

The Office of the University Registrar (OUR) has put together the most frequently asked questions (FAQs) about the Second Semester AY 2019-2020 to help us navigate these extraordinary times brought about by the novel coronavirus (COVID-19). The answers are based on the BOR resolution on the UP System Policy on the Second Semester AY 2019-2020 in the time of COVID-19 dated 16 April 2020, OVPAA Memo No 2020-48 dated 14 April 2020, the OVPAA directive contained in Memorandum No OVPAA 2020-31 dated 9 March 2020, and existing OUR guidelines.

The OUR will continue to share answers to more of your questions as needed.

| TOPIC                      | CATEGORY  | QUESTION  | ANSWER   |
|----------------------------|---|---|--|
| ADJUSTED ACADEMIC CALENDAR | Adjusted Academic Calendar for Second Semester AY 2019-2020 | When will the adjusted academic calendar for Second Semester AY 2019-2020 be released?  | The adjusted academic calendar for Second Semester AY 2019-2020 was endorsed to the Office of the President for approval. We will post the adjusted calendar in the OUR website as soon as it is approved.   |
| ADJUSTED ACADEMIC CALENDAR | Last day of Class   | When is the last day of class for the Second Semester AY 2019-2020?   | The last day of class for the Second Semester AY 2019- 2020 is 30 April 2020. <b>Activities held after this date shall be for the purpose of enabling students to complete adjusted course requirements.</b><br>Faculty to use the period of 15-30 April 2020 to reach out to students: to discuss how the remainder of the semester will go about and disseminate the adjusted course requirements to all their students as the situation allows.   |
| ADJUSTED ACADEMIC CALENDAR | Re-opening of semester                                      | When is the “re-opening” of semester”?  | <i>01 May 2020 (but still awaiting *UP President's approval of adjusted academic calendar) * per BOR resolution on the UP System policy on the Second Semester AY 2019-2020 in the time of COVID-19 dated 16 April 2020, 3.2</i>   |
| ADJUSTED ACADEMIC CALENDAR | Closing of semester   | When is the “closing of semester”?  | <i>16 June 2020 (but still awaiting *UP President's approval of adjusted academic calendar) * per BOR resolution on the UP System policy on the Second Semester AY 2019-2020 in the time of COVID-19 dated 16 April 2020, 3.2</i>  |
| APPLICATION TO A PROGRAM   | Graduate Program Application                                | I wish to enroll in a graduate program. Where can I request for details on graduate program application and requirements?   | For graduate program application, please directly contact the college/unit offering the degree program for the specific requirements.<br>You may also read the General Information for Graduate Program Applicants here:<br><a href="https://our.upd.edu.ph/forms/GEN%20INFO%20GRAD.pdf">https://our.upd.edu.ph/forms/GEN%20INFO%20GRAD.pdf</a>  |
| APPLICATION TO A PROGRAM   | Associate in Arts Programs                                  | I am interested in your Associate in Arts programs. Are they accepting applicants and may I know the application details and requirements?  | Applicant must comply with the admission requirements of the college and pass the Admission Test administered by the college. This may be in the form of an Audition / Talent test / Written / Practical test & Interview. You have to apply to the respective colleges offering the Associate in Arts programs.<br>Below is a list of Associate in Arts programs (AAP) in UP Diliman.<br>College of Arts and Letters<br>- Associate in Arts (Malikhaing Pagsulat sa Filipino)<br>- Associate in Arts (Theatre)<br>College of Fine Arts<br>- Associate in Arts (Fine Arts) (Industrial Design)<br>- Associate in Arts (Fine Arts) (Visual Communication)<br>- Associate in Arts (Fine Arts) (Studio Arts)<br>College of Music<br>-Associate in Arts (Music)<br>College of Human Kinetics<br>- Associate in Arts (Sports Studies) |
| CLEARANCE AND GRADUATION   | University Clearance  | I am a First Semester 2019-2020 graduate, when can I apply for my University Clearance?<br>I am a Second Semester 2019-2020 graduate, when can I apply for my University Clearance? | Graduates of First and Second Semester AY 2019-2020 can start applying for university clearance after the BOR approves the list of candidates for graduation.  |

| TOPIC                    | CATEGORY  | QUESTION  | ANSWER   |
|--------------------------|---|---|--|
| CLEARANCE AND GRADUATION | Graduation  | I am scheduled to graduate this II AY 2019-2020. Will the current situation affect my chances of completing my degree program?  | No. The University is committed to supporting all student's academic progress and the completion of their degrees. Your chances of earning your degree will not be compromised.<br>Graduating students completing the requirements by *June 16, 2020 Second semester AY 2019-2020 ( <i>but still awaiting *UP President's approval of adjusted academic calendar</i> ) will be endorsed for graduation to the BOR when it meets in June or July 2020. On the other hand, graduating students with deferred grades at the end of second semester AY 2019-2020, who complete their requirements by May 31, 2021, will be endorsed for graduation to the BOR and will be deemed "graduated as of the Second Semester AY 2019-2020".   |
| CLEARANCE AND GRADUATION | Plans for Commencement  | What are the University's plans for Commencement?   | Graduation ceremonies are postponed to a more auspicious time.   |
| CRS MATTERS              | CRS Account   | I forgot my CRS account password, how can I recover it?   | You may visit <a href="https://accounts.upd.edu.ph/lostpass">https://accounts.upd.edu.ph/lostpass</a> to reset your password online. If this option doesn't work for you, you may email <a href="mailto:helpdesk@upd.edu.ph">helpdesk@upd.edu.ph</a> for assistance.   |
| CRS MATTERS              | UP Mail Account   | How can I request for a UP Mail account or how can I request to reset my UP Mail password?                                      | You may email <a href="mailto:helpdesk@up.edu.ph">helpdesk@up.edu.ph</a> for any UP Mail-related concerns.   |
| FACULTY CONCERNS         | Holding of Online Classes After 30 April 2020                       | Can faculty hold online classes after 30 April 2020?  | Online classes are discouraged but may be conducted for the limited purpose of levelling of expectations, clarifications, overall guidance and summation. Synchronous online meetings shall not impact grading and, to the extent possible, be recorded and disseminated for the benefit of all concerned student.   |
| FACULTY CONCERNS         | Completion of Requirements  | What does completion of requirements mean?  | Completion of course requirements, on the other hand, does not exclusively refer to final submission of requirements, but may also include class arrangements based on students' feedback and suggestions.   |
| FACULTY CONCERNS         | Drafting of Theses or Completion of Project During 15-30 April 2020 | Can faculty allow students to continue revising/drafting their thesis or making projects during the period of 15-30 April 2020? | Faculty may allow students to continue revising/drafting their thesis or making projects during the period of 15-30 April 2020 upon the students' request, without going to the University.  |
| FACULTY CONCERNS         | Grading Scheme  | What grades will the students who are enrolled in Second Semester 2019-2020 get?  | All students <b>who cannot continue</b> with the semester will get a <b>*deferred grade</b> after 30 April 2020. <i>*Deferred grade means non-submission or withholding of a grade until the adjusted course requirements are complied with.</i><br><b>**Students who opt to continue with the semester:</b> those with a passing status will get a numeric grade; those whose status is failing or incomplete will get a deferred grade and will have until 31 May 2021 to complete all adjusted course requirements.<br><b>(**There is a pending April 23, 2020 UPD EC approved application for exemption from the numeric grading system).</b><br>All students with deferred grade have until 31 May 2021 to complete the adjusted course requirements. By 31 May 2021, students who are unable to comply with the requirements for whatever reason, <b>whose status is failing or whose performance is unsatisfactory, the student will be given DRP (dropped).</b> The student may re-enroll the same course or equivalent subject in succeeding semesters.<br><b>No student shall be given a grade of 4.0, 5.0 or INC for courses in the II AY 2019-2020.</b> (*Section 6.1.4 of the BOR resolution implementing guidelines) |
| FACULTY CONCERNS         | Adjusted Course Requirements  | What is the definition of "adjusted course requirements"?   | Adjusted course requirements involve adjusted delivery and assessment of courses, as determined by the faculty, due to the disruption of the regular semestral schedule – ECQ, limited access to the internet among many students (and faculty in some cases), and the uncertainty regarding when classes can resume given the continuing threat of contagion, among others.   |

| TOPIC            | CATEGORY   | QUESTION   | ANSWER  |
|------------------|--|--|---|
| FACULTY CONCERNS | Faculty Members who are Unable to Perform Their Academic Function due to the Covid-19 Crisis                             | What will happen if faculty members are unable to perform their academic function due to the COVID-19 crisis?  | When faculty members are unable to perform their academic function due to the COVID- 19 crisis, their respective units, out of duty and compassion for the faculty members concerned and their students, shall ensure that those who comply with the adjusted requirements of the course are given a grade.   |
| FACULTY CONCERNS | Signatory of Grading Sheets  | Who will be the signatory of grading sheets should the original faculty members handling the courses can no longer function academically due to the COVID-19 crisis? | The unit will have to resolve this matter. Principle of team teaching may also be applied and the name of faculty who took over should be indicated in the FSR.   |
| FACULTY CONCERNS | Reopening or Continuation of Classes for Students who opt to Continue the Second Semester AY 2019-2020                   | Are faculty members required to continue or reopen a class even if there is only one (1) student opting to continue with the completion of their respective courses? | A faculty has to reopen or continue his/her class even if there is only one (1) student who wishes to continue fulfilling the requirements of the course.   |
| FACULTY CONCERNS | Comprehensive Examination  | Can comprehensive examinations be conducted after 30 April 2020?   | Comprehensive examinations are still set to continue, subject to appropriate arrangements in accordance with college/unit guidelines.<br>Conduct of qualifying or comprehensive examinations online may be done via Zoom or other video-conference tools, with faculty members observing students as they take their examinations remotely.   |
| FACULTY CONCERNS | Use of "Deferred grade"  | Why is "deferred grade" used instead of "INC" (incomplete)?  | *No student shall be given a grade of 4.0, 5.0 or INC for courses in the Second Semester AY 2019-2020. (*Section 6.1.4 of the BOR resolution implementing guidelines)<br>INC (incomplete) will be reflected in the student's Transcript of Records while the deferred grade would mean that the student will remain "without grade" (blank) until such time that he or she has completed all requirements of his/her course/s by 31 May 2021.   |
| FACULTY CONCERNS | Waiving of Undergraduate and Graduate Theses   | Can undergraduate (UG) and graduate (G) theses requirements be waived?   | UG and G theses requirement cannot be waived.   |
| FACULTY CONCERNS | Online Thesis Defense  | Can online thesis defense be allowed?  | Online thesis defense is allowed after 30 April 2020 with proper consultation with the concerned individuals and subject to appropriate arrangements in accordance with college/unit guidelines.  |
| INELIGIBILITIES  | Ineligibility - Entrance Credential/Request for extension of submission of entrance credentials (OTR,F137,PSA BC, etc.). | Can I still submit my entrance credentials? Will my ineligibility be cleared before the grades will be posted, since the sem is ending this 30 April 2020?           | Students may still submit all needed requirements. Ineligibility status will be lifted once OUR receives all the required documents on or before the next registration. Please note that such ineligibility does not affect grades submission.  |
| LOA /DROPPING    | LOA  | Can I still file for an LOA?   | LOA deadline is officially lifted, but you may still file LOA application through your CRS account. You can visit this LOA flowchart to guide you ( <a href="https://crs.upd.edu.ph/downloads/LOA_mechanics.pdf">https://crs.upd.edu.ph/downloads/LOA_mechanics.pdf</a> ). Please note however, that you cannot as of this time pay for your LOA application since the Cash Office is currently closed. You may pay for your LOA application later on once the ECQ is lifted and office operations go back to normalcy. |
| LOA /DROPPING    | LOA  | When is the new LOA deadline?  | Currently, no new LOA deadline has been set. The new deadline will be announced in subsequent memos.  |
| LOA /DROPPING    | LOA  | What will happen to my LOA application this second semester?   | If you have not yet paid, your LOA application is not valid   |

| TOPIC                                     | CATEGORY  | QUESTION   | ANSWER  |
|---|---|--|---|
| LOA /DROPPING                             | Dropping of Enrolled Courses and Re-enrolling Subjects Taken in Second Semester | Can students drop enrolled courses or re-enroll courses taken in Second Semester AY 2019-2020?   | Students may elect to drop at any time and re-enroll their courses or, when appropriate, re-enroll in alternative elective courses or equivalent courses in accordance with the curriculum of the concerned unit, in succeeding semesters.<br><br>Students who opt to drop shall inform their University Registrar through their Dean in writing of this choice at any time before 31 May 2021. The students shall be deemed dropped as of 31 May 2021 and allowed to re-enroll their courses or equivalent courses in the succeeding semesters |
| LOA /DROPPING                             | Dropping  | What will happen to my dropping application this second semester?  | If you have not yet paid, your dropping application is not valid  |
| LOA /DROPPING                             | Dropping  | When can I pay my dropping application?  | You may pay your dropping application once the ECQ is lifted and UPD offices go back to normal operations.  |
| REGISTRATION/SCHOLARSHIP /UNDERASSESSMENT | Iskolar ng Bayan Act  | I failed to apply in the UPCAT, but I know that Iskolar ng bayan (IB) is one of the ways to enter UP. How can I apply through IB? What are the requirements? | You may inquire at the Office of Scholarships and Grants (OSG) @ <a href="mailto:iskol@upd.edu.ph">iskol@upd.edu.ph</a>   |
| REGISTRATION/SCHOLARSHIP /UNDERASSESSMENT | Late Registration   | How can I settle my Unfinished Registration?   | 1. Make a letter of appeal for late registration/payment addressed to the University Registrar (for eligible of the Free Tuition Act) or addressed to the Chancellor (for other students) and have it endorsed by your college. 2. Email it to the OUR ( <a href="mailto:admin.our@upd.edu.ph">admin.our@upd.edu.ph</a> ) for verification, approval, and online assessment. Note: Printing of Form 5 and payment of fees (if applicable) will be done once the ECQ is lifted and UPD offices go back to normal operations.                     |
| REGISTRATION/SCHOLARSHIP /UNDERASSESSMENT | Change of Matriculation (CoM)   | How can I settle my unfinished CoM transaction?  | 1. Make a letter of appeal for late processing of CoM. 2. Have it endorsed by your college and submit to the OUR via email ( <a href="mailto:admin.our@upd.edu.ph">admin.our@upd.edu.ph</a> ) for verification, approval, and online assessment. 3. Attach the certificate of non-attendance (for cancelled subject/s) or certificate from the faculty in charge of the subject added. Note: The printing of the form will be done once the ECQ is lifted and UPD offices go back to normal operations.   |
| REGISTRATION/SCHOLARSHIP /UNDERASSESSMENT | Free Tuition  | How can I apply for an extension of free tuition?  | You may file your appeal for an extension of free tuition in your college. Application for an extension of free tuition is done every semester and only during the registration period.   |
| REGISTRATION/SCHOLARSHIP /UNDERASSESSMENT | Tuition Refund  | Who are qualified to apply for tuition refund?   | Students who cancelled their classes due to the following reasons: 1. Lack of pre-requisite; 2. Conflict of schedule; 3. Class Dissolved; and 4. Ill-advised.   |
| REGISTRATION/SCHOLARSHIP /UNDERASSESSMENT | Accountability-Underassessment/Unpaid Scholarship Bill                          | How can I pay my underassessment accountability and/or unpaid scholarship bill?  | 1. Get the notice of underassessment/unpaid scholarship bill at the OUR-Registration and Clearance Section (OUR-RCS); 2. Pay at the UPD Cash Office. 3. After payment, present the official receipt to OUR-RCS for proper recording and lifting of the accountability.  |
| REGISTRATION/SCHOLARSHIP /UNDERASSESSMENT | Free tuition fee  | Is this semester considered as part of the prescribed period for the availment of free tuition?  | Yes, since students will be given grades or marks this semester.  |
| RESIDENCE                                 | Readmission for Residence Enrollment  | How can I be readmitted from AWOL? I wish to enroll for residence this Second Semester AY 2019-2020.   | Firstly, you need to process your college readmission and then secure a university admission slip at OUR Admissions Section. Then, you may process your residence at your college.  |
| RESIDENCE                                 | Reckoning of Residence  | Is the Second Semester AY 2019-2020 included in the reckoning of residence?  | No. The Second Semester 2019-2020 is not included in the reckoning of residence.  |
| RESIDENCE                                 | Residence   | For students who are not officially enrolled in residence, do they still enroll for residence even if this II AY 2019-2020 is not counted?                   | Yes, they still need to enrol for residence this semester. While this II AY 2019-2020 will not be included in the reckoning or counting of years of residence of a student, but in the transcript, this semester will be blank if they do not enrol in residence.   |

| TOPIC                   | CATEGORY  | QUESTION   | ANSWER   |
|-------------------------|---|--|--|
| TRANSCRIPT/CERTIFICATES | Application for Transcript  | Can I apply for transcript online despite the lockdown?  | Yes. But the processing of your request will start once the suspension of office is lifted. In the meantime, you can download the application form at our.updiliman@up.edu.ph/tora.ph  |
| TRANSCRIPT/CERTIFICATES |   | I am expected to graduate this June 2020. Can I still request for an official transcript of records needed for medical school despite the lockdown?.   | The OUR has been following a work from home scheme since March 17, 2020. We cannot process your request at the moment. You may apply for a True Copy of Grades (TCG) instead while the official transcript is not yet available.   |
| TRANSCRIPT/CERTIFICATES | Follow up/ Status of Request for Transcript                       | I have applied for transcript on the first week of March 2020 and was issued a stub due for claiming. With the ECQ, how will I claim my transcript?  | The OUR has been following a work from home scheme since March 17, 2020. We currently do not have access to the data files outside UP Network. Therefore, we cannot check/verify the status of your request. Once we resume to normal operations, we will attend to your concern. You may also check the status of your request at upd.tr.status@gmail.com   |
| TRANSCRIPT/CERTIFICATES | Request for Digital TOR   | Is it possible to receive a digital copy of my transcript/certificate of graduation (COG) as proof that I graduated from UP Diliman.   | No. The OUR does not issue a digital copy of transcript/COG.   |
| TRANSCRIPT/CERTIFICATES | Request for digital TOR   | I am applying for a scholarship in a foreign university. Is it possible for the OUR to send the transcript directly to the institution/university abroad?  | Yes. 1. Download the application form at our.upd@up.edu.ph/tora.php 2. Send a scanned copy of the completed/signed form together with your passport/ID. Then follow the instructions stated at our.upd.edu.ph/faqtor.php (mailing for foreign application).  |
| TRANSCRIPT/CERTIFICATES | Scanned copy of TOR/COG   | Can OUR authenticate a scanned copy of my TOR/COG ?  | 1. The scanned copy will have to be authenticated by checking/comparing it against the file copy at the OUR Transcript Section. You may pay the authentication fee of P100 at any Landbank of the Phils branch. (please refer to the payment instruction at our.upd.edu.ph/faqtor.php). 2. Upon receipt of your proof of payment, we will scan and email said authenticated document/s to the receiving institution.                           |
| TRANSCRIPT/CERTIFICATES | Certificate of Medium of Instruction                              | The foreign university where I am applying for a scholarship requires a Certificate of English as a Medium of Instruction. Do you issue this kind of certificate?  | Yes. 1. Download the application form at our.upd.edu.ph/tora.php (Click the TOR application). 2. Send the completed/signed form together with your passport/ID. Please don't forget to indicate the purpose of your application.   |
| TRANSFERING/SHIFTING    | Application for Transfer (from other UP Constituent Universities) | I'm a student from another UP Unit (e.g. UPM, UPB) planning to transfer to UP Diliman. Where can I see the details of application requirements and schedule for transferees from other UP units? Where can I view the updated version of the PRIMER? | For transfer application from another UP Constituent university, please directly inquire to the College offering the program of your choice.<br>General requirements:<br>- have earned at least 30 academic units from your mother unit<br>- meet the specific requirements of the program<br>You may also visit our website <a href="https://our.upd.edu.ph">https://our.upd.edu.ph</a> from time to time for updates on the PRIMER 2020-2021 |
| TRANSFERING/SHIFTING    | Shifting Application  | I am a student of UP Diliman, where can I see the guidelines on shifting application and requirements?   | For shifting application, please directly inquire to the college offering the program of your choice.<br>General requirements:<br>- have earned at least 30 academic units from your mother unit<br>- meet the specific requirements of the program<br>You may also visit our website <a href="https://our.upd.edu.ph">https://our.upd.edu.ph</a> from time to time for updates on the PRIMER 2020-2021  |

| TOPIC                | CATEGORY   | QUESTION  | ANSWER  |
|----------------------|--|---|---|
| TRANSFERING/SHIFTING | Application for Second Degree/Transfer (from Other Schools and Universities)     | I would like to inquire about transfer/second degree procedures and requirements, given the current situation of the country, when will UP be able to release the guidelines about this?                                      | You may visit our website <a href="https://our.upd.edu.ph">https://our.upd.edu.ph</a> from time to time for updates on the PRIMER AY 2020-2021 and the period for application.<br>Minimum requirements:<br>Must have earned at least 33 academic units or more in another university;<br>Must have a GWA of at least 2.00 or higher;<br>Must meet the requirements of the degree program he/she is applying for;<br>Documents to be submitted:<br>Application Form<br>True Copy of Grades (TCG) with signature of the registrar<br>Transcript of Records with date of graduation for second degree applicants<br>Additional required documents for applicants graduating from a Certificate/Associate/Diploma - a) Certificate of Government Recognition b) Certificate of Ladderized Program c) Diploma /OTR with date of graduation |
| TRANSFERING/SHIFTING | Application for Transfer (submission of requirements)                            | I tried to submit all required documents online to the OUR Admissions office ( <a href="mailto:admission.our@up.edu.ph">admission.our@up.edu.ph</a> ) but my email bounced back. I might miss the deadline. What should I do? | Send your email (with attachments) to <a href="mailto:our.diliman@up.edu.ph">our.diliman@up.edu.ph</a> instead.   |
| UNITS EARNED         | Units Earned From Courses Enrolled and Completed in Second Semester AY 2019-2020 | Are units from courses enrolled and completed in Second Semester AY 2019-2020 considered earned units?  | Yes   |