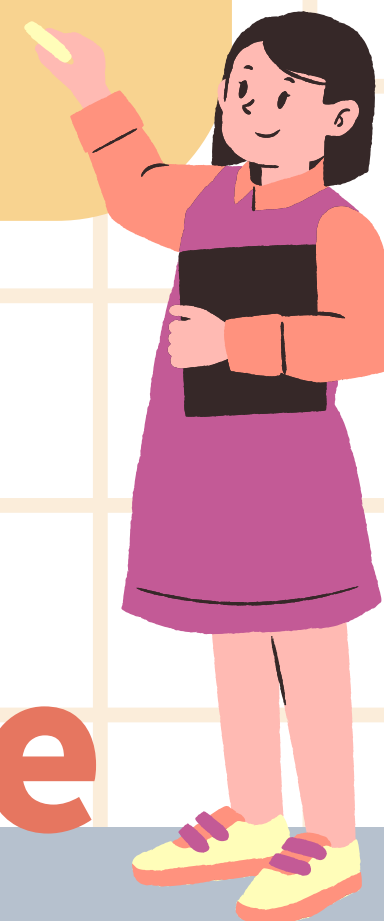
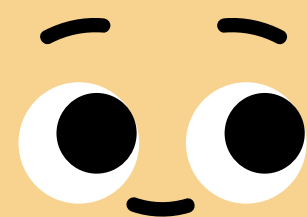




# Who can help me?

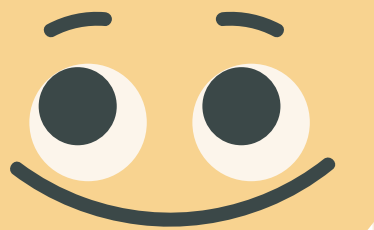
Internal and other channels



# Overseas Student Guide



**1.**  
**Seek assistance from**  
**your university first**





# Report to Campus Security Center

 **110** Police, **119** Ambulances




**Emergencies**  
**110**

**Scam**



**110**

**Lost property**



**110**

**Car accidents**



**119、110**

**Injuries**



**119**

**Q: If I'm sick**

**A: See a doctor for medical advice**



**Talk to your advisor when you need additional assistance**

**If you are suffering from...**

adaption issues

depression

anxiety

stress

psychological and counseling resources

troubled interpersonal relationships

**Seek assistance from the**

- **University Counseling Center**
- **Office of International Affairs**
- **Office of Overseas Chinese & Mainland Chinese students**
- **Program advisors**





## Q: Accommodation issues on and off campus



**A: Seek assistance from the Office of Student Affairs or Accommodation Service Unit**

## Q: If you have the following concerns..

- Studies
- Courses selection
- Curricula
- Transferring
- Suspension
- Withdrawal
- Deferral

## Seek assistance from your

- **Program advisor**
- **Office of Academic Affairs**
- **Office of International Affairs**
- **Office of Overseas Chinese & Mainland Chinese students**





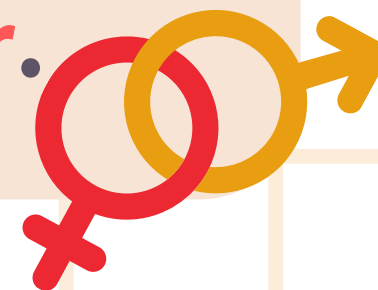
**Q: Punishment or decision in regards to your life, studies or rights to education infringes your rights and interests**

**A: Seek assistance from the Office of Student Affairs**



**Q: What should I do if a gender equality incident happens on campus?**

**A: Seek assistance from Gender Equality Committee or Campus Security Center.**





**Q: I am a student of the New Southbound International Program.**

**A: You may seek assistance from **your program advisor of the New Southbound International Program, or the Office of International Affairs.****

**Q: Report other concerns**

**A: Send your suggestions or messages to **the responsible unit on campus.****





- ✓ Medical insurance
- ✓ National Health Insurance
- ✓ Tuition fees
- ✓ Emergency assistance
- ✓ Scholarships and grants
- ✓ Internships
- ✓ Employment after graduation
- ✓ Mandarin Chinese learning
- ✓ Alien Resident Certificates (ARC)
- ✓ Work permits
- ✓ Admission
- ✓ Visas
- ✓ Joining a club
- ✓ Physical checkup
- ✓ Legal aid



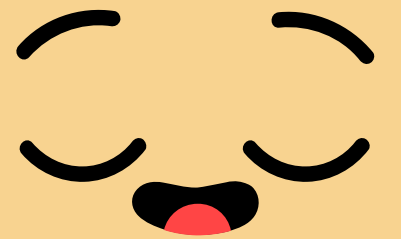
Seek assistance from **the Office of International Affairs/Office of Overseas Chinese & Mainland Chinese students**







## 2. Contact other channels





**Overseas students may inquire about learning, living, part-time work and internship rights in Taiwan on the NISA platform:**

**1. Website:**

**<http://www.nisa.moe.gov.tw>**

**2. Hotline:**

**0800-789-007**

**(Chinese, English, Indonesian, and Vietnamese)**





# Inquiry flowchart



Concerns of learning, life, part-time work and internship rights



Browse the FAQ on the NISA website  
<https://www.nisa.moe.gov.tw>

Helpful



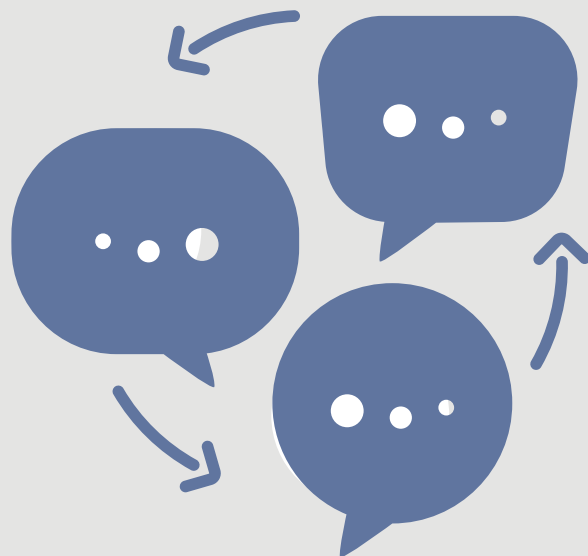
Need further assistance



**YEAH!**



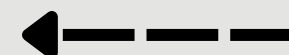
Problem solved



4. Responsible unit will respond directly to you



3. NISA confirms receipt



1. Dial **0800-789-007**  
2. Submit your inquiry at  
<http://www.nisa.moe.gov.tw>



## Will the inquiry service protect **your privacy**?

- We will not allow any other party to access your personal information.
- But depending on your inquiry, if necessary we will provide your name and contact details to **the responsible unit**, to enable it to effectively deal with your inquiry and respond to you.

