



FREQUENTLY ASKED QUESTIONS (FAQ) UPM CARE AID UNIVERSITI PUTRA MALAYSIA



UNIVERSITI PUTRA MALAYSIA

FREQUENTLY ASKED QUESTIONS (FAQ) UPM CARE AID

1. What is UPM Care Aid?

Universiti Putra Malaysia has outlined seven (7) types of aids for the new 2020/21 first semester students to provide a much conducive environment for online learning. UPM Care Aid are as the following:

- a. Accommodation Fee Refunds
- b. Collegiate And Services Fee Reduction
- c. Data Plan And Device Aid
- d. Financial Assistance
- e. Tele-Counselling Assistance
- f. Book Plan Scheme Cancellation (new students only)
- g. Meal Plan Scheme Refund (new students only)

A. Accommodation Fee Refunds

2. Who are eligible to acquire the accommodation fee refunds?

Accommodation fee refunds are for the eligible students and to students that did not reside in residential colleges for Semester 1 2020/2021. Only students who are still in residential colleges will be charged with accommodation charges for 1st November 2020 til 28th February 2021, including students from the following six (6) categories:

- a. Students undergoing Industrial Training in UPM Faculty (ies),
- b. Students undergoing Industrial Training di company/ agency/ external institutions nearby UPM,
- c. Final year students for face-to-face teaching and learning;
- d. Final year students -
 - i. Final year students that require online teaching and learning help,
 - ii. B40 group (final year students) that require online teaching and learning help.
- e. Research Mode Postgraduates that were given the permission to Pursue Research,

- f. Students' Representative Council and Residential College Representative Council.
- 3. How does the University management exempt students' accommodation payment?**
- a. For local undergraduates, accommodation fees refund for semester 1 2020/2021 (1 November 2020 – 28 February 2021) will be gradually credited into the eligible students' bank account, on 31st December 2020.
 - b. Students apart from local undergraduates may contact their respective residential college's management for refund(s) or adjustments of date for upcoming stay.

B. Collegiate And Services Fee Reduction

4. Who are to benefit from the collegiate fees reduction?

All local and international UPM Serdang Campus undergraduates are eligible to benefit from the reduction. Postgraduate students do not qualify for this reduction as they are not charged for this fee.

5. Who are eligible to benefit from the services fees reduction?

All local and international UPM Serdang Campus undergraduates that are in active status.

6. How does the University management conduct collegiate conduct and services fee reduction?

This 15% collegiate conduct and services fee reduction will be gradually credited into the students' bank account, on 31st December 2020. For cases whereby the amount could not be credited into students' bank account, the amount reduced will be brought forward to the following semester.

C. Data Plan and Device Aid

7. What form of data plan and devices aid are being offered?

There are two (2) types of data plan and device assistance:

- a. Assurances are provided in the form of sim cards, device or cash (through students' accounts) based on the decision made by the University's management for students originating from families within the B40 category with an income limit of RM 2,500 and selected Asnaf. The screening and selecting recipients processes will be conducted by WAZAN and Students'

Affairs Division. The selected ones will be notified through their official student mail.

- b. If students wish to purchase their personal data plan and device, they can obtain the following benefits:
 - i. Special Data Plan from telecommunication companies such as Celcom, Digi, Telekom Malaysia and Maxis; or
 - ii. Special Discounts for device(s) purchase(s) for students from device manufacturing companies such as Acer, Samsung and Apple.

8. How can students submit an application?

Students should refer to the regulations and application procedures through the announcements that will be made by the UPM Students' Affairs Division.

D. Financial Assistance

9. Who are eligible to apply this aid?

Priority is given to students within the *Asnaf* category. Keutamaan adalah diberikan kepada pelajar dalam kalangan Asnaf. Besides that, students from B40 families can also apply for the fund through the procedures set by the UPM Centre For Management Of Waqf, Zakat And Endowment (WAZAN).

10. What are types of financial assistance provided by WAZAN?

There are several financial aid that WAZAN is providing such as scholarships, subsistence aid, tuition fees, industrial trainings, special monthly allowance and etc.

11. How can students apply for the aiding fund(s)?

Students may submit an online application via ewazan.upm.edu.my. For further inquiries and information, do contact WAZAN hotline at 010-7898566.

12. How will the funds be distributed to the students?

The approved funds will be dispersed to the eligible students through various ways such as payment to students' bank account, reduction from outstanding fee ledger, food supplies distribution and etc.

E. Tele- Counselling Assistance

13. What is Tele-Counselling?

Tele-Counselling is a guidance or assistive relational session service that is conducted online between a counsellor and a client. The service is conducted via methods such as phone calls, WhatsApp, Zoom, Webex or Google Meet (based on suitability).

14. How can students get Tele-Counselling assistance?

Students can contact UPM Counselling Division through WhatsApp at 011-5665 6221.

15. Should students register to book the tele-counselling session?

Students are only required to contact through BKUPM official WhatsApp line or counsellor in duty, provide necessary personal details and give their consent to attend the online session.

16. How can students acquire counsellors' duty schedule and numbers to be contacted?

Counsellors' schedule and counsellor in duty's contact details can be acquired at UPM Counselling Division's official website, Facebook and Instagram page.

F. Book Plan Scheme Cancellation

17. Who will be benefitting through this Book Plan Scheme Cancellation?

All new undergraduates (local) semester 1 2020/21 are eligible to acquire the benefits of this Book Plan Scheme Cancellation.

18. How will the cancellation be made?

The refund of this fee will be credited will be gradually credited into the eligible students' bank account, on 31st December 2020, based on the bank details being received. The Bursar Office will send an official e-mail to the eligible new students using their official UPM student mail (matricnumber@student.upm.edu.my) in the nearest time. The eligible students will receive an e-mail from bursar.student_ug@upm.edu.my. Please ensure that you only respond to this e-mail.

G. Meal Plan Scheme Refund

19. Who are qualified to receive this aid?

All new undergraduates (local) semester 1 2020/21 are eligible to acquire the benefits of this refund.

20. How will the refund be made?

The refund of this fee will be credited will be gradually credited into the eligible students' bank account, on 31st December 2020, based on the bank details being received. The Bursar Office will send an official e-mail to the eligible new students using their official UPM student mail (matricnumber@student.upm.edu.my) in the nearest time. The eligible students will receive an e-mail from bursar.student_ug@upm.edu.my. Please ensure that you only respond to this e-mail.

H. Other Inquiries

21. What if I would like to get the details regarding other assistive initiatives for students?

Any inquiries regarding UPM Care Aid, can be forwarded through mail to bhep@upm.edu.my.

***Universiti Putra Malaysia
11 November 2020***