

SOALAN-SOALAN LAZIM (E-DAFTAR)

- S1 : Apakah kesannya jika saya tidak mendaftar pada tarikh pendaftaran yang ditetapkan?
J1 : *Tawaran kemasukan akan terbatal kecuali mendapat kebenaran bertulis daripada pihak Universiti.*
- S2 : Bolehkah saya membuat rayuan pertukaran program pada semester satu (1)?
J2 : *Tidak boleh.*
- S3 : Apa yang perlu saya bawa semasa pendaftaran
J3 : *Anda perlu membawa duit saku yang berpatutan untuk membeli keperluan harian, peralatan kuliah dan buku. Selain itu, bantal dan sarung bantal, cadar, kasut dan pakaian sukan, kasut dan pakaian formal, kelengkapan solat/sejadah, baldi, sabun dan sebagainya. (Maklumat lengkap sila rujuk dalam aplikasi UTMSmart)*
- S4 : Dimana saya perlu rujuk jika terlewat dari masa yang ditetapkan untuk pendaftaran?
J4 : *Anda dinasihatkan supaya berhubung dengan pegawai di kolej kediaman atau Bahagian Keselamatan. (Maklumat lengkap sila rujuk dalam aplikasi UTMSmart)*
- S5 : Bagaimana urusan pemeriksaan kesihatan pelajar baharu?
J5 : *Semua pelajar baharu UTM diwajibkan mengisi maklumat mengenai penyakit diri dan keluarga secara atas talian dalam menu E-daftar dan membuat pemeriksaan kesihatan di Pusat Kesihatan UTM selepas mendaftar. Pelajar yang sedang menjalani rawatan atau menghidap sebarang masalah kesihatan yang memerlukan perhatian dikehendaki membawa laporan rawatannya dari doktor yang sedang merawatnya. Kami perlu mengetahui kesihatan anda kerana kami prihatin dengan keselamatan dan kesejahteraan anda semasa belajar di UTM.*
- S6 : Sebagai pelajar baharu, bolehkah anak saya membawa kenderaan sendiri?
J6 : *Tidak boleh. Semua pelajar baharu hendaklah menggunakan perkhidmatan bas yang disediakan oleh Universiti.*
- S7 : Apakah pakaian yang sesuai semasa pendaftaran?
J7 : *Sila rujuk dalam aplikasi UTMSmart.*
- S8 : Ibubapa saya tidak mempunyai Borang J, bagaimanakah saya hendak mengesahkan pendapatan ibubapa saya?
J8 : *Sila cetak borang pengesahan pendapatan yang disediakan dan dipenuhi serta disahkan oleh pihak yang berkaitan.*
- S9 : Keluarga saya ingin turut serta menghantar saya pada hari pendaftaran. Di manakah penginapan yang terdekat dengan UTM untuk keluarga saya menginap?
J9 : *Saudara boleh merujuk dalam senarai hotel yang berhampiran dengan UTM dalam aplikasi UTMSmart.*
- S10 : Apakah yang perlu dilakukan jika menerima tawaran?
J10 : *Sila rujuk Carta Alir Proses E-daftar di menu Panduan Pendaftaran Pelajar.*
- S11 : Adakah Pelekat Kenderaan perlu cetakan warna?
J11 : *Saudara boleh membuat cetakan hitam putih bersaiz A4.*

FAQ Bendahari Maklumat Am

S1 : Berapakah jumlah yuran yang perlu dibayar?

J1 : Pelajar hendaklah menjelaskan yuran semester pertama seperti di Surat Tawaran Kemasukkan Pengajian.

S2 : Bagaimana cara pembayaran yuran tersebut?

J2 : Bayaran adalah secara dalam talian melalui portal e-commerce UTM. Rujuk langkah-langkah pembayaran di Jadual Yuran Surat Tawaran Kemasukkan Pengajian (Lampiran A)

S3 : Bolehkah saya membuat pembayaran secara tunai?

J3 : Tidak boleh. Semua pelajar hendaklah membuat pembayaran secara dalam talian.

S4 Bolehkah saya membuat pembayaran yuran semasa hari pendaftaran?

J4 Yuran adalah disarankan dibayar sebelum/pada tarikh yang dinyatakan dalam Carta Alir Prosese-Daftar.

S5 : Anak saya mendapat anugerah pelajar cemerlang, berapa yuran yang perlu dibayar?

J5 : Yuran yang perlu dibayar ialah semua yuran semester pertama kecuali komponen Yuran Pelajaran.

S6 : Akaun Bank apa yang perlu dibuka oleh pelajar?

J6 : Pelajar yang berhasrat untuk memohon pinjaman PTPTN perlu membuka akaun Bank Islam. Bagi yang tidak memohon pinjaman PTPTN, pelajar kampus JB diwajibkan membuka akaun CIMB dan Bank Islam untuk Kampus KL.

S7 : Saya mendapat tawaran penajaan biasiswa, adakah saya masih perlu membuat pembayaran yuran pengajian?

J7 : Pelajar yang telah/rasmi mendapat penajaan penuh, yang mana bayaran tajaan adalah ke Universiti, wajib memajukan salinan surat penajaan ke Jabatan Bendahari melalui emel ke bendahari-ukp@utm.my . Kegagalan atau kelewatan mengemukakan surat tajaan kepada Jabatan Bendahari, akan menyebabkan kelewatan proses tuntutan kepada penaja dan Universiti tidak akan bertanggungjawab atas sebarang permasalahan yang timbul di kemudian hari.

Pelajar yang menerima tajaan/basiswa terus dari penaja (bayaran tidak ke Universiti) dianggap sebagai pelajar bukan berpenaja dan perlu menjelaskan semua yuran sebelum pendaftaran pelajar baharu.

S8 : Saya masih menunggu beberapa tawaran sambung pengajian. Jika saya telah mendaftar di UTM dan ingin menarik diri dari pengajian, adakah saya akan dapat semula kesemua yuran pengajian yang telah saya bayar?

J8 : Pelajar Baharu yang diluluskan menarik diri dari Universiti berkuatkuasa dalam tempoh 14 hari bekerja dari tarikh pendaftaran pengajian di Universiti tanpa mengambilkira Pelajar telah mendaftar Kursus atau tidak, adalah layak untuk mendapat pemulangan baki yuran yang telah dibayar kecuali Yuran Pendaftaran. Tiada pemulangan yuran selepas tempoh tersebut dan pihak universiti berhak untuk menuntut baki yuran yang belum dijelaskan.

S9 : Apakah maklumat yang boleh dihubungi untuk pertanyaan lanjut berkaitan yuran?

J9 : Pelajar digalakkan untuk menghantar emel ke bendahari-ukp@utm.my. No. yang boleh dihubungi ialah 07-5530152/30597/30087/30235/30117/30179/30169

PTPTN

S1 : Apakah panel bank bagi pembayaran pinjaman PTPTN di UTM?

J1 : *Bank Islam Malaysia Berhad (BIMB).*

S2 : Bagaimanakah saya ingin memohon PTPTN?

J2 : *Mohon rujuk Unit Biasiswa, Jabatan Hal Ehwal Pelajar UTM*

S3 : Adakah yuran semester akan dibuat potongan dari pinjaman PTPTN saya?

J3 : *Tidak. Pelajar adalah bertanggungjawab dalam menguruskan sendiri pembayaran yuran ke universiti. Pembayaran perlu dibuat melalui portal MyUTM atau UTMSmart Apps. Tindakan tegas akan diambil sekiranya yuran gagal dibayar.*

S4 : Bilakah bayaran pinjaman PTPTN akan dibayar?

J4 : *Mohon rujuk website PTPTN: <https://www.ptptn.gov.my/msk/Utama>*

KWSP

S1 : Adakah yuran boleh dibayar melalui Pengeluaran Pendidikan KWSP?

J1 : *Boleh setelah pelajar sah mendaftar sebagai pelajar UTM.*

Yuran semester pertama perlu dijelaskan sendiri dan seterusnya dituntut terus ke KWSP (bayaran balik ke akaun bank pencarum). Manakala, bayaran yuran semester kedua dan berikutnya, akan dibayar terus ke Universiti. Maklumat lanjut sila rujuk website KWSP.

S2 : Bagaimana saya ingin membuat bayaran melalui KWSP?

J2 : *Penjaga/Pelajar boleh membuat permohonan secara atas talian (e-Pengeluaran) di website KWSP. Maklumat lanjut sila rujuk website KWSP.*

S3 : Saya ingin memohon pengeluaran Pendidikan KWSP tetapi saya tidak mempunyai i-akaun untuk permohonan e-Pengeluaran. Bolehkah saya memohon surat Pengesahan Pelajar KWSP untuk pengeluaran secara manual?

J3 : *Pelajar digalakkan membuat permohonan secara atas talian (e-pengeluaran) kerana proses pengeluaran lebih mudah, pantas dan selamat.*

Namun, sekiranya masih memerlukan permohonan manual, mohon emel permohonan ke bendahari-ukp@utm.my. Surat akan disediakan dalam masa 14 hari bekerja selepas permohonan diterima dan surat perlu diambil sendiri di kaunter Kewangan Pelajar, Jabatan Bendahari.

S4 : Adakah pelajar berpenaja layak membuat permohonan bayaran yuran pengajian melalui KWSP?

J4 : *Tidak layak kecuali jika jumlah tajaan kurang daripada yuran pengajian.*

S5 : Saya telah menghantar permohonan e-Pengeluaran, berapa lamakah proses pengesahan dari pihak universiti dan proses bayaran dari KWSP?

J5 : *Proses pengesahan dari pihak Universiti ialah dalam masa 7 hari berkerja. Tempoh bayaran dari KWSP ke akaun bank pencarum/universiti adalah bergantung kepada proses bayaran di KWSP.*

FREQUENTLY ASKED QUESTION (E-REGISTRATION)

- Q1 : What are the consequences if I do not register on the designated registration date?
A1 : *The offer of admission will be void unless a written permission is obtained from the University.*
- Q2 : *Can I make a program change appeal in the first semester?*
A2 : *No. You cannot make a program change appeal in the first semester*
- Q3 : What should I bring during the registration?
A3 : *You need to bring enough pocket money to buy daily necessities, lecture equipment and books. In addition, pillows and pillowcases, bed sheets, sports shoes and clothes, formal shoes and clothes, prayer equipment/items, buckets, soap and etc. (Please refer to the UTMSmart application for complete information)*
- Q4 : Where can I refer to if I miss the time set for registration?
A4 : *You are advised to contact the officer at the residential college or the Security Division. (Please refer to the UTMSmart application for complete information)*
- Q5 : What is the process of the medical check-up for new students?
A5 : *All new UTM students must fill in information about personal and/ or family illnesses online in the E-registration menu and undergo a health check-up at the UTM Health Center after registration. Students who are undergoing treatment or have any health problems that require clinical attention are required to bring their treatment report from the doctor who is treating them. The University requires details of students' health to ensure students' safety and comfort while studying at UTM.*
- Q6 : Can students bring their own vehicle?
A6 : *No. All new students are not allowed to bring their own vehicle. They must use the bus service provided by the University.*
- Q7 : What is the appropriate attire during registration?
A7 : *Please refer to the UTMSmart application.*
- Q8 : My parents do not have Form J, how do I verify my parents' income?
A8 : *Please print the income verification form provided, complete it and get the verification of income from the relevant party.*
- Q9 : My family would like to accompany me on the registration day. Where is the closest accommodation to UTM for my family to stay?
A9 : *You can refer to the list of hotels near UTM in the UTMSmart application.*
- Q10 : What should I do if I decide to receive the offer of admission?
A10 : *Please refer to the E-registration Process Flow Chart in the Student Registration Guide menu.*
- Q11 : Do Vehicle Stickers require color printing?
A11 : *Not necessarily. You can make a black and white print in A4 size.*

Bursary (General Information)

Q1 : How much is the fee to be paid?

A1 : *Students must pay the first semester fee as stated in the Study Admission Offer Letter*

Q2 : How to pay the fee?

A2 : *Payment is through online banking at the UTM e-commerce portal. Refer to the payment steps in the Study Admission Offer Letter, Fee Schedule (Appendix A)*

Q3 : Can payment be made in cash?

A3 : *No. All students must make the payment through online banking.*

Q4 : Can I make the fee payment during the registration day?

A4 : *It is recommended that the fee is paid before/on the date specified in the Registration-Process Flow Chart.*

Q5 : My child received an Excellent student Award, how much is the fee to pay?

A5 : *The amount of fee to be paid is all first semester fee components, except the Tuition Fee.*

Q6 : Which bank account should a student open?

A6 : *Students who wish to apply for a PTPTN loan must open an account with Bank Islam Malaysia Berhad. Students who do not wish to apply for a PTPTN loan must have an account with CIMB bank (for students in the Johor Bahru campus) or Bank Islam Malaysia Berhad (for students in the KL Campus).*

Q7 : I get a scholarship offer, do I still have to make the tuition fee payment?

A7 : *Students who have / officially received full sponsorship, where the sponsorship payment is direct to the University, must submit a copy of the sponsorship letter to UTM Bursary by email at bendahari-ukp@utm.my. Failure or delay in submitting the sponsorship letter to the Bursary, could cause a delay in the claim process to the sponsor and the University will not be held responsible for any problems that may arise.*

Students who directly receive sponsorship/scholarships from the sponsor (payment is not to the University) are considered non-sponsored students and must clear all fee prior to new student registration.

Q8 : I am still waiting for some other study offers. If I have registered at UTM and would like to withdraw, will I get back all the study fee I have paid?

A8 : *New students who have been approved to withdraw by the University within Fourteen (14) from the registration date, regardless whether they have registered for the course or not, are entitled to a refund of all fee paid, except for the registration fee.*

Refund of fee is not given after the 14-day period, and the University has the right to claim the remaining of any unpaid fee.

Q9 : What is the contact information for further enquiry regarding fees?

A9 : *Students can send an email to bendahari-ukp@utm.my. Alternatively, students can contact 07-5530152/30597/30087/30235/30117/30179/30169 for further enquiry.*

PTPTN

Q1 : What is the bank panel for PTPTN disbursement at UTM?

A1 : *Bank Islam Malaysia Berhad (BIMB).*

Q2 : How do I apply for the PTPTN loan?

A2 : *Please refer to the Scholarship Unit (Unit Biasiswa), Department of Deputy Vice Chancellor (Student Affairs) (HEP).*

Q3 : Is the semester fee deducted from my PTPTN loan?

A3 : *No. Students are responsible for managing their own fee payments to the university. Payment must be made through the MyUTM portal or UTMSmart Apps. Strict action will be taken if the fee is not paid.*

Q4 : When is the PTPTN loan disbursed to students?

A4 : *Please refer to the PTPTN website: <https://www.ptptn.gov.my/msk/Utama>*

KWSP

Q1 : Can fee be paid through EPF Education Withdrawal (*Pengeluaran Pendidikan KWSP*)?

A1 : *It is possible, after the student has registered as a UTM student*

The student must first pay the fee for the first semester on their own before later submitting a claim directly to the EPF (refund to the contributor's bank account). The fee for the second and subsequent semesters can be paid directly to the University. For more information, please refer to the EPF website.

Q2 : How do I make a payment through EPF?

A2 : *Guardians/Students can apply online (e-Withdrawal) on the EPF website. For more information, please refer to the EPF website.*

Q3 : I would like to apply for EPF Education withdrawal but I don't have an i-account for the e-Withdrawal application. Can I apply for EPF Student Verification letter for manual withdrawal?

A3 : *Students are encouraged to apply online (e-withdrawal) because the process is much easier, faster and safer.*

However, if you still have to do a manual withdrawal, please email the application to bendahari-ukp@utm.my. The letter will be prepared within fourteen (14) working days after the application is received and the letter must be collected in person at the Student Finance counter, Bursary Department.

Q4 : Are sponsored students eligible to apply for payment of tuition fees through EPF?

A4 : *Not eligible, unless the amount of sponsorship is lesser than the tuition fee.*

Q5 : I have sent the e-Withdrawal application, how long will the verification process from the university and the payment process from the EPF take?

A5 : *The verification process from the University is within 7 working days. The payment period from the EPF to the contributor's/university bank account depends on the payment process at the EPF.*