

## **NTHU study at ease project for Covid-19 prevention Q&A**

**Q1 : Who is eligible for the Ease Project?**

**A1** : The Ease Project is only applicable to those students who are:

1. New students and re-students in Spring who are prohibited to enter Taiwan due to the prevention of the coronavirus after Feb. 14.
2. Who are unable to enter Taiwan due to entry restrictions for foreigners and who are required to apply for approval with a valid reason.

**Q2 : If I am allowed to enter Taiwan now, but due to personal reasons I don't want to enter Taiwan, is the Ease Project still applicable to me?**

**A2** : No, you are not eligible for the Ease Project. According to the rules stated on the eligibility of Ease Project, you are allowed to enter Taiwan, so you should follow the instruction to enter Taiwan to avoid affecting your studying in school.

**Q2-1 : Although R.O.C. government has allowed me to enter Taiwan, my country still has border control or flight cancellation, as a result, I am still unable to go to Taiwan before the new semester begins, is the COVID-19-Prevention Registration Delay or COVID-19-Prevention Suspension still applicable to me?**

**A2-1** : Please prepare proofs and inform the Division of Registration of your special situation by email before the new semester begins. You will be eligible for the Ease Project upon being approved.

**Q2-2 : I am allowed to enter Taiwan and already start arranging my itinerary to Taiwan, but I can't finish all entry formality, flight booking or quarantine in Taiwan before the new semester begins, is the Covid-19-prevention Registration Delay still applicable to me?**

**A2-2** : Yes, you are eligible for the Covid-19-prevention Registration Delay.

**Q3 : How can I apply for an additional course enrollment if I could not go back to school on time due to the entry restrictions? Can I drop the course or add another course after the course registration deadline if I find myself unable to catch up with the lessons due to my absence during this period?**

**A3** :

The Course Add and Drop period starts from Feb. 10<sup>th</sup> to Mar. 1<sup>th</sup>. If courses with no limitation of the number of students or are not yet full, please add and drop the course directly on the system. If the course is full or is unable to be added through the system, please refer to the following application procedure.

Step 1 : Enter the Academic Information System to apply for extra selection.

Step 2 : The instructor will see your request in the system and will decide whether approve or not.

Step 3 : Once the instructor approved, the course will be added into your course list automatically. If there is something stop the process (e.g. course clash), please fix it and process it again.

Step 4 : Log in to the "Academic Information System" to check out for the results of the selection.

If you cannot catch up with the lessons due to your absence during this period, you may

submit a request to drop the course upon the instructor's approval via email before Mar. 25<sup>th</sup>. Any courses dropped after Mar. 25<sup>th</sup> will cause a withdrawal noted on your transcript with a grade of "W".

**Q4 : How can I ask for an extra course selection for the courses that require attendance for the 1<sup>st</sup> class?**

**A4 :**

1. Regarding the extra course selection, the Division of Curriculum has already asked teachers to take the students who are not able to attend classes due to the prevention of coronavirus into consideration. If you have any question, you can email the professor or TA.
2. Students who would like to add courses are required to send an email to the instructor in advance stating the reason for your absence for the courses that require attendance for the 1st class and explain the reasons why you want to choose this course. If you couldn't contact the teacher or TA, you may ask the Division of Curriculum for help.

**Q5 : How to apply for the underload application?**

**A5 :** You may apply for Underload after receiving approval from your academic advisor and the major department chair.

Step 1: Download the *Underload Application Form* from the Division of Curriculum website

Step 2: Get approval from your academic advisor via email

Step 3: Send the approved email and your application form to your major department.

Step 4: The department will get approval from the chair and send the documents to the Division of Curriculum for you.

Step 5: Log in to the "Students' Inquiry System " to check out for the results of the selection.

**Q6 : Can first-grade master's degree students or doctoral degree students take "Thesis" only in the first academic year of their study under this extreme circumstance?**

**A6 :** Graduate students can apply to take "Thesis" in the first academic year of their study only after receiving approval from their academic advisor.

Step 1: Get approval from your academic advisor via email

Step 2: Send the approved email to your major department.

Step 3: The department will send the documents to the Division of Curriculum for you.

Step 4: Log in to the "Students' Inquiry System " to check out for the result.

**Q7 : How can I make up the courses if I were unable to return to school in time due to entry ban or 14-day home quarantine? Is it possible to ask the course TA to film in class and upload those videos?**

**A7 :** Please contact the instructor and discuss the ways for making up the courses.

Instructors may ask his/her TA to video record the lectures and upload the video clips to eclass or eLearning platform so that those students who miss the class can watch the video at home. Instructors may also assign a TA to provide additional help or give a make-up class.

eclass : <https://eeclash.nthu.edu.tw>

eLearn : <https://elearn.nthu.edu.tw/>

**Q8 : Will the final score be deducted due to my absence?**

**A8 :** Those students who are unable to return to school in time due to entry ban or 14-day home quarantine will be marked on the attendance sheet. The Division of Curriculum will remind teachers not to mark those students as absences or deduct their scores.

**Q9 : How to calculate the tuition fee for students who cannot return to school on the first day of school opening due to the coronavirus prevention?**

**A9 :** The minimum credit units per semester is 16 credits for freshman, sophomore, and junior and 9 credits for senior. Undergraduate students could apply for credits underload in the coming semester and will be exempted from the minimum credit units requirement. Tuition and the miscellaneous fee will follow the regulations of fifth-year undergraduate students accordingly.

Tuition for undergraduate students of fifth-year and up:

Taking 10 credits and more: Pay full amount.

Taking 0–9 credits: Pay credit fee and miscellaneous fee on a pro-rata basis.

Graduate students also follow the current tuition fee regulations.

Tuition for graduate students:

Pay tuition and miscellaneous fee every semester. And pay credit fees in accordance with the course selection per semester.

Once credits including transferred credits exceed the minimum credit units required for graduation, the overload credit fee will be exempted.

**Q10 : For students who are eligible for the Ease Project applying for Covid-19-prevention Registration Delay, what is the exact deadline for the extension of payment for the 2nd semester of Academic Year 2021?**

**A10 :** It will be extended to Mar. 25th, 2022.

**Q11 : For students who meet the eligibility of Ease Project and cannot go to NTHU before Mar. 25th, 2022, is it necessary to apply for the suspension?**

**A11 :** Yes, if students who are eligible for the Ease Project can't go to NTHU before Mar. 25th, 2022, and have no alternative methods of study, they should apply for the Covid-19-prevention suspension since they cannot attend 1/3 of the courses. The Covid-19-prevention suspension will not be counted into the suspension period promulgated in NTHU Academic Regulations. The foresaid alternative methods of study are: The instructor or advisor agrees with students to attend the class by video call, e-Learning platform, written report or other methods.

**Q12 : How to apply for suspension for students who are unable to return to school before Mar. 25th, 2022?**

**A12 :** Please download the application form of "Leave of absence/Withdrawn" on the website of Division of Registration → Forms → Frequent Forms for enrolled students and new students. After completing the form, please email the form directly to the staff member who is in charge of your department or institute. Please refer to the website below for the contact details: <http://registra.site.nthu.edu.tw/p/4121211-1813.php?Lang=zh-tw>

**Q13 : How can students who have suspended their studying apply for resumption?**

**A13 :** Division of Registration will send students the resumption emails. After receiving the email, students should fill out the on-line forms to resume their studying on NTHU Academic Information System within the period specified in the email.

1. Continuous suspension: When the suspension expires, if student wants to continue his/her suspension (the accumulated period of suspension isn't exceeded 2 academic years),

- he/she shall fill out the suspension application form again before the new semester begins, then hand in the application form to the tutor(or advisor) and the dean of the department/institute (leaving-school procedure isn't necessary), and then send the form with student ID card to the Division of Registration to process the procedure.
2. Resumption: Students should complete their resumption application before the new semester begins. Otherwise, they will be deemed as non-resumption and will be expelled from school.
  3. If students don't receive resumption emails, please contact the Division of Registration.

**Q14 : I have applied for suspension for this semester due to the prevention of the COVID-19. Can I still use the resources of the Library and Computer and Communication center during my suspension period?**

**A14 :** Those students who have suspended can use the registered account (the one you use to log in the library and school Wi-Fi to download SSL-VPN and online resources from the NTHU library. If the student didn't have the account for those facilities, but already enrolled and registered at school, they can apply for the account online to use these resources. The procedure to apply for the account can refer to the website below  
<http://www.cc.nthu.edu.tw/index.php?Lang=en>.

**Q15 : I am a dual degree student. My dual degree study period and research have been affected by the outbreak of the COVID-19. Does NTHU provide any measures for those dual degree students whose study period and research have been affected by the outbreak of the COVID-19?**

**A15 :** If students would like to keep their dual degree program, NTHU will negotiate with their host university and keep their eligibility for dual degree Scholarship.  
For those students who are unable to go to Mainland China for dual degree study: Please discuss with both your supervisors and departments about your situation. You can stay in NTHU for this semester and then go to Mainland China for your dual degree study after the relief of the outbreak of the Covid-19. During your stay at NTHU, you can apply for accommodation at student housing if needed. Contact: Ms. Sung/Tel: 03-5715131#35137/[mysung@mx.nthu.edu.tw](mailto:mysung@mx.nthu.edu.tw)

For those students who are unable to go back to NTHU for dual degree study: Please discuss with both your supervisors and departments about your situation. You can choose to go back to your Home University to continue your research or apply for suspension of NTHU in 6 weeks after March 2<sup>nd</sup>. We will negotiate with your home university to extend your dual degree program for one semester if needed.

Contact: Shelly Chen /Tel: [03-5715131#62463](tel:03-5715131#62463)/[yhchen3@mx.nthu.edu.tw](mailto:yhchen3@mx.nthu.edu.tw)

**Q16 : What kind of payment methods for those students who have applied for payment extension for tuition fee due to the prevention of coronavirus?**

**A16 :** You can pay tuition fees in the following ways before **Mar. 25th, 2022**:

1. Pay in Cash :  
Take the Tuition Payment to the Bank of Taiwan or Mega Bank and make payment.
2. By ATM or Web ATM Transfer
3. By Credit Card issued in Taiwan (Transaction fee depends on the rule of banks)  
Proceed to [the school online Academic Information System](#)

- (1) Tuition Payments→ Tuition Bills Download → Fee Type : Tuition Bill →  
 Payment Methods : 5. By Credit Card → issued in Taiwan→ Choose your card issuing bank → Input the Cancel A/C No. of the tuition bill and make payment.  
 (2) Please save a screenshot of the successful transaction for future reference.
4. By Credit Card **not** issued in Taiwan (Transaction fee depends on the rule of banks)  
 Proceed to the school online Academic Information System  
 (1) Tuition Payments→ Tuition Bills Download → Fee Type : Tuition Bill →  
 Payment Methods : 5. By Credit Card → not issued in Taiwan→ Confirm the amount→ Pay with International Credit Card not issued in Taiwan → Read and agree the notice→ Check the box→ Input Your Credit Card NO. and valid data → Confirm to Pay  
 (2) Please save a screenshot of the successful transaction for future reference.

※Notice :

- (A) Tuition fees must be paid in full, and no installment is available.  
 (B) No cancellation or refund is allowed after the payment transaction is completed.  
 (C) Please use credit card transactions with caution.
5. By UnionPay  
 Proceed to the UnionPay website and make payment.
6. By 7-11, FamilyMart, Hi-Life and OK mart Transfer (When the payment is under NTD60,000, the transaction fee is free.)
7. By Taiwan Pay App (Charges Free)
8. By Line Pay Money APP 【Transaction fee NTD6】
9. Bank wire transfer, wire transfer information is listed as follows:  
**BENEFICIARY'S NAME : NATIONAL TSING HUA UNIVERSITY**  
**BENEFICIARY'S A/C NO. : 015-036-070041**  
**BENEFICIARY'S BANK NAME : BANK OF TAIWAN HSINCHU BRANCH**  
**ADDRESS : NO.29 LIN SEN RD. HSINCHU 300 TAIWAN R.O.C.**  
**SWIFT ADDRESS : BKTWTWTP015**

※ Attention:

- (1) Please make a proper remark of your **Student ID No.** and **Cancel A/C No. of the tuition bill** when you remit.
- (2) It is recommended to remit to the school's account in USD and please don't convert to TWD to avoid additional processing fees from the bank.
- (3) Considering the exchange rate fluctuation and the processing fees from the bank, it is highly recommended that the total amount you remit should be more than the sum of your tuition, processing fees and exchange differences in order to prevent the actual amount remitted to NTHU from underpayment.
- (4) If the amount remitted in is more than our required tuition fee, the balance would be refunded to your bank account registered in the University or refunded by cheque. However, if the amount remitted in is less than required tuition fee, it would be regarded as unpaid.

★ Students who were admitted by National Hsinchu University of Education before the 105 Academic Year (included) can pay tuition fees in the following ways before Mar. 25th, 2022:

1. Pay in Cash : Take the Tuition Payment to the Bank of Taiwan and make payment.
2. By ATM or Web ATM Transfer
3. By Credit Card 、 UnionPay
4. By 7-11, FamilyMart, Hi-Life and OK mart Transfer
5. By Taiwan Pay App
6. By Line Pay Money APP