

Prof. OLGUN ÇİÇEK



Personal Information

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KOORDİNATÖRLÜĞÜ ALSANCAK/İZMİR



International Researcher IDs

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Publons / Web Of Science ResearcherID: AEM-9768-2022

Yoksis Researcher ID: 368275

Education Information

Doctorate, Dokuz Eylul University, İşletme Fakültesi, Turizm İşletmeciliği Bölümü, Turkey
1993 - 1998

Postgraduate, University of Surrey, School of Management, Tourism Management,
England 1990 - 1992

Undergraduate, Balıkesir University, Faculty Of Tourism, Department Of Accommodation
Management, Turkey 1985 - 1989

Biography

After completing his postgraduate education at the University of Surrey in the UK, he worked as an Instructor at Dokuz Eylul University, Faculty of Business Administration, in 1992. He completed his PhD at the same university and received the title of Assistant Professorship in 1998. In 2001, he moved abroad and worked in different countries for 21 years (N.Cyprus, Dubai, Singapore, Switzerland, Türkiye, UK and USA) in public and private universities with various tasks and projects, assuming different roles ranging from Head of Department to Vice-Rector. During this time abroad, he received the title of Associate Professor in Dubai in 2005 and Full Professor in the TRNC in 2013. He also served as a Member of the Executive Board of the YODAK (Higher Education Planning, Evaluation, Accreditation and Coordination Council) in N. Cyprus between 2014-2022. Currently, he is an elected Board Member of INQAAHE (International Network for Quality Assurance Agencies in Higher Education), Vice President of CEENQA (Central and Eastern European Network of Quality Assurance Agencies in Higher Education), also Vice President of IQA (Association of Quality Assurance Agencies of the Islamic World). Additionally, he has been an elected member of the CHEA-CIQG (Council for Higher Education Accreditation) International Advisory Council in the USA since 2022 and Accreditation Committee member of the British Accreditation Council (BAC) in the UK since 2020. He is an affiliate of ECA (European Consortium for Accreditation in Germany, He also serves as an Honorary President of ECLBS (European Council of Leading Business Schools), a reviewer/ evaluator for many institutional and program accreditation organizations in America, Europe, Middle East, and Far East (QAA, NVAO, AQAS, OCQAS etc.), and an external evaluator and advisor for TKTA and IAAR. As of April 1st, 2022, after 21 years, he was reassigned to his previous position at Dokuz Eylul University as the International Relations Coordinator under the Rectorate. Currently, he has been appointed as an international advisor to THEQC since June 2022.

Foreign Languages

English, C2 Mastery

Certificates, Courses and Trainings

Vocational Training, ENQALeadership Development Program, ENQA (European Network Quality Assurance), 2019
Quality Management, Quality Assurance in the European context, ENQA (European Network for Quality Assurance), 2017

Quality Management, Accreditation of short courses and professional development, European Council for Business Education, 2016

Occupational Health and Safety, İş Çevrelerine ve sendikalara yönelik program, AB KKTC Koordinasyon Ofisi, 2016

Other, Havaalanlarında Emniyet Yönetim Sistemi , Türk Hava Kurumu Üniversitesi, 2014

Other, Quality Auditor Training in an Aviation Environment, Mova Danışmanlık ve Eğitim Merkezi, 2014

Other, Quality management syssem awareness course in an Aviation Environment, MOVA Danışmanlık ve eğitim merkezi, 2014

Measurement and Evaluation, Evaluating International Qualifications, UK NARIC, 2014

Other, New media: Social media era for communication, Girne Amerikan Üniversitesi, 2013

Education Management and Planning, 4.Eğitim Çalıştayı, Girne Amerikan Üniversitesi, 2013

Occupational Health and Safety, İş sağlığı ve güvenliği, Girne Amerikan Üniversitesi, 2013

Dissertations

Doctorate, Uluslararası Ekonomik Bütünleşmelerin Türk Turizmine Etkileri: Avrupa Birliği Analizi, Dokuz Eylul University, İşletme Fakültesi, Turizm İşletmeciliği Bölümü, 1998

Postgraduate, European Community Policy Proposals on Touism for the Single European Market -1992: Their Implications for Turkish Tourism , University of Surrey, School of Management, Tourism Management, 1992

Research Areas

Social Sciences and Humanities

Academic Titles / Tasks

Associate Professor, Dokuz Eylul University, İşletme Fakültesi, Turizm İşletmeciliği Bölümü, 2022 - Continues

Professor, Girne American University, Faculty Of Business Administration, Turizm İşletmeciliği, 2011 - 2014

Associate Professor, Business, Tourism Management, 2005 - 2010

Associate Professor, Skyline University, Business, Tourism management, 2003 - 2005

Assistant Professor, Dokuz Eylul University, İşletme Fakültesi, Turizm İşletmeciliği Bölümü, 1998 - 2003

Lecturer, Dokuz Eylul University, İşletme Fakültesi, Turizm İşletmeciliği Bölümü, 1992 - 1998

Academic and Administrative Experience

Executive Board member, Yönetim Kurulu Üyesi, 2014 - 2022

Vice Rector, Girne American University, Faculty Of Business Administration, 2011 - 2014

Dean, Business, Tourism Management, 2005 - 2010

Head of Department, Business, Tourism Management, 2003 - 2005

Deputy Head of Department, Dokuz Eylul University, İşletme Fakültesi, Turizm İşletmeciliği Bölümü, 1993 - 2001

Courses

Resort Development and Management, Doctorate, 2013 - 2014
Strategic Management in Tourism, Doctorate, 2012 - 2013
Turizm İşletmeleri yönetimi, Undergraduate, 2009 - 2010
Quality Management, Doctorate, 2010 - 2011
Tourism Planning and Policy, Postgraduate, 2008 - 2009
Airline Marketing, Postgraduate, 2009 - 2010
Tourism Management, Undergraduate, 2009 - 2010
Tourism Marketing, Undergraduate, 2008 - 2009
Turizm Planlaması ve Politika, Undergraduate, 2009 - 2010
Turizm ve Seyahat Endüstrisine Giriş, Undergraduate, 2009 - 2010
Event Management, Undergraduate, 2007 - 2008
Leadership in Hospitality, Postgraduate, 2007 - 2008
Front Office Management, Undergraduate, 2006 - 2007
Housekeeping Management, Undergraduate, 2005 - 2006

Advising Theses

Çiçek O., Marketing strategies for business Hotels in Dubai, Postgraduate, AB(Student), 2005

Jury Memberships

Doctorate, Doctorate, Girne Amerikan Üniversitesi, February, 2014
Doctoral Examination, Doctoral Examination, Girne Amerikan Üniversitesi, November, 2013
PhD Thesis Monitoring Committee Member, PhD Thesis Monitoring Committee Member, Girne Amerikan Üniversitesi, April, 2013
PhD Thesis Monitoring Committee Member, PhD Thesis Monitoring Committee Member, Girne Amerikan Üniversitesi, March, 2012
Appointment to Academic Staff-Assistant Professorship, Appointment to Academic Staff-Assistant Professorship, Girne Amerikan Üniversitesi, May, 2011
Doctoral Examination, Doctoral Examination, United Arab Emirates University, January, 2009
Doctoral Examination, Doctoral Examination, United Arab Emirates University, October, 2008
Doctorate, Doctorate, Dokuz Eylul University, October, 2007
Appointment to Academic Staff-Assistant Professorship, Appointment to Academic Staff-Assistant Professorship, United Arab Emirates University, July, 2006
Post Graduate, Post Graduate, United Arab Emirates University, June, 2006

Books & Book Chapters

- I. **Kavramsal Olarak Dijital Dönüşüm Ve Sağlık Sektörüne Yansımaları**
Damar M., Çiçek O.
in: DİJİTAL DÖNÜŞÜM VE DEĞİŞEN UYGULAMALAR, Ahmet Özen, Muhammet Damar, Editor, Efe Akademi, İstanbul, pp.487-510, 2023
- II. **YÜKSEKÖĞRETİM KURUMLARI İÇİN BİLİMSEL ÜRETKENLİK İZLEME ARAÇLARI: BİBLİYOMETRİK ANALİZ ARAÇLARI**

Damar M., Çiçek O.

in: EĞİTİM & BİLİM 2023 -III, Songül KARABATAK,Murat KARABATAK, Editor, Efe Akademi, İstanbul, pp.299-320, 2023

III. **“Smart Tourism Destinations and social media analysis:The case of Instagram”**

Çiçek O.

in: Handbook on Tourism and Social Media, Olgun Çiçek,Gözde Türktarhan, Editor, Edward Elgar , New Delhi, pp.115-127, 2022

IV. **“European Union Tourism”,**

Çiçek O.

in: Tourism: Principles and Management, DR.YÜKSEL A., Editor, ABC, Ankara, pp.1-15, 2004

Refereed Congress / Symposium Publications in Proceedings

I. **Digitalizing Quality Assurance**

Çiçek O.

Asia Pasific Quality Network Academic Conference, Singapore, Singapore, 25 - 26 November 2022

II. **European quality assurance practices during post pandemic**

Çiçek O.

International conference on quality assurance in academia, Karachi, Pakistan, 14 - 15 January 2022

III. **Why Turkish Universities intend to attract foreign students-their challanges and opportunities**

Çiçek O.

International Week University of Applied Sciences Upper Austria, Steyr, Austria, 12 - 14 May 2014

IV. **Higher education accreditation and quality assurance challanges during covid 19**

Çiçek O.

ASIEC conference , London, England, 30 March 2022

V. **Digital accreditation in higher education**

Çiçek O.

16th International conference on Future of Business in digital economy, Karachi, Pakistan, 23 - 24 July 2022

VI. **New dimension and innovative applications of external quality assurance for the post-pandemic era**

Çiçek O.

EURIE Education Summit 2022, İstanbul, Turkey, 02 March 2022

VII. **Cross cultural communication at Higher Education institutions**

Çiçek O.

Cross Cultural Business Conference , Steyr, Austria, 19 - 22 May 2015

VIII. **The Role of the Higher Education Institutions in Quality Assurance System**

Çiçek O.

International Forum on Quality Assurance in Higher Education Institutions, Baku, Azerbaijan, 29 - 30 September 2022

IX. **Üniversite öncesi ve sonrasında adayların beklentileri**

Çiçek O.

4.Eğitim Çalıştayı, Girne, Cyprus (Kktc), 09 April 2013

X. **Cross cultural communication in Higher Education**

Çiçek O.

IACBE Region 9 Conference: Leveraging Multiculturalism in Higher Education, Girne, Cyprus (Kktc), 24 - 25 October 2013, pp.1-5

XI. **Independence of Quality Assurance Agencies**

Çiçek O.

CEENQA Workshop, İstanbul, Turkey, 23 - 24 September 2022

XII. **Impact of external quality assurance mechanisms in the development of quality culture**

Çiçek O.

International forum on Quality Assurance in Higher Education- TKTA, Baku, Azerbaijan, 5 - 06 May 2022

- XIII. **Aviation Education**
Çiçek O.
İstanbul Flight Training Exhibition , İstanbul, Turkey, 17 - 18 October 2014
- XIV. **"Turizm'de yeni trendler ve KKTC turizmi**
Çiçek O.
1.Turizm Festivali, Gazimagusa, Cyprus (Kktc), 20 April 2013
- XV. **Tourism Development in Dubai; Challenges and opportunities for Hospitality graduates"**
Çiçek O.
Cesar Ritz Colleges Tourism Forum, Lausanne, Switzerland, 12 March 2007
- XVI. **Defining innovation in Human Resources and the Broader organisation**
Çiçek O.
5th Mediterranean Tourism Forum, Valletta, Malta, 1 - 02 March 2018, pp.42-43
- XVII. **A success story of the Higher Education Industry in Northern Cyprus**
Çiçek O.
ECBE 21st Annual Conference, Amsterdam, Netherlands, 20 - 22 May 2016, pp.47-55
- XVIII. **Testing the relationship between Total Quality Management practices and performance: An applied study at Girne American University**
Çiçek O.
Istanbul 9th Academic Conference of IISES, İstanbul, Turkey, 14 - 16 April 2014, pp.1-10
- XIX. Çiçek O.
1.Ulusal Eko Turizm Sempozyumu, , Güzelyurt, Cyprus (Kktc), 23 - 24 May 2013, pp.1
- XX. **Yüksek Öğretim Pazarlama Stratejilerinde Sosyal Medya'nın yeri ve önemi; Girne Amerikan Üniversitesi örneği",**
Çiçek O.
Uluslararası Sosyal Medya Sempozyumu, Girne, Cyprus (Kktc), 25 - 26 March 2013, vol.1, no.1, pp.1-10
- XXI. **Global Business Education through cooperation between different campuses in different continents: A case of Girne American University, North Cyprus",**
Çiçek O.
ECBE Annual Conference , Vienna, Austria, 24 - 25 May 2013, pp.1-15
- XXII. **Global Business Education through cooperation between different campuses on different countries: A case of Girne American University**
Çiçek O.
European Council for Business Education Conference 2013, Brussels, Belgium, 11 - 12 April 2013, pp.1-10
- XXIII. **A new model of Tourism Education: A case of GAU"**
Çiçek O.
New Trends on Global Education Conference, Girne, Cyprus (Kktc), 24 - 26 September 2012, vol.1, no.1, pp.1-10
- XXIV. **Alternative Hospitality Trends: Tourism Education and Development in North Cyprus**
Çiçek O.
4. AMPFORTH-World Tourism Forum, Girne, Cyprus (Kktc), 11 - 12 November 2011, vol.1, no.1, pp.1-10
- XXV. **Job Safety and Security in the Hospitality industry'**
Çiçek O.
Job Safety and Security in the EU Legislation, Girne, Cyprus (Kktc), 09 June 2011, pp.1
- XXVI. **Corporate Social Responsibility and Environmental Issues in Marketing**
Çiçek O.
Academy of Marketing, Panel discussion, Coventry, England, 6 - 08 July 2010, pp.1-10
- XXVII. **Integration between the Airline and Hospitality Industries: HR and Training needs for Emirates Group"**
Çiçek O.
Global Training and Human Resource development forum, The GETEX Concurrent Conferences, Dubai, United Arab Emirates, 12 April 2007, pp.1-10

- XXVIII. **Integration between the airline and hospitality industries: challenges and prospects for the HR needs and training issues in Emirates Airline**
Çiçek O.
Global Training and Human resources Development Forum, Dubai, United Arab Emirates, 11 - 14 December 2007, pp.1-10
- XXIX. **The need for Tourism and Hospitality Education in the GCC region: A case of Dubai**
Çiçek O.
24 th EuroCHRIE International Conference, Athens, Greece, 23 - 26 October 2006, pp.1-10
- XXX. **TEDQUAL: A new approach in Tourism Education Quality**
Çiçek O.
23 rd EuroCHRIE International Conference,, Paris, France, 26 October 2005 - 29 October 2006, pp.1-10
- XXXI. **Solid Waste Management in Hotel Business**
Özgen I., Çiçek O.
International Conference on the Environmental Problems of the Mediterranean Region, Lefkoşa, Cyprus (Kktc), 12 - 15 April 2002, pp.273

Supported Projects

Çiçek O., Bayramova G., Bayramova G., Erasmus Project, ESTABLISHMENT OF RECTORS CONFERENCE IN AZERBAIJAN /ECAR, 2020 - 2023

Çiçek O., Kılıç H., Other International Funding Programs, Üniversite-Sektör İşbirliği, 2002 - 2022

Çiçek O., Hocanın G., World Bank Supported Project, Kıbrıslı Türk Öğrencilerde Aranılan Giriş Şartları ve Üniversitelere Giriş Sistemleri, 2018 - 2019

Çiçek O., Hocanın A., World Bank Supported Project, Yükseköğretim Kurumlarına başvuran Kıbrıslı Türk öğrencilerde aranan giriş şartlarının ve üniversitelere giriş sisteminin gözden geçirilmesi, 2018 - 2019

Çiçek O., Manczalova K., EU Supported Other Project, Mutual Recognition of Professional Qualifications for HE in Northern Cyprus, 2017 - 2019

Çiçek O., EU Supported Other Project, ESTABLISHING NATIONAL QUALIFICATIONS FRAMEWORKFOR NORTHERN CYPRUS, 2017 - 2019

Çiçek O., Pentelée T., EU Supported Other Project, Encouraging Vocational and Technical Education and Training for Employability, 2015 - 2018

Activities in Scientific Journals

PROCEEDINGS (MDPI), Technical Redactor, 2021 - Continues

HUMAN RESOURCE MANAGEMENT JOURNAL, Technical Redactor, 2016 - Continues

EKOAVRASYA, Publication Committee Member, 2015 - Continues

WORLDWIDE HOSPITALITY AND TOURISM THEMES, Scientific Committee Membership, 2009 - Continues

JOURNAL OF HOSPITALITY AND TOURISM EDUCATION, Scientific Committee Membership, 2009 - 2010

Skyline Business Journal, Assistant Editor/Section Editor, 2004 - 2005

Dokuz Eylül Üniversitesi Sosyal Bilimler Enstitüsü Dergisi, Editor, 1999 - 2000

Memberships / Tasks in Scientific Organizations

INQAAHE - International Network for Quality Assurance Agencies, Executive Board Member, 2023 - Continues, New Zealand

CHEA-CIQG (Council of Higher Education Accreditation - International Quality Group), Member of Advisory Board, 2022 - Continues, United States Of America

ICHRIE / EUROCHRIE (International Council on Hospitality Restaurant and Institutional Education), Country Representative, 2021 - Continues, United States Of America
QAA (Quality Assurance Agency), Consultant, 2021 - Continues, England
BAC (British Accreditation Council), Executive Board Member, 2020 - Continues, England
CEENQA (Central and Eastern European Countries Quality Assurance Agencies), Vice President, 2019 - Continues, Germany

Scientific Refereeing

DIRASAT : EDUCATIONAL SCIENCES, Other journals, July 2022
DIRASAT : EDUCATIONAL SCIENCES, National Scientific Refreed Journal, May 2021
Yükseköğretimde Kalite ve Akreditasyon Çalışmaları, Conference Paper (Full Text), April 2021
Seyahat ve Otel İşletmeciliği Dergisi, National Scientific Refreed Journal, May 2004

Scientific Consultations

HIGHER EDUCATION QUALITY COUNCIL, Scientific Consultancy, Dokuz Eylul University, İşletme Fakültesi, Turizm İşletmeciliği Bölümü, Turkey, 2022 - Continues
Yükseköğretim Kalite Kurulu, Scientific Consultancy, Dokuz Eylul University, Turkey, 2020 - Continues
EU-TAIEX, Scientific Consultancy, Dokuz Eylul University, Turkey, 2021 - 2022

Tasks In Event Organizations

Çiçek O., EUROCHRIE Conference 2008, Scientific Congress, Dubai, United Arab Emirates, Ekim 2008
Çiçek O., A modelling approach in modern urban issues, Scientific Congress, Dubai, United Arab Emirates, Kasım 2007

Scientific Research / Working Group Memberships

Hospitality, Leisure, Sport And Tourism Steering Group,, LTSN (Learning & Teaching Studies Network), England, www.ltsn.org, 2004 - Continues
Expert Group On Regional Developments And Trends, World Tourism Organization, Spain, www.wto.org, 2004 - Continues
Ichrie Education, ICHRIE, United States Of America, www.ichrie.org, 2002 - Continues

Metrics

Publication: 53

Congress and Symposium Activities

THE (TIMES HIGHER EDUCATION) Asia Universities Summit, Attendee, Kowloon, Hong Kong, 2023
UMT-AAQIC Webinar, Invited Speaker, Karachi, Pakistan, 2023
INQAAHE Sempodium 2023, Session Moderator, Astana, Kazakhstan, 2023
ECBE 26th Annual Conference 2023 , Panelists, Brussels, Belgium, 2023
Yükseköğretimde Kİnternational Forum on "Quality Assurance & Enhancement in Higher Educationalite Güvence Forumu, Session Moderator, Baku, Azerbaijan, 2023

Building a robust Quality Assurance Framework for Higher Education, Moderator, Baku, Azerbaijan, 2023
EURIE 2023 HIGHER EDUCATION SUMMIT, Session Moderator, İstanbul, Turkey, 2023
CHEA Annual Conference, Moderator, Washington, United States Of America, 2023
TIMES HIGHER EDUCATION GLOBAL SUSTAINABLE DEVELOPMENT CONGRESS, Audience, Glasgow, England, 2022
1st Global Universities Collaquiium 2022, Moderator, İzmir, Turkey, 2022
VI Central Asian International Forum on Education Quality Assurance, Invited Speaker, Almati, Kazakhstan, 2022
32nd Annual EAIE Conference and Exhibition, Attendee, Barcelona, Spain, 2022
MENA HELF 2022 , Panelists, Dubai, United Arab Emirates, 2022
KURUMSAL GELİŞİM PLANLAMA VE İZLEME KOORDİNATÖRLÜĞÜ SEMİNERİ, Invited Speaker, İzmir, Turkey, 2022
National Conference on QA in Higher Education, Invited Speaker, Hyderabad, Pakistan, 2022
European Quality Assurance Forum, Audience, Berlin, Germany, 2019
13th European Quality Assurance Forum, Audience, Vienna, Austria, 2018
ENQA (European Quality Assurance Network) Seminar, Audience, Brussels, Belgium, 2017
ENQA Members Forum, Audience, Oslo, Norway, 2017
EURIE Higher Education Summit, Panelists, İstanbul, Turkey, 2017
12.Akademik Turizm Eğitimi Arama Konferansı, Audience, Girne, Cyprus (Kktc), 2017
11 th European Quality Assurance Forum, Audience, Ljubljana, Slovenia, 2016
10th European Quality Assurance Forum, Audience, London, England, 2015
Kıbrıs'da çözüm ve Turizm, Panelists, Lefkoşa, Cyprus (Kktc), 2015
EUROCHRIE Conference, Audience, Helsinki, Finland, 2009
ICHRIE International Conference, Audience, California, United States Of America, 2009
EUROCHRIE 26th Annual Congress, Session Moderator, Dubai, United Arab Emirates, 2008