

- *How can I learn how to register a course? (Advisor)*

Your advisor will inform you on how to register a course.

- *Where and when is the academic calendar announced? (Coordinator)*

At the beginning of the academic year the academic calendar is uploaded in the following link

<http://epoka.edu.al/home-academics-academic-calendar-2-34.html> . According to your study level you download your academic calendar as a pdf document.

- *Where are undergraduate course plans announced? (Coordinator)*

You can find them in the academic calendar.

- *Where are the undergraduate course registration dates announced? (Coordinator)*

You can find them in the academic calendar.

- *Where are the undergraduate course equivalencies announced? (Advisor)*

Course related information can be found in the curricula of your study program. You can access the curricula in the Epoka University web page. <http://www.epoka.edu.al/home.html> .

- *Where are the course schedules announced? (Coordinator)*

You can access the schedule of your program in the timetable. <http://epoka.edu.al/timetable>

- *Where and when is the Final Exam Schedule announced? (Coordinator)*

You can find them in the academic calendar. One week before the Exams the timetable is updated with the dates.

- *Where is the information about course registrations and course schedules announced? (General)*

Your advisor will inform you on how to register a course.

You can access the schedule of your program in the timetable. <http://epoka.edu.al/timetable>

For specific periods refer to the academic calendar.

- *I have forgotten my Epoka Interactive System (EIS) login password , I cannot change it, what should I do? (Coordinator)*

You should first contact the Coordinators Office. They will provide the appropriate guidance.

- *I have just enrolled at the university and have a course adjustment. Can I change my automatically assigned course? (Coordinator)*

For changes in the schedule contact the coordinator office.

- *When are the names of the lecturers announced? (Coordinator ??)*

You can find the names in the curricula. In case of changes you can see the name of lecturer in the course schedule (timetable).

- *How to find my classroom? (General)*

The first letter shows the building. The first number shows the floor in which it is located, and the rest show the classroom.

- *I will take courses from the undergraduate program for the first time, how can I register for courses? (Advisor)*

Your advisor will inform you on how to register a course.

- *What does it mean to be irregular? (Admission)*

A student who is unable to follow the subject sequence of objects outlined in the curricula.

- *English Certificate/ Proficiency (Admission)*

You only need to show one English proficiency exam. This certification can be from APTIS, TOEFL, IELTS, CAMBRIDGE, TOEIC or GESE.

- *What should be the amount of course credit that can be taken in any semester? (Advisor)*

The maximum amount of credits that can be taken in a semester is 45 ECTS.

- *What should I do to increase the course credit load I can take? In what cases can I increase credit? ( Advisor )*
- *Who are taken to the Probation List? ( Advisor )*
- *How can I get into the Honor / High Honor list? ( Advisor )*
- *What should I do to raise my weighted grade point average? (Coordinator)*

If you have received a grade below CC in the final exam you can retake this exam to raise your grade. Another option is to retake the course in the next year (if possible). If you are very close to the next grade in your transcript, try sending an email to your course professor.

- *Can I take a elective course other than the course I failed? (Advisor)*
- *Is it compulsory to provide the prerequisites for the courses? Where can I get information about prerequisites? (Advisor)*

Course related information can be found in the curricula of your study program. You can access the curricula in the Epoka University web page. <http://www.epoka.edu.al/home.html> . After accessing the

- *How are course quotas increased? (Advisor)*
- *I did not complete the course registration renewal on the dates specified in the academic calendar. When and how can I register for a course?*

If you do not complete course registration in specified dates you receive a fine.

- *Can I register for another course with overlapping hours? (Coordinator, Advisor)*
- *Can I register for a course which is not in my plan? (Advisor)*

You can only register courses part of your curricula

- *Can English of the course be taken for a course which is in Albanian+English in the lesson plan? (General)*

The courses can only be taken in the language specified in the curricula.

- *Graduation criteria (General)*

Students who have:

- been successful in all courses through pursuing the academic program
- a CGPA of at least 2.00
- no FD or FF grade

shall be deemed to have met the requirements of graduation by the relevant board decision and be awarded a diploma stating the name of the program and faculty.

- *Can I graduate with missing credit? (Registrar Office)*
- *How can I register for a course in case of cancellation of leave (registration freezing)? (Registrar Office)*

A student on a leave of absence during a semester cannot attend classes and take the final examinations of such semester.

- *Can I withdraw from the course I am registered? (Registrar Office, Advisor)*

Yes, it is possible. It can be done by submitting a request in EIS, <http://eis.epoka.edu.al/login> during the course withdrawal period (Add and Drop week). This period can be seen in the academic calendar.

- *How is it decided whether or not to open course in summer education, where should I apply for a course to be opened? (General)*

You need to make a request to the board and there need to be at least 7 students that will participate.

- *What should I do in order to take courses from another university during the summer school?*

Apply as a special student of that institution

- ***I am a student at another Higher Education Institution, I want to take lessons from Epoka during Summer. What should I do?***

Apply as a special student in courses that are open during summer school.

- ***I want to take English lessons from your institution in summer education, is it necessary to provide language proficiency?***

For more details on special students contact Admission Office.

- *I cannot register for a semester course, what are the situations that prevent me from registering?(Advisor)*

You lack approval from finance, advisor or you have not signed the contract. A special case is studies freezing.

- *What are the registration errors encountered during course selection? (Advisor)*

One error can be fulfilment of quotas for a course.

- *Can I register for a graduation project course without enrolling in a senior class? (Advisor)*

You can only apply for the courses available in your EIS system.

- *Can I take a course to increase my grade point average after I meet the graduation requirements? (Advisor)*

Most probably no...

### ***Intra-Institutional Transfer with Institutional Grade Average***

- *When is internal transfer application made?*

All deadlines are specified in the academic calendar

- *Can I apply for internal transfer for the spring semester?*

You are eligible for intra transfer after completing at least one semester.

- *I am going to apply for internal transfer, what are the conditions?*

Students who have completed at least one semester in their programs may apply to the Registrar's Office during the period specified in the academic calendar for transferring to another program within the University. Applications are finalized by the proposal of the department to which the student wishes to transfer to and the decision of the relevant Decanate

- *My transcript shows the grade of one of my courses as FF, but then I got and passed that course again, is this an obstacle for internal transfer application?*

Students who have completed at least one semester in their programs may apply to the Registrar's Office during the period specified in the academic calendar for transferring to another program within the University. Applications are finalized by the proposal of the department to which the student wishes to transfer to and the decision of the relevant Decanate

- *I will apply for internal transfer. Can I apply to a department of a different faculty? (Admission Office)*

It is possible to apply for internal transfer in another department.

- *I came to your university from a different institution through transfer. Can I make an internal transfer application with an internal grade point average? (Admission Office)*

All transfer requests are examined by the Admission Office. They can provide more details.

- *I am a // other faculty student, can I apply for transfer with my internal GPA? (Admission Office)*

The only requirement is a transcript. For more information contact Admission Office

- *I am a student coming by the external transfer, can I apply for internal transfer? (Admission Office)*

The only requirement is a transcript. For more information contact Admission Office

- *I am going to apply for intra-institutional internal transfer, which documents should I submit? (Admission Office)*

All transfer requests are examined by the Admission Office. They can provide more details.

- *The list of people who are accepted from the reserve list has also been announced. I am the first on the reserve list now. If one of those who has been accepted from the reserve list does not register, can I register instead of her/him? (Admission Office)*

Check your E-Albania system.

### ***Transfer Between Institutions (Inter-Institutional Transfer)***

- *When is inter transfer application made? (Admission)*

All deadlines are specified in the academic calendar

- *Can I apply for inter transfer for the spring semester? (Admission)*

Students who seek to transfer from another university to Epoka University may apply to the Registrar's Office during the period specified in the academic calendar. Applications are

finalized by the proposal of the department the student wants to transfer to and the decision of the relevant Decanate.

- *I will apply for a transfer to your institution with an Inter-Institutional GPA. Do I have to submit a foreign language proficiency certificate? (Admission)*

You only need to show one English proficiency exam. This certification can be from APTIS, TOEFL, IELTS, CAMBRIDGE, TOEIC or GESE.

- *I gave the language proficiency in my own institution (I was successful in the preparatory education), is this document valid in your institution? (Admission)*

You only need to show one English proficiency exam. This certification can be from APTIS, TOEFL, IELTS, CAMBRIDGE, TOEIC or GESE.

- *I have achieved foreign language proficiency at the higher education institution where I am registered (I have been successful in preparatory education). Is my foreign language proficiency exam result valid in your institution? (Admission)*

You only need to show one English proficiency exam. This certification can be from APTIS, TOEFL, IELTS, CAMBRIDGE, TOEIC or GESE.

- *I want to apply for undergraduate transfer between institutions, what are the application conditions? (Admission Office)*

Students who seek to transfer from another university to Epoka University may apply to the Registrar's Office during the period specified in the academic calendar. Applications are finalized by the proposal of the department the student wants to transfer to and the decision of the relevant Decanate

- *There is no program with the same name as the one I studied in your institution. Can I apply for a transfer?(Admission Office)*

Find a program with a similar curriculum to the one you have studied.

- *I will apply to your institution for undergraduate transfer, I meet all the conditions. How is the evaluation made? (Admission Office)*

For more details contact the Admission Office.

- ***Transfer From Abroad Higher Education Institutions***

- *When is transfer application made??*

Please refer to the following website ->

<http://admissions.epoka.edu.al/cat-international-students-495.html>

- *I am a student at a higher education institution abroad. What are the necessary conditions to apply for a transfer to your university?*

You can read admission criteria in the following website

<http://admissions.epoka.edu.al/home-admission-criteria-495-1926.html>

- *Do I have to submit an English proficiency document during my application in order to transfer from Foreign Higher Education Institutions?*

You only need to show one English proficiency exam. This certification can be from APTIS, TOEFL, IELTS, CAMBRIDGE, TOEIC or GESE.

- *When is the application dates of Transfer from Foreign Higher Education Institutions? Do you have a web site to follow these dates?*

You can access all deadlines through the academic calendar. For more special requests please contact our admission office.

### ***Erasmus (IRO international relations office)***

- *Can I take a course whose prerequisite I haven't given before the Erasmus?*

The International Relations Office will help you in choosing your courses. For more details find their contact information here <http://iro.epoka.edu.al/cat-contact-us-1166.html>

- *My transcript has not yet been issued by the institution where I went to Erasmus. Can I register for a course whose prerequisite is provided at the other institution during course registration?*

For more detailed information contact the International Relations Office  
<http://iro.epoka.edu.al/cat-contact-us-1166.html>

- Can I participate in Erasmus in the last semester

You cannot participate in Erasmus in the last semester.

- Can I participate in Erasmus in spring semester

If you are not in your third year of studies then you can.

### ***Newly Registered Students (Admission Office)***

- *I am placed in your university undergraduate program. I haven't graduated from high school yet. Can I make my final enrollment without my diploma?*

You need to choose Epoka University among your choices

- *I have registered to your university from the E-government (E-Albania). When will I have to submit the required documents latest?*

All deadlines are shown in the academic calendar

- *I registered via E-government (E-Albania). When will I take the English language proficiency test?*

You will be informed by the Admission Office on the dates in which you can take the APTIS exam.

- *I made my final registration. How can I apply to Epoka Dormitories?*

The Dormitories Office manages and oversees all aspects related to student accommodation. For further information contact the university

- *I made my final registration. I want to freeze (get permission) my registration, what should I do?*

In the event that a leave of absence is needed, the student shall apply to the Registrar's Office by completing the relevant form within twenty days at the latest following the occurrence of such reason and proves it by documentary evidence. The continuity of the said reasons is grounds for the extension of the leave of absence by the relevant Decanate. For further information check the student guide in the following link <http://epoka.edu.al/home-students-student-guide-7-39.html>

- *What are the scholarship opportunities at Epoka?*

Epoka University offers academic achievements scholarships, Sport scholarships and Social scholarships each with a certain quota of students. For more detailed information on scholarships contact the Admission Office.

- *What program of studies to choose?*

Our university offers you the possibility of checking the curriculum offered by each program to choose the most appropriate one for you. After making your initial choice we offer you the possibility of meeting a professor and discussing the most appropriate choice for you.

### ***Questions about Permissions***

- *\_ freeze registration (Registrar's Office)*

In the event that a leave of absence is needed, the student shall apply to the Registrar's Office by completing the relevant form within twenty days at the latest following the occurrence of such reason and proves it by documentary evidence. The continuity of the said reasons is grounds for the extension of the leave of absence by the relevant Decanate. For further information check the student guide in the following link

- *Can I get back the documents (diploma, etc.) I have given during my registration while on leave? (Registrar's Office)*

For more detailed information contact Registrar's Office.

### ***Questions about Deregistration***

- *What should I do to deregister? (Registrar's)*



For deregistration please make a request in the Registrar's Office.

- *Will my registration be cancelled if I do not deposit my contribution? (Admission)*

You will have to pay a fine.

- *I am transferred, should I take the necessary documents myself to the university where I am transferred? How is deregistration done?*

Students wishing to leave the University at their own discretion shall apply in writing to the Registrar's Office by completing the relevant request, which is provided by the Registrar's Office. Upon request by the student, all documents demonstrating academic status and diplomas and other ones that are submitted when registering shall be given back to the student by the RO. Tuition fees paid until then are non-refundable.

- *Can someone else do my deregistration for me? Can s/he get the documents in my file*

Students wishing to leave the University at their own discretion shall apply in writing to the Registrar's Office by completing the relevant request, which is provided by the Registrar's Office. Upon request by the student, all documents demonstrating academic status and diplomas and other ones that are submitted when registering shall be given back to the student by the RO. Tuition fees paid until then are non-refundable.

- *What documents can I get back after I deregistered?*

All documents demonstrating academic status and diplomas and other ones that are submitted when registering shall be given back to the student

### *Special Student*

*What documents are required for special student application? (Admission Office)*

A special form is given to the applicant from the Admission Office

- *Which unit is responsible for taking application and the evaluation of special students?*

The application is taken by the Admission Office and the Decanate deals with the evaluation.

- *Is GPA compulsory for applying to your university as a special student? (Admission Office)*

For more detailed information contact the Admissions Office.

- *Is the language proficiency I have taken from my own university valid?*

You only need to show one English proficiency exam. This certification can be from APTIS, TOEFL, IELTS, CAMBRIDGE, TOEIC or GESE.

- *The course I have to take is not opened, I want to take it from an institution outside Epoka. Can I take the course in Special Student Status?*

Please contact the other institution

- *I am a special student at Epoka, will I get a diploma from Epoka?*

No you will not, only a transcript with the evaluation of the course is given to the special student.

- *I am a special student where will I pay my fee/tuition fee? (Finance Office)*

For more detailed information please contact the Finance Office.

- *Is there a special student quota limit? (Admission)*

Yes there is a quota that is decided by the university. For more information please contact Admission Office.

### *Undergraduate Completion*

- *In terms of the equivalence of the program I graduated from abroad, I have been placed in your institution by the Directorate of Higher Education within the scope of the "License Completion" program, how should I complete the registration process?*

For final registration, please apply to the Registrar's Office.

- *How should I make my course registrations?*

Your advisor will inform you on how to register a course.

You can access the schedule of your program in the timetable. <http://epoka.edu.al/timetable>

All deadlines are specified in the academic calendar.

- *Will I pay the tuition fee?*

All

- *Can I take courses in summer school?*

You need to make a request to the board and there need to be at least 7 students that will participate.

- *I have successfully completed the Undergraduate Completion Program, which documents can I get?*

### ***Exemption and Adjustment***

- Course Adjustment

For detailed information related to course adjustment please contact your advisor and Coordinators Office

### ***Student Fee***

- *I have applied for a student tuition fee/ fee refund. When can I get my refund?*

For detailed information on refunds contact the Registrar's Office.

- *I paid my student tuition fee but I did not register to a course. What happens? (Advisor)*

If you do not register your courses within the deadline specified in the academic calendar you pay a fine for each week of delay. These penalties are shown in your EIS account.

- *When will my student fee be reflected in the system?*

Finance approval is reflected on the system 1 or at most 2 business days later.

- *Do I have to pay a student fee? When will I pay?*

All information on the fees can be found on the web page. Payments are done within the specified deadlines in the academic calendar.

- *What documents are required for the refund of student tuition fee/ fee? (Registrar's)*

For more detailed information contact the Registrar's Office.

- *Make payments through bank? (Finance)*

You can make all payments in a bank or in the Finance Office directly.

- *I have frozen my registration, can I get back the student fee/ tuition fee I paid? (Registrar's)*

For more detailed information contact the Registrar's Office.

### *International Students*

*(ask admission office)*

- *What are the exams you accept for registration at your university? (Admission)*

The only requirements are an average higher than 7.0 in the Albanian Grading System and English proficiency higher than B1

- *I am an international student candidate, what are the application requirements to your university? (Admission)*

The only requirements are an average higher than 7.0 in the Albanian Grading System and English proficiency higher than B1

- *I am an international student candidate, can I apply with a high school diploma? (Admission)*

You will need to get an equivalence certificate of your diploma. For more detailed information contact Admission Office.

- *I am an international student candidate, I studied in Albania, can I apply to your university? (Admission)*

Yes you can apply using the diploma you have obtained during your studies in Albania.

- *I am studying high school abroad, can I apply to your university?? (Admission)*

You will need to get an equivalence certificate of your diploma. For more detailed information contact Admission Office.

- *I have dual nationality, do I have to be Albanian in order to apply to your university? (Admission)*

You will need to get an equivalence certificate of your diploma. For more detailed information contact Admission Office.

- *Security amount (Admission)*

Our university request no security amount.

- *I cannot come for final registration, if I send the documents by mail, can I register? (Admission)*

Yes, it is possible. You will have to send the notarized photocopies of your documents.

- *I cannot come for final registration, can someone else do my final registration? (Admission)*

Yes, it is possible. A person which has your legal approval can do the final registration for you.

- *Do I have to submit an Albanian proficiency certificate to start undergraduate education? (Admission)*

All programs of studies in our university are in English.

- *A long-term appointment has been made to obtain a High School Equivalency Certificate, it will not be available during the registration process. What should I do? (Admission)*

For more detailed information contact the Admission Office.

- *I am abroad, where should I apply to get a study visa? (Admission)*

You can apply in the Albanian Embassy or Consulate.

- *What are the scholarship opportunities? (Admission)*

Epoka University offers academic achievements scholarships, Sport scholarships and Social scholarships each with a certain quota of students. For more detailed information on scholarships contact the Admission Office.

## ***Diploma and Graduation***

- *Can my diploma be obtained by someone else? (Registrar)*

The person must have your legal approval in order to obtain your diploma.

- *Can my diploma be sent to me by cargo? (Registrar)*

No. For more detailed information contact Registrar's Office.

- *Can my diploma be sent via e-mail? (Registrar)*

No. For more detailed information contact Registrar's Office.

- *I lost my graduate diploma supplement. Can I get it again? (Registrar)*

Yes, you can get your diploma supplement again for a fee of 2000 Albanian Leke. You need to make a request in the Registrar's Office.

- *I lost my diploma, what should I do to get a new one? (Registrar)*

For more detailed information contact Registrar's Office.

- *How can I receive my original diploma? (Registrar)*

For more detailed information contact Registrar's Office.

- *How long does it take for my diploma to be prepared? (Registrar)*

All specific time periods are recorded in the Academic Calendar.

- *When can I get my certificate of undergraduate degree? (Registrar)*

All specific time periods are recorded in the Academic Calendar.

- *I don't remember whether I got my diploma or not. Could you still have it? (Registrar)*

If you have not received your diploma then you can request it at the Registrar's Office.

- *I lost my diploma / My diploma was damaged. What should I do to get a new one? (Registrar)*

For more detailed information contact Registrar's Office.

- *How can I check my graduation status? (Registrar)*

Your graduation status is shown in your EIS system.

## ***Transcript and Forms***

- *What documents are given by the Registrar's Office? (Registrar)*

In your EIS system go to the requested documents section and select add new. There is a list of document types from which you can choose.

- *How can I request a document other than standard documents? (Registrar)*

For specific documents please visit the Registrar's Office and make a request there.

- *Does the Registrar's Office issue a student certificate in Albanian? (Registrar)*

Yes, it does.

- *I am a prep class student I need a transcript to apply for a scholarship, what should I do? (Registrar)*

For more detailed information go to the Registrar's Office

- *Does my transcript include my graduation date? (Registrar)*

Yes, your graduation date is included in your transcript.

- *Does my transcript contain internship information? (Registrar)*

No, your transcript contains no internship information.

- *I want to get a document showing that I have an internship requirement, what should I do? (Registrar)*

- *Can I get a document indicating that I have not made a transfer before? (Registrar)*

- *I need a document stating that there is no obstacle in my transfer, what can I do? (Registrar)*

- *I need a disciplinary document, does it contain the content of the penalty? (Registrar)*

Yes the disciplinary document contains all the contents of your penalties.

- *I am a graduate of this school, I need to document my graduation rank what should I do? (Registrar)*

You get an extra document that has your graduation status in it. Depending on your average you can also get an extra Graduated With Honour or Graduated With High Honour in your diploma.

- *Can documents be sent by post? (Registrar)*

Only in special cases. Please contact the Registrar's Office for more information.

- *Can documents be sent by e-mail? (Registrar)*

Only in special cases. Please contact the Registrar's Office for more information.

- *Can a student with an obstacle on EIS (no course registration, erasmus transcript-grant, fee, permit, residence, etc.) get a transcript? (Registrar)*

If your EIS system is blocked you cannot make a request.

- *Where can I get my course plan and course contents? (Registrar)*

You can visit the web page and find the curricula of your course depending on the program, year of study and semester. This is the link <http://eis.epoka.edu.al/curricula>

- *Can I get the approved weekly schedule of the courses I have taken? (Registrar)*

Schedule can be accessed through the timetable <http://epoka.edu.al/timetable>

*Epoka University general inquires ->*

- *Does Epoka University have a summer school?*
- *How can I learn how to register a course?*
- *Who is my advisor?*
  - *Specify a field and level of study.*
- *Where and when is the academic calendar announced?*
- *Where are undergraduate course plans announced?*
- *Where are the undergraduate course registration dates announced?*
- *Where are the undergraduate course equivalencies announced?*
- *Where are the course schedules announced?*
- *How is my GPA calculated*

*Facilities offered by the university*

- *Different facilities offered by the university, where they are located, their purpose and services offered by them:*
  - *Library*
  - ***Admission office***
    - *Scholarship ( When are the deadlines and how it works, requirements etc )*
    - *Documents*
  - *Transport office (FAQ)*
  - *Dean of students*
    - *Career and alumni office*
    - *Clubs*
      - *Sport related*
    - *Dormitory*
  - ***Registers Office***
  - ***Finances Office***
    - *How to pay the != courses when it's the second time you're taking it*
    - *How does the payment of summer school work ?*
  - *Classrooms, Professor's offices – Map?*

- *Food services ( Mensa )*

*Transport Timetable*