Apartments generally come furnished with appliances, furniture, dishes, and linens. If your apartment is missing something, you can often ask your landlord/lady to supply it. Most, but not all, apartments are connected to the city's hot water system. Each May, the central hot water is turned off for approximately one month. If your apartment does not have a backup hot water heater, you will be without hot water for that period.

Apartments can vary significantly in price. Most of the international professors rented apartments close to AUCA Campus, particularly in 6th, 11th, 12th microdistricts and Asanbai microdistrict. Walking from these microdistricts to the campus takes about 10 -20 minutes. Average price for 1 room apartment in microdistricts is varies between \$300-\$400. In downtown prices are much higher, you rent 1 room apartment for \$400-\$500.

## Computer Access, Email and Wi-Fi

The Office 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](mailto: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](mailto: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](mailto: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](mailto: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:

<b>Holidays</b>	<b>Date</b>
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.

## Living in Bishkek

Bishkek is the capital of Kyrgyzstan, and besides being the administrative center it's also the cultural heart of the country, with many universities, monuments, parks, museums, galleries and theaters.

The climate in Bishkek is continental, which can mean hot summers and cold winters. The atmosphere is generally dry, with most rainfall occurring in Spring. The city lies at about the same latitude as Istanbul, Madrid, and New York. The average summer temperature is between 26C and 30C (79°F and 86°F).

## Communication

The official language in Kyrgyzstan is Kyrgyz, but most people also speak Russian. In Bishkek names of streets and squares are given in both Kyrgyz and Russian. Many young people can also speak English and German.

## Money

The Kyrgyz national currency is the *som*. The U.S. dollar and euro are the most common foreign currencies in Kyrgyzstan, and the easiest to exchange.

There are currency exchanges in all cities and many smaller towns. Also, note that usually you will get a lower rate of exchange for smaller bills (\$20 notes and smaller). It is always best to exchange money in a bank or shop. Cash advances on major credit cards such as VISA and MasterCard are available at several banks in Bishkek with a commission of about 4 percent. For safety's sake, it's best not to carry a large sum of money with you or pull out large stacks of bills in public.

Major banks such as KICB can arrange for international SWIFT transfers to your home bank.

## Transportation

Bishkek is an easy city to Get around. Buses, taxis, trolleybuses and marshrutkas (minibusses) are plentiful and inexpensive. It's easy to walk from one place to another in central Bishkek. Avoid taking public transport during rush hours. The most popular way to get around the city is marshrutka. You pay when you get on, and each ride within the city costs 10 soms. The [bus.kg](http://bus.kg) Website and Smartphone app is very Useful for navigating around Town. As for trolleybuses, you may pay when you exit via front door. The fare is 8 soms. There are many taxis in Bishkek. Unofficial taxis are not affiliated with a taxi company; they are operated by individuals. For these taxis, you will need to negotiate a fare, and there is no guarantee of service. Official taxis are metered, generally better quality, and cheaper than unofficial taxis. Official taxi services include:

- Alfa - 579999
- Udacha -154, sms 0770000154
- Namba - 976000, sms 9760
- Super -152
- SMS taxi - 1236

## Driving in Kyrgyzstan

Driving rules and habits are not the same as in the West, and road conditions are often not up to western standards.

## Pedestrian Safety

Bishkek's many parks and tree-lined streets can make walking in the city a pleasure. However, it's important to be especially careful as a pedestrian. Be aware that drivers usually do not yield to pedestrians, and they sometimes pull out of driveways without first checking for passing pedestrians. Drivers also will often run red lights or enter intersections early.

## Food

Food is very Cheap Generally in Bishkek, Unless you are looking for Imported Western foods (Case in Which to Pay expect more than what you in North America Would or Europe). A generous grocery budget is \$ 150 per month per person. If you do most of your shopping in bazaars and street markets rather than supermarkets, it could be considerably less. Most foods are available in Bishkek, though some western staples take some searching and are more expensive. There are a few grocery stores in Bishkek that cater to westerners:

- Kolobok (Toktogul, ½ block east of Erkindik) - Good selection of cheese including cheddar and mozzarella, cured meats including bacon, breakfast cereals, condiments, and sauces.
- Eurogourmet (Isanov & Toktogul) - wide selection of pasta, meat and fish (including bacon), many Italian staples, and some specialty items such as vanilla extract.
- Le Croissant (Oak Park, on the east side of the Russian Drama Theatre) - French bakery offering fresh-baked bread, croissants, and other French pasteries.
- Beta Stores 2 (Uinusalieva 177/2) - large grocery store with an emphasis on Turkish staples.
- "Frunze" Hypermarket (Lev Tolstoy, two blocks east of Panfilov) - large grocery store with a wide selection that often carries Western foods.
- "Clobus" Hypermarket closest to the AUCA campus (Aaly Tokombaev 53/1) - large grocery store with a wide selection that often carries Western foods.

## Restaurants

There are many restaurants in Bishkek. A mid-range restaurant will cost \$ 8- \$ 12 per person for dinner, including drinks. Expensive restaurants rarely cost more than \$ 25 per person. Popular restaurants in Bishkek include:

- Café Faiza (Jibek Jolu, west of Manas) - Excellent Kyrgyz food
- Mimino (Kiev, west of Ibraimov) - Georgian
- Arzu (Togolok Moldo, north of Chuy, and elsewhere) - Popular chain of Kyrgyz family restaurants, [map](#)
- Furusato (Bokonbayev, east of Panfilov) - Popular Japanese restaurant (including sushi)
- Dolce Vita (Akhunbayev 116-a / Dushanbinskaya) - Pizzeria with a wood-fired oven

- Bella Italia (Jumabeka, Shopokova) - Italian, [map](#)
- Prego (Chuy, west of Togolok Moldo) - Italian
- The Host (Sovietskaya, north of Frunze) - Indian, [map](#)
- Chinatown (Orozbekov, north of Toktogul) - Chinese
- Kyung Bok Kun (Chuy, south side, Vostok-5) - Korean

## Electricity

In Bishkek, the electrical sockets are ungrounded “Type C” euro plugs. They are also 220–240 volts compared to 110–120 volts in North America. For most electronics (laptop computers, cellphone chargers, etc.) you will only need a plug adapter, not a voltage converter. Plug adapters are readily available in Bishkek. Compatible devices will be labeled with something like “Input: 100–240V”. Most hairdryers and electric shavers will need a voltage converter to work.

### Cell Phones & Internet

Bishkek has good cell phone coverage, including 3G data for smartphones. A reasonable plan with data costs 550 soms/month. HR Expert or Office Manager of your department can assist you with signing up for a plan. There are multiple high-speed internet providers. Plans start at about 700 soms/month. For 800–1000 soms/month you can get a plan sufficient for most users (~4–5 Mbit/s). Your landlord/lady should be able to assist you with signing up for a plan.

## Health

Healthcare is very cheap in Kyrgyzstan. For routine and minor operations, care is reliable. There are some Western doctors in Bishkek, though not many. There are many pharmacies in Bishkek, but if you need specific prescription medications they may not be available. Many international staff purchase travel insurance or evacuation insurance in case of serious medical emergencies. You will need to arrange this with an organization in your home country.

AUCA Medical Services are located at T 10. The general practitioner provides first aid and medical advice. There is also a physiotherapist and a psychologist available.

## Recreation

### In Bishkek

Bishkek has many theaters and museums. Some notable examples include:

- Russian Drama Theatre (Abdumomunov & Orozbekov)

- Natural History Museum (Chuy between Razzakov & Orozbekov)
- Philharmonic (Chuy & Manas)
- Opera and Ballet Theatre (Sovietskaya & Abdumomunov)

## Outside Bishkek

There are many great travel destinations in Kyrgyzstan, including lakes such as Issyk Kul and Son Kul, skiing destinations such as Karakol, hiking destinations such as Ala Archa national park and Arslanbob, and historical cities such as Osh.

### Trekking Union of Kyrgyzstan

The Trekking Union (TUK) is an excellent way to get out of Bishkek for the weekend. They lead day and overnight hiking, skiing, and rafting trips year-round. Their office staff speaks good English, and their website ([tuk.kg](http://tuk.kg)) is also in English.

## Traveling in Kyrgyzstan

The most common way to travel in Kyrgyzstan is by marshrutka (minibus). Marshrutkas to most destinations in Kyrgyzstan can be found at the Western Bus Station (long distance travel) or the Eastern Bus Station (regional travel), both on Jibek Jolu. There are also trains, which depart from the station at the southern end of Erkindik, and there are daily flights between Manas airport and Osh.

# Cultural Norms

## Cuisine

The Kyrgyz diet reflects the traditional nomadic life of the Kyrgyz people. Food emphasizes meat, mutton, with comparatively little vegetable and fruit. Most eating establishments offer lagman, shorpo, plov, shashlyk and manti as the core of its menu with tea and lepyoshka (bread).

- Beshbarmak ('five fingers' in Kyrgyz) is a choice food at a Kyrgyz feasts. Restaurant versions of this dish pale in comparison and edibility to the homemade version served in yurts.
- Kymyz is fermented mare's milk and is an acquired taste.
- Maksym is a thick wheat-based drink that drunk in summer. Shoro is a brand name of maksym.

- Bozo is a Kyrgyz wheat and millet-fermented drink with a slight alcoholic punch.

## Handshaking

Handshaking is a common social custom in Kyrgyzstan, but is used by men mostly. Men shake hands to greet and congratulate one another to say goodbye (friends, acquaintance and strangers at a meeting or a conference). Close friends hug and even kiss, and this is considered to be normal. Typically men do not shake hands with woman. If a man extends his hand first to a woman, the woman is supposed to shake it. If a woman extends her hand first to a man, the man would shake it, but this is not a very common occurrence.

### Insist on It

When you go to a party or invite guests over to your place, you may become a witness to a very peculiar situation. When you offer something to eat (for example, some chocolate or sweets) to a Kyrgyz person, he or she tends to refuse after your first try, in which case you would probably think they do not want it. As a matter of fact, they would love to taste what you are offering, but many people here consider it to be polite to say *no* the first time. You may push a little bit and say, "Oh, please, take a piece of it and taste it!" Then they may politely consent, though they may have dreamed about it from the very beginning. So if you have a similar situation, try several times to make your guest taste or take something that you're offering. If you give them one shot only, and they decline, and then you don't offer again, people would most likely feel too embarrassed to ask for it themselves.

## Social Occasions

During your stay in Kyrgyzstan you may be invited to a social occasion like a birthday party or a wedding. If it's a close friend, one is expected to bring a gift. If it's a colleague you do not know well, you may just express best wishes and maybe give flowers. If you give people flowers, remember one basic rule: the number of flowers that you bring to different occasions is very important. An even number of flowers is brought to funeral. An odd number of flowers are brought for any other occasion. You certainly don't want to bring 12 carnations (or roses, or some other flowers) if it's your friend's 30th anniversary.

If it is a wedding or anniversary, guests gather before the celebration to collect money instead of giving presents, each person can make an input based on his/her ability or relationship with the host.

## Hosting parties

A hosting party is a common event in Kyrgyzstan. People often host parties without a special reason. If you are invited to a typically informal Kyrgyz party, be aware that there are also special seating arrangements for guests. The eldest person or honored guest is usually invited to sit either at the head of the table, or *tyor* as they call it in Kyrgyz (the seat most distant from the door). Young people or hosts sit by the door to act as waiters.

The Kyrgyz do not start eating food until the host invited you to the table and, we always let the eldest or honored guests try the food first. Please note also that it is not necessary for guests to show up right on time to a private party; you may be a little late. Hosts do not usually ask, "Would you like to drink something?" They just give it to you.

## Shoes

Most of the time, when people come into somebody's house in Kyrgyzstan, they are supposed to take their shoes off in the corridor before going inside the rooms. Sometimes slippers are offered, sometimes not, and in that case you should stay in your socks. Only if the host of the house permits you to enter with shoes on you can violate the "taking off the shoes" custom.

## Contacts

### Emergency Contacts

Emergency Contacts in Kyrgyzstan

101 - Fire Dept

102 - Police

103 - Public Ambulance Service

151 - Private Ambulance Service (paid)

Emergency Contacts at AUCA

SSC - Taalaibek Shaiimkulov - Director - 0772141091

E-mail: [ssc@auca.kg](mailto:ssc@auca.kg)

#### AUCA Security Service

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

E-mail: [abdyldabekov\\_b@auca.kg](mailto: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](mailto:medservices@auca.kg)

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

#### Emergency Contacts at AUCA After-Hours

SSC - Taalaibek Shaiimkulov - Director - 0772141091

If you have further questions, please contact:

Dr. Andrew B. Wachtel, AUCA President	<a href="mailto:wachtel_a@auca.kg">wachtel_a@auca.kg</a>
Dr. Chyngyz Shamshiev, VP/COO	<a href="mailto:shamshiev_c@auca.kg">shamshiev_c@auca.kg</a>
Arna Tynaliev, HR Director	<a href="mailto:tynaliev_a@auca.kg">tynaliev_a@auca.kg</a>
Taalaibek Shaiimkulov, SSC Director	<a href="mailto:ssc@auca.kg">ssc@auca.kg</a>
Umut Jumaliev, HR Expert	<a href="mailto:jumaliev_u@auca.kg">jumaliev_u@auca.kg</a>

AUCA web-site: [www.auca.kg](http://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:

<i>Task</i>	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.

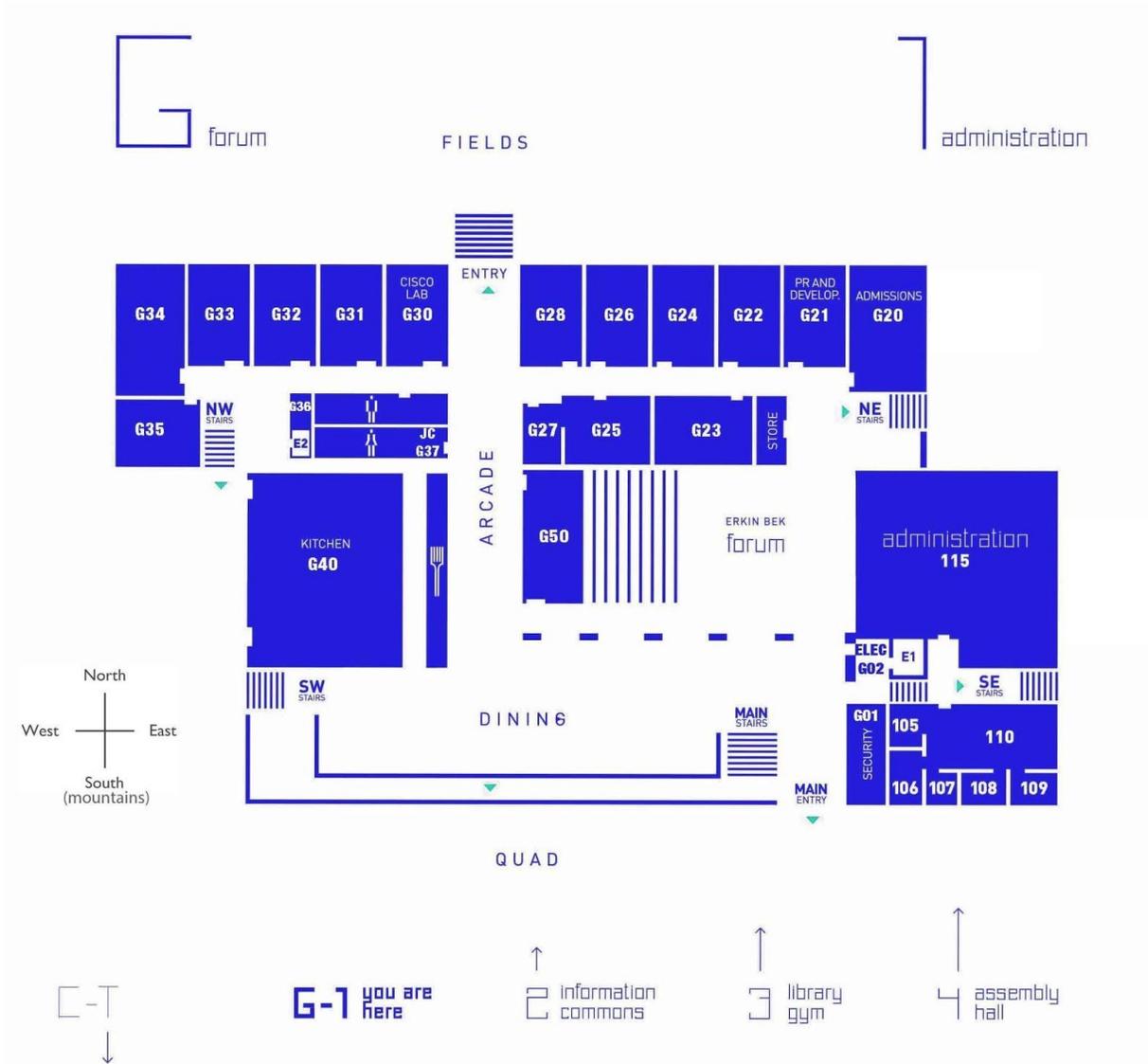
## Appendix 3

Campus map

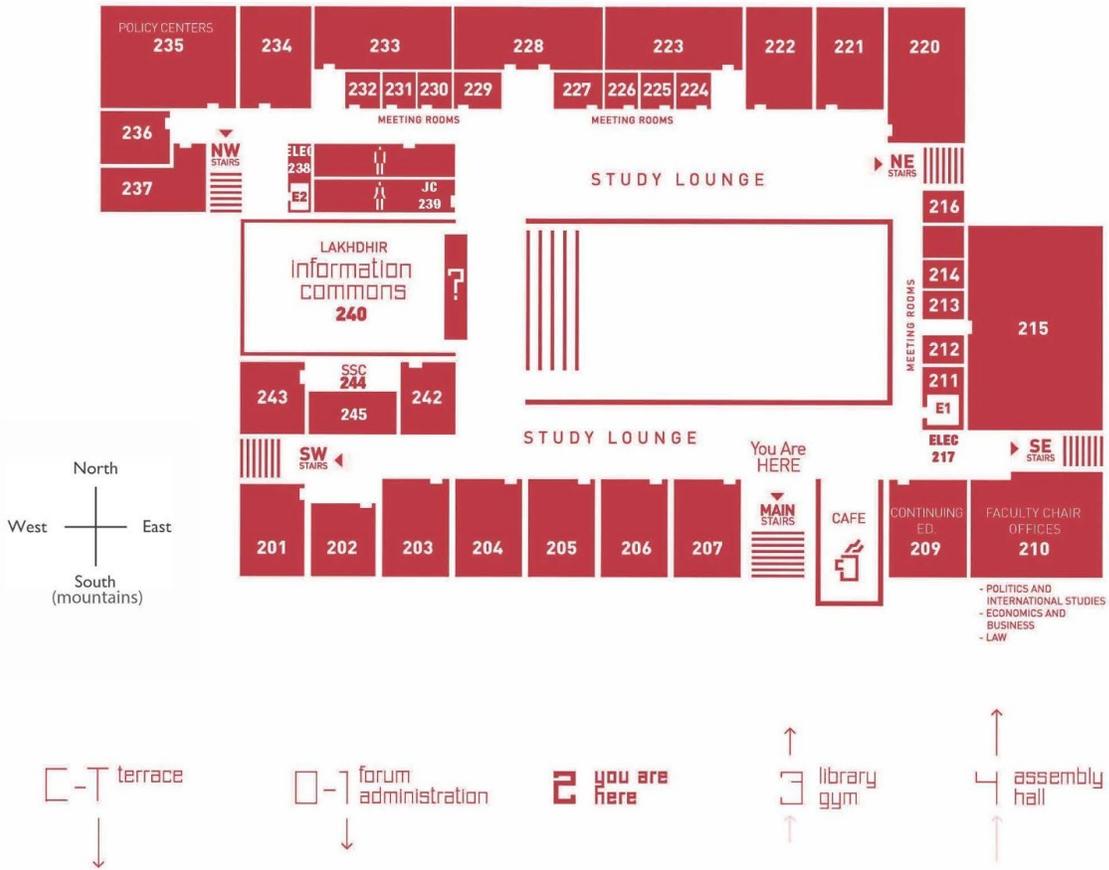
Basement



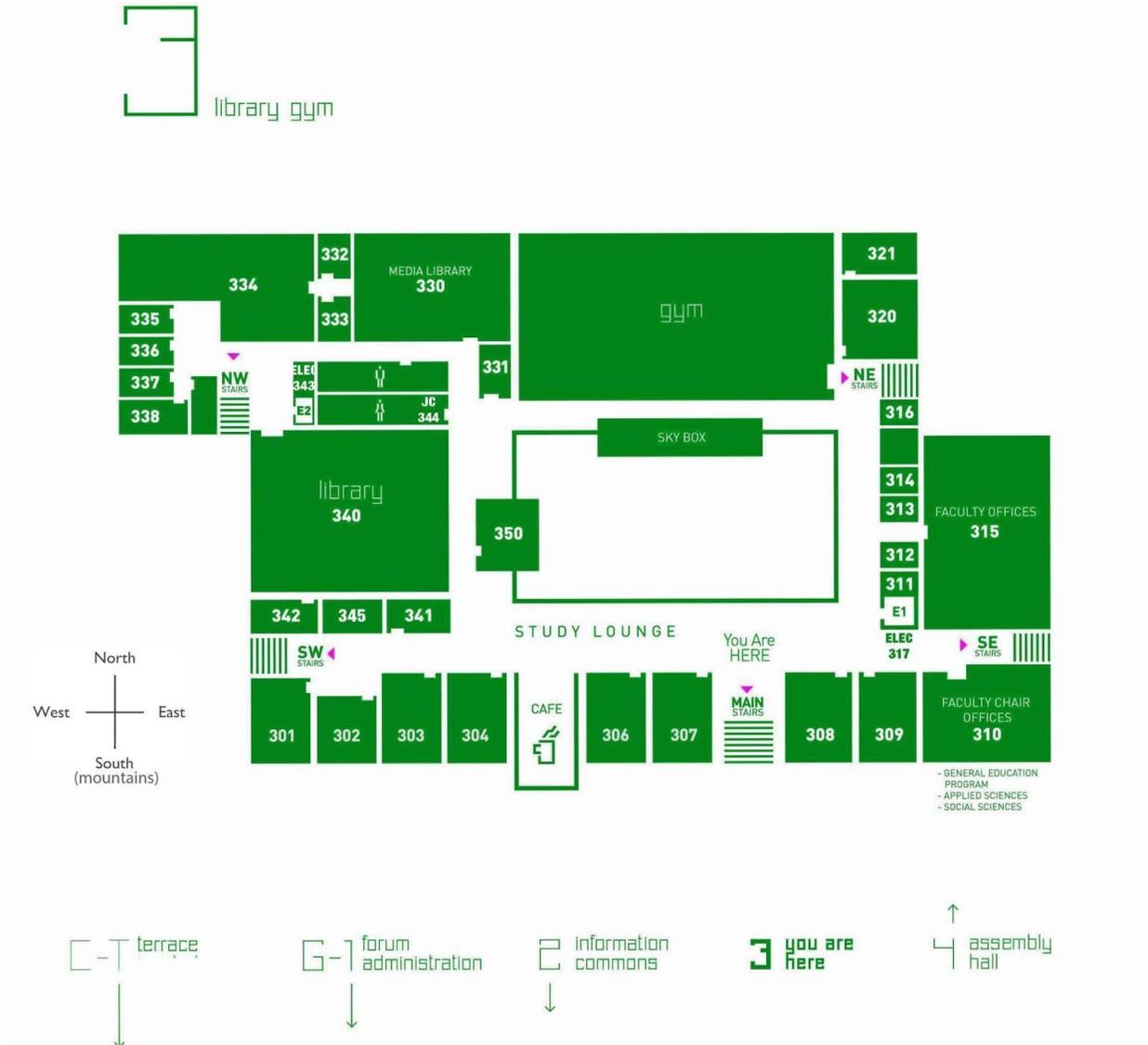
First floor



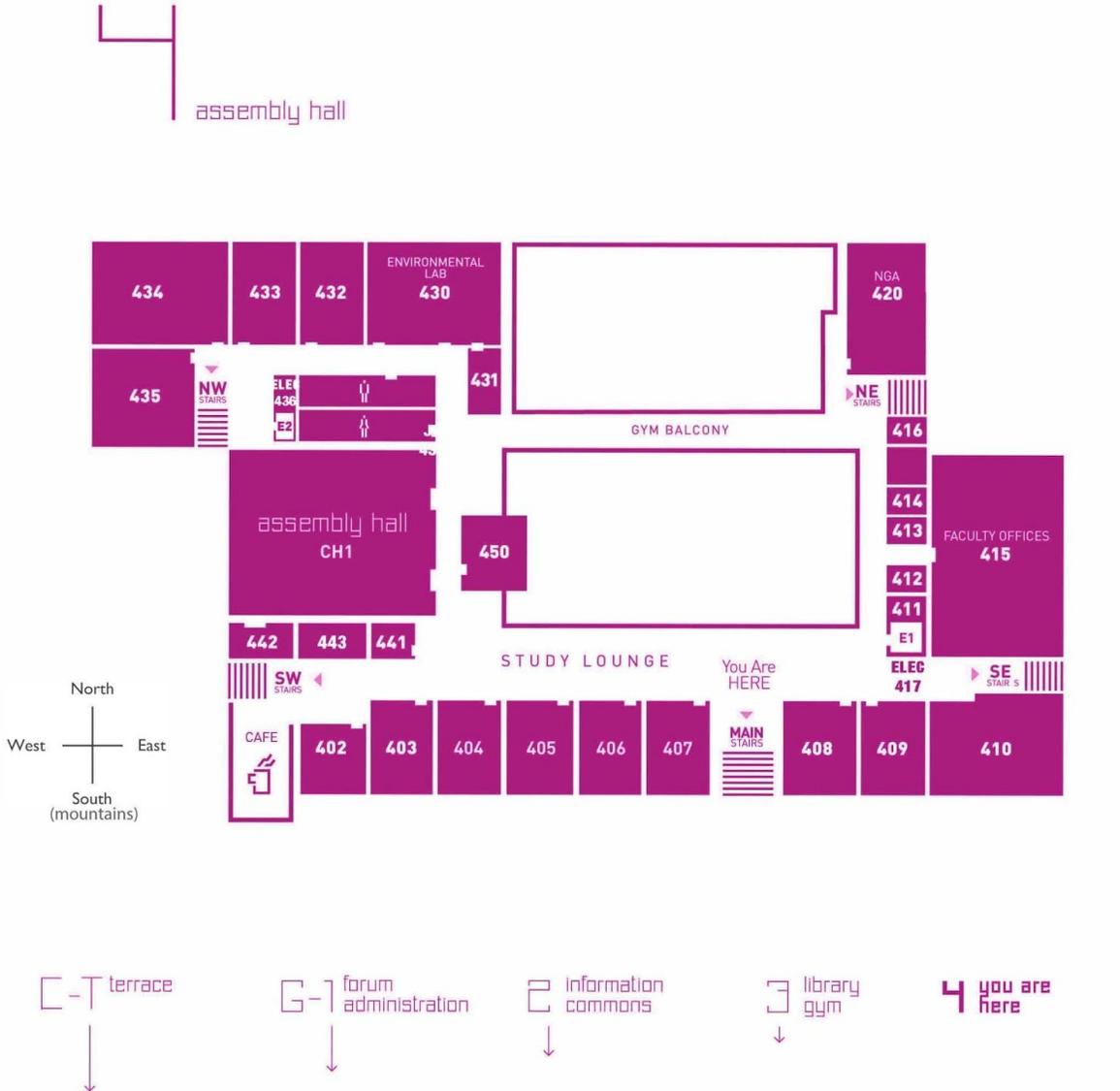
# Second floor



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](mailto: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](mailto: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](mailto:shen_o@auca.kg)