UPDATE FAQs for POSTGRADUATE STUDIES
(as at 20.05.2020)

ONLINE TEACHING AND LEARNING AND ACCESS TO CAMPUS

In line with the announcement by MOHE on 20 March 2020 that online teaching and learning is allowed, UTAR has implemented online teaching and learning via WBLE/ WBLE2 (Web Based Learning Environment) and other modes of interactive video communication channels such as Microsoft Teams, Zoom, Google Meet and WhatsApp, etc. Online teaching and learning will remain for the whole of this Jan 2020 trimester and shall continue for the coming May 2020 trimester until the end of the trimester.

All postgraduate students (by research mode) and research assistants will also return in stages to resume their research activities in the laboratories/studios/workshops after MOHE's announcement to allow students to return to campus. Permission for postgraduate students (by research mode) and researchers/research assistants to access the laboratories/studios/workshops should be obtained from their respective Deans and shall be based on priority and subject to the availability of the space in the laboratories/studios/workshop in line with the need for social distancing. Postgraduate students (by research mode) and research assistants are requested to discuss with their respective supervisor(s) on the scheduling and planning of their laboratory experiments, studio work and research activities. UTAR will ensure that the instructions issued by the MOHE and MOH are properly adhered to and strictly executed to ensure the overall health and safety of staff and students on campus.

Q1: Will there be any adjustment to the UTAR academic calendar due to the MCO?
Yes, the Academic Calendar 2020/2021 has been revised please refer to the following link
https://admission.utar.edu.my/Academic-Calendar.php
The start of 2020 May Trimester is shifted 2 weeks from 1 June 2020 to 15 June 2020.

Q2. When will we be able to return to Campus after the Conditional Movement Control Order (cMCO)?
The University abides by the Ministry of Higher Education (MOHE) guidelines and instructions. Once the cMCO is lifted and after MOHE has announced that students are allowed to return to campus, students need not return to campus immediately until further instructions from the University. Students will be notified in advance (about 4 weeks' of notice) on the date of return to campus so that sufficient time is given for students to make preparations for travel and accommodation arrangements before commencing classes on campus. Only those students who in greater need to have physical classes or practicals will be allowed to enter campus first during the initial period before all students are allowed when the situation improves further. The return of the students to the campus will be in stages. The University will announce the plan in advance for a smooth and safe return of students into the campuses in due course. Please do keep track of the mail master/student portal announcement for the updates.

Q4.When is the course registration for the May Trimester
You may begin to register for the courses form 1 June 2020 via the course registration system at https://unitreg.utar.edu.my/portal/courseRegStu/login.jspb

Q5. What if I have a question regarding my online classes or academic matter, who can I contact?

If you have any academic matters, please contact your respective Head of Programme for further advice /action.

Q6.What if I have any non-academic matters, who can I contact?
For non-academic matters, please email to ipsr@utar.edu.my or contact IPSR Hotlines.
IPSR Hotline during MCO is 018-915 3100
Note : Normal enquiries call between 8:30 am-5:30 pm
*   Anytime in case of emergencies only*

Q7. Am I covered by insurance during this online learning period?
Yes. All UTAR local students are covered by a group personal accident policy. For more information, please visit the Student Insurance Claim page.

Q8.If I have met with an accident during this online learning period, can I submit my insurance claim form now?
Yes, you can submit the soft copy of your insurance claim form and other supporting documents via email to dsa@utar.edu.my with "INSURANCE" as the email subject title. The hard copies of these documents may be submitted once the campuses of the University reopen. The Personal Accident Claim Form & E-payment Authorisation form can be downloaded here (Note: only for UTAR students).
i) Personal Accident Claim Form
ii) E-payment Authorisation

For international candidate please liaise with DISS

Kampar Campus:
Mr. Ngan Mun Wai - 0165619184 ; Email address :nganmw@utar.edu.my
Mr. Choy Kar Yan - 0175363558 ; Email address: choyky@utar.edu.my
Sungai Long Campus:
Mr. Foo Wai Wai - 0169392331 ; Email address: fooww@utar.edu.my
Mr. Ng Chee Hong - 0125867183 ; Email address: nchong@utar.edu.my

Q9. As classes are online can I return to my home country?
A: Yes, candidates are requested to submit the Student Leave Application to IPSR, in advance before returning to your home country. Students need to obtain a letter of clearance from their respective embassies, local police department and a valid air ticket.

Coursework/ Mixed Mode candidate
You are still require to participate in the online classes once the Trimester has started
The lecturer will keep a record of students' attendance for all online participants and as a proactive measure,candidates can use their laptop/smartphone to record the online participation, quiz, ask questions and chat during class time and update their lecturers.

Research Candidate

You are required to communicate and update on your research to your Supervisor via virtual communication. If you're registered for compulsory courses, you are still require to participate in the online classes once the Trimester has started

RESEARCH ACTIVITIES/ MEETING LOGS

Q1: Do candidates require updates and have frequent communication on their research progress to their supervisors during the MCO / post MCO period?
A: Yes and the candidates should update their supervisors regarding the progress of their research via email or using teleconferencing tools.

Q2: Are supervisors required to key-in meeting log during the MCO period?
A: Yes and the virtual communication can be recorded in the meeting log. Any further discussion till the end of the MCO period between candidate and Supervisor via virtual communication (Whatapps/Skype/Zoom etc) on their research progress can be key-in as a meeting log.

Q3: Can I access the laboratory facility or do site visits to collect data/surveys?
A: No. All facilities in UTAR, including the laboratory, are temporarily closed during the MCO period. The Ministry of Higher Education (MOHE) via JPT requires all students in HEIs to stay put and not travel. All students should abide by this order. All students should stay at home or rented premises all the time and should not have any physical group gathering, activity and discussion.
Candidates are advised to discuss with their supervisors regarding the following via email or teleconferencing tools.

-Planning/rescheduling of ongoing laboratory experiments/activities
-Planning/rescheduling of any external activities such as face to face interviews, surveys, data collection, site visits, etc.

Q4: What should I do to conduct the research activities during this period?
A: During the MCO period, postgraduate students/staff are advised that research activities should be focused on literature review, data analysis, drafting/submission of journal articles and etc. Online resources such as ScienceDirect, Business Source Complete, CNKI, Emeralds Journals, Elsevier eBooks, IEEE Xplore/IEL, MEDLINE Complete, SAGE Journals and etc. are available from the UTAR library.

Link to Free and Open Resources Available https://library.utar.edu.my/OpenResources.php

Q5. Is the collection of research data allowed during the MCO?
YES, but ONLY through online data collection

Q6. Is it possible for students to attend face to face conferences/ seminars?
As part of the efforts to contain the spread of the coronavirus, postgraduate student are not allowed to attend face to face conferences/ seminars

Q7. What is the management plan for international students who have returned to their respective country?

All international students who have returned to their respective country are not allowed to enter Malaysia until a date announced by the government. However, they can still continue their study through online learning.

Q8: Should an auto extension of candidature be considered for all students (by research and mixed mode) during this MCO period due to the difficulties in running the experiments involving laboratory facilities, collection of data/surveys, etc.?
A: All applications for extension need to be officially applied following the existing process. FRDPC/FBO/PSC have to study whether the delay is due to MCO. FRDPC/FBO/PSC can be flexible for the timeline that was affected by this lockdown.

PD, WCS & VIVA-VOCE

Q1: How can I submit my intent to do PD/WCS and intent for Thesis/Dissertation?
You may send the application form by email to the faculty/HoP for PD & WCS and to IPSR officer for intent for Thesis/ Dissertation examination.

Q2: I received an email to submit my Thesis/dissertation for Examination, how can I submit my Thesis/Dissertation?
A: You can submit your Thesis/Dissertation in a PDF format together with the supporting forms and Turnitin report to the IPSR officer in charge of your programme.

Q3: What should be done if either the panel or the candidate has limited internet access?
A: The faculty can reschedule the PD/WCS after the MCO if either examiners or the candidate has limited internet access. Kindly refer to the attached updated SoP regarding the conduct of PD, WCS, and Viva-Voce online.

Q4: Will there be an extension for the 1st and 3rd attempt of PD deadlines for the Master and PhD candidates due to MCO/cMCO?
A: It can be extended for those candidates who's 1st attempt deadline or the final attempt deadline falls during the cMCO period or for those who have submitted their intent to do PD or the scheduled PD was affected because of MCO the deadline.

Q5: Can the candidate prefer to have face-to-face PD, WCS and Viva? Will the duration of the MCO/cMCO, will be taken into account/excluded? Will the deadline of his/her PD be extended?
A: During the MCO/cMCO period, PD/WCS/Viva should be conducted online as per the updated SoP.

Q6: Should the entire PD/WCS/Viva meeting be recorded?
A: The entire meeting until the panel makes the final decision needs to be recorded. This is for proof of quality assurance and for investigation purposes if there is an appeal by the student.

RSS

Q1: Will IPSR stop the payment of RSS stipend during the period of MCO/cMCO?
A: RSS payment will not be stopped during the MCO/cMCO period.

Q2: Will IPSR take into consideration the period of MCO/cMCO for the RSS extension?
A: IPSR will take into consideration the MCO/cMCO period during the second and third year RSS extensions for Masters and Ph.D., respectively.

Q3: I have applied to return to my home country, will IPSR stop the payment of RSS stipend during this period
A: RSS payment will only be paid for candidate who are in Malaysia

APPLICATION FOR LEAVE/ RESEARCH ATTACHMENT

Q1: I was given the approval to go back to my home country, however I was not able to travel back to Malaysia as the Malaysian Government stopped all foreigners from entering the country during the Movement Control Order. What needs to be done?
A: Due to the current situation, we shall extend the leave until the travel suspension ends. Affected candidates need to officially email and submit the Student Leave Application to the respective IPSR officer and supervisors for the extension

Q2: My Research Attachment will be ending. However, I'm not able to travel as the Malaysian Government stopped all foreigners from entering the country. What needs to be done?
A: Affected candidates are requested to apply for leave for the said period. They can do so by filling up the Student Leave Application form and mail it to the respective IPSR officer and supervisors.

Q3: After I had returned to my home country, during the current CMCO or trimester break when can I return to Malaysia for my next trimester?
A: International students are allowed to re-enter Malaysia if there is no travel ban imposed by the Malaysian Government. However, international students are subject to all Standard Operating Procedures (SOP) and safety precaution measures guidelines set by the Malaysia Health Ministry (i.e. health clearance certificate from home country or 14 –day self quarantine upon arrival from time to time.

INFORMATION ON VISA

Q1: I have gone back to my home country, but my student pass is going to expire soon (eg: July 2020). What can I do to renew my student pass?
International students are required to return to Malaysia at least two months (60 days) prior to their student pass expiry for renewal. Failing to do so, this may lead to the expiry of their student pass. As a result, international students need to re-apply afresh for a new student pass for the same course in order to continue his/her studies in UTAR. However, the approval is solely under the discretion of the Malaysia Immigration Department.Therefore,

international student need to abide by the regulations imposed by Education Malaysia Global Services (EMGS) to renew their student pass before leaving for trimester break holidays or ensure that their student pass still possess a validity of more than six to eight months.

Q2: I was supposed to return to Malaysia to continue my studies however I was not able to travel as the Malaysian Government stopped all foreigners from entering the country during the Movement Control Order. My student pass has now expired however I am not certain as to when I will be able to return to Malaysia. Can I still renew my student pass?

A: Based on the current process, the Immigration Department of Malaysia will only allow you to renew your student pass if your current student pass expiry has not lapsed for more than 3 months. Students will be required to enter Malaysia on a social visit pass and subsequently obtain the renewed student pass. However, EMGS understand that these are exceptional circumstances, hence EMGS will continue to monitor the situation closely regarding the travel ban that is currently in place and update the international students / institutes on any changes after discussions with the Immigration Department of Malaysia.

Q3: I want to go back to my home country, but my passport is pending with EMGS. Can I collect my passport back from EMGS?

A: If you have made travel plans to leave the country, please contact your respective *Education Institution and they will liaise with EMGS to facilitate the collection of your passport before your travel date. You will not be able to collect back your passport directly from EMGS due to the stringent biometric verification process that EMGS adopts by only returning passports to authorised representative from the *Education Institutions. Please contact us through <u>enquiry@emgs.com.my</u> if you encounter any difficulties in contacting your *Education Institution and EMGS will attempt to speak to a representative from your *Education Institution to facilitate the collection of your passport from us.

Q4: My *Education Institution collected my passport from EMGS and returned it to me. I am planning to return to my home country, but my current student pass/special pass is no longer valid. Will I be allowed to leave to return to my home country?

A: Yes, you will be able to travel out of Malaysia if the current pass expired during the Movement Control Order period. EMGS has notified your *Education Institution that all foreigners in Malaysia whose pass has expired during this Movement Control Order period may leave Malaysia without any Special Pass provided they possess a valid passport. This notice was issued by the Director General of the Immigration Department of Malaysia and is effective from 19th March 2020 until further notice from the Immigration Department of Malaysia. Kindly note that Standard Operating Procedures of Immigration screening would still take place as usual during departure at the airports and you will also be subjected to the existing rules and regulations imposed by the Immigration Authorities in your home country.

Education Institution = DISS

Q5. What if I have a question regarding my student visa, bond deposit, and insurance who can I contact?
You may contact the Department of International Student Services (DISS) - International Students

Kampar Campus:
Mr. Ngan Mun Wai - 0165619184 ; Email address :nganmw@utar.edu.my
Mr. Choy Kar Yan - 0175363558 ; Email address: choyky@utar.edu.my
Sungai Long Campus:
Mr. Foo Wai Wai - 0169392331 ; Email address: fooww@utar.edu.my
Mr. Ng Chee Hong - 0125867183 ; Email address: nchong@utar.edu.my

FINANCIAL ASSISTANT

Q: Is there any financial assistance for students in need?
A: For students who are in need of financial aid, UTAR is offering the following financial assistance for UTAR students so that their learning is not disrupted.

Interest-Free Loans
Students may apply for one-time interest-free bridging loan of RM500 or below.
The application approval process can be completed within one/two days. Once approved, this loan will be disbursed directly into students' bank account upon receipt of the signed agreement from the student applicant.

This loan does not require a guarantor. For students' interest-free loan of more than RM500, which students can also apply, a guarantor is required.

All applications are subject to approvals within the requirements set by the University.
Students can get more information from www.utar.edu.my; go to: Student Portal > Information Gateway > Scholarship and Student Loan Online Application

For enquiries, students may email the following staff: UTAR Division of Examinations, Awards and Scholarships (DEAS)

Sungai Long Campus Encik Hafiz hafizb@utar.edu.my Ms. Ice Tan tanws@utar.edu.my
Kampar Campus Mr. Iezwan noraida@utar.edu.my Mr. Yip yipkl@utar.edu.my

HEALTHCARE AND SAFETY MEASURES

Q:What should I do if I suspect myself of being infected with COVID-19?
Please contact the Department of Student Affairs (DSA) officers immediately for the next course of action:
Kampar Campus:
- *Mr Phoon Sau Wai, 016- 2100864 (Hotline), phoonsw@utar.edu.my*
- *Mr Khor Chien Yen, khorcy@utar.edu.my*
Sungai Long Campus:

- *Mr Chow Keng Fatt, 016-2100862 (Hotline), chowkf@utar.edu.my*
- *Ms Nurul Izwazi Mohd Nor, izwazi@utar.edu.my*

COUNSELLING AND GUIDANCE SUPPORT

Q:Where can I get counselling support if I need it?
Students may contact our registered and licensed counsellors from the Counselling and Guidance Unit of the Department of Student Affairs as follows:
__Kampar Campus__
__General Email:__ cgukpr@utar.edu.my
__Facebook Page:__ https://www.facebook.com/CGUpkcampus/
__Counsellors:__
- *Email: ngfy@utar.edu.my (Mr Ng Foo Yek)*
- *Email: chongcw@utar.edu.my (Mr Chong Chee Wai)*
- *Email: gursheena@utar.edu.my (Ms Gursheena Kaur)*
- *Email: psleong@utar.edu.my (Mr Leong Pyh Shin)*
    - *Email: ngja@utar.edu.my (Ms Ng Jo Anne)*
- *Email: nkyean@utar.edu.my (Ms Ng Kai Yean)*
- *Email: slong@utar.edu.my (Ms Ong Sweet Ling)*

__Sungai Long Campus__
__General Email:__ cgusl@utar.edu.my
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- *Email: navamani@utar.edu.my (Ms Navamani)*
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- *Email: ngwf@utar.edu.my (Ms Ng Wan Fern)*
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- *Email: bywong@utar.edu.my (Ms Wong Bei Yi)*