

NTU Measures in Response to the COVID-19 Pandemic in the First Semester of the Academic Year 2020-2021

Q&A for students who postpone their entry to NTU or are unable to come to NTU

Date Issued: September 1st, 2020

Question	Reply	Processing Unit /Contact Information
I. What should I do if I cannot complete the registration process before the semester starts?	<p>1. New students: The registration process can be done online. The online registration is expected to be available from Monday, September 7, 2020 9:00 AM to Saturday, September 26, 2020 5:00 PM. After entering Taiwan, students will have to submit their authenticated graduation certificate and transcripts for the check of the academic qualification and complete other necessary procedures of registration before receiving their student ID.</p> <p>2. New students and Current students: Undergraduate students who are unable to come to NTU only need to pay their credit fees (the student insurance fee, service fee for information networking infrastructure, insurance fee for overseas Chinese students and mainland Chinese students will be calculated separately). The payment period is from October 26 to November 6, 2020. The Undergraduate Academic Affairs Division will provide an another credit card payment account number for the credit fee payment. Students can make the payment with a credit card in the place where they live. Master's and Ph.D. students who are unable to come to NTU only need to pay the basic tuition fees by October 12th, 2020.</p>	<p>For undergraduate students: Undergraduate Academic Affairs Division, Office of Academic Affairs 3366-2388#202~208, 210~222, 224, 225</p> <p>For graduate students: Graduate Academic Affairs Division, Office of Academic Affairs 3366-2388#402~417</p> <p>Health checkup for new students: Health Center, Office of Student Affairs 3366-2161</p>
II. Admission deferment for new students	<p>1. Undergraduate students: Please download and fill in the application form for admission deferment, and mail it with a photocopy of your admission letter, a photocopy of your high school (or above) original diploma, and a high school (or above) original official transcript to the Undergraduate Academic Affairs Division by September 18, 2020. After approval, we will send you an ap-</p>	<p>For undergraduate students: Subsection Chief Ke, 3366-2388#203</p> <p>For graduate students: Subsection Chief Che, 3366-2388#402</p>

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	<p>proved certification.</p> <p>2. Graduate students: Please download and fill in the application form for admission deferment, and email it with a photocopy of your admission letter and a photocopy of your English diploma to the Graduate Academic Affairs Division by September 11, 2020. After approval, we will email you an approved certification.</p>	
<p>III. What should be done if current students who are unable to come to NTU due to the COVID-19 pandemic want to take a leave of absence? What is the deadline to apply for a leave of absence? Is there a tuition refund policy?</p>	<p>1. For current students who are unable to come to NTU due to the COVID-19 pandemic want to take a leave of absence, they only need to complete the online application on myNTU. For the reason of the leave of absence, please select “leave due to the pandemic”. There is no need to print out a hard copy or ask someone on your behalf to complete the process. The online application will be processed by the Undergraduate Academic Affairs Division or Graduate Academic Affairs Division. For those who have already paid the tuition and fees, please submit the online application for a leave of absence before the final examination at the latest. This leave of absence record will not be included in the cumulative number of leaves.</p> <p>2. For students who are unable to come to NTU and take a leave of absence after the semester starts, NTU will give them a refund depending on their situation.</p>	<p>For undergraduate students: Subsection Chief Kuo, 3366-2388#203</p> <p>For graduate students: Subsection Chief Che, 3366-2388#402</p>
<p>IV. What is the payment method ? how do you calculate the amount of the tuition and fees ?</p>	<p>1. If students cannot be finished their quarantine by the beginning of classes, they can pay their tuition and fees at the post office in the first week of the semester. From the second week of the semester, undergraduate students need to get a stamp on their tuition bill in the Undergraduate Academic Affairs Division and make their payment in cash in full in the Cashier Division. Graduate students need to get a stamp on their tuition bill in the Graduate Academic Affairs Division and make their payment in cash in full in the Cashier Division.</p> <p>2. If a student has already registered for classes, but cannot arrive at NTU by October 12th, 2020, the</p>	<p>For undergraduate students: Subsection Chief Zhuang, 3366-2388#204</p> <p>For graduate students: Subsection Chief Che, 3366-2388#402</p> <p>Overseas Chinese Student Health Insurance: Senior Clerk Wu, Overseas Students Advising Division 33663232#13</p> <p>Chinese Students</p>

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	<p>amount of the tuition will be recalculated. For students who do not come to Taiwan and have paid their tuition and fees, the refund of overpaid fees will be processed from October 12th, 2020.</p> <p>Master and Ph.D. students only need to pay the basic tuition fees. Undergraduate students only need to pay their credit fees; (the student insurance fee, service fee for information networking infrastructure, insurance fee for overseas Chinese students and mainland Chinese students will be calculated separately). Undergraduate students have to pay their credit fees from October 26 to November 6, 2020. If students are unable to come to NTU by the payment deadline, the Undergraduate Academic Affairs Division will provide an another credit card payment account number for the credit fee payment. Students can make the payment with a credit card in the place where they live.</p> <p>For the details of the tuition for each degree program in the academic year 2020/2021, please see: https://ntuinfo.ntu.edu.tw/p2_2_1.html</p>	<p>Commercial Medical Insurance: Associate Manager Huang, Overseas Students Advising Division 33663232#14</p> <p>International Students Health Insurance: Senior Clerk Hsu The Office of International Affairs 33662007#206</p>

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<p>V. If students postpone their entry to NTU or are unable to come to NTU due to the COVID-19 pandemic, how does the University protect their rights with regard to the class registration, class attendance, and grades?</p>	<ol style="list-style-type: none"> 1. Students have to register for classes according to the University's schedule. 2. If students cannot be finished their quarantine prior to the end of class registration, they can submit the application form with the approval of the course instructor and the director of their major department to the Office of Academic Affairs to take the class. 3. For students who are unable to come to NTU this semester due to COVID-19, their class registration will not be restricted by the minimum credit hour requirements. 4. To ensure the learning quality under these circumstances, NTU will provide supplementary, flexible measures as necessary, such as synchronous and asynchronous online courses, to assist students in taking the courses. These measures may include online learning and online assignment submission through digital learning platforms. 5. The course instructor may adjust the evaluation criteria or provide remedial measures for the individual students depending on the situation of the individual students. 	<p>For undergraduate students: Subsection Chief Zhuang, 3366-2388#204</p> <p>For graduate students: Subsection Chief Che, 3366-2388#402</p>

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<p>VI. If students are unable to come to NTU due to the COVID-19 pandemic, does the University provide online courses?</p>	<ol style="list-style-type: none"> For students who are unable to come to NTU due to the COVID-19 pandemic, please contact the course instructor to discuss whether the course can be attended online. NTU can provide technical support such as course recording and asynchronous digital course platforms. In addition, NTU has posted the list of online courses, but we suggest students consult the instructor before taking these courses. If students have registered for the classes without online options, please drop these classes during the add and drop period (before September 27, 2020 8:00 AM). Undergraduate students can take the online open courses provided by the NTU System. Students must take courses with at least 1 credit, or a combination of courses that offers a minimum of 1 credit. After completing the course, the student must prepare the relevant course certifications (course certification is available on some of the online course platforms, the certification will be charged separately by the platform, e.g. Coursera). The Office of Academic Affairs will register the course credit on the transcript as pass or fail. Exclusive online course selection platform for students unable to enter the country, website: https://eportfolio.ntu.edu.tw/EntryApply/index.aspx Graduate students should not take the above online courses and are encouraged to consult with their thesis advisor to take the seminar. The Digital Learning Center of the Office of Academic Affairs provides comprehensive support on asynchronous and synchronous distance teaching for lecturers and students, including course recording software, teaching hardware/facilities, account application for video conferencing software (U Meeting), and NTU COOL digital teaching platform. For more information: https://www.dlc.ntu.edu.tw/2020/03/19/superkit/ or https://cool.ntu.edu.tw/courses/20 	<p>For undergraduate students: Subsection Chief Zhuang, 3366-2388#204</p> <p>For graduate students: Subsection Chief Che, 3366-2388#402</p> <p>Regarding distance learning course set-up: Subsection Chief Wang, Curriculum Division, Office of Academic Affairs 33662388#302</p> <p>Technical consulting on distance learning course: Division Section Director Chang, Digital Learning Center, Office of Academic Affairs 33663367#580</p> <p>Exclusive online course selection platform for students unable to enter the country: Systems Designer Lai, Computer Information Management Division, Office of Academic Affairs 33662388#609</p>

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<p>VII. If the pandemic recedes before the end of the semester, can the students who are on leave of absence apply for reinstatement of studies?</p>	<p>Undergraduate students: Students can apply for reinstatement of studies on a case-by-case basis. However, the students have to pay their tuition and fees, and register for classes. If the students are unable to register for suitable classes during this semester, they will not be allowed to apply for reinstatement of studies for the first semester of the academic year 2020/2021.</p> <p>Graduate students: Students can apply for reinstatement of studies on a case-by-case basis and without taking any class.</p>	<p>For undergraduate students: Subsection Chief Kuo, 3366-2388#203</p> <p>For graduate students: Subsection Chief Che, 3366-2388#402</p>
<p>VIII. If students are unable to come to NTU due to the pandemic, what will the University do for a graduation or an internship delayed by the pandemic?</p>	<p>NTU will extend the length of study depending on the situation of the individual students.</p>	<p>For undergraduate students: Subsection Chief Lan, 3366-2388#206</p> <p>For graduate students: Subsection Chief Tian, 3366-2388#405</p>
<p>IX. How do graduate students apply for their master's or Ph.D. thesis defense in the first semester of the academic year 2020-2021 if they are unable to come to NTU?</p>	<p>If graduate students have fulfilled all the graduation requirements, they can apply for their master's or Ph.D. thesis defense and take their thesis defense through video conference, but it must be approved by their department, and the whole process should be recorded and kept on file.</p>	<p>The Graduate Academic Affairs Division: Subsection Chief Tian, 3366-2388#405</p>
<p>X. If I am eligible for graduation but unable to come to NTU due to the pandemic, how can I receive my diploma?</p>	<p>Undergraduate students: Students can postpone getting their diploma, get their diploma by correspondence, or ask someone to receive their diploma on their behalf.</p> <p>Graduate students: Graduate students can ask someone to submit their master's or Ph.D. thesis to the library before the deadline. Then, they can postpone getting their diploma, get their diploma by correspondence, or ask someone to receive their diploma on their behalf.</p>	<p>For undergraduate students: Subsection Chief Lan, 3366-2388#206</p> <p>For graduate students: Subsection Chief Tian, 3366-2388#405</p>

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XI. For students who are unable to come to NTU due to the pandemic, if they have any questions, is there any counselling or support available?	Students can contact their department for help.	