<u>**FREQUENTLY ASKED QUESTIONS (FAQ)**</u>
I.   **PROGRAM DEVELOPMENT & CUSTOMER RELATIONS**

<u>**Programme Development**</u>

1. **Are UTM postgraduate programmes registered in the MQR?**
   Yes, all UTM postgraduate programmes are accredited and registered in the MQR. For further details, please visit: http://www2.mqa.gov.my/mqr/english

<u>**Student Activities & Postgraduate Workspace**</u>

1. **Is there a society for postgraduate students?**
   Yes, there is a society for postgraduate students called Postgraduate Student Society (PGSS). Each faculty has their own such as PGSS SPS, PGSS FKA, PGSS FS, etc. PGSS is formed in order to plan and organize postgraduate students' activities.

2. **Is there any budget for postgraduate students provided by SPS? And what type of programmes can we conduct?**
   Yes, SPS allocates a certain amount of budget for PGSS Structured Courses and Conferences. Below are the budget details that you may apply:

NO.	ITEMS	RATE
1.	Meals Allowance	RM 4.00 per student
2.	Honorarium for Speaker	RM150.00 (Half Day) RM300.00 (One Day) RM600.00 (Two Days)
3.	Honorarium for Facilitator * *Depends on programme requirement such as Analysis Data course*	RM50.00 (Half Day) RM100.00 (One Day) RM200.00 (Two Days)
4.	Stationeries	Maximum RM4.00 per student
5.	Printing	Maximum RM2.00 per student
6.	Contingency	RM100.00 (Half Day) RM150.00 (One Day) RM200.00 (Two Days)

3. **How do we apply for the budget to run the courses?**
   You may apply through the Postgraduate Student Society at your faculty. Below are the application process and report submission:

   i.   Fill in the application form & get your TDA / Advisor to sign the form.
   ii.   Submit the form to SPS **(at least 2 weeks before the date of programme).**
   iii.   SPS issues the approval letter & speaker's / facilitator's appointment letter.

iv. Submit the report (hardcopy & softcopy) together with proof of payment (original receipt for cash payment / invoice) that has been signed by your TDA / Advisor to SPS for claim purposes **(2 weeks after the date of programme).** Refer to report checklist for further details.

v. Email the Attendance Record to norazfalela-sps@utm.my / astisah-sps@utm.my / nurfatihah-sps@utm.my immediately after the programme has ended and it is to be uploaded in the student activity system.

4. **Is there any workspace provided for postgraduate students in UTM?**
   Yes, beside the workspace provided by the faculty, you may apply for a workspace from the School of Graduate Studies (SPS). There are four workspaces managed by SPS which are:

   i. Block P23
      - For female and male students
        (room allocated based on gender, 12 - 16 students per room)
      - Air conditioned
      - Water dispenser provided
      - Free Wi-Fi
   ii. Block C09
      - For female and male students
      - Air conditioned
      - Water dispenser provided
   iii. Block G07
      - For female students only
      - 4 students per room
      - Water dispenser provided

   iv. Block G08
      - For female students only
      - 4 students per room
      - Water dispenser provided

5. **How do we apply for this workstation and how much it will cost?**
   You may use the workstation for FREE. However, you need to pay a deposit of RM100.00 when you submit the application form and you will get your refund once you return the key.
   The workspace application is as follows:-
   i. Download the application form through SPS website
   ii. Fill in the form and get your Deputy Dean's (Academic) and Advisor's recommendation and signature
   iii. Submit the application form at SPS Counter (Level 2)
   iv. Pay the fee of RM100.00 at SPS Finance Counter (Level 3)
   v. Get the room key at SPS Counter (Level 2)

II.   FINANCE

1. How can I check my current and outstanding tuition fees?

Students may check their fees as follows:
a. Direct queries at the Customer Service Counter, Bursar Office, Skudai or KL campus, or
b. Log in myutm.my website and refer to the financial section.

2. How do I make payment and how long it will take to update it in my student account?

Payment can be made through the following options:
a. Internet Banking - cimbclicks.com.my
    For CIMB account holder only:
    Kindly refer for https://my.utm.my/bursary/CIMBClicks%20Guideline.pdf for user manual guides.
b. UTM e-commerce payment portal
    - For all credit card (Visa / Master) account holder; OR
    - Internet banking user for the following banks: Maybank, Bank Islam, RHB, Public Bank, CIMB and Hong Leong Bank.
    - Kindly refer for https://my.utm.my/bursary/ecommerce.pdf for user manual guides.
c. JomPAY

For other internet/mobile banking user,
- Please refer to the list of 42 banks that provide the services at http://www.jompay.com.my
- UTM Biller Code: 7872.
- Ref-1: please enter your Identification Card number; and
- Ref-2: please enter your ARN Number (for new student only)

*All payment will be updated into student's account within three (3) working days.
*For new students, kindly print and bring along your proof of payment during the New Student Registration day.

3. Can I make payment other than payment options stated above?

Students are prohibited to make payment other than payment options stated above.

4. What if I still have an outstanding fee?

If a student still has an outstanding fee, student will be barred from registering for courses in the current semester until all the outstanding fee has been cleared. Proof of payment must be provided for immediate release from the restriction.

5. How can I update my sponsorship data in my student account, and how is the sponsorship billing processed?

One copy of the sponsorship documents should be sent to the Bursar office or email to bursar@utm.my for sponsorship updating purposes. The University will bill the sponsors on behalf of the student.

6. How is the status of the tuition fees if a student withdraws or defers from the programme in the current semester?

The fees to be imposed are according to the Bursar Circulation No. 2/2009 - Student Payment Regulations and/or terms and regulation as stated in the Programme Offer Letter.

7. How long will it take to process the refund to student or payment of scholarship/loan from sponsors?

It will take fourteen (14) working days from the date that the student has fulfilled the requirements to be paid.

8. What are the processes if I want to apply for an education withdrawal from my EPFaccount?

Student should refer to the EPF website for documents required for education withdrawal. University will provide *Surat Pengesahan Pendaftaran Pelajar* based on student's request only. Request can be made at the following counters:
 Mainstream programme - Direct request at the Customer Service Counter, Bursar Office, Skudai or
 KL campus or email to: bursar@utm.my

Offshore programme - Direct request at the Finance Unit Counter, School Of Graduate Studies, Skudai campus or email to: spsfinance@utm.my

III.   SCHOLARSHIP

1.   What are the requirements for applying the Zamalah PhD?

- Must be a Malaysian citizen.
- Open to full-time PhD student
- Not employed or receiving any form of financial aid from other sources.
- 35 years old and below
- The award covers tuition fees and monthly allowances (RM2,000.00)

2.   What are the requirements for applying for IDF?

- Open to International students only.
- Registered as a full-time PhD student at the university.
- Not currently working or receiving any form of financial aid from other sources.
- The award covers partial tuition fees only (RM3,000.00)

3.   When is the date of commencement for the next application session?

We usually open the online application for 2 weeks and this is at the same time when the new semester begins.

4.   What is the application method?

Application requires one to use online application through the Graduate Studies Management System (GSMS), which can be accessed from the SPS website. Application is to be submitted together with the required support documents.

5.   Are students bonded and do they have to work on campus once they received Zamalah and IDF?

Yes, this is subject to the requirements of your faculty.

UTM NATIONAL POSTGRADUATE FUND

What are the requirements for applying the UTM National Postgraduate Fund?
- Must be a Malaysian citizen and enrolled in a UTM PhD or Master's (research, mixed-mode, and taught course) programme.
- Currently has an 'Active' status.
- Applications are open to PhD students in semesters 1 to 6 and to Master's students in semesters 1 to 4.
- Applicant is not currently receiving any form of financial aid from other sources.
- Students with good publications record will be given priority. Submitted publications should be related to the topic of study and should name the student as the main author besides including the name of the main supervisor, and UTM as the affiliation.
- Students in semester 2 and above must have obtained a grade MM—Satisfactory in the Progress Report in the previous semester and have an excellent academic track record.
- 35 years old and below for Master's Level, and 45 years old and below for PhD Level.

TAN SRI AINUDDIN WAHID SCHOLARSHIP

What are the requirements for applying for the Tan Sri Ainuddin Wahid Scholarship?

General Requirements
- Applicants must have a Malaysian nationality;
- Not exceeding 35 years of age by 1 January in the year of application;
- Currently enrolled in the first year of doctoral studies in Universiti Teknologi Malaysia.

Academic Qualifications
- Achieved a minimum grade of 3.50 in the first degree study from Universiti Teknologi Malaysia or other recognized universities;
- Achieved a minimum grade of 3.70 in Master's degree for Course Work and Mixed Mode;
- Achieved a minimum Band 4 in Malaysian University English Test (MUET) **or** IELTS 6.5 **or** TOEFL ≥ 600 / TOEFL iBT ≥ 85;
- Excellent mastery of both Malay and English language.

Other Requirements
- Currently not bonded to any employer;
- Priority will be given to candidates who have prepared a research proposal which has potential benefit towards knowledge development;
- Succeeded in producing and publishing acknowledged academic works;
- Displayed exceptional leadership qualities, flexibility, versatility, and good teamwork capabilities;

- Displayed top of the class attitude in academics, co-curricular, community service and sporting activities;

- Applicants are bound to the terms and regulations of the Ainuddin Wahid Scholarship, Universiti Teknologi Malaysia;

- Applicants have to attend an interview for selection purposes.

GENERAL

1. **How do we know the results for the scholarship application?**

We will announce the results in our website sps.utm.my and send the email directly to the recipients. If you do not receive any information within three (3) months from the closing date, your application may not be successful; .

2. **Do students have to submit the hardcopy after online application is made?**

No. Selection will be based on documents enclosed with the application. Please make sure that the documents are complete and correct before submission. Any correction after submission is not allowed.

3. **Are students being offered scholarships from UTM allowed to receive other scholarships or funding?**

No. Students who have been awarded scholarships from UTM cannot accept any other form of financing, including loans.

4. **If students wish to terminate funding, what do you do? Will the student be liable for damages?**

Students must inform in writing to the Scholarship Division. Funding will be terminated and students will be required to reimburse the costs paid by UTM. If the student fails to pay, legal action will be taken.

5. **When will the application results be announced?**

The decision will be announced within 7 working days after the Scholarship Committee Meeting.

6. **How many scholarships are given out every year?**

The number varies depending on the suitability of the candidates for each year.

IV.   RESEARCH

1) **I intend to submit my thesis soon. What is the first thing I need to do?**
   - I.   Submit Notification of Thesis Submission.
   - II.   Passed the Research Methodology Course and University Elective Course.
   - III.   Have No Outstanding Tuition Fee.
   - IV.   Fulfill the publication requirements prior to thesis submission.

2) **When should I apply for Notification of thesis submission?**
   Fill the Notification of Thesis Submission Online form at least 3 months before thesis submission. The notification is valid for one (1) year. Students must submit an application for an extension of the Notice of Thesis if validity has expired

3) **When can I submit my thesis?**
   The research student can submit the thesis according to the semester as stipulated below:

LEVEL OF STUDY	MINIMUM (REGISTERED SEMESTER)	MAXIMUM (SEMESTER)
Master's Degree	3	8
Doctoral Degree	6	16

   A doctoral degree student who has successfully published two papers in internationally refereed journals may submit his/her thesis after completing a duration of 2 years.

LEVEL OF STUDY	FULL TIME (REGISTERED SEMESTER)
Doctoral Degree	5

4) **What should I do before submitting my thesis for examination?**
   - I.   Get supervisor's approval for submission.
   - II.   Make sure that your notification of thesis submission is valid.
   - III.   Sent your draft of thesis for format checking at the faculty/School (refer UTM THESIS MANUAL 2015).
   - IV.   Fill all the forms for thesis submission.
   - V.   Comply with the plagiarism check and Turnitin Report (< 20 % each chapter).
   - VI.   Have at least 3 copies of the thesis and 4 copies for multidisciplinary, engineering doctorate, industrial programme and UTM Staff.

5) **What forms do I need to complete for thesis submission examination?**
    I.   Submission of Thesis
    II. Submission of Thesis 2
    III. Plagiarism Agreement
    IV. Turnitin Report

6) **Do I have to find my examiners?**
    It is the responsibility of your supervisor to nominate your examiner to the Faculty and University Academic Committee to endorse the appointment. Students do not have to get involved in the process of appointing examiners as the supervisor will nominate the best examiners according to their expertise and the research area.

7) **Where do I submit my thesis for examination?**
    Submit your thesis at the Academic Office of your Faculty or School of Postgraduate Studies in UTM Johor Bahru Campus or UTM Kuala Lumpur Campus.

8) **How long will my VIVA-VOCE take place after I have submitted my thesis for examination?**
    Tentatively your VIVA-VOCE will be scheduled six (6) to eight (8) weeks upon submission. The confirmed date will be subject to the availability of the Panel of Examiners.

9) **How can I prepare for the VIVA-VOCE?**
    Student are requested to be in UTM a one day before the actual VIVA-VOCE to set up the arrangement for the VIVA room at your faculty / School. The VIVA rooms are equipped with LCD Projector and Desktop Computer but you are allowed to use your own laptop at your own convenience.

10) **How long will my VIVA-VOCE take place?**
    The duration of your VIVA-VOCE session depends on the panel of examiners. It can be one (1) hour to one whole day.

11) **After the VIVA-VOCE, how long will I be given to do the corrections/amendments?**
    The duration of corrections and amendments depends on your VIVA-VOCE results. The duration of correction for PhD's is up to 6 months, and 12 months for resubmission while duration for correction of Master's thesis is up to 3 months, and 6 months for resubmission.

12) **What if I find that I need longer time to do my corrections and amendments?**
    Students have to submit a letter of application for an extension to submit the corrected thesis for verification to your faculty through your supervisor recommendations. Faculty will bring the application to University Academic Committee for approval.

13) **Can I send my corrections to the examiner directly?**

No, it is important that you submit the corrected thesis to the faculty /school Academic Office (as stipulated in the regulations)

14) **Do both examiners have to verify my corrections?**

This depends on what has been decided during the VIVA-VOCE which examiner or it can be both examiner to verify your corrected thesis and it is stipulated in the VIVA-VOCE examiner report.

15) **What is the format for the hardbound thesis?**

The detailed format of the hardbound thesis is in the UTM Thesis Manual 2015. You can also find theses in the Faculty Library, School of Graduate Studies Library and University Main Library for thesis collection for reference.

16) **When can I know that I have been conferred with the research degree?**

After you have submitted your hardbound thesis, the Faculty/School will prepare your document for graduation to be endorsed by the University Senate. After the endorsement, the Academic Management Division will issue the Senate Letter.

V.   ADMINISTRATION

1. **Location of SPS Department**

    SPS is located at Level 2, Block F54 UTM. SPS consists of six (6) departments which are Research and Scholarship, Programme Development and Customer Relation, Generic, Administration and IT Division. We also have one department in UTMKL to manage the SPS operations in Kuala Lumpur.

2. **What is SPS Administration?**

    SPS Administration is a department that manages the SPS operations from human resource support management to work space rental.

3. **How to use/ rent SPS work space (Computer Lab/ Meeting Room/Lobby Area)?**

    You need to fill up form **UTM.SPS.B (BPK)/04/2015 – Pind.1/2017**, obtain verification from the office and submit to SPS.

4. **What kind of space is available for rent in SPS?**

    Six (6) SPS work spaces are available for rent:
    a.   Meeting Room SPS 1 & Dine Hall
    b.   Meeting Room SPS 2
    c.   Meeting Room SPS 3
    d.   Class Room 1 (Workshop)
    e.   Computer Lab
    f.   Foyer Blok F54

5. **Who is the person in charge for work space rent in SPS?**

    For work space rental, you may contact:
    Administration Department
    School of Graduate Studies
    F54, UTM Johor Bahru
    Phone : 07-5537799/ 07-5537897/ 07-5537893
    Email : anorazlina-sps@utm.my / masliyana@utm.my

6. **Capacity and Rate for Rental space in SPS?**

   Rate for rental space in SPS as below:

	SPACE AREA	ITEM	CAPACITY	RENT	FACILITIES
1	Meeting Room SPS 1 & Dining Hall	Without VC With VC	40 40	RM 60 RM 400	PA System LCD Projector White Board Desktop WIFI
2	Meeting Room SPS 2	-	20	RM 30	LCD Projector White Screen White Board WIFI
3	Meeting Room SPS 3	Without VC With VC	70 70	RM 100 RM 500	PA System LCD Projector White Board Desktop WIFI
4	Computer Lab	-	20	RM 100	LCD Projector Screen White Board Desktop 20 Unit Computers Internet WIFI
5	Foyer Block F54	-	150	RM 150/Day	Air conditioned area

7. How do I contact School of Graduate Studies office?

   School of Graduate Studies

   F54, UTM Johor Bahru

   81310, Johor

   Phone : 607-5537876

   Fax : 607-5537800

VI.   GENERIC PROGRAM

1. **What is the Generic Department?**
   Generic Department is the department which is in charge of the academic matters related to Post Graduate students under the School of Graduate Studies faculty.

2. **Who is considered a student of the Generic Programme?**
   Full Research post graduate students whose research background is transdisciplinary and related to one or more fields across the faculties.

3. **How do I enrol in this programme?**
   Application is open throughout the year and to be submitted online at http://spsapp3.utm.my:8080/intakev4/index.jsp

4. **How can I proceed with the registration?**
   The candidate may proceed with registration 4 times a year (February/ April/ September/ November) after you receive the offer letter from the Student Recruitment and Admission Division (SRAD).

5. **What is the requirement to enroll in Master's programme?**

   A Bachelor's Degree with good honours from Universiti Teknologi Malaysia or any other institution of higher learning recognized by the Senate; or

   A qualification equivalent to a Bachelor's Degree and experience in the relevant field recognized by the Senate.

6. **What is the requirement to enroll in Doctor of Philosophy Programme?**

   A Master's Degree from Universiti Teknologi Malaysia or any other Institutions of higher learning recognised by the Senate; or

   Other qualifications equivalent to a Master's degree and experience in the relevant field recognised by the Senate; or

   Candidates who are currently registered in a Master's Degree programme at Universiti Teknologi Malaysia, and approved by the Graduate Studies Committee of the respective faculty and the Senate.

7. **How long is the duration of the studies?**

Level of study	Minimum Semesters	Maximum Semester
Master's Degree	2 (1 Year)	8 (4 Years)
Doctoral Degree	6 (3 Years)	16 (8 Years)

8. **How do I register for the course?**
Course registration is online at https://my.utm.my/.
As a research student, you need to register for a Research Course every semester. Other than that, the research student needs to take University Elective Course and Research Methodology Course and must pass at least once.

9. **How do I fill the progress report evaluation?**
Research student needs to submit progress report every semester. Progress report is available online basis and submitted through GSMS: http://spsapp3.utm.my:8080/gsmsv4/index.jsp. Please refer to the academic calendar for the period to submit progress report.

10. **How do I do my first assessment?**
Students need to notify supervisor for him/her to proceed with the nomination of examiners for the candidate. The notification for assessment need to be applied online: http://spsapp3.utm.my:8080/ by supervisor.

11. **What is the Notification for Submit Thesis (NHT) and when should I submit my NHT?**
Notification for Submit Thesis (NHT) is the process to appoint the examiners for VIVA session. Notification needs to be submitted three (3) months before thesis submission for VIVA. The notification needs to be approved by the Academic Committee faculty (JKA) and University Graduate Studies Academic Committee (JAPSU) before students can submit their thesis.

12. **When will I graduate?**
Once a student has completed the thesis and the NHT is approved by JAPSU, the master student with one publication, or Doctor of Philosophy student with two publications may submit their thesis for VIVA. After VIVA, students must complete correction and submit the hardcover edition. SPS will proceed with the graduation process later.

13. **How do I contact the Generic Department?**

Academic Manager (Generic)

School of Graduate Studies

F54, UTM Johor Bahru

81310, Johor

Phone : 607-5537776/37799/37827

Fax : 607-5537800

Email : amgeneric.sps@utm.my

VII.   IT & COMMUNICATION

1. How do I login into my GSMS account?
You should login using your ACID account. By default, use **IC /Passport / * ISID number** for password.

2. How do I change my GSMS password?
You must go to this site http://acid.utm.my and **login.** You should login using your ACID account. By default, **IC / Passport / * ISID number** for password.

3. How do I reset my password? I think I have forgotten my password.
You may email to acid@utm.my for further assistance by providing the details of your particular information.

4. If there is any problem related to GSMS System, what do I do?

Please enquire at http://webapps.sps.utm.my/adusps/ by providing details of the problem.