

FREQUENTLY ASKED QUESTION (FAQ)

EXAMINATIONS AND ASSESSMENTS

1. How is the examination conducted?

Final Examination will be conducted physically during exam except for Open & Distance Learning (ODL) Programmes will be conducted online.

2. What are the methods of assessment?

- Method of assessment includes Alternative Assessment, Final/Summative Assessment and Open Book Examination

Alternative Assessment

- Alternative Assessment is conducted throughout 14 lecture weeks of the semester which may include Continuous Assessment (case study, online quiz, essay, open book exam, report, etc).

Final/Summative Assessment

- Examples of Final/Summative Assessment include learning reflection, oral/video presentation, interview, project work etc

Open Book Examination

- Open Book Examination is implemented for the third and fourth year (undergraduate) and all postgraduate modules.

3. Which platform is used for the online assessment / examination?

Online examinations are conducted using SPeCTRUM platform. Please make sure you have done the Confirmation of Registration in the Maya System to ensure that your modules remain in the SPeCTRUM.

SPeCTRUM Login (assessment)

Student login:

siswamailUsername@siswa365.um.edu.my

For more details: <https://spectrum.um.edu.my/>

SPeCTRUMExam (online examination)

Student login:

siswamailUsername@siswa365.um.edu.my

For more details: <https://spectrumexam.um.edu.my/>

4. General Examinations Instructions for Undergraduate and Postgraduate

There are some common guidelines and instructions that are typically applicable. For more details on the examination instructions for both undergraduate and postgraduate students, please refer to <https://aasd.um.edu.my/examination-instruction>

5. What are some examples of misconduct in exams?

Information about misconduct in an examination are available at <https://aasd.um.edu.my/student-misconduct-in-examination>

6. How to checks Exam Results

Exam results can be accessed or obtained through MAYA Portal (maya.um.edu.my).

7. How to appeal against a grade?

If a student is not satisfied with his grade, he may appeal against the grade within 7 days after the announcement of the official final examination results.

GRADUATION AND ACADEMIC VERIFICATION

1. How do I obtain an academic transcript?

The Examination and Graduation Division requires an official request (written and signed) to process and release a copy of your academic transcript. Your request should provide details of your name as stated in your degree; degree awarded and year of graduation; number of copies required; the address (est.) for posting of transcripts.

Requests for official transcripts may be made via the [Application University Malaya Academic Transcript Form](#).

Completed form to be submitted via email at bpp_aasd@um.edu.my.

2. How long it will take to receive my academic transcript?

The Examination and Graduation Division aim to process your requests within 3- 7 working days upon the receipt of a signed request and accompanied by processing fee. Please refer to the following table for the details. You will need to allow extra time for the posting of transcripts, especially to overseas destinations. At certain times the processing time may be slightly longer, for example during the Main Examination Period (May/June and Dec/Jan).

Please note that requests for transcripts of academic records prior to 1996 may take longer as these records are not computerised.

Processing Periods

No.	Type of Transcript	Processing of Duration
1	Bachelor's Degree under the Semester System (beginning from year 2000)	3 working days
2	Bachelor's Degree under the Term System (before year 2000)	7 working days
3	Master's Degree and Doctoral Degree	7 working days

3. Is there a fee? How do I apply?

There is a fee for processing transcripts. Every applicant who is applying for an Academic Transcript will be charged a fee of RM50.00. Payment must be made via E-PAY @UM. A copy of the applicant's Identity Card must be attached with the application.

4. How do I obtain an Academic Verification?

A Confirmation letter is issued for verification of UM graduates in the event of missing scrolls or any other related reasons i.e Sponsors' verification, etc.

Processing Periods

NO.	TYPE OF CONFIRMATION LETTER	PROCESSING DURATION
1	Bachelor's Degree under the Semester System (beginning from year 2000)	3 working days
2	Bachelor's Degree under the Term System (before year 2000)	7 working days
3	Master's Degree and Doctoral Degree	7 working days

Student records are confidential and are not released without the written consent of the student, unless required by law. Please find the application form [here](#). Completed form can be submitted via email at bpp_aasd@um.edu.my. Your signature on this form allows the Examination and Graduation Division to issue the above-requested information to the party/parties specified above.

- *Please make sure there no outstanding fee*

5. Application For Graduate Verification (UMGVC)

Please note that graduate details (from the convocation year of 2001 onwards) can be accessed on-line free of charge through the following website:

<https://graduand.um.edu.my> or umgvc.um.edu.my (Choose:organization)

Should you require further verification from the Examination and Graduation Division, a service fee of USD20.00 will be charged.

For your information, the payment can be through the following website: <https://epay.um.edu.my> > Sale > Sales-Academic Transcripts

6. Application For Graduate Verification / Education Verification Request from International Agency

Please note that graduand details (from convocation year of 2001 onwards) can be accessed on-line free of charge through the Graduate Verification Centre at <https://graduand.um.edu.my/index.php/organization>. The search is via the student's registration number/matrix number or Malaysian ID (IC number) - 12 digits / student's passport number.

Should you require further verification from us, a service fee USD20 (International Agency)/ RM20.00 (Local Agency) will be charged. Verification will not be made until proof of payment is received. Payment is to be made via:

<https://epay.um.edu.my/> > Service > Service – Student Verification

Please allow 3-5 working days for the verification to be completed after receiving the proof of payment. The receipt of e-pay needs to be submitted through email.

7. Application For Apply Early Certificate

Please be informed that the certificate will be given to all graduates after the convocation ceremony. However, the international student can apply in advance for the collection of certificates and transcripts. The process will take time within 1 or 2 months or more than that. We will inform you if your certificate is ready to collect.

Therefore, please submit the following documents for the registrar's approval:

- i. Student Statement account (bursar_student@um.edu.my)
- ii. Clearance letter from the Library (sutarmi@um.edu.my)
- iii. A copy of senate letter
- iv. A copy of passport and student ID
- v. Request letter to get an early certificate

8. Collection of certificates and transcripts

Student can collect certificate at AASD Counter.

If you need to appoint a representative, please fill the [attached form](#) to be brought along with a copy of your passport photocopy and your representative passport copy.

Our counter will open:

Monday – Thursday from 9.00 am to 3.00 pm.

Friday from 9.00 am to 12.00 noon.

9. Reprint Of Certificate and Transcript

Justify the reason and complete the **Authorization form** as below:

Therefore, attached the **Authorization form** for your action:

- i. Complete this authorization form and have it signed by Graduate
- ii. Attach a copy of graduate's Passport
- iii. Attach the original and a copy of representative's Passport

10. Correction of the name in the scroll

Please be informed that application for REPRINT SCROLL will be charged RM300 per piece (English or Bahasa version) for Malaysian students and USD300 for foreigner. Kindly make payment for the SCROLL via:

<https://epay.um.edu.my> > sale > sales-Scroll Copy

Please give your detail:

Name:

Matric No:

Passport/ I/C No:

The date of convocation:

Version:

Total payment:

Your application will be processed once the receipt of payment is received. Please take note that this Certificate has a note 'A Copy of the Original Scroll' in the bottom of the certificate.

Please be reminded, if you are sending a proxy/representative, he must bring the following documents during collection:

- i. Authorization form (as attached; Complete this authorization form and have it signed by Graduate)
- ii. Attach a copy of graduate's Passport
- iii. Attach the original and a copy of representative's Passport