

同學，您好！

教育部關懷大專校院境外學生在臺的生活與學習，您除了可以透過校內管道諮詢各項生活，就學事宜外，亦可透過教育部境外學生輔導機制表達意見及提出諮詢。

The Ministry of Education is concerned about the living and learning of overseas students on campus. You may inquire all kinds of study-related matters in your own university, or can give your views on the “Inquiry Service for Overseas Student at Tertiary Colleges and Universities”

i. 境外學生意見反映

1. 校內管道

境外學生在校學習、生活或在外工讀/實習相關事宜，請直接向學校反映。

2. 校外管道

境外學生在臺學習、生活、工讀權益相關意見，您可於本平臺提出諮詢。

①境外學生諮詢平臺信箱: www.nisa.moe.gov.tw

②專線電話 **0800-789-007** (中、英、印尼、越南語)

ii. 意見反映流程圖



iii. 諮詢是否保密?

1. 本信箱不會將您的個人資料提供給他人。
2. 但視您所提出的問題，為獲有效處理及答復，必要時會將您的聯絡方式提供給權責業務單位。

我已詳細閱讀並了解教育部「境外學生諮詢平臺」服務資訊。

I've read and am aware of the “Inquiry Service for Overseas Student at Tertiary Colleges and Universities” provided by the Ministry of Education, R.O.C, Taiwan.

系/所 Department/Faculty:

簽名 Signature:

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i. Overseas Student Views & Inquiries

1. Internal channels

Please ask your college or university directly about matters regarding your studies and life on campus, or about off-campus part-time work and internships.

2. Other channels

Overseas students can give their views and make inquiries about learning, living, and their part-time work rights in Taiwan on the NISA platform:

- ① Through the overseas student inquiry window at: www.nisa.moe.gov.tw
- ② By ringing the Hotline: 0800-789-007.

The hotline is open Mon – Fri 09:00–17:00, - in Chinese (press 1), English (press 2), Indonesian (press 3), & Vietnamese (press 4)

ii. Inquiry Flowchart



iii. Will the inquiry service protect your privacy?

- 1. We will not allow any other party to access your personal information.
- 2. 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.

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iii. Respon Pendapat Pelajar Asing

1. Jalur di dalam sekolah

Masalah yang berkaitan dengan pembelajaran, kehidupan di sekolah atau kerja part-time/magang di luar sekolah bagi pelajar asing, silakan langsung tanyakan kepada pihak sekolah.

2. Jalur di luar sekolah

Pendapat mengenai hak dan kepentingan pelajar asing tentang **pembelajaran, kehidupan, kerja part-time** di Taiwan, Anda boleh mengajukan konsultasi di platform ini.

① Email platform konsultasi pelajar asing: **www.nisa.moe.gov.tw**

② **Hotline 0800-789-007** (Bahasa Mandarin, Inggris, Indonesia, Vietnam)

iv. Prosedur Respon Pendapat



iii. Apakah konsultasi dirahasiakan?

1. Email ini **tidak akan** memberikan data pribadi Anda kepada orang lain.

2. Namun berdasarkan pertanyaan yang Anda ajukan, demi penanganan dan balasan yang efektif, bila perlu akan memberika kontak Anda kepada pihak instansi yang bersangkutan.

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i. Ý kiến du học sinh

1. Nếu ở trong trường học

Đối những vấn đề liên quan tới sinh viên nước ngoài học tập trong trường, sinh sống hoặc vừa học vừa làm việc/thực tập ngoài trường, vui lòng báo cáo trực tiếp với trường.

2. Nếu không trong trường học

Đối những ý kiến quyền lợi có liên quan của sinh viên nước ngoài tại Đài Loan về **học tập, sinh sống hoặc vừa học vừa làm**, bạn có thể đặt câu hỏi trên trang web này để được tư vấn.

① Trang web tư vấn thông tin dành cho du học sinh: **www.nisa.moe.gov.tw**

② **Đường dây điện thoại 0800-789-007** (tiếng Trung, Anh, Indonesia, Việt Nam)

ii. Trình tự phản ánh ý kiến



iii. Tư vấn có được bảo mật?

1. Hòm thư chúng tôi **sẽ không** cung cấp thông tin cá nhân của bạn cho người khác.

2. Tuy nhiên, tùy thuộc vào câu hỏi của bạn, để được xử lý và trả lời một cách hiệu quả, thông tin liên hệ của bạn sẽ được cung cấp cho đơn vị chức trách nếu cần thiết.

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