

**Tzu Chi University of Science and Technology (TCUST)**  
**2019 International Student Handbook**



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**1. Welcome aboard!**

We are pleased to have you as a student of TCUST. In order to make your journey as trouble-free as possible, you need to be very well prepared. Read this Handbook carefully, start your preparations early, and contact us as soon as possible if you have any queries.

This handbook is produced by the Office of International and Cross-Strait Education (OICSE). The Office handles matters of international and cross-strait education and exchanges. After you are admitted, the General Services Division gives information and advice to all international students. When you encounter any problems or have any concerns, please do not hesitate to contact us. The faculty and staffers are here to assist you to settle in and provide timely support for the duration of your studies. We are looking forward to seeing you very soon!



You may reach us via

- Email: [ss378@ems.tcust.edu.tw](mailto:ss378@ems.tcust.edu.tw) (Ms. Dong); [sc78@ems.tcust.edu.tw](mailto:sc78@ems.tcust.edu.tw) (Dr. Wu)
- Address: No. 880, Section 2, Chien-kuo Rd, Hualien City 970, Taiwan
- Phone: +886-3-8572158 #2220, 2221
- Office: Building A, 4F, A406-1
- OICSE Website: <http://ib.tcust.edu.tw/files/11-1034-3201.php>
- School Website: <http://www.tcust.edu.tw/bin/home.php?Lang=en>

Getting to know the students can improve your college experience and help you quickly overcome the challenge of adjusting to a new environment. You are most welcome to join the International Students' Union. The Union is a self-governing student organization that attends to the welfare of all international students aboard. Membership has been on the rise steadily these years with the recruits from Taiwan, Mainland China, South Korea, Hong Kong & Macau, Indonesia, Malaysia, Vietnam, Thailand, Nepal, etc. The student union embraces cultural differences, promotes individuality, and facilitates student bonding. To achieve these goals, it hosts a variety of socializing activities open to international students throughout the year, such as social gatherings, regular meetings, and the "International Month" in particular. The International Month is celebrated in a full month of events to recognize the university's global connection across campus. The series of cross-cultural activities such as Dance&Sing Performances and Food Festival for charities provide the opportunity to demonstrate the members' talents, to work together, and to introduce their respective cultures to local students, faculty, and staffers. The Union works closely with the Office of Humanities and also the OICSE to help incoming international students get oriented to life on campus, as well as other issues that may arise during their studies. You may join us on [Facebook at International Student of TCUST](#).

Before you read on, make sure you have emergency phone numbers in case of accidents and emergencies. The University emergency number is **03-8571463** on a 24/7 basis, operated by School Security Center. Further information is available on the school websites.



## 2. Introduction

The Tzu Chi University of Science and Technology (hereafter “the University”) is located in Hualien County in the eastern region of Taiwan. Hualien is bordered by the Central Mountain Range to the west and the Pacific Ocean (the Philippine Sea) to the east, with its population largely residing in the Huatung Valley and on the coastal belt along the East Coast Mountain Range. It is famous for its natural attractions, including Taroko National Park. The University is located at the foot of the Central Mountain Range and neighbors the Shapodang River, encompassing an area of 186,000 square meters. The campus landscape is broadly majestic and peaceful, garnished with elegant architecture and cultural atmosphere. The University primarily comprises the Administration Building, Education Building, Faculty Research Building and the Library Building.

The University was founded by Master Cheng Yen in 1989, with the aim of cultivating in professionals compassion towards society, respect for life, philanthropic qualities, and the values of “great love” of Tzu Chi. The fulltime programs comprise the Department of Nursing, which offers two-year and four-year nursing programs, Department of Medical Imaging and Radiological Sciences, Department of Health Administration, Department of Marketing and Distribution Management, and Department of Information Technology and Management. The Nursing Department also offers two-year and continuing education programs to employed individuals, as well as junior college courses.

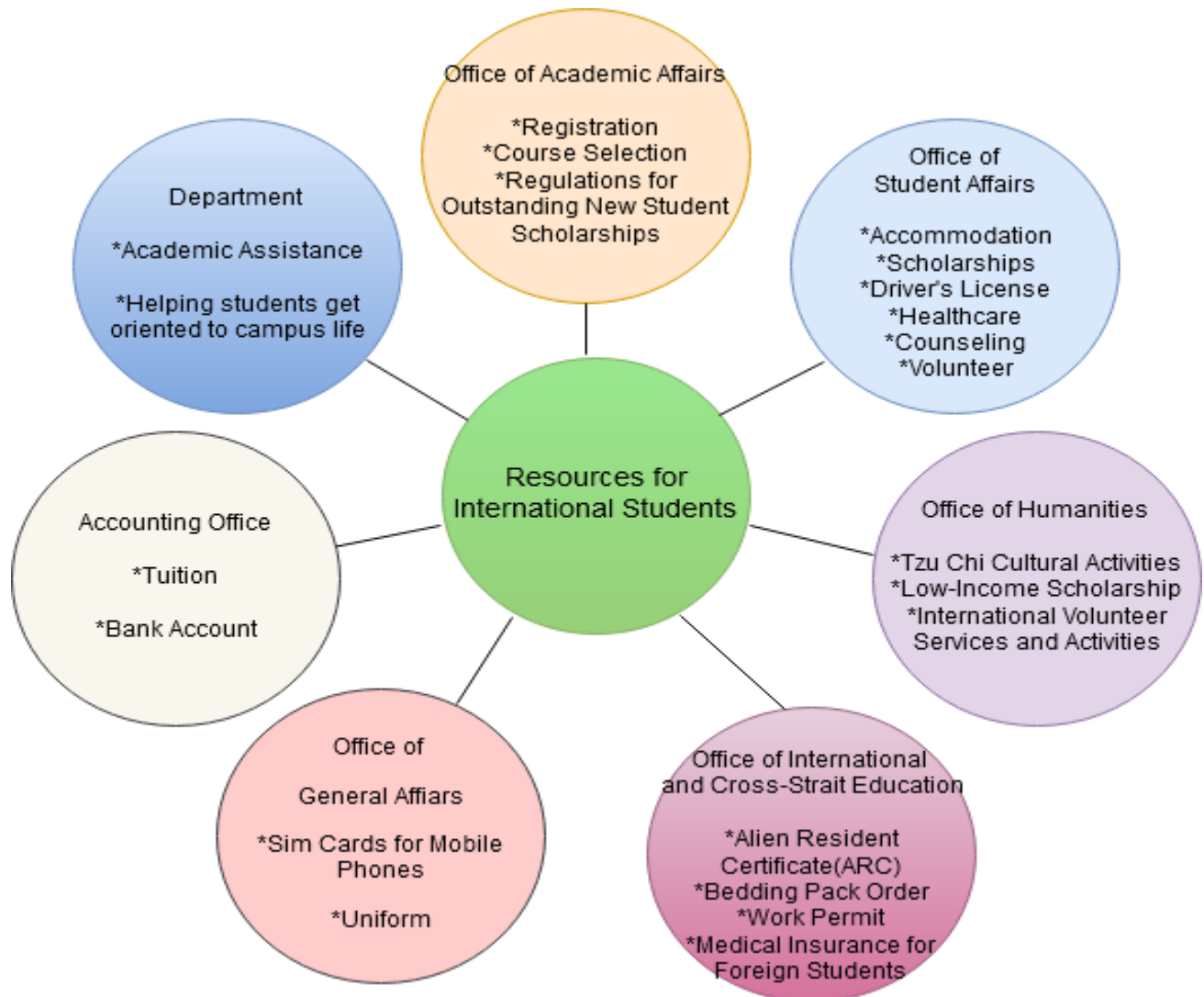
The University has constantly promoted environmental protection strategies by enforcing waste reduction, classification and recycling, urging the use of eco-friendly tableware on-campus, and prohibiting the provision of paperware. The University advocates the “reduction of carbon footprint by going vegetarian” and only offers vegetarian meals in the cafeteria. It also hosts annual events for charity sales or recycling of second-hand books or bicycles.

The [Office](#) hours are from Mondays to Fridays, between 8:00–12:00 and 13:20–17:20.

Here is the 1st floor plan of the Administration Building.



**Administrative Services Chart**



### 3. First Day in Taiwan—After Arrival (FOR STUDENTS WITHOUT SCHOLARSHIP)

#### 3.1 Traveling from Taoyuan International Airport to the University

The OICSE will arrange a one-time pickup service for International students from Taoyuan International Airport direct to the University. For the designated date and hour of pickup, please refer to the Airport Pickup Information on page 2 of the Admission Handbook you received. If you wish to make use of the service, please plan your arrival date and time accordingly and notify the OICSE of your flight schedule. All travel fees are at your own expenses. You may follow the directions below.

##### 3.1.1 Travel by railway (Taoyuan International Airport→Hualien)

A. First, take the airport MRT [Metro Taoyuan](#) to Taipei Main Station.

- Purchase the ticket at the [ticket booth](#). The travel time on the Express Train is roughly 37 minutes and on the Commuter Train around 50 minutes. A one-way ticket costs NT\$160.

Terminal 1: The MRT transfer area is located at B1, A12 platform.

Terminal 2: The MRT transfer area is located at B2, A13 platform.

B. After arriving at Taipei Main Station, travel to Hualien Station by railway.

- Train ticket purchase and collection: Tickets can be purchased beforehand on the [Taiwan Railway Administration English Online Payment System](#). Or you may purchase a ticket at vending machines or the ticket booth on the first floor of Taipei Main Station.
- Make your way to the platform area located on B1 of Taipei Main Station. Station personnel are available to direct you to your platform.

C. After arriving in Hualien Station, travel to the University by taxi or [Hualien bus](#).

- The University is near the Hualien Rear Station. The taxi ride takes 10 to 20 minutes from the station, costing roughly NT\$150–200.
- Hualien Bus No. 202 is available outside Hualien Station. The bus runs to Shui-Yuan, passing by the University gates. The fare is NT\$23. The bus departs from Hualien Station at 06:30 (except weekends), 09:00, and 17:50. For timetables and announcements, please refer to the [Hualien Bus Website](#).

##### 3.1.2 Traveling to Hualien by air

A. First, travel to Taipei Songshan Airport by bus.

B. Take a domestic flight from Taipei Songshan Airport to Hualien Airport.

C. Take a taxi to the University.

D. For ticket purchase and travel information, please refer to the websites of [Taipei Songshan Airport](#) and [Hualien Airport](#).



## 3.2 Mobile Phone Services and Prepaid SIM Cards

- 3.2.1 It's highly recommended that you apply for a student plan at Taoyuan International Airport. Present your passport and the letter of admission to any of onsite mobile phone service counters where pre-paid SIM cards are available for purchase. Those under 20 can use the authentication from the University in application for a prepaid card instead of obtaining a consent from a legal representative. For the info on the phone companies at Taoyuan Airport, see the [website](#).
- 3.2.2 Otherwise you would need a Taiwanese citizen as a guarantor should you decide to sign up for a student plan later at a phone company. You may check the Internet for more information.

Phone Companies	Contact Information
Chunghwa Telecom	0800-080-090 <a href="http://www.cht.com.tw/en/">http://www.cht.com.tw/en/</a>
Taiwan Mobile	0809-000-852 <a href="https://english.taiwanmobile.com/">https://english.taiwanmobile.com/</a>
FarEasTone	0800-035-550 <a href="https://www.fetnet.net/cs/Satellite/eCorporate/ecoHome">https://www.fetnet.net/cs/Satellite/eCorporate/ecoHome</a>

## 4. Campus Life

### 4.1 Rainwear and Schoolwear

Hualien is hot and humid in summer with abundant rainfall while it may be go down 10 degrees in winter. The average temperature is 23.5°C. It should also be noted that the prevalence of strong typhoons' wind gusts during July and August occasionally causes flooding. Therefore, special attention should be given to the weather reports regarding an imminent typhoon. People should remain indoors and be prepared for the typhoon.

#### 4.1.1 Insect repellent and personal medication

Mosquitoes are most prevalent between May and August. Mosquito bites may cause swelling and itching, or may trigger allergic reactions on the skin. Thus, it is strongly advised to wear a long-sleeved shirt and long pants to reduce skin exposure to the mosquitoes. Insect repellent can also be applied to exposed skin to repel mosquitoes for a period of time.

#### 4.1.2 Occasional earthquakes

Among the Milun, Rueyshui, and Yuli Faults, the Milun Fault cuts directly through Hualien City. The city also borders the north section of the Haiian Range Fault. Therefore, small-scale earthquakes frequently occur in and near the area. Students are urged to attend the earthquake response seminars arranged by the school to learn about earthquake safety and alleviate the worry of uncertainty.

#### 4.1.3 Dress code: uniform and undyed hair

In accordance with the University Act to regulate students' dress etiquette and conduct, the University aims to gradually shape students' habits, tidiness, and cleanliness and foster a natural, simple, proper, and refreshing character from the outside inward. On this account, the school subsidizes each newly-admitted student 50% of their uniform expenses; students on government or special project scholarships are fully subsidized. The Act stipulates that students shall not dye their hair to ensure student health and prevent harm that may derive from hair-dyeing. However, these regulations do not apply to perming, straightening, or hairstyles so as to provide students with a degree of freedom and allow them to exercise their aesthetic values. Students are required to wear uniforms during school hours on campus. Casual wear may be worn outside school hours. The University also provides high-quality secondhand school and sports uniforms. The shopping district around Hualien Station offers various stores for purchasing clothing.

#### 4.1.4 Meals [for students without scholarship]

The University encourages vegetarianism, and thus only vegetarian meals are served on campus. Breakfast meals cost NT\$25, and lunch/dinner meals are NT\$33. A small market and numerous conveniences stores also operate on Jianguo Road.

#### 4.1.5 Accommodation [for students without scholarship]

The University offers furnished accommodation in the price ranges of NT\$4,000 to NT\$5,500 per semester. Please refer to the Students Assistance Division Introduction [Website](#) for details, or the rent house search [website](#) for off-campus housing.

#### 4.1.6 Means of Transport

A. Cycling: International students may freely participate in the secondhand bicycle auctions to purchase a used bicycle as a means of transport in the university vicinity.

B. Applicants for a Taiwanese driver's examination must present their passport and ARC.

C. License exchanges & foreign licenses

■ Foreign license holders who wish to change into a Taiwanese driver's license should check their eligibility with the local motor vehicle office.

■ Holders of valid international license from [reciprocal countries](#) are permitted to legally drive in Taiwan for 30 days in accordance with relevant road traffic safety regulations.

Those intending to stay in Taiwan for 30 days or more should apply at the local motor vehicle office for a driving permit.

#### 4.1.7 Returning Home During Summer and Winter Vacation

International students who are to travel overseas during vacations shall notify the OICSE General Services Division and inspect your travel documents.

## 4.2 Things to Do After Arriving at School

### 4.2.1 Alien Residence Certificate (ARC) Application, Extension, and Exit-Entry Permit for Students from China

Foreign students who are eligible to study in Taiwan must apply for a relevant visa in their country before attending school in Taiwan. Once entering Taiwan, students shall apply for a long-term ARC within 15 days of arrival with a valid resident visa. For more information on regulations and procedures governing application, please refer to the [website](#) and the [admission handbook](#).

### 4.2.2 Savings and Banking

Foreign nationals under the age of 20 can freely open an account at Chunghwa Post Office though other bank accounts in Taiwan require a minor to present a consent form from a legal representative, attested by an overseas Taiwanese offices. At the age of 20 or more, you can visit any banks and Chunghwa Post Office to open accounts, apply for an ATM card, and even a credit card as long as you have a guarantor and complied with the financial audit criteria of the bank.

The University collaborates with the Hualien 2nd Credit Cooperative to offer on-site banking services every Tuesday and Friday from 15:00 to 15:30 pm at the Accounting Office, assisted by the commissioner. An ATM is available in the dormitory area. The nearest banking service is the post office, approximately 15 min on foot. Interbank withdrawals or transfers may incur a service fee depending on the bank account provider. To open a bank account, the student must personally present a valid passport, ARC, Student ID card, a corresponding name chop, and cash (Minimum unit of NT \$100 in Chunghwa Postal and Hualien 2nd Credit Cooperative; NT\$1,000 in other banks).

Most banks offer foreign currency exchange services at reasonable rates. The post office sells foreign currencies in US dollars, Hong Kong dollars, euros, Japanese yen, and RenMinBi Yuan. Or you may visit other nearby banks.

- **Post Office** No. 35, Sec. 1, Ji-an Rd., Yong-an Village, Ji-an Township, Hualien (03) 856-8217
- **Hualien 2nd Credit Cooperative** No.739, Jhongshan Rd., Hualien (03) 857-3661
- **Taiwan Cooperative Bank** No.371, Jhongshan Rd., Hualien (03) 835-0151
- **CTBC Bank** No.376, Jhongshan Rd., Hualien (03) 834-0566
- **Mega International Commercial Bank** No.26, Kung-yuan Rd., Hualien (03) 835-0191
- **Bank Of Taiwan** No.281, Linsen Rd., Hualien (03) 836-1163



### 4.3 Insurance & the National Health Insurance (NHI)

[for students without scholarship]

The Article 22 of the “Regulations Regarding International Students Undertaking Studies in Taiwan” requires that foreign students produce proof of at least six-month-long valid health insurance coverage with the certificate verified by an overseas Taiwanese offices before enrollment. Thus, foreign students who fail to present proof and haven’t joined the National Health Insurance (NHI) are requested to join the Cathay medical insurance policy for international students. The six months premium is NTD3,000.

In accordance with Article 1 and Article 9 of the NHI Act and Article 8 Paragraph 1 and Article 24 Paragraph 3 of the Enforcement Rules of the NHI Act, international students holding a valid ARC must join NHI on their behalf through the university or the local district office after staying for six consecutive months or having exited Taiwan once for fewer than 30 days with the actual period of stay amounting to six months after the number of days that he or she has been away from Taiwan is deducted. The NHI is mandatory with a monthly premium of NT\$749. Whoever qualifies for the NHI plan must join in or is subject to a fine of NT\$3,000 to NT\$15,000. Moreover, the overdue premiums starting from the date he or she should have been insured will be imposed and must be paid in full and in time. For further information, please refer to the [website](#).

### 4.4 Work Permits

International students that wish to work in Taiwan (both on- and off-campus) are required to apply for a work permit. **Students who are employed without a valid work permit are subject to a fine between NT\$30,000 to NT\$150,000.** Currently, work permits are not granted to Mainland China students and junior-college students in their first three years.


#### 4.4.1 Documents available in Electronic Forms for Work Permit Application

- A. Student ID card
- B. Valid passport
- C. ARC
- D. Original copy of postal remittance receipt for processing fee (NT\$100 per applicant)

Applicants shall transfer the payment to the following details.

Account name: 行政院勞工委員會職業訓練局聘僱許可收費專戶

Account number: 19058848



Alternatively, applicants can visit the Workforce Development Agency and pay the processing fee directly at the counter. Download [deposit slip](#).

E. [Consent Form](#)

F. [Manual](#) for online application

#### **4.4.2. Laws and Regulations: Validity Period, Penalties, and Work Visa Termination**

- Foreign students studying in Taiwan must satisfy the international student criteria stipulated in the International Students Undertaking Studies in Taiwan.
- In accordance with “Regulations on the Permission and Administration of the Employment of Foreign Workers,” international students must officially enroll in a school for 2 semesters or a language institute for 1 year to be eligible for a work permit.
- The maximum valid period for the work permit is 6 months. Work permits applied for in the first semester are valid until the March 31 in the following year. Work permits applied for in the second semester are valid until the September 30 of the same year.
- Excluding summer and winter vacations, work permit holders may only engage in a maximum of 20 hours of work per week.
- When failing to comply with the preceding item, the work permit shall be terminated by the Workforce Development Agency in accordance with the regulations stipulated in the Employment Service Act.
- Students who are employed without a valid work permit shall be subject to a fine between NT\$30,000 to NT\$150,000 in accordance with the regulations stipulated in the Employment Service Act.
- Students with valid work permits after suspension or withdrawal from the University must return their permits to the Student Assistance Division.

Please refer to the [Workforce Development Agency of the Ministry of Labor](#) for further information.

## 5. Internal and External Contacts

University Switchboard: 03-857-2158

### 5.1 THE OFFICE OF STUDENT AFFAIRS

Service Items	Service Window	Location	Ext.
Orientation Affairs	Students Assistance Division	Chu-Tsu Hall 1 <sup>st</sup> Floor (E104)	2317 2490
On-campus part-time work application			
Absence and conduct affairs			
Students parking permit application			
Accommodation affairs			
Leave of absence application			
Club activity affairs	Extracurricular Activities Division	Chu-Tsu Hall 1 <sup>st</sup> Floor (E103)	2342
Scholarship and grant application			2396
Volunteer work management			2397
Sports equipment rental	General Education Center Sports Section	Chu-Tsu Hall 1 <sup>st</sup> Floor (E102)	2356
On-campus medical assistance <small>*A general practitioner provides medical services on specific mornings. Students may book an appointment free of charge.</small>	Healthcare Center	Chu-Tsu Hall 1 <sup>st</sup> Floor (A104)	2313 2362
Student sexual abuse, sexual harassment, and sexual discrimination reporting	Office of Student Affairs	Chu-Tsu Hall 1 <sup>st</sup> Floor (E104)	2489
Student dispute services	Student Counseling Center	Chu-Hwei Hall 1 <sup>st</sup> Floor (A114)	2132

## 5.2 OFFICE OF ACADEMIC AFFAIRS

Service Items	Service Window	Location	Ext.
Transcript application	Registration Division *NT\$10/transcript	Chu-Hwei Hall 1 <sup>st</sup> Floor (A111)	2318 2366
Student ID replacement *Log onto the Student Information System and upload relevant documents. Download the required forms to be signed by a parent or guardian. Pay a processing fee of NT\$100 to the Office of Accounting and complete the application at the Registration Division.	Registration Division		
Suspension, reinstatement, and withdrawal application	Registration Division		
Course selection, course addition or withdrawal, and mid-term course withdrawal	Curriculum Division	Chu-Hwei Hall 1 <sup>st</sup> Floor (A111)	2432 2461

## 5.3 OTHER OFFICES

Service Items	Service Window	Location	Ext.
Exit-entry permit or visa info, airport pick-up service for international students, alien resident certificate(ARC),work permit, Health Insurance, National Health Insurance, emergency international contact	Office of International and Cross-Strait Education-- General Services Division	Chu- Hwei Hall 4 <sup>st</sup> Floor (A406-1)	2221
Tuition fee payment E-coupon recharge *Recharge services available on Tuesdays and Fridays. A minimum of NT\$500 must be recharged at one time.	Office of Accounting	Gan-En Hall 1 <sup>st</sup> Floor (D102)	2322
Online research, assignment and report processing, printing *Open between 8:10 and 21:00 on weekdays; operating hours for weekends and vacations shall be announced. *Students are given 100 print credits each semester.	Computer Room/Library	Shan-Chieh Hall 1 <sup>st</sup> Floor (C103; C104)	2276

## 5.4 DEPARTMENTS AND OTHERS

### 5.4.1 Extensions for Academic Departments

Department	Ext.
Department of Nursing	03-8572158 ext. 2345
Department of Health Administration	03-8572158 ext. 2368
Department of Marketing and Distribution Management	03-8572158 ext. 2415
Department of Information Technology and Management	03-8572158 ext. 2488
Department of Medical Imaging and Radiological Sciences	03-8572158 ext. 2378
Holistic Education Center	03-8572158 ext. 2399 or 2466

### 5.4.2 University Resources

School Security Hotline (24 hours)	03-8571463
Chu-Shan Hall (Dormitory 1)	03-8572158 ext. 3204 or 3299
Chu-Chen Hall (Dormitory 2)	03-8572158 ext. 3500 or 3501
Chu-Mei Hall (Dormitory 3)	03-8572158 ext. 3441 or 3442

### 5.4.3 List of Emergency Telephone Numbers

Police Report and Assistance Line	110
Emergency Medical Services	119
Mobile Emergency Hotline (for emergencies and in locations with poor reception)	112
Anti-Fraud and Internet Scam Hotline	165
Children and Women Protection Hotline (for domestic violence, child protection, sexual harassment; 24 hours)	113
Taiwan Lifeline International (24 hours)	1995
Suicide Prevention Hotline (free psychological consultation; 24 hours)	0800-788-995
Underage Pregnancy Hotline (free)	0800-257-085
Taiwan Tongzhi (LGBT) Hotline (Mondays, Thursdays, Fridays, Saturdays, and Sundays from 19:00 to 22:00)	02-23921970
Hualien Tzu Chi Hospital	03-856-1825