

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 keselesaan 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.*

SOALAN - SOALAN LAZIM (BENDAHARI)

- S1 : Berapakah jumlah yuran yang perlu dibayar?
- J1 : *Pelajar hendaklah menjelaskan yuran semester pertama seperti di Surat Tawaran Kemasukkan Pengajian (Lampiran A). Pelajar yang mendapat sijil anugerah pelajar cemerlang, TIDAK perlu membayar komponen Yuran Pelajaran*
- S2 : Bagaimana cara pembayaran yuran tersebut?
- J2 : *Bayaran adalah secara dalam talian (online) sahaja. Rujuk langkah-langkah pembayaran di Jadual Yuran Surat Tawaran Kemasukkan Pengajian (Lampiran A)*
- S3 : Bolehkah saya membuat pembayaran secara tunai?
- J3 : *Tidak. 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 Proses e-Daftar.*
- S5 : Anak saya mendapat anugerah pelajar cemerlang, berapa yuran yang perlu dibayar?
- J5 : *Semua yuran semester pertama KECUALI komponen Yuran Pelajaran sahaja.*
- S6 : Akaun Bank apa yang perlu dibuka oleh pelajar?
- J6 : *Pelajar diwajibkan untuk akaun RHB bagi urusan PTPTN dan/atau urusan kewangan pelajar UTM.*
- S7 : Saya mendapat tawaran penajaan biasiswa, adakah saya masih perlu membuat pembayaran yuran pengajian?
- J7 : *Pelajar yang telah atau rasmi mendapat penajaan penuh di mana bayaran tajaan adalah ke akaun bank 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/biasiswa terus dari penaja (bayaran ke akaun bank pelajar) perlu menjelaskan semua yuran sebelum hari 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*:*
- a. Dalam tempoh empat belas (14) hari bekerja dari tarikh pendaftaran pengajian di Universiti, adalah layak untuk mendapat pemulangan baki yuran yang telah dibayar KECUALI Yuran Pendaftaran dan/atau Yuran Asrama. Yuran Asrama akan dikenakan mengikut kadar caj sewaan harian dan bilangan hari sebenar mengingap.*
- b. Tiada pemulangan yuran selepas tempoh tersebut dan pihak universiti berhak untuk menuntut baki yuran yang belum dijelaskan.*
- (*Tarikh Kuatkuasa seperti dinyatakan di Surat Tarikh Diri Pengajian yang dikeluarkan UTM)*
- S9 : Apakah maklumat yang boleh dihubungi untuk pertanyaan lanjut berkaitan yuran?
- J9 : *Sila emel ke bendahari-ukp@utm.my (nyatakan nama penuh & no. kad pengenalan pelajar) atau hubungi no. hotline Seksyen Kewangan Pelajar, Jabatan Bendahari di: 07-55 30235/30117/30152/30597/30087/30179 atau 03-2615 4303.*

SOALAN - SOALAN LAZIM (PTPTN)

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

J1 : *Bank RHB.*

S2 : Bagaimanakah saya ingin memohon PTPTN?

J2 : *Mohon rujuk website PTPTN <https://www.ptptn.gov.my/myptptn/>*

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>*

SOALAN - SOALAN LAZIM (KWSP)

S1 : Adakah yuran boleh dibayar melalui Pengeluaran Pendidikan KWSP?

J1 : *Boleh. HANYA 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 seterusnya, boleh dibayar terus ke akaun bank 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 tujuh (7) hari berkerja. Tempoh bayaran dari KWSP ke akaun bank pencarum atau 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.*

FREQUENTLY ASKED (BURSARY)

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 (Appendix A). Students who have certificate of student excellence award are EXEMPTED from paying the tuition fees.*

Q2 : How to pay the fee?

A2 : *Payment is through online banking. 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 : *All first semester fees, EXCEPT the tuition fees.*

Q6 : Which bank account should a student open?

A6 : *Pelajar diwajibkan untuk akaun RHB bagi urusan PTPTN dan/atau urusan kewangan pelajar UTM.*

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

A7 : *Students who have or officially received full sponsorship, where the sponsorship payment is direct to the University bank account, 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 receive sponsorship / scholarship directly from the sponsor (i.e. payment is deposited into student's account) have to pay all fee in full before the new student registration day.

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 : *Pelajar baharu yang diluluskan menarik diri dari Universiti berkuatkuasa*:*

a. *New students who withdraw from the University within fourteen (14) working days from the study registration date are eligible for a refund of fees with the EXCEPTION of the Registration fees and/or Accommodation fees. The Accommodation fees is calculated based on the daily rental rate and the actual number of days stayed at the hostel.*

b. *There is no refund of fees after the above duration and the University reserves the right to claim any unpaid fees.*

*(*The effective date is as stated in the Withdrawal Letter issued by UTM)*

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

A9 : *Students can send an email to bendahari-ukp@utm.my. (please stated full name & identification card number).*

Alternatively, students can contact Seksyen Kewangan Pelajar, Jabatan Bendahari di: 07-55 30235/30117/30152/30597/30087/30179 atau 03-2615 4303.

FREQUENTLY ASKED QUESTION (PTPTN)

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

A1 : *RHB Bank.*

Q2 : Bagaimanakah saya ingin memohon PTPTN?

A2 : *Please refer to PTPTN website: <https://www.ptptn.gov.my/myptptn/>*

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>*

FREQUENTLY ASKED QUESTION (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 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.*

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