

FREQUENTLY ASKED QUESTION (FAQ)

ADMISSION AND REGISTRATION

1.	<p>Q: Can I get consultation at IPS Office for the program I want to apply?</p> <p>A: We offer online consultation via Whatsapp at +6046536309 or email at admission_ips@usm.my during office hours. Face to face consultation must be avoided at the moment.</p>
2.	<p>Q: I want to submit application for postgraduate program. Will it be processed as usual?</p> <p>A: Yes, our team is working as usual, hence your application will be processed accordingly.</p>
3.	<p>Q: I have received the offer. What should I do?</p> <p>A: Download the Registration Guideline from the application portal (http://onlineips.usm.my/admission/). Step by step instructions have been clearly stated for your reference.</p>
4.	<p>Q: I am Malaysian and I want to complete the registration at IPS, can I do that?</p> <p>A: Face to face registration must be avoided at the moment and we provide online platform for you to complete the registration process. Please refer to the Registration Guidelines.</p>
5.	<p>Q: I am an international student, my offer letter will expire soon. Can the validity period of my offer letter be extended?</p> <p>A: Yes, subject to the school acceptance. You can officially request to extend the offer letter validity period to us.</p>
6.	<p>Q: How do I apply for Alumni Discount?</p> <p>A: You can apply through https://form.jotform.com/ipsusm/alumni-fee-discount</p>
7.	<p>Q: Can I register online if I have obtained the EMGS Approval Letter?</p> <p>A: Yes, it is allowed to do so. You can complete the registration and proceed with your class/research work. Please refer to the Registration Guidelines.</p>
8.	<p>Q: I have obtained the eVAL, unfortunately I cannot travel to Malaysia due travel restriction. What is the best option for me now?</p> <p>A: You are allowed to register through online registration and start your class/research work with your supervisor. After the restriction is lifted, you can arrange your travel to Malaysia. Please refer to the Registration Guidelines.</p>

9.	<p>Q: When can I collect my smartcard after finishing my registration process?</p> <p>A: Your smartcard will be ready in 2 weeks after receiving your student confirmation of registration from IPS. Collection of smartcard is available after you are being allowed to enter the campus.</p>
10.	<p>What should I do after completion of my registration process?</p> <p>A: Research mode – You may communicate with your supervisor pertaining to your research. A: Coursework/Mixed mode – You may attend classes as required.</p>
11.	<p>Q: How do I know that I have completed the registration?</p> <p>A: Confirmation email of registration will be sent to you and please ensure that your status in your Campus Online is 'ACTIVE'.</p>
12.	<p>Q: How do I apply for Alumni Discount?</p> <p>A: You can apply through https://form.jotform.com/ipsusm/alumni-fee-discount</p>

CANDIDATURE

1.	<p>Q: Is the new semester resume like usual?</p> <p>A: Yes, the new semester, Semester 1 Academic Session 2020/2021 will resume like usual. The commencement date for Semester 1 Academic Session 2020/2021 is on 12 October 2020.</p>
2.	<p>Q: Are postgraduate students allowed to enter the campus?</p> <p>A: Please refer to the latest announcement by the University.</p>
3.	<p>Q: I am an existing research mode student; I need to use lab for my research work. How can I do that?</p> <p>A: You need to get an approval from the Dean of the School, by filling in Form A. Upon receiving the approval from the Dean, you are allowed to enter USM.</p> <p><i>Disclaimer: Please refer to the latest announcement by the University.</i></p>
4.	<p>Q: I am international student currently in my hometown and due to the travel restriction I cannot enter Malaysia. How can I resume my studies?</p> <p>A: For coursework/mixed mode students, you can still resume your studies. All teaching and learning process will be conducted through blended learning (refer to respective schools for more details).</p> <p>For research mode students who required to use lab for their research work, you can opt for postponement of studies for this semester. You are advised to discuss with your supervisor to let them know your current situation.</p>

5.	<p>Q: How can I apply for study postponement?</p> <p>A: Application can be made via Campus Online portal.</p>
6.	<p>Q: I am a research mode student and have submitted my Notice of Submission (NOS). Do I still have to pay for tuition fee for next semester?</p> <p>A: Yes, you still have to pay for the tuition fee until the draft thesis is submitted to IPS.</p>

VIVA-VOCE & GRADUATION

1.	<p>Q: What should I do to submit my thesis?</p> <p>A: Student must submit draft thesis/final copy of thesis in softcopy (pdf file) to IPS at the respective email address below;</p> <p>(i) Main Campus:</p> <p>(a) Draft thesis: draft_thesis@usm.my</p> <p>(b) Final copy of thesis: final_thesis@usm.my</p> <p>(ii) Engineering Campus:</p> <p>(a) Draft thesis: draft_thesis_eng@usm.my</p> <p>(b) Final copy of thesis: final_thesis_eng@usm.my</p> <p>(iii) Health Campus:</p> <p>(a) Draft thesis: draft_thesis_kk@usm.my</p> <p>(b) Final copy of thesis: final_thesis_kk@usm.my</p>
2.	<p>Q: Can I submit the thesis in word file?</p> <p>A: NO. Submission must be in PDF file.</p>
3.	<p>Q: Can I submit my thesis when my documentation/form is incomplete?</p> <p>A: No, all documentation/form must be completed before thesis submission. However, student can check their thesis format with IPS via email before the completion of all documentation/form.</p>
4.	<p>Q: What should I do if I did not receive any feedback after three working days?</p> <p>A: Kindly contact IPS officer at the respective email address below;</p> <p>(i) Main campus: haslinda_yusof@usm.my</p> <p>(ii) Engineering campus: khairunisa@usm.my</p>

	(iii) Health campus: haznida@usm.my
5.	<p>Q: How long is the format checking process?</p> <p>A: The format checking process is within three working days.</p>
6.	<p>Q: Can I come to IPS for format checking?</p> <p>A: Face to face consultation must be avoided at the moment and it can be done through emails as below:</p> <p>(i) Main Campus: (c) Draft thesis: draft_thesis@usm.my (d) Final copy of thesis: final_thesis@usm.my</p> <p>(ii) Engineering Campus: (c) Draft thesis: draft_thesis_eng@usm.my (d) Final copy of thesis: final_thesis_eng@usm.my</p> <p>(iii) Health Campus: (c) Draft thesis: draft_thesis_kk@usm.my (d) Final copy of thesis: final_thesis_kk@usm.my</p>
7.	<p>Q: When can I obtain my scroll and transcripts?</p> <p>A: Normally after the convocation. You can also apply for Graduation-in-Council (GIC) if you want to obtain the scroll and transcript earlier.</p>
8.	<p>Q: When can I apply for GIC?</p> <p>A: You can apply for GIC as soon as your academic status in the Campus Online is 'GRADUATED'.</p>
9.	<p>Q: When will I officially graduated from the University?</p> <p>A: You will be officially graduated after your name has been endorsed by the University Senate.</p>