ERASMUS+ 2027 · THEMATIC PROFILE 09 OF 35

AI in Higher Education and Student Services

Partner Identification Form · Ankara Yıldırım Beyazıt University (AYBU), Türkiye

Why include AYBU in your consortium? AI assistants for student services, measured AI literacy and institutional rules for generative AI in universities. AYBU is a public university in Ankara with an Erasmus Charter for Higher Education and 28 Erasmus+ cooperation projects in the Commission's project database since 2014, 17 as coordinator. One contact for every thematic profile: Assoc. Prof. Dr. Musab Talha Akpınar, mtakpinar@aybu.edu.tr.

1. Five reasons specific to this theme

1. A working AI chatbot project for student services, funded by the university and published in 2026
2. Measured AI literacy levels of university students by demographic group
3. Measured AI anxiety among vocational school students
4. A comparative analysis of global university rankings 2003–2024
5. A student body of more than 26 000, with students from 109 countries, as a test population

2. Thematic institutional profile

AYBU is testing AI inside its own institution. A university-funded project is developing a decision-tree algorithm and an AI-supported chatbot for student services, described in a 2026 article on intelligent chatbot systems with a retrieval-augmented generation model. In parallel, staff have measured the AI literacy of university students and AI anxiety among vocational students and analysed two decades of global university rankings. This combination of a working tool, user data and institutional analysis is useful for partners who want AI to improve services and teaching in universities.

Relevant faculties, departments and centres

- Business School – Department of Management Information Systems
- Distance Education Research Centre
- Learning and Teaching Research Centre
- Career Planning and Management Research Centre

Research and training infrastructure

- Prototype AI chatbot for student services
- University-wide online learning infrastructure

3. Relevant previous projects

Project number	Title	Action	Call	AYBU role	EU grant (project)	Status
101244836	BIAD - AI-Enabled Skill-Building for Tourism and Hospitality: Bridging the Industry-Academia Divide	Alliances for Education and Enterprises	2025	Partner	EUR 1 489 605	Ongoing
2025-1-TR01-KA220-YOU-000357710	Next Generation Technology Engagement	Cooperation partnerships in youth	2025	Partner	EUR 250 000	Ongoing
2023-2-TR01-KA220-HED-000170604	Curriculum Development in Clinical Dentistry Treatment with Haptic Based Virtual Reality Application	Cooperation partnerships in higher education	2023	Coordinator	EUR 250 000	Completed

Source: European Commission, Erasmus+ project lists, export of 19.11.2026. Grant = total EU grant of the project as awarded.

4. Key academic experts

Expert	Unit	Relevance to this theme	Profile
Assoc. Prof. Dr. Musab Talha Akpınar	Business School – Management Information Systems	Principal investigator of the smart student services chatbot project	AVESIS
Res. Asst. Muhammed Fatih Özer	Business School – Management Information Systems	Co-author of the article on AI and RAG-based chatbot systems; rankings analysis	AVESIS
Assoc. Prof. Dr. Vildan Ateş	Business School – Management Information Systems	AI literacy and AI anxiety studies among students	AVESIS
Res. Asst. Ahmet Şükrü Pampal	Business School – International Trade and Business	Quality management, student satisfaction and employability in higher education	AVESIS
Asst. Prof. Dr. İsmail Çağrı Doğan	Business School – Management (Management and Organisation)	Participatory management at a public university	AVESIS

Assoc. Prof. Dr. Musab Talha Akpınar. Vice Dean of the AYBU Business School and Associate Professor of Management Information Systems. His research addresses smart cities, technology acceptance, AI adoption and data-driven digital governance. He leads AYBU's work in the Erasmus+ Alliance for Innovation BIAD on AI-enabled skills analysis and micro-credentials, has taken part in Erasmus+ partnerships since 2016 and is the author of Smart Cities: Cases and Implications (2023). Teaching covers management information systems courses in the English-taught MIS programme (smart cities, business intelligence and AI-related subjects in the departmental curriculum).

Res. Asst. Muhammed Fatih Özer. Research Assistant in the Department of Management Information Systems at the AYBU Business School. His recent work covers AI-supported chatbot systems for digital student services, a clustering-

based approach to cryptocurrency portfolio management and a comparative analysis of global university rankings. In AYBU project teams he provides technical implementation, data analysis and digital platform support. Teaching covers research assistant duties in the Department of Management Information Systems. Research record on AVESIS: aVESIS lists no publication counts; Google Scholar shows 10 citations (h-index 1).

Assoc. Prof. Dr. Vildan Ateş. Associate Professor of Management Information Systems at the AYBU Business School, with sixteen years of earlier IT practice. Her recent studies measure AI literacy among university students, AI anxiety among vocational school students and generative AI acceptance among employees; she also publishes on data governance, trust in e-government and cloud security and took part in the Digital Türkiye Index project. Teaching covers courses in the English-taught Management Information Systems programme. Research record on AVESIS: 91 publications (9 in Scopus), 11 theses supervised.

5. Keywords

AI in higher education · student services chatbot · retrieval-augmented generation · AI literacy of students · AI anxiety · generative AI in teaching · academic integrity · learning support · student experience · university digitalisation · institutional data · university rankings · staff AI competence · AI policy for universities · personalised guidance

6. Alignment with Erasmus+ 2027

Digital technologies and AI for learning (Education and Skills Package); digital capacity of higher education institutions; inclusion through accessible student support.

Relevant 2027 action	Deadline (Brussels time)	Grant per project	Role AYBU can take
Cooperation Partnerships in higher education	9 March 2027, 12:00 Brussels time	Lump sum EUR 120 000, 250 000 or 400 000	Coordinator and partner
Capacity Building in Higher Education	9 February 2027, 17:00 Brussels time	Strand 1 (Fostering access to cooperation in higher education): EUR 200 000–400 000; Strand 2 (Partnerships for transformation): EUR 400 000–800 000; Strand 3 (Structural reform projects): EUR 600 000–1 000 000 (Guide p. 337)	Coordinator or partner
Erasmus Mundus Action (Joint Masters and Design Measures)	16 February 2027, 17:00 Brussels time	Lot 1 Joint Masters: unit contributions for institutional costs and scholarships (Guide pp. 298–300). Lot 2 Design Measures: lump sum EUR 60 000 (Guide p. 304)	Coordinator of a Design Measure; partner in a Joint Master
Alliances for Innovation	14 September 2027, 17:00 Brussels time	EUR 1 000 000 for a 2-year project, EUR 1 500 000 for a 3-year project (Lot 1); EUR 4 000 000 for a 4-year project (Lot 2) (Guide p. 322)	Partner or work-package leader; coordinator for a focused Lot 1

7. What AYBU can contribute

Contributions described here are potential contributions based on verified institutional capacity; they become commitments only in a signed proposal. Named experts are proposed on the basis of their published work and their participation in a given proposal is subject to their confirmation.

Potential project objectives

- Introduce AI assistants that improve access to student services
- Build AI competence of students and staff with measurable results
- Agree institutional rules for generative AI in teaching and assessment

Potential activities

- Comparative survey of AI literacy among students and staff
- Adaptation of the chatbot approach to partner universities
- Guidelines on generative AI and assessment
- Staff development workshops

Work packages AYBU could lead or co-lead

- Baseline on AI use and literacy
- AI assistant adaptation and piloting
- Institutional guidelines
- Staff development and transfer

Training modules AYBU could deliver

- Generative AI in teaching and assessment
- Building an AI assistant on institutional documents
- AI literacy for first-year students

Potential deliverables

- Cross-university AI literacy report
- Open guide to building a student services assistant
- Model institutional AI guidelines
- Staff development package

Potential pilot activities

- Chatbot pilot in one student service area per partner
- AI literacy module for first-year students

Target groups AYBU can reach

- University students

- Academic and administrative staff
- University managers
- International students

Expected institutional contribution

- Chatbot design experience and documentation
- Validated AI literacy instruments
- Piloting with a large student population
- Statistical evaluation
- Institutional guideline drafting

8. Management, quality and dissemination capacity

EU projects at AYBU are run by academic project teams with support from the Business School's projects office and the Competitiveness and Innovation Research Centre (REKMER). Financial administration follows Turkish public financial management and control legislation (Law No. 5018); EU grants are kept in dedicated project accounts and the university is subject to external audit by the Turkish Court of Accounts. In the Commission's project database AYBU appears in 28 Erasmus+ cooperation, policy and Jean Monnet projects from call years 2014–2026, 17 of them as coordinator; 9 are running today.

For each project AYBU proposes a quality plan with internal peer review of deliverables, milestone monitoring and partner feedback surveys. The university operates an institutional quality management system under the national Higher Education Quality Council framework, and Business School staff include an accredited external evaluator of that Council.

AYBU disseminates through its institutional website and faculty pages, official social media accounts, a community of more than 26 000 students and about 2 600 staff, its partner universities and its links with ministries, municipalities, chambers and Teknopark Ankara. Multiplier events and training activities can be hosted on its Ankara campuses, and online courses can be delivered through the Distance Education Research Centre.

Results can be sustained through courses in degree programmes, certificate programmes of the Continuing Education Centre, online delivery by the Distance Education Research Centre and follow-up funding from national programmes such as TÜBİTAK. Open publication of materials is the default.

9. Partners we would like to work with

- Universities and university associations
- EdTech and AI companies
- Student unions
- Quality assurance agencies

10. Organisation identification

Legal name (national language)	ANKARA YILDIRIM BEYAZIT ÜNİVERSİTESİ
Legal name (Latin characters)	ANKARA YILDIRIM BEYAZIT UNIVERSITESI

Name in English	Ankara Yıldırım Beyazıt University (AYBU)
Organisation ID (OID)	E10137893
PIC	952723525
National / fiscal ID	9600521531
Type of organisation	Higher education institution (tertiary level); Public (state) university; non-profit public body
Erasmus Charter for Higher Education	Erasmus Charter for Higher Education holder — Erasmus code TR ANKARA15
Established	21 July 2010 (decision published in the Official Gazette)
Registered address	AYBÜ Etlik Milli İrade Binası, B-Blok, Ayvalı Mah. Gazze Cad. No: 7, Etlik, Keçiören, 06010 Ankara, Türkiye
Main campus	Esenboğa Merkez Külliyesi, Dumlupınar Mah., 06760 Çubuk / Ankara
Region (NUTS)	TR51 – Ankara
Website	https://aybu.edu.tr
General e-mail / telephone	basin@aybu.edu.tr / +90 312 906 10 00

11. Institutional representative and contact

Legal representative

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Main contact person

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12. Links

- University: https://aybu.edu.tr
- Business School: https://aybu.edu.tr/isletme/en
- Academic profiles (AVESIS): https://avesis.aybu.edu.tr
- AYBU projects in the Erasmus+ project database: https://erasmus-plus.ec.europa.eu/projects

Data verified on 20.11.2026. Institutional figures from aybu.edu.tr and AYBU records; project data from the European Commission's Erasmus+ project lists; staff data from AVESIS.