

National Sun Yat-sen University

Measures for Assuring Students' Rights to Education in Response to the COVID-19 Outbreak

The principles listed below are drawn based on Article 28 of the University Act and Article 38 of the Junior College Act of the Ministry of Education in response to the COVID-19 Outbreak (hereafter referred to as the “outbreak”). The measures are applicable to students from Mainland China, Hong Kong and Macau as well as local students who are not able to return to campus in time to start the semester due to the outbreak or quarantine order. National Sun Yat-sen University (hereafter to be referred to as “NSYSU”) has thus established the measures to ensure and to protect the above mentioned students’ learning rights and quality of education with regards to registration, course selection, fee payment, exams and grades, leave of absence (including suspension), reenrollment, counseling mechanism, and related issues to offer flexibility in a time of uncertainty. The Measures were announced and implemented following approval by the university president on January 29, 2020.

1. Flexible Study Plan

1) Admission Requirements and Qualifications

A. Admission Application

Admission application and documents for the students above mentioned are submitted through online system. Student can apply for a refund if cancellation is needed.

B. Registration

Students can register by submitting related documentation to the Office of Academic Affairs by post or entrust others to complete the procedures.

C. Admission Retention

Students can apply for admission retention by submitting related documentation to the Office of Academic Affairs by post or entrust others to complete the procedures. No registration or tuition fee payments are required. If re-enrollment is not possible by the end of the admission retention period, an extension can be granted on a case-by-case basis.

2) Registration, Fee Payment & Course Selection

A. Relaxation of Minimum Credit Requirements

For bachelor programs, minimum credit requirement per semester for freshman, sophomore and junior are 15 and 9 for senior students. Affected students can apply for a deduction of 1 to 2 courses (maximum of 6 credits). Affected undergraduate students can apply for further deduction to the Office of Academic Affairs. No minimum credit requirements apply for master and doctoral programs.

B. Registration & Fee Payment

a. Registration and Fee Payment Deferral

Affected students can use the online registration system or entrust others to complete the procedures. Affected students can apply for deferred registration and payment by submitting documentation related to the outbreak.

b. Exemption of Tuition and Miscellaneous Fees

Affected students studying bachelor programs can apply to waive tuition fee and pay only credit fee in cases where students have applied for deduction of credits due to the outbreak.

C. Inter-University Course Selection

a. Exchange Program

The Office of International Affairs will assist affected international (non-local) students in exchanging at NSYSU sister universities of their home country. Payment of tuition and fees shall apply according to the agreements between NSYSU and sister universities.

b. Inter-University Courses

The Office of Academic Affairs will coordinate with other universities in Taiwan on behalf of affected students to enroll in their neighboring universities in taking courses and with flexibility of credit transfer to fulfill requirements of NSYSU.

c. Globalized Digital Courses

The academic department/institutes shall provide a list of globalized digital courses for students and students are required to obtain certification upon completion. Credit transfer or graduation credit recognition is processed upon return to the university, and flexibility will be given to the number of maximum credits to be accepted.

d. Flexible Make-up Courses

Affected students can continue the courses during the following summer to make-up for missing classes.

3) Leave of Absence, Exams & Grades, and Credit Transfer

A. Distance Learning

The Office of Academic Affairs will coordinate with instructors on behalf of affected students to take courses via video in asynchronous manners, if found necessary, to ensure learning quality. An alternative is for department/institute to provide a list of globalized digital courses and students are required to obtain certification upon completion. Credit transfer or graduation credit recognition is processed upon return to the university, and flexibility will be given to the number of maximum credits to be recognized.

B. Leave of Absence

The current Academic Regulations of NSYSU do not include any article on

students' absence status affecting semester grades. Affected students are required to submit a leave of absence by post or entrust others to complete the procedure. Semester grades are not to be affected when absent or not able to attend classes due to the outbreak.

C. Exams & Grades

The University will coordinate with instructors to adjust grading criteria and offer remedial options such as term papers, make-up exams, or other options to evaluate the academic performance of affected students. The scores of make-up exams will count fully without deduction due to lateness.

D. Credit Transfer

Flexibilities will be given to the number of maximum credits to be recognized for affected students.

4) Suspension of Study, Withdrawal, Re-enrollment, Return of Fees, and Length of Study

A. Application for Suspension

Affected students may apply for a temporary leave by post or by entrusting others to complete the procedure. No registration or tuition fees payments are required, and full refund is in order if fees have been paid. The suspension period affected by the outbreak will not be counted towards the total number of semesters for suspension under the regular regulation.

If an affected student is not able to return to the university by the end of the suspension period, an extension can be granted on a case-by-case basis.

B. Tuition and Fees Refund

The university will refund any paid tuition and fees, regardless to when the suspension application is submitted.

C. Relaxation of Expulsion Regulation

If student's grades are affected due to preventive measures of the outbreak, his/her academic performance in the affected semester will not be counted towards the criteria for expulsion.

D. Tutoring for Re-Enrolled Students

The university will assist re-enrolled students in transferring to an appropriate department/institute if his/her original department/institute is not available due to reorganization or termination. The new department/institute will provide students with course selection advice and assistance.

E. Extension of Study Period

If affected students cannot fulfill course requirements upon the limitation of the study period, an extension can be granted on a case-by-case basis.

5) Graduation Qualifications

A. Courses and Credits Required for Graduation

The university will assess the nature of each course and adjust course content and hours (e.g., internship, sports class, and service-learning class) as seen

appropriate to offer flexibility to affected students in fulfilling requirements.

B. Other Graduation Requirements and Conditions

The department/institute/program will offer affected students flexibilities and alternatives to fulfill graduation requirements (e.g., English Proficiency certifications, license examinations, etc.).

2. Additional measures and application

The Measures were announced and implemented following the approval of the university president on January 29, 2020. Additional relevant regulations will be revised and implemented accordingly upon approval.

3. Supporting Measures

1) Caring & Counseling System

A. Learning Advisory System

The Office of Academic Affairs will monitor affected students' learning progress and launch counseling measures such as remedial teaching and learning advising as needed.

B. Psychological Support and Counseling System

The university has launched a platform (<https://2019-ncov.nsysu.edu.tw/>) to announce and share up-to-date information as well as in providing psychological support service.

2) Mechanism for Follow-ups

A. Single Point of Contact (SPOC) Case Counseling

The Office of Academic Affairs will set up a single point of contact where a coordinator is responsible to track students' learning progress and status. Students can schedule for individual counseling via <https://ccd-osa.nsysu.edu.tw/>.

B. Information Collection & Reporting System

The university has established a cross-office information collecting and reporting mechanism to monitor the health condition of students, faculty and staff upon their returning to campus. Responsible offices are the Office of Academic Affairs (for Taiwanese students), the Office of International Affairs (for international /non-local students) and the Office of Personnel Services (for faculty and staff). The information will be collected by the Physical & Health Division of the Office of Student Affairs and the Student Assistance Division of Office of Student Affairs will report to all parties concerned for precautionary measures.

C. Privacy Protection

Privacy protection regulations will be followed to safeguard students' personal information/data when dealing with their registration related matters.