

**FAQ: NTU Measures in Response to the COVID-19 Pandemic  
in the Fall Semester of the Academic Year 2021-2022**

No.	Question	Reply	Processing Unit /Contact Information
I	What should I do if I cannot complete the registration process before the class starts?	<p>1. Overseas New Students: Overseas new students are required to complete all the registration procedures online from August 16<sup>th</sup> to September 9<sup>th</sup>, 2021. New Coming Students may pay the tuition fee with credit card by September 28<sup>th</sup>. After completing the online registration, students can receive their student ID card after entering Taiwan. Online Registration System: <a href="https://my.ntu.edu.tw/StudentPass/Home/Index">https://my.ntu.edu.tw/StudentPass/Home/Index</a></p> <p>2. New students and Current students: If students cannot arrive Taiwan by October 20<sup>th</sup>, 2021, the amount of the tuition will be recalculated (the student accidental insurance fee, service fee for information networking infrastructure, insurance fee for international students, overseas Chinese students and mainland Chinese students will be calculated separately for undergraduate and graduate students). 1) Undergraduate students only need to pay their credit fees. 2) Master's and doctoral students are required to pay the basic tuition fees.</p>	<p>For undergraduate students: Undergraduate Academic Affairs Division, Office of Academic Affairs 3366-2388#202~208, 211~222, 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>

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II	Admission deferment for new students	<ol style="list-style-type: none"> <li data-bbox="571 331 1109 891">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 17<sup>th</sup>, 2021. After approval, we will send you an approved certification.</li> <li data-bbox="571 907 1109 1370">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 3<sup>rd</sup>, 2021. After approval, we will email you an approved certification.</li> </ol>	<p data-bbox="1136 331 1394 510">For undergraduate students:  <a href="#">Subsection Chief Ke</a>,  3366-2388#203</p> <p data-bbox="1136 539 1394 719">For graduate students:  <a href="#">Subsection Chief Che</a>,  3366-2388#402</p>

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III	<p>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>	<ol style="list-style-type: none"> <li data-bbox="571 331 1112 1368">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 <a href="#">myNTU</a>. 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.</li> <li data-bbox="571 1391 1112 1615">2. For students who are unable to come to NTU and take a leave of absence after the class start, NTU will give them a refund depending on their situation.</li> </ol>	<p>For undergraduate students: Undergraduate Academic Affairs Division, Office of Academic Affairs <a href="#">Subsection Chief Ke</a>, 3366-2388#203</p> <p>For graduate students: Graduate Academic Affairs Division, Office of Academic Affairs <a href="#">Subsection Chief Che</a>, 3366-2388#402</p>
IV	<p>What is the payment method? How do you calculate the amount of the tuition and fees?</p>	<ol style="list-style-type: none"> <li data-bbox="571 1637 1112 2004">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 classes. From the second week, <u>undergraduate students</u> need to get a stamp on their tuition bill in the Undergraduate Academic</li> </ol>	<p>For undergraduate students: Undergraduate Academic Affairs Division, Office of Academic Affairs <a href="#">Subsection Chief Chen</a>, 3366-2388#204</p>

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		<p>Affairs Division and make their payment in cash in full in the Cashier Division. <u>Graduate students</u> 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 students cannot arrive Taiwan by October 20th, 2021, the amount of the tuition will be recalculated (the student accidental insurance fee, service fee for information networking infrastructure, medical insurance fee for international students, overseas Chinese students and mainland Chinese students will be calculated separately for undergraduate and graduate students). <u>Undergraduate students</u> only need to pay their credit fees; <u>Master's and doctoral students</u> are required to pay the basic tuition fees.</p> <p>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 20<sup>th</sup>, 2021, after entering Taiwan.</p> <p>For the details of the tuition for each degree program in the academic year 2021/2022, please see: <a href="https://ntuinfo.ntu.edu.tw/pdf/fee-to-tal110.pdf">https://ntuinfo.ntu.edu.tw/pdf/fee-to-tal110.pdf</a></p>	<p>For graduate students: Graduate Academic Affairs Division, Office of Academic Affairs <a href="#">Subsection Chief Che</a>, 3366-2388#402</p> <p>Overseas Chinese Student Health Insurance: Overseas Students Advising Division <a href="#">Senior Clerk Wu</a>, 33663232#13</p> <p>Chinese Students Commercial Medical Insurance: Overseas Students Advising Division <a href="#">Associate Manager Huang</a>, 33663232#14</p> <p>International Students Health Insurance: The Office of International Affairs <a href="#">Senior Clerk Hsu</a>, 33662007#206</p>

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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?	<ol style="list-style-type: none"> <li>1. Students have to register for classes according to the University's schedule.</li> <li>2. If students cannot be finished their quarantine prior to the end of course selection, they can submit the application form with the approval of the course instructor and the director of course offering academic units to the Office of Academic Affairs to take the class.</li> <li>3. For students who are unable to come to NTU this semester due to COVID-19, their course selection will not be restricted by the minimum credit hour requirements.</li> <li>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 attending the courses. These measures may include online learning and online assignment submission through digital learning platforms.</li> <li>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.</li> </ol>	<p>For undergraduate students: Undergraduate Academic Affairs Division, Office of Academic Affairs <a href="#">Subsection Chief Chen</a>, 3366-2388#204</p> <p>For graduate students: Graduate Academic Affairs Division, Office of Academic Affairs <a href="#">Subsection Chief Che</a>, 3366-2388#402</p>

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VI	<p>I am NTU student applying for exchange/visiting program in the coming (spring) semester.</p> <p>However, I am not sure whether the program will be revoked or not. due to the pandemic. Can I select courses?</p>	<p>In consideration of the epidemic situation and in order to protect the rights and interests of students in taking classes, students who plan to go abroad or have gone abroad to attend their exchange student program or visiting student program in the spring semester of the academic year 2021-2022 will be allowed to register for classes. However, if students do not cancel their exchange student program or visiting student program by the end of the fifth week of the class beginning, their class registration of the spring semester of the academic year 2021-2022 will be canceled.</p>	<p>For undergraduate students: Undergraduate Academic Affairs Division, Office of Academic Affairs <a href="#">Subsection Chief Chen</a>, 3366-2388#204</p> <p>For graduate students: Graduate Academic Affairs Division, Office of Academic Affairs <a href="#">Subsection Chief Che</a>, 3366-2388#402</p>
VII	<p>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"> <li>1. 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.</li> <li>2. If students have registered for the classes without online options, please drop these classes during the add and drop period (before October 7<sup>th</sup>, 2021 8:00 AM).</li> <li>3. Undergraduate students can take the Massive Open Online Courses provided by the NTU. Students must take courses with at least 1 credit, or a combination of courses</li> </ol>	<p>For undergraduate students: Undergraduate Academic Affairs Division, Office of Academic Affairs <a href="#">Subsection Chief Chen</a>, 3366-2388#204</p> <p>For graduate students: Graduate Academic Affairs Division, Office of Academic Affairs <a href="#">Subsection Chief Che</a>, 3366-2388#402</p> <p>Regarding distance learning course set-up:</p>

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		<p>that offers a minimum of 1 credit. After completing the course, the student must pre-prepare the relevant course certifications (Certification of Coursera will be charged by the platform). The Office of Academic Affairs will register the course credit on the transcript as pass or fail.</p> <p>4. 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: <a href="https://www.dlc.ntu.edu.tw/">https://www.dlc.ntu.edu.tw/</a> or <a href="https://cool.ntu.edu.tw/courses/20">https://cool.ntu.edu.tw/courses/20</a></p>	<p>Curriculum Division, Office of Academic Affairs <a href="#">Subsection Chief Tseng</a>, 33662388#302</p> <p>Technical consulting on distance learning course: Digital Learning Center, Office of Academic Affairs <a href="#">Division Section Director Chang</a>, 33663367#580</p> <p>Exclusive online course selection platform for students unable to enter the country: Computer Information Management Division, Office of Academic Affairs <a href="#">Systems Designer Lai</a>, 33662388#609</p>

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VIII	If the pandemic recedes before the end of the semester, can the students who are on leave of absence apply for reinstatement of studies?	<ol style="list-style-type: none"> <li>1. 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 spring semester of the academic year 2021/2022.</li> <li>2. Graduate students: Students can apply for reinstatement of studies on a case-by-case basis and without taking any class.</li> </ol>	<p>For undergraduate students: Undergraduate Academic Affairs Division, Office of Academic Affairs <a href="#">Subsection Chief Ke</a>, 3366-2388#203</p> <p>For graduate students: Graduate Academic Affairs Division, Office of Academic Affairs <a href="#">Subsection Chief Che</a>, 3366-2388#402</p>
IX	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?	NTU will extend the length of study depending on the situation of the individual students.	<p>For undergraduate students: Undergraduate Academic Affairs Division, Office of Academic Affairs <a href="#">Subsection Chief Lan</a>, 3366-2388#206</p> <p>For graduate students: Graduate Academic Affairs Division, Office of Academic Affairs <a href="#">Subsection Chief Tian</a>, 3366-2388#405</p>
X	How do graduate students apply for their master's these or Ph.D.	If graduate students have fulfilled all the graduation requirements, they can apply for their master's or Ph.D. thesis/disserta-	Graduate Academic Affairs Division: <a href="#">Subsection Chief Tian</a> , 3366-2388#405



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	dissertation defense in the spring semester of the academic year 2021-2022 if they are unable to come to NTU?	tion defense and take their thesis/dissertation defense through video conference.	
XI	If I am eligible for graduation but unable to come to NTU due to the pandemic, how can I receive my diploma?	<ol style="list-style-type: none"> <li>1. Undergraduate students: Students can postpone getting their diploma, get their diploma by correspondence, or ask someone to receive their diploma on their behalf.</li> <li>2. Graduate students: Graduate students can ask someone to submit their master's thesis or Ph.D. dissertation 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.</li> </ol>	<p>For undergraduate students: Undergraduate Academic Affairs Division, Office of Academic Affairs <a href="#">Subsection Chief Lan</a>, 3366-2388#206</p> <p>For graduate students: Graduate Academic Affairs Division, Office of Academic Affairs <a href="#">Subsection Chief Tian</a>, 3366-2388#405</p>
XII	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/institute/degree program for help.	