STUDENT HANDBOOK
FOR ACADEMIC YEAR 2014-15
The content of this handbook is updated from time to time. An updated version is shared to all students in the Google Drive (Google Apps) and in the USJ website under Office for Student Affairs (OSA).
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Dear students,

This handbook aims to help you to navigate across policies and procedures at USJ. We have put together the academic information, rules and policies, and other regulations in this handbook which we believe will be important for USJ students. We also integrated the campus facilities, various academic support resources and scholarships which can enhance your academic experience and assist you in times of need or difficulty.

All students are responsible to familiarize themselves with the contents of this handbook, hence you are encouraged to abide and bear in mind all the policies keenly.

Although we have made the most effort to publish this Handbook in an accurate and complete state on the date published, the information are subjected to amendment and/or corrections. All updates will be uploaded in the USJ email under the Google document/drive tab and we will share the updates of this Handbook to all of you, should there be any.

Best wishes! May you have a wonderful and fruitful time in our University. Welcome to the University of Saint Joseph!

Office for Student Affairs
**Rector’s Message**

*USJ represents Catholic education at its highest, university level.*

Our university inherits the longstanding tradition of Catholic humanistic education in Macau, which extended beyond the confines of China to all East and South-East Asia, and the islands of Oceania.

Using English as a medium and teaching Chinese and Portuguese as languages to be known by all, USJ sets the stage for its international staff and multinational student-body. In our academy, East and West carry on the centuries-old dialogue through which Macau acquired its unique identity.

Close links to the Catholic University of Portugal and to Catholic universities in Angola, Brazil and Mozambique, set us in the privileged position of being able to contribute to Macau’s present calling as a bridge between Portuguese-speaking countries.

Our study programs provide students with the essentials of their major field of knowledge, but include modules to broaden their outlook on the world and stimulate creative thinking. We care for the competence of our graduates in their future professions, but our privilege and mission is to introduce them to a university environment where they learn to analyze, question, evaluate and decide in the context of consciously assimilated values and culture.

We are committed to improving the quality of our academic life in the light of suggestions from staff, students and society, to better serve higher education in China and Macau.

*Fr. Peter Stilwell*

**Rector**
Calendar for Daytime Pre-University and Bachelor Programmes

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**August**
- 8: Deadline for first installment of tuition payment for 2014-15 intake students
- 11-29: First installment of tuition fees for returning students

**September**
- 2-3: Student Orientation
- 9: The day following Chong Chao (Mid-Autumn Festival)
- 10: First day of Fall semester’s class
- 17: Mass of the Opening of the school year
- 27: Graduation Congregation

**October**
- 1: National Day of the People’s Republic of China
- 2: The day following National Day of the People’s Republic of China / Chong Yeung Festival (Festival of Ancestors)
- 3: Special Grant for exempt from work by the Chief Executive on 21/02/2013

**November**
- 2: All Soul’s Day
- 3: Special Grant for exempt from work by the Chief Executive on 21/02/2013

**December**
- 8: Feast of Immaculate Conception
- 19: Pre-Christmas Mass
- 20: Macao SAR Establishment Day
- 22: Winter Solstice
- 23: Special grant for exempt from work by the Chief Executive on 21/02/2013
- 24: Christmas Eve
- 25: Christmas Day
- 31: Special grant for exempt from work by the Chief Executive on 21/02/2013

20/12/2014 - 18/1/2015 Semester break
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#### August

- **8**: Deadline for first installment of tuition payment for 2014-15 intake students
- **11-29**: First installment of tuition fees for returning students

#### September

- **2-3**: Student Orientation
- **9**: The day following Chong Chao (Mid-Autumn Festival)
- **10**: First day of Fall semester’s class
- **17**: Mass of the Opening of the school year
- **27**: Graduation Congregation

#### October

- **1**: National Day of the People’s Republic of China
- **2**: The day following National Day of the People’s Republic of China / Chong Yeung Festival (Festival of Ancestors)
- **3**: Special Grant for exempt from work by the Chief Executive on 21/02/2013

#### November

- **2**: All Soul’s Day
- **3**: Special Grant for exempt from work by the Chief Executive on 21/02/2013

#### December

- **8**: Feast of Immaculate Conception
- **19**: Pre-Christmas Mass
- **20**: Macao SAR Establishment Day
- **22**: Winter Solstice
- **23**: Special grant for exempt from work by the Chief Executive on 21/02/2013
- **24**: Christmas Eve
- **25**: Christmas Day
- **31**: Special grant for exempt from work by the Chief Executive on 21/02/2013

- **20/12/2014 - 18/1/2015**: Semester break
# ACADEMIC CALENDAR AND HOLIDAYS 2014-2015

## January
- **1** New Year's Day
- **9** Deadline for second installment of tuition payment for returning and 2014-2015 intake students
- **19** First day of Spring semester's classes

## February
- **7** Open day
- **18** Special Grant for exempt from work by the Chief Executive on 21/02/2013
- **19-21** First, second and third days of the Lunar New Year
- **23** Deadline for second installment of tuition payment for returning and 2014-2015 intake students
- **19/2 - 1/3** Lunar New Year Recess

## March
- **18** St. Joseph Mass
- **25-26** Language week
- **27** Career Day
- **29/3 - 7/4** Easter Recess

## April
- **3** Good Friday
- **4** The Day before Easter
- **5** Easter/Ching Ming Festival
- **6 & 7** Special Grant for exempt from work by the Chief Executive on 21/02/2013
- **8** Easter Mass
- **20/4 - 31/5** Annual Registration for 2015-16 Academic Year

## May
- **1** Labour Day
- **16** 2015-2016 Admissions Exam
- **25** The Buddha's Birthday (Feast of Buddha)

## June
- **20** Tung Ng Festival (Dragon Boat Festival)
- **22** Special Grant for exempt from work by the Chief Executive on 21/02/2013
- **30** Deposit payment deadline for returning students in 2015-16 Academic Year

Exam period - Special Exam Season for students that register for Exam in May or June only.
# Calendar for Master and Doctoral Programmes

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## August
- **8**  Deadline for first instalment of tuition payments for 2014-2015 intake students
- **11-29**  First installment of tuition fees

## September
- **1**  First day of classes
- **9**  The day following Chong Chao (Mid-Autumn Festival)
- **17**  Mass of the Opening of the school year
- **27**  Graduation Congregation
- **30**  Deadline to submit PhD report to supervisors (phrase 2 students)

## October
- **1**  National Day of the People’s Republic of China
- **2**  The day following National Day of the People’s Republic of China / Chong Yeung Festival (Festival of Ancestors)
- **3**  Special Grant for exempt from work by the Chief Executive on 21/02/2013

## November
- **2**  All Soul’s Day
- **3**  Special Grant for exempt from work by the Chief Executive on 21/02/2013

## December
- **8**  Feast of Immaculate Conception
- **19**  Pre-Christmas Mass
- **20**  Macao SAR Establishment Day
- **22**  Winter Solstice
- **23**  Special grant for exempt from work by the Chief Executive on 21/02/2013
- **24**  Christmas Eve
- **25**  Christmas Day
- **31**  Special grant for exempt from work by the Chief Executive on 21/02/2013

20/12/2014 - 1/1/2015  Christmas Recess
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Public Holidays

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University of Saint Joseph Directory
Organisation Chart
## Useful Contact List

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<tr>
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<th>Position/Department</th>
<th>Email*</th>
<th>Contact Number</th>
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<td><strong>SENIOR MANAGEMENT</strong></td>
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<tr>
<td>Prof. Fr. Peter Stilwell</td>
<td>Rector</td>
<td>peter.stilwell</td>
<td>8796 4444</td>
<td>NAPE 1</td>
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<tr>
<td>Prof. Maria Antónia Espadinha</td>
<td>Vice-Rector</td>
<td>maespadinha</td>
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<tr>
<td>Prof. Vincent Yang</td>
<td>Pro-Rector</td>
<td>vcyang</td>
<td>8796 4507</td>
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<tr>
<td>Dr. Susana Mieiro</td>
<td>Administrator</td>
<td>susana.mieiro</td>
<td>8796 4422</td>
<td>NAPE 1</td>
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<tr>
<td>Dr. Ricardo Rato</td>
<td>Registrar</td>
<td>ricardo.rato</td>
<td>8796 4426</td>
<td>NAPE 1</td>
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<tr>
<td><strong>DEANS (Dean’s Office)</strong></td>
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<tr>
<td>Prof. Arnold Monera</td>
<td>Religious Studies</td>
<td>atmonera</td>
<td></td>
<td>Seminary</td>
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<tr>
<td>Prof. Lucie Bernier</td>
<td>Humanities</td>
<td>lucie.bernier</td>
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<tr>
<td>Prof. Jose Alves</td>
<td>Administrative and Leadership</td>
<td>jose.alves</td>
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<tr>
<td>Prof. Ana Correia</td>
<td>Psychology &amp;-Education</td>
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<tr>
<td>Prof. Alvaro Barbosa</td>
<td>Creative Industries</td>
<td>abarbosa</td>
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<tr>
<td>Prof. David Goncalves</td>
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<td>david.goncalves</td>
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<td>Prof. Vera Borges</td>
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<tr>
<td>Prof. Harry Xia</td>
<td>Business Administration (Master)</td>
<td>harry.xia</td>
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<td>Prof. Emilie Tran</td>
<td>Government Studies</td>
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<tr>
<td>Prof. Jacky Ho</td>
<td>Social Work</td>
<td>jackyho</td>
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<td>Prof. Ana Correia</td>
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**Please note that all emails above end with the domain ‘usj.edu.mo’.”
<table>
<thead>
<tr>
<th>Name</th>
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<th>Email*</th>
<th>Contact Number</th>
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<tbody>
<tr>
<td>Prof. Andrew Found</td>
<td>Psychology</td>
<td>andrew_found</td>
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<td>Seminary</td>
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<tr>
<td>Prof. Isabel Tchiang</td>
<td>Education (Post-Graduate Diploma)</td>
<td>isabel.tchiang</td>
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<tr>
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<td>Music</td>
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<tr>
<td>Prof. Jose Simoes</td>
<td>Communication and Media</td>
<td>jmsimoes</td>
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<tr>
<td>Prof. Thomas Daniell</td>
<td>Architecture and Design</td>
<td>thomas.daniell</td>
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<tr>
<td>Prof. David Goncalves</td>
<td>PhD Coordinator</td>
<td>david.goncalves</td>
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<tr>
<td>Prof. Samuel Kio</td>
<td>Pre-University</td>
<td>kiosamuel</td>
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<td>NAPE 3</td>
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*Please note that all emails above end with the domain ‘usj.edu.mo’.

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<th>Name</th>
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<tbody>
<tr>
<td>Rector’s Office</td>
<td>8796 4437</td>
<td><a href="mailto:rec@usj.edu.mo">rec@usj.edu.mo</a></td>
<td>NAPE 1</td>
</tr>
<tr>
<td>Academic Affairs Office</td>
<td>8796 4438</td>
<td><a href="mailto:aao@usj.edu.mo">aao@usj.edu.mo</a></td>
<td>NAPE 1</td>
</tr>
<tr>
<td>Academic Records Office</td>
<td>8796 4408/410</td>
<td><a href="mailto:acadrecords@usj.edu.mo">acadrecords@usj.edu.mo</a></td>
<td>NAPE 1</td>
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<tr>
<td>Accounting Office</td>
<td>8796 4416/421</td>
<td><a href="mailto:accounting@usj.edu.mo">accounting@usj.edu.mo</a></td>
<td>NAPE 1</td>
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<tr>
<td>Admissions Office</td>
<td>8796 4455/465</td>
<td><a href="mailto:admissions@usj.edu.mo">admissions@usj.edu.mo</a></td>
<td>NAPE 1</td>
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<tr>
<td>Internship and Career Office</td>
<td>8796 4489/490</td>
<td><a href="mailto:careercentre@usj.edu.mo">careercentre@usj.edu.mo</a></td>
<td>NAPE 1</td>
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<tr>
<td>IT Technology Office</td>
<td>8796 4555</td>
<td><a href="mailto:itsupport@usj.edu.mo">itsupport@usj.edu.mo</a></td>
<td>NAPE 1</td>
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<tr>
<td>Library</td>
<td>8796 4504</td>
<td><a href="mailto:library@usj.edu.mo">library@usj.edu.mo</a></td>
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<tr>
<td>Central Service Office</td>
<td>8796 4400</td>
<td><a href="mailto:mainoffice@usj.edu.mo">mainoffice@usj.edu.mo</a></td>
<td>NAPE 1</td>
</tr>
<tr>
<td>Office for Student Affairs</td>
<td>8796 5701 (Seminary) 8796 4411 (NAPE1)</td>
<td><a href="mailto:studentaffairs@usj.edu.mo">studentaffairs@usj.edu.mo</a></td>
<td>Sem/NAPE 1</td>
</tr>
<tr>
<td>International Relations</td>
<td>8796 4440</td>
<td><a href="mailto:international@usj.edu.mo">international@usj.edu.mo</a></td>
<td>NAPE 1</td>
</tr>
<tr>
<td>University Chaplain</td>
<td>6284 3079</td>
<td><a href="mailto:jarvis.sy@usj.edu.mo">jarvis.sy@usj.edu.mo</a></td>
<td>NAPE 3</td>
</tr>
<tr>
<td>University Residence Office</td>
<td>8796 4441</td>
<td><a href="mailto:uro@usj.edu.mo">uro@usj.edu.mo</a></td>
<td>NAPE 1</td>
</tr>
</tbody>
</table>
Faculty locations

<table>
<thead>
<tr>
<th>FACULTY</th>
<th>FACULTY OFFICE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Religious Studies</td>
<td>Seminary</td>
</tr>
<tr>
<td>Humanities</td>
<td>NAPE 3</td>
</tr>
<tr>
<td>Administration and Leadership</td>
<td>NAPE 3</td>
</tr>
<tr>
<td>Psychology and Education</td>
<td>Seminary</td>
</tr>
<tr>
<td>Creative Industries</td>
<td>NAPE 1</td>
</tr>
<tr>
<td>Institute of Science and Environment</td>
<td>NAPE 1</td>
</tr>
</tbody>
</table>

Campus addresses

**NAPE 1** (3rd floor; classrooms starting with letter “A” and “B”)
Address: NAPE Rua de Londres, 16 Macau
地址: 澳門外港新填海區 倫敦街16號 聖若瑟大學

**NAPE 3** (9th floor; classrooms starting with letter “D”)
Address: Al. Dr. Carlos D’Assumpcao, no.336-342, Cheng Feng, Commercial Center, 9th floor, Macau
地址: 澳門皇朝誠豐商業中心 9字樓全層

**SEMINARY 1** (1st and 2nd floor; classrooms starting with letter “E”)
Address: 5 Largo de Sto. Agostinho, St. Joseph’s Seminary, Macau
地址: 澳門岡頂前地5號聖若瑟修院

**SEMINARY 2** (3rd floor; classrooms starting with letter “C”)
Address: 5 Largo de Sto. Agostinho, St. Joseph’s Seminary, Macau
地址: 澳門岡頂前地5號聖若瑟修院
USJ Maps

NAPE 1
NAPE 3

![Diagram of NAPE 3](image-url)
SEMINARY 2

Playground for CDSJ's High School

Garden

Seminary 1

Garden

Seminary 2

Office

Math Room

C01 C02

C03 C04

ROOFTOP
Teaching and Learning

A variety of learning methods and activities must be used to cater various learning styles. Thus, research workshops, seminars, project-based work, activity-based learning (‘learning by doing’) and collaborative learning, as well as lectures, are employed.

Emphasis is placed on active, interactive, collaborative and concept-based learning. Lectures are complemented by research activities and practical application of the material studied. Many opportunities are to be deliberately provided to exchange ideas and readings with other members of the group, towards clarification and application. These learning strategies are to break the familiar pattern based solely on lectures and readings.

It is envisaged that, by having differing membership of discussion groups during the different parts of the course, students benefit from the insights and contributions of others in addressing the relevant issues.

Assessment methods in each module must be varied and frequent so that all students have the opportunity to show their strengths and receive timely feedback from the teacher.

Student Representation and Involvement

Students’ views are taken very seriously on the courses, and there are formal and informal ways of hearing and exchanging their views and concerns. Feedback from students into the course is gained in two ways. Firstly, student evaluations of each module are routinely undertaken at the end of each module. This is through a link that Students can find in their MyUSJ Platform and they can rate their instructor and send their feedback regarding the module. Secondly, students are asked to write course evaluations of the whole program for the purpose of monitoring and improving the programs that we render.

Student Representative for Pedagogical Council meeting

Student representatives from each major are elected/invited to participate in the Pedagogical Council. The functions of the Pedagogical Council are:

1. To improve the quality of teaching, mainly through collecting and reviewing suggestions on the style of teaching and learning and the applicability of the course.
2. To submit proposal in regard to purchasing teaching materials/equipment, books or audiovisual.
3. To provide assistance on organizing study plan in order to prevent any loophole or overlapping.
4. To provide suggestion regarding the schedule of class and the arrangement of examination.
5. To draft the internal regulations and submit it to the rector for examination and approval.

**Rights of Students**

According to Article 36 of USJ statutes, students are entitled to the following privileges:

1. Attend the classes, participate in the seminars and submit assignments;
2. Obtain from USJ a human, scientific and technical preparation of quality;
3. Obtain from the faculty members a high-level education and to have their knowledge assessed properly;
4. Exercise the right of representation within the scope of these statutes;
5. Make petitions and complaints to the USJ bodies and its academic units;
6. Appeal to the competent hierarchic superior, or the bodies with powers of supervision;
7. Use the university libraries and the other work instruments;
8. Be entitled to the privileges and funding in accordance with these statutes;
9. Promote activities linked to special interest of university life

**Students’ Duties**

According to Article 37 of USJ statues:

1. Students’ duties include:
   a. Respect USJ’s founding principles;
   b. Try to profit from the teaching provided;
   c. Comply with the university regulations, especially those concerning attending classes, performing academic duties and paying the fees and tuition fees to USJ;
   d. Comply with the imposed disciplines, especially refraining from the practice of acts that could disturb the order, be offensive of the good morals, or show disrespect for the university bodies, the faculty members, the researchers, the technicians and other USJ personnel;
   e. Contribute to maintaining the prestige and the reputation of USJ;
   f. Participate in USJ’s ceremonies;
   g. Care USJ’s property;
h. Cooperate with University bodies to achieve USJ’s objectives;

i. Attend the meeting of the collective decision-making body, in which they are members;

j. Inform the Secretariat their addresses and comply with the other obligations derived from this statues and USJ’s internal regulations.

2. Except for the cases provided in the items c) and d) of Paragraph 1 in Article 31 and the possibility of adopting special systems, the teaching provided in USJ is in attendance system.

Rules and Regulations for Study

General Provisions

Students must observe and comply with all the rules and regulations of the university. The information provided in this section summarizes key information that may be useful to undergraduate students. Students are however recommended to read through the university’s academic regulations, available here: http://www.usj.edu.mo/en/students/handbook-regulations/. All information listed here is accurate at the time of publication. It may however be subject to changes. Please check your USJ email regularly for updates.

Academic Year, Semester and Working Day

The academic year starts in September each year and ends in August of the following year. The academic year is divided into three periods. The Fall Semester starts normally in September and the Spring Semester starts in January or February each year, as announced early on the Academic Calendar. A Summer Semester may be organized in July and August each year, during which examinations, short-courses and other academic activities may be organized. Academic activities take place normally from Monday to Fridays, even though some programmes may include activities also on Saturdays. No academic activities are scheduled on Sundays or public holidays.

Year of Studies – Bachelor Students

Student’s Year of Studies is determined by the accumulated number of credits completed, according to the University’s academic regulations (Article 13, number 3). Students who complete less than 80% of the accumulated credits of their respective year will not be allowed to progress into a subsequent year.
This policy aims to ensure that students progress in their studies in accordance with their academic performance. Retained students will be enrolled in all modules they did not complete previously in their current Year of Studies. They will not be enrolled in modules from previous years (for example a student retained in Year 2 will be enrolled in all Year 2 modules, but not in any modules from Year 1 s/he failed previously). Thus, students must use the Add & Swap system to add any modules they failed in earlier years of study, or for which they were not automatically enrolled. In specific cases, retained students may also be allowed to add modules from subsequent Years of study, whenever their credit load is considered low. The request to add modules from subsequent Years of Study (e.g. a Year 2 student adding a Year 3 module) must be made at the Academic Records Office, through a Special Request Form, and is subject to the approval of the respective Coordinator. Should you have any queries related with this policy please do not hesitate to contact the University’s Academic Records Office.

Class Attendance and Leave of Absence

Attendance and Punctuality

Attendance and active participation in the classroom activities is an important part of the educational experience offered at USJ. The sharing of ideas and experiences are crucial for effective learning, and scheduled classes at USJ are designed to invite discussion and cooperative learning. Thus, students at USJ are expected to attend all classes on time for each scheduled session and to remain actively engaged in the class activities throughout the whole duration of the session.

Students who fail to attend at least 2/3 of the scheduled sessions of a specific module are not eligible to receive a passing grade. Should a student have a medical or other justified reason for being absent from a specific session, s/he should inform the respective Lecturer in advance and, at the same time, submit the supporting documents at the Academic Records Office, enclosed to a Special Request Form. In the case of justified absences, students may be given additional opportunities to compensate for missed sessions, assignments and/or examinations, based on the consideration of the respective Lecturer.

Policy

Lecturers keep attendance records of each session through MyUSJ. Students who fail to meet the attendance requirements (as stated in the specific course syllabus or, in case of omission, in the university’s academic regulations) are not eligible to pass the respective module. Even though specific Modules may require a higher proportion of attendance, at the very minimum
students are required to attend two-thirds of the scheduled sessions in order to be able to receive a passing grade for the respective Module.

Arriving late and/or leaving early from a class unjustifiably, as well as failure to actively engage in a class, may provide grounds for the Lecturer to consider a specific student absent from class.

**Penalty**

Students who fail to meet the attendance requirements of their respective classes automatically fail the module. The repetition of a module or the participation in an exam is subject to a fee, according to the tuition fee schedule at the time.

Students with chronic poor attendance may also be called for an interview by the respective Coordinator and/or by a representative of the Office for Student Affairs and, ultimately, may be required to withdraw from the University, according to the University’s academic regulations.

**Planned Absences**

There may be cases where a student knows s/he will not be able to attend the required number of classes for a course. In these cases, the student must discuss the situation with the respective Lecturer BEFORE THE FIRST CLASS, to decide whether some alternative arrangement can be made. Supporting evidence showing the serious and special nature of the situation must be provided in all such cases.

**Absences that cannot be Planned**

There may be cases where a student cannot meet the attendance requirement. As soon as this situation is known, the student should discuss it with the respective lecturer and explain why s/he cannot meet the attendance requirements. Supporting evidence showing the serious and special nature of the situation must be provided in all such cases.

**Absence for Medical Reasons**

Students wishing to have their absences justified due to medical reasons must do one of the following:

1. If the absence is for less than 5 consecutive days, students should approach the respective lecturer(s) directly. The respective lecturer(s) can decide whether the student’s absence can be considered justified and whether any requests to
compensate their absences should be entertained.

2. If the absence is for more than 5 consecutive days, students are required to submit the following documents to the Academic Records Office as soon as they are able to return to university:
   a. Evidence (e.g. original copy of medical certificate)
   b. Special Request Form indicating the reason and the period for absence

The documentation will be reviewed and a decision made by the Registrar as to whether the absences can be considered justified.

Please note that even though failure to attend classes or examinations due to medical reasons may be considered justified, the university has no obligation to repeat any scheduled class, exam or activity or to provide additional opportunities for the student to compensate the missed activities. A reasonable effort will be made to accommodate these cases whenever possible, but there are no guarantees and it is possible that students in these situations may fail the respective modules and be required to re-enroll.

**Faculty Attendance**

Whenever a Lecturer is late for 15 minutes the respective class is automatically dismissed. A student representative is however required to report the case to the Academic Affairs Office.

**Missing Examinations, or not Submitting Coursework on Time**

If a student has strong, approved and documented, reasons for missing an examination or not completing the required coursework on time, he or she may be given an additional opportunity to compensate for the missed assignment or exam, according to the decision of the respective Lecturer. Whenever possible, such arrangements should be made prior to the examination.

**The Consequences of Non-Attendance or Non-Submission**

Students who do not attend the required assessment automatically fail the module.

Students failing a module for non-attendance or failure to submit assessment must make it up by repeating the course when it is next run (usually in the following year). Students must pay additional tuition to retake the course, according to the current tuition fee schedule in force.
**Special Arrangements**

In exceptional circumstances, special arrangements may be made to cover situations where students cannot attend classes or fail to submit assessment. In all cases these special arrangements must be agreed with the respective Lecturer and formally approved by the respective Coordinator and/or Dean. Private, unofficial arrangements between students and the respective Lecturer are not permitted. Whenever special arrangements are agreed upon, this agreement must be approved before the last class of the respective module. After the last session, no further requests for special arrangements will be entertained.

**Suspensions of Classes**

For more information, please refer to “Inclement weather/Class Cancellations in the Appendix.

**Examinations**

The University organises an exam season each year. The exam season provides an opportunity for students to try to pass a previously failed module or to improve the original grade.

The exam period as well as the process for registration is announced yearly through the university’s email.

Only students that previously enrolled in a module and met the minimum attendance requirement are eligible to be admitted to exam, subject to a decision from the respective Dean of Faculty and the payment of an exam fee. The university reserves the right to the final decision on whether or not to offer exams for specific modules each year.

For more information on the exam policy please refer to the Admissions to Exam information, available here: https://my.usj.edu.mo/forms or contact the university’s Academic Records Office.

**Make-up Examinations**

Students graded as INC (Incomplete) may be requested by the respective Lecturer to complete an additional written assignment or exam in order to convert the Incomplete grade into a permanent grade. These “make-up examinations” are set directly by the module’s Lecturer and must be sent and graded within one month of the publication of the original Incomplete grade. After this one-month period, the Incomplete grade is automatically converted into an “F”.

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**ACADEMIC INFORMATION**

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34 | UNIVERSITY OF SAINT JOSEPH
Policy on Languages

CEFR and Language Marks

The Common European Framework of Reference for Languages (hereafter CEFR) is divided into proficiency levels, whose main aim is to unify and replace the several national language scales. Therefore, students will only obtain a numeric mark (0-20) in their language modules but also one of the proficiency levels of the CEFR, which is organized mainly in Europe and in the growing number of countries that have started to apply it.

Students can see on the table below the amount of hours of exposure to the language needed in order to fulfill the aims of each CEFR level:

<table>
<thead>
<tr>
<th>CEFR Level</th>
<th>Amount of hours (approx.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A1</td>
<td>90-100</td>
</tr>
<tr>
<td>A2</td>
<td>180-200</td>
</tr>
<tr>
<td>B1</td>
<td>350-400</td>
</tr>
<tr>
<td>B2</td>
<td>500-600</td>
</tr>
<tr>
<td>C1</td>
<td>700-800</td>
</tr>
<tr>
<td>C2</td>
<td>1000-1200</td>
</tr>
</tbody>
</table>

Please note that this amount of hours is not limited to in-class work. They involve a lot of self-study as well.

Based on the CEFR, the marks will be given taken into consideration, for instance, a low A2 (=A2.1) and a high A2 (=A2.2), and so forth. Therefore, there are 11 possible marks for the language modules at USJ. Those marks always refer to what the learner can qualitatively (and not quantitatively) perform orally and in writing in that language.

Language Requirements to Graduate

In order to graduate, students have to attend successfully all the language modules. Since USJ has English as its means of communication, students are required to achieve level B2 in this language during their four semesters of English studies.

Students, who have not reached level B2 in English within 4 Semesters, are requested to continue their English studies so as to graduate. In order to do so, there are several summer courses students can enroll in. If it is not possible to attend one or more summer courses, students should enroll in an English course during
the next semesters until they have reached level B2. Providing that students attend the English course with the appropriate level, the year of studies is not relevant. However, please note that students have to obtain two-thirds of attendance and do all the required work/assignments. If for some reasons this is not possible, the lecturer won’t grant students a GRADE in that English module.

Since we cannot guarantee the compatibility of schedules, we strongly suggest that students attend at least one of the summer courses, should they not reached level B2 in English.

Evaluation/Assessment

Assessment Strategies

Students are deliberately introduced to a range of assessment strategies during their studies. These will include, for example: course work; individual and group presentations; individual and group projects; debates; class participation; examinations; essays; seminar papers; assignments; or others.

The Grading System

The grades will be submitted through MyUSJ within one month of the last session or exam date. The module is graded on a numerical scale ranging from 0-20. Students that fail to meet the module’s attendance requirements will be graded a 0 (Insufficient attendance). Some modules may be graded on a Pass/Fail scale, when so decided by the university’s Academic Council. Exceptionally, students may be graded an INC (Incomplete) and given an additional period of time to complete additional requirements before being awarded a permanent grade. If an INC grade is not updated within a one-month period, it will automatically be converted into an “F”. The grade descriptors are available below:

<table>
<thead>
<tr>
<th>Label</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incomplete (INC)</td>
<td>Students who have not fulfilled all the requirements of the Module but have been given additional time to do so. An Incomplete is only valid for a one-month period after being posted, after which it is automatically converted into a Fail.</td>
</tr>
<tr>
<td>Pass (P)</td>
<td>Students who fulfilled all requirements in modules where the final grade is not a numerical mark.</td>
</tr>
</tbody>
</table>
Fail (F)  Students who didn’t attend the module, or attended it but failed to fulfill the requirements to achieve a passing grade in modules where the final grade is not a numerical mark.

Credit (CR)  Students who are granted Recognition of Prior Learning. 10 - 20 Pass. 20 is the highest possible mark. 0 - 9 Fail. Zero is the lowest possible mark.

10-20  Pass. 20 is the highest possible mark.

0-9  Fail. Zero is the lowest possible mark. Students that fail to meet the attendance requirement are graded a 0.

Students are entitled to request clarifications from their Lecturers regarding how their grades were computed. Moreover, whenever students are justifiably not satisfied with the grade received in a specific module, and after liaising initially with the respective Lecturer, they have the right to initiate a Grade Appeal Process. The procedures to do so are described in Appendix 3.

**Graduation**

**Graduation with Honours**

<table>
<thead>
<tr>
<th>Honor level</th>
<th>0-20 scales</th>
</tr>
</thead>
<tbody>
<tr>
<td>Summa cum laude*</td>
<td>18-20</td>
</tr>
<tr>
<td>Magna cum laude*</td>
<td>16-17</td>
</tr>
<tr>
<td>Feliciter*</td>
<td>14-15</td>
</tr>
<tr>
<td>Rite*</td>
<td>10-13</td>
</tr>
</tbody>
</table>

**Requirements of Graduation**

Degrees are conferred to students in good standing with the university upon successful completion of their respective programme of studies.

**Collection of Graduation Certificates**

Within one month of graduation students are given an official course completion declaration and a transcript. The Diplomas are distributed later, in a date to be announced yearly. These documents are collected at the University’s Academic Records Office. Please see the details for collection below:
**Location for Collection:**

| Location for Collection: | Academic Records Office  
| University of Saint Joseph (NAPE 1)  
| Rua de Londres 16, 3 andar |

**Office Hours:**

| Office Hours: | Monday to Friday from 09:00am to 7:00pm |

**Identification required:**

| Identification required: | Macau ID card/Passport |

**Collection through an authorised person**

If the graduate cannot come in person to collect these documents, he/she can authorize a third party to collect them. The authorized person must present:

1. His/her Macau ID card/Passport;
2. A copy of the graduate’s Macau ID card; and
3. A letter of authorization (with the graduate’s signature and student number) stating the name and identification number (Macau ID or Passport) of the person collecting the Diploma. Letters that do not state the identification details will not be accepted and people other than those stated in the letter will also not be allowed to collect the Diploma.

**Collection via mail**

Should students be unable to collect these documents in person or through an authorized person, they may request delivery by post. The documents will be sent by registered mail. The university will not accept any responsibility for damage or loss of the documents. This request must be made at the Academic Records Office (in person or via email) and requires the payment of all related fees.

**Deadline for collection**

Students must collect their Diplomas within 6 months of its award date. The university is not responsible for the safe custody of the uncollected Diplomas after this deadline.

**Management of Student Status**

**Registration**

In accordance with the university’s academic regulations (article 13):

1. Students are required to register each academic year, within the periods specified yearly by the university, except in their year of matriculation.
2. Only registered students will be allowed to attend classes, seminars and examinations.
3. Late registration is accepted within the supplementary period defined in the university calendar, but will be subject to a penalty fee.
4. Students in debt to the university may be refused registration, unless a payment plan has been approved.
5. Registration is valid for one academic year. Failure to register for the next year within the timeline stated in the university calendar may result in the student being classified as “Drop out”.

**Personal Data Amendment**

Students are required to provide their most up-to-date information to the university. Whenever there is a change of address, contact number or any other personal information, a notification should be sent to the Academic Records Office.

**Transfer of Program**

In accordance with the university’s academic regulations (article 16):
1. Registered students may request authorization from the Registrar’s Office to transfer to another programme offered by the university.
2. Transfer requests will be considered based on several factors, including:
   a. Available places in the desired programme;
   b. A recommendation from the coordinator of the student’s present programme;
   c. An admission interview for the new programme.
3. If the request is approved, students will be authorized to transfer to the new programme in the subsequent Semester, or academic year.
4. Transferred students may carry-over credits for modules considered equivalent to those in the new programme, as detailed in Article 5 in the Academic Regulations.
5. Transferred students will be withdrawn from their original programme and matriculated as new students in their chosen programme. Tuition fees will be adjusted in accordance with the updated Tuition Fee Tables at time of their new matriculation.
6. Only one transfer will be authorized in each degree cycle.
7. A minimum enrollment of one academic year is required for a transfer to be authorized.
8. Exceptions to the above criteria must be referred to the Executive Council for approval.

**Deferral of Studies**

Students may request authorization from the Registrar’s Office to suspend from their studies, in accordance with article 15 on our academic regulations. Suspension requests must be based on relevant medical, professional or personal
reasons and can be authorized for a minimum period of one Semester and a
maximum period of two consecutive Semesters. Exceptional suspension requests
must be reviewed by the respective Dean and approved by the Rector.
Suspension requests must be made through the respective form available
at MyUSJ.

**Reinstatement of Student Status**

Suspended students must inform the Academic Records Office of their
intention to resume their studies within two weeks of the completion of their
suspension period. Failure to do so may result in being classified as “Dropout”.

**Withdrawal from Study**

Students may request authorization from the Registrar’s Office to withdraw
from their studies. Students must inform the Registrar’s Office of their intention to
withdraw from their studies and terminate their registration. Failure to do so may
result in continued liability for fees and other duties to the university.
Withdrawal requests must be made through the respective form available
at MyUSJ.

**Termination of Student Status**

According to Article 9 of the Academic Regulations, students are
considered “Drop out” in the following situations:

1. Automatically, after failing to attend scheduled modules or seminars, or
to actively work on their dissertation for a period of one month, excluding
university holidays, except when proper justification has been submitted;
2. When in debt to the university for a period of 3 months or more, except where
   payment plan has been agreed;
3. When the university cancels a student’s registration, in accordance with article
   8 of the academic regulations;
4. Automatically, after failing to register for the subsequent academic year, in
   accordance with article 13 of the academic regulations.

The Academic Records Office is responsible for maintaining and updating
the student’s records, including their status. Any change of status must be
communicated, in writing, to the student through the student’s university email,
unless otherwise agreed at student’s request.
Before updating a student’s status to “Withdrawn”, “Dropout” or
“Graduated” the student is required to complete a range of check-out procedures, including but not limited to the payment of any outstanding fees and the return of any books to the library. Failure to comply with these requirements may result in the student being ineligible to receive official documents from the university, such as transcripts, declarations, certificates or diplomas.

Student Discipline and Regulations

Policy on Academic Integrity

The University does not tolerate any violations to its academic integrity. In particular, the following general guidelines are to be observed:

Cheating in Examinations and Tests

Whenever students are caught cheating on any course assignment, the Lecturer may immediately give a grade of zero for that respective assignment. Depending on the severity of the issue, the Lecturer may also immediately fail the student from the respective module and even request the initiation of a Disciplinary Proceeding.

Plagiarism

Plagiarism refers to the unacknowledged quotation or close paraphrasing of other people’s writing, amounting to presentation of other people’s thoughts or writings as one’s own, and is a special type of cheating that is not tolerated at any university. Whenever cases of plagiarism are found, the respective Lecturer is encouraged to request the initiation of a Disciplinary Proceeding that may lead to the withdrawal of the respective student from the university, as well as to the loss of any credits or awards earned through the plagiarized work.

Copyright

USJ proscribes and forbids any breach of copyright on materials of any kind, e.g. software, books, journals, articles, newspapers and other print and non-print materials. Action will be taken against members of USJ who are found to be using copyrighted or pirated materials unlawfully.

Code of Conduct

A Code of Conduct will provide guidance to members of the University on the standards of conduct and integrity expected of them.
Liability of Students to Disciplinary Actions

A student is subject to disciplinary action if that student:

a. engages in misconduct; or:

b. violates academic integrity.

Allegation to Misconduct

An allegation that a student has engaged in conduct rendering them subject to disciplinary action may be made by:

a. another student; or

b. a member of the academic or general staff of the University; or

c. any other person

Allegation to be Referred to the Vice-Rector

An allegation of misconduct, violation of academic integrity or a breach of the Code of Conduct must be referred to the Vice-Rector or his/ her replacement.

Action by the Vice-Rector in Response to Allegation

Where an allegation is referred to the Vice-Rector, the Vice-Rector may, after having discussed the matter with the student concerned:

a. Deal with the allegation informally, if of the opinion that no action should be taken in respect of the allegation on the grounds either that it is not well-founded or is not of a serious nature; or

b. Refer the allegation to the Disciplinary Committee to be appointed by the Executive Council.

Informal Action

Where the Vice-Rector resolves to deal with an allegation informally, he or she must, before dealing with the matter:

a. Notify the person making the allegation accordingly and inform them that they have the right to require the allegation to be referred to the Disciplinary Committee; and

b. Notify the student of the allegation against him or her.
**Formal Action**

Where an allegation is dealt with as a matter of University discipline, the disciplinary committee investigates the allegation of misconduct against a student and must provide, within twenty-eight days of the allegation being brought to his or her, a written notice to the student:

a. Setting out the alleged general misconduct;
b. Offering the student an opportunity to provide in writing an explanation or submission or evidence in response to the allegation and / or to be heard in relation to it. If the student wishes to take up any of the opportunities set out in the written notice, the student must notify the Committee in writing within ten working days after deemed receipt of the written notice.

**Penalties in Matters of University Discipline**

The Disciplinary Committee may determine that a student who is found guilty of misconduct should:

a. Receive a reduced mark or no marks in respect of any piece of work to which the allegation relates; and/or
b. Receive a grade of Fail (F) in respect of any Module to which the allegation relates; and/or
c. Be required to re-submit the any piece of work to which the allegation relates; and/or
d. Receive a reprimand; and/or
e. Be required to complete specified number of hours of University service work; and/or
f. Be required to refrain from having any or such specified contact with particular students or members of staff of the University as determined necessary or appropriate.
g. Ultimately, in very serious circumstances students may be excluded from the University.
Anti-Discrimination and Anti-Harassment Policy

To foster an environment of respect for equal rights and human dignity, the University of Saint Joseph has introduced this Anti-Discrimination and Anti-Harassment Policy after consultation with the Academic Council and approval by the Executive Council.

1. Policy Statement

University of Saint Joseph is committed to the implementation of the constitutional principle of equality under Article 25 of the Basic Law of Macau Special Administrative Region. All faculties, staff, and students of the university are responsible for maintaining a positive learning and working environment. Discrimination and harassment are strictly prohibited. Complaints of alleged discrimination or harassment shall be subject to effective investigation. Individuals who violate this Policy because of discriminative or harassing conduct, or filing false complaints, shall be subjected to corrective action.

2. Definitions

2.1. DISCRIMINATION: Discrimination means unreasonably treating an individual or group of individuals differently based on nationality, race, gender, age, religion, political or ideological belief, education or cultural background, wealth, social status or any other category defined by the law.

2.2. HARASSMENT: Harassment means verbal or physical discriminatory conduct by an individual that is so severe or persistent that it causes a serious impact on the ability of the victim to participate in or benefit from the university’s educational and/or employment opportunities, programmes or activities. Harassment includes sexual harassment, bullying, stalking and other wrongdoings of the same nature. These wrongdoings can occur during or after school hours, on campus or in a neighbourhood, face-to-face or on the internet, through social media or by other means.

2.3. SEXUAL HARASSMENT: Sexual harassment refers to unwelcome sexual advances, requests for sexual favours, and other verbal or physical conduct of a sexual nature when:

   • Submission to such conduct is made either explicitly or implicitly a term or condition of an individual’s employment or academic experience; or
• Submission to or rejection of such conduct is used as a basis for adjustment of salary, or other benefit changes affecting an employee, or academic decisions affecting a student; or
  • Such conduct creates an intimidating, hostile, or offensive working/learning environment.

Sexual harassment does not refer to occasional compliments of a socially acceptable nature

2.4. BULLYING: Bullying is intentional, repetitive and/or aggressive behaviour that can take the form of physical or verbal harassment and involves a real or perceived imbalance of power. Bullying behaviour can include insulting, attacking, taunting, humiliating or embarrassing someone in public, spreading rumours, and so on.

2.5. STALKING: Stalking is intentional, repetitive and/or aggressive pursuit, following, which causes serious interference with the peace and/or safety of another person.

3. Procedures

3.1. REPORTING: Anyone who believes that he or she has experienced or witnessed discrimination or harassment shall promptly file a written complaint, together with the evidence if any, to his or her supervisor or head of the department, Office for Student Affairs, the dean of the faculty, or the Rector of the university. All complaints shall be passed on to the Rector and brought to the attention of the Rector within 5 working days after they are filed. The guidelines for the filing of complaints will be issued later.

   (1) Anyone who intends to file a complaint shall complete the Discrimination and/or Harassment Reporting Form (See Annex) and deliver it in a sealed envelopment to the Central Services Office (CSO) of the University in person or by registered mail. Available documentary evidence and written testimonies shall be submitted as attachments to the Form in the same envelop. Anyone may obtain the Form at the front counter of CSO or download it from the website of the University.

   (2) If the complainant decides not to use the Form, he or she shall provide the same information that is required in the Form and deliver the signed written complaint together with the available evidence in a sealed envelope to the CSO in person or by registered mail. An anonymous report is not considered as a complaint.
(3) The staff of CSO who receives the complaint at the front counter or in the mail shall date and sign the envelope and deliver it to the Rector’s Office within 1 working day. The staff should not read the content of the complaint and should handle the submission as a confidential matter. The Rector’s Office shall bring the complaint to the Rector’s attention within 4 working days after receiving it.

(4) The complaint should be made no later than within 3 months of the last incident of perceived discrimination or harassment, unless there are extraordinary circumstances that prevented the complainant from doing so. Such circumstances should also be specifically explained in the complaint.

(5) The complainant should understand that whoever receives the complaint on behalf of the university will pass it on to the Rector within 5 working days after the complaint is filed against him or her. The complainant will receive a written notice of the Rector’s decision from the Rector’s Office in due course.

(6) The complainant should understand that the university will notify the accused person in writing that a complaint has been filed. The notification will also provide the name of the complainant and details of the allegations. The University shall not disclose the complainant’s Macau Resident Identity Card number, passport number, residential address and private telephone number to the accused person.

3.2. THE RECTOR shall, within 5 working days after receiving a complaint, decide to set up an Investigative Committee to launch an investigation, or request an officer of the university to conduct a preliminary review of the complaint and determine if there is legitimate ground to set up an Investigative Committee, or seek legal advice before taking further action. The Rector’s Office shall serve a written notice of the Rector’s decision to the complainant in due course.

3.3. PRIVACY AND CONFIDENTIALITY: To the extent possible, the university will protect the privacy and confidentiality of all parties. In principle, all records of the complaint, investigation and decision shall be kept confidential. It may become necessary, however, to disclose information during or after the course of an investigation.

3.4. INVESTIGATION: The Committee shall conduct a prompt, thorough and neutral investigation of any complaint. The Committee shall hear from both the complainant and the respondent, interview the witnesses, and review the evidence. The burden of proof is on the shoulder of the complainant.
3.5. FALSE COMPLAINT AND FALSE INFORMATION: It is a violation of this Policy when a person knowingly or recklessly alleges a false complaint of discrimination or harassment or provides false information during the course of an investigation. The victim of a false complaint may file a counter-complaint. False complaints and false information shall be subject to investigation by the Committee.

3.6. DETERMINATION AND CORRECTIVE ACTION: The Committee shall deliver a written report on whether or not there is a violation of this policy within 60 days from having received the complaint, absent extenuating circumstances. The report shall describe (1) the complaint received, (2) the investigative process, (3) the evidence, (4) the findings of the investigation, and (5) if it is determined that there is a violation, the corrective action(s). Appropriate corrective actions may range from verbal or written reprimands, suspensions, dismissal or termination of contract, in accordance with established USJ student and staff regulations. The Committee may also recommend preventive measures to the university.

3.7. APPEAL: If an individual disagrees with the decision made by the Committee, he or she may file a written appeal, together with the relevant documents and evidence if any, to the Executive Council of the university. The Executive Council shall review the case and deliver a decision within 60 days from the receipt of the appeal.

3.8. LEGAL REMEDY: Everyone has the right to seek the appropriate legal remedies in a court of law.

3.8.1. CRIMINAL OFFENCE: Incidents of the nature of criminal offence shall be reported to the police department. The emergency number to contact the police is (853) 999 or (853) 28577577.

The right to interpret the provisions hereof rests with the Executive Council of the university.

Effective Date: February 3, 2015
Approved by: The Executive Council of University of Saint Joseph on February 3, 2015
Approval of Annex A and amendment to Article 3.1 by: The Executive Council of University of Saint Joseph on April 28, 2015

Annex: Discrimination and/or Harassment Reporting Form
反歧視和反騷擾政策

為維護尊重平等權利和人類尊嚴的環境，經教務委員會商議及理事會批准，聖若瑟大學兹發佈本項反歧視和反騷擾政策。

1. 政策陳述

聖若瑟大學致力於貫徹澳門特別行政區基本法第 25 條規定之平等這一憲法性原則。本校所有的教師、員工和學生都有責任維護積極的學習和工作環境。嚴禁任何歧視和騷擾。凡是關於被認為是歧視和騷擾的投訴均應當受到有效的調查。任何因歧視或騷擾行為或虛假投訴而違反本項政策的個人均應當受到糾正處分。

2. 定義

2.1. 歧視：歧視是指基於國籍、種族、性別、宗教、政治或意識形態的信仰、教育或文化背景、財富、社會地位或法律規定的其他類別不合理地差別對待任何個人或群體。

2.2. 騷擾：騷擾是指某個人的歧視性的言行具有嚴重性或持續性，以致於被害人參與或受益於本校的教育及/或就業機會、課程或活動的能力造成了嚴重的影響。騷擾包括性騷擾、霸凌、尾隨或其他性質相同的不當行為。這些不當行為的發生可在上課時或課後，在校園內或社區中，當面或通過互聯網，經由社交平臺或其他方式。

2.3. 性騷擾：性騷擾是指在以下情況下發生的不受歡迎的性挑逗、性要求及其他具有性的性質的言行：

- 明示或暗示地以他人的就業或學業為條件要求其接受以上行為；或者
- 將接受或拒絕上述行為作為影響任何雇員的工資變動、福利改變或對學生有影響的學術決定的基礎；或者
- 上述行為造成了一種具有威脅性、敵意的或冒犯性的工作/學習環境。

2.4. 霸凌：霸凌是指故意的、反覆的及/或攻擊性的行為，它可表現為身體或口頭的騷擾並包含實際或被認為的權力上的不對稱。霸凌行為可包括侮辱、攻擊、嘲弄、公然羞辱他人、傳播謠言等等。

2.5. 尾隨：尾隨是指故意、反覆及/或攻擊性的追擊、跟蹤，並導致對他人的安定及/或安全造成嚴重幹擾。
3. 程序

3.1. 舉報: 任何認為經歷或目睹了歧視或騷擾的人都應當向其上級或部門主管、學生事務辦公室、學院院長或大學校長提出書面投訴並遞交證據。所有投訴都應當在收到後的 5 個工作日內被送交校長並通知校長。關於提出投訴的指引將另行發佈。

(1) 任何有意提出投訴的人應當填寫《歧視及/或騷擾事件投訴表》（見附件）並親自或以掛號信方式將置於封口的信封中的表格送交本校校務部。現有證據應當作為附件一併送交。任何人均可以在校務部前臺或從本校網站下載獲得此表。

(2) 如果投訴人決定不使用此表，他或她應當提供此表要求的同類資訊並親自或以掛號信方式將置於封口的信封中的書面投訴連同現有證據送交校務部。匿名報告不被視為投訴。

(3) 在前臺或者從郵件中接收到表格或投訴的校務部職員應當在收到表格或投訴時在信封上標明收到日期並簽名，然後，於一個工作日之內送交校長辦公室。該職員不得閱讀投訴的內容，而且，應當將接受投訴視為保密事務。校長辦公室應當在收到後四個工作日內向校長報告投訴。

(4) 投訴應當於最後發生的歧視或騷擾事件發生後的 3 個月內提出。若受異常因素影響而導致延誤投訴，應當在投訴中提供具體解釋。

(5) 投訴人應當知悉投訴提交後將在 5 個工作日內被轉交給校長，投訴人將在適當的時候收到由校長室發出的一份書面通知告知校長的決定。

(6) 投訴人應當知悉大學將以書面通知被投訴人所有人針對他或她提出了投訴。該通知將提供投訴人的姓名和指控的細節。大學不得向被投訴人披露投訴人的澳門居民身份證號碼，護照號碼，住所地址和私人電話號碼。

3.2. 校長在收到投訴後的 5 個工作日之內應當決定設立調查委員會展開調查，或指定大學的一位主管人員對投訴進行初步審查並確定有無設定調查委員會的正當理由，或在採取進一步行動前尋求法律建議。校長辦公室應當在適當的時候將校長對投訴的決定以書面通知投訴人。

3.3. 隱私和保密：大學將盡可能保護所有各方的隱私和秘密。原則上，關於投訴、調查和決定的所有記錄都應當保密。但是，在調查期間或調查之後也有可能必須披露資訊。
3.4. 調查：委員會應當對任何投訴進行迅速、徹底和中立的調查。委員會應當
聽取投訴人和被投訴人的意見，召見證人，並審查證據。舉證責任由投訴人承
擔。

3.5. 虛假投訴和虛假資訊：任何人故意或魯莽地提出關於歧視或騷擾的虛假投訴
或在調查過程中提供虛假資訊均屬於違反本項政策。虛假投訴的被害人可以提
出反訴。虛假投訴和虛假資訊應當受到委員會的調查。

3.6. 決定和糾正處分：委員會應當在其收到投訴之後的60天內提出報告，確定是
否發生了違反本項政策的行為。這份報告應當描述的內容是（1）收到的投訴，
（2）調查過程，（3）證據，（4）調查的發現，以及（5），如果確定有違反
政策的行為，糾正處分（一種或一種以上）。適當的糾正處分可以包括依據聖
若瑟大學的學生和職員規章予以口頭或書面的批評，暫時中止，除名或終止合
約。委員會也可以向大學建議採取預防性的措施。

3.7. 上訴：任何人如對委員會的決定持有異議，均可向大學理事會提出書面上
訴，並一同遞交相關檔和證據。理事會應當在收到上訴後的60天內完成對案件
的審查並作出決定。

3.8. 法律救濟：人人有權向法庭尋求適當的法律救濟。
3.8.1. 刑事犯罪：對屬於刑事犯罪性質的事件應當報警。警方的緊急聯絡電話號
碼是（853）999或（853）28577577。

上述規定的解釋權歸大學理事會。

生效日：2015年2月3日
批准：聖若瑟大學理事會於2015年2月3日
批准附件及對第3.1條的修改：聖若瑟大學理事會於2015年4月28日

附件：歧視及/或騷擾事件投訴表
DISCRIMINATION AND/OR HARASSMENT INCIDENT REPORTING FORM
(For use by students, staffs and other complainants)
歧視及/或騷擾事件投訴表 (供學生、職員及其他人使用)

COMPLAINANT (Place a □ in the appropriate box) 投訴人 (請勾選合適的方格)
□ Victim 受害人 □ Witness 證人

INFORMATION OF THE COMPLAINANT 投訴人
Name 姓名 __________________________
Gender 性別 __________________________
Contact Number 聯絡電話 ____________ E-mail 電郵 ____________

Place a □ in the appropriate box. 請勾選合適的方格
□ Student 學生 (Student ID 學生證編號) __________________________
□ Staff 員工 (Department 所屬部門) __________________________
□ Others 其他 (Please specify and provide ID number 請註明並提供身份證號碼)

INFORMATION OF THE ALLEGED OFFENDER 被投訴人
Name 姓名 __________________________

Place a □ in the appropriate box. 請勾選合適的方格
□ Student 學生 (Programme 班別) __________________________
□ Staff 員工 (Department 所屬部門) __________________________
□ Others 其他 (Please specify 請註明) __________________________

INFORMATION OF THE INCIDENT 事件
On what date did the incident happen? 事發日期？
______________________________________
Where did the incident happen? 事發地點？
______________________________________
Were there any witnesses of the incident? 是否有其他證人？
- Yes, please provide the name and contact of the witness. 有，請提供姓名及聯絡方式。
- No 沒有

Please describe the incident (if space is not enough, please give further details on supplementary sheets. Every page enclosed should be signed by the complainant.) 請描述事發經過 (如本欄不敷使用，請另附紙說明，但需於每頁紙上簽名)

<table>
<thead>
<tr>
<th>Your request, if any. 如有任何要求，請說明</th>
</tr>
</thead>
</table>

Supplementary Information/evidence 補充資料/證據
- Yes, please specify 有，請註明
  - __________________________
  - __________________________
- No 沒有
Have you discussed the incident with someone in this University?

☐ No 沒有

☐ Yes, please provide the name, position and contact of the person(s).

THIS PART IS TO BE SIGNED BY THE COMPLAINANT. 本欄由投訴人簽署。

I declare that to the best of my knowledge all information given is true. I also understand that it is confidential, but consent to the disclosure with due discretion for the purpose only of investigating and acting on the complaint.

SIGNATURE

Signature

__/______/_____
Day 日 Month 月 Year 年

IF THIS FORM IS COMPLETED BY OTHER PERSON ON THE COMPLAINANT'S BEHALF, PLEASE FILL IN THE FOLLOWINGS AND SIGN ON BELOW. 如本投訴表由第三者協助填寫，填寫人請提供以下資料及簽署。

Name of the person filling this form 填寫人姓名 ____________________________

Contact (phone or email) 聯絡方式(電話或電郵) ____________________________

I declare that I have assisted the complainant to prepare this submission of complaint at the request of the complainant and the complainant understands and agrees that to the best of my knowledge all information contained in this form is true.

SIGNATURE

Signature

__/______/_____
Day 日 Month 月 Year 年
NOTES 注意事項:

1. The Complainant should use English or one of the official languages of Macau to complete this Report Form in order to file his or her written complaint and deliver it to the Central Services Office (CSO) of the University in person or by registered mail. All available evidence should be submitted as attachments.
投訴人應當使用英文或澳門官方語言填寫本投訴表及提出書面投訴，並親自或以掛號信將此表送交於本校校務部。一切可用證據均應當作為附件一同送交。

2. The complaint should be made promptly and no later than within 3 months of the last incident of perceived discrimination or harassment, unless there are extraordinary circumstances that prevented the complainant from doing so. Such circumstances should also be specifically explained in the complaint.
投訴應當於最後發生的歧視或騷擾事件發生後的3個月內提出，若受異常因素影響而導致延誤投訴，應當在投訴中提供具體解釋。

3. An anonymous report is not considered as complaint.
匿名投訴將不予受理。

4. The university will notify the alleged offender in writing that a complaint has been filed. The notification will also provide the details of the allegations that have been made against him or her.
收到投訴表後，學校將以書面形式通知被投訴人。書面通知將披露指控的細節。

5. The complainant should understand that it is a violation of the Policy to file a false complaint or provide false information. Such wrongdoings will also be subject to investigation and appropriate disciplinary actions.
投訴人應當明白如提出虛假指控或提供虛假資料均屬違反學校政策。此種不當行為將受到調查及適當的紀律處分和懲戒行動。

6. The complaint will be passed on to the Rector within 5 working days after you submit this Reporting Form to the staff at the Central Services Office of the University. You may be contacted by the University any time after. The Rector’s Office will deliver a written decision to you in due course after the completion of investigation.
投訴表送交大學校務部職員後，您的投訴將於5個工作天內轉交校長。校方可能隨時與閣下聯繫，調查結束後，校長辦公室將於適當時候向閣下送達書面決定。

RECTOR’S DECISION 校長的決定

☐ To set up an Investigative Committee consisting of the following members and launch an investigation 設立由以下成員組成的調查委員會並進行調查：

☐ Other 其他
Provisional Rules on Filing and Settlement of Complaints and Disputes

To safeguard a decent and friendly working environment and promote mutual respect and cooperation among all staff and students, the University of Saint Joseph has introduced the following Rules on Filing and Settlement of Complaints and Disputes.

1. Basic Principles

1.1. Application of the Rules. These Rules provide the general guidelines for the filing and handling of complaints and disputes between staff members and/or students of the University that are not governed by the Anti-Discrimination and Anti-Harassment Policy and other special policies of the University.

1.2. The right to file complaints and disputes. Any individual who is a staff member or student of the University has the right to file a complaint of any misconduct and to file a dispute on an action of another staff member or student if he or she has a reasonable ground to believe that the misconduct or action is an infringement of his or her rights or a violation of the laws of Macau, regulations of the University or the generally recognized basic standards of ethics in a civilized society.

1.3. Complaint/dispute settlement. Everyone should understand that the University provides a variety of informal mechanisms of dispute resolutions and grievance settlement including private counseling, peer consultation, mediation and reconciliation. Filing a formal complaint or dispute may start a lengthy formal process of investigation within the University, and so should be used only when other solutions have failed or been deemed inappropriate.

1.4. Lawfulness, fairness and efficiency. The University’s procedures for the handling and settlement of complaints and disputes must be lawful, fair and efficient. The University and all parties involved shall abide by the laws of Macau as well as the University’s regulations and policies and respect the terms of reference in any contract. The procedures shall be fair to both parties and the stakeholders of the University. A dispute shall be settled in an efficient way without undue delay and causing the least possible damage to the friendly working environment and the best interests of the parties involved.
2. Filing of Complaint and Dispute

2.1. Initial consultation. It is highly recommended that anyone who plans to file a complaint or dispute first consult his or her superior, the head of the relevant office, the dean, or a member of the Executive Council of the University. This informal consultation shall be private and confidential unless reporting to the employer or disclosure to the public authorities is specifically required by a contract or written policy of the University or the law of Macau.

2.2. Formal complaint or dispute. Anyone who decides to file a formal complaint of misconduct or a dispute on an action of another person shall submit a written statement to an Officer of the University. This Officer may be the supervisor or superior of the complainant, the head of the relevant office, the dean, a member of the Executive Council, or the Rector of the University. The submission can be done by registered mail or in person.

2.3. Limitation. The complaint or dispute should be filed promptly and no later than within 3 months of the last incident of perceived misconduct or wrongful action, unless there are extraordinary circumstances that prevented the complainant from doing so. Such circumstances should also be specifically explained in the complaint or dispute statement.

3. The essential elements of complaint or dispute statement.

The written complaint or dispute statement should state:
(1) Basic information of the complainant, including his/her full name, age, gender, status in or relation with USJ, telephone number, email address, USJ student number or official identity card number. An anonymous report is not considered as a complaint or dispute.
(2) Basic information of the opposing party, including his/her name, status in or relation with USJ, and any other information that can help to identify this person.
(3) Description of the misconduct or wrongful action, including the date and time, location, the behavior, sequence of events, harm and consequences.
(4) Description of evidence, such as witnesses of the incident, documents and emails. Available documentary evidence and written testimonies shall be submitted as attachments to the complaint or dispute.
(5) Request of corrective action or protection.
(6) Consent to the disclosure of the complaint or dispute both to the accused person and the relevant persons to be contacted by the University.
(7) Signature of complainant on every page of the written statement.
(8) The date when the complaint or dispute is filed.

4. Complaint/dispute resolution process

4.1. Informal intervention. The Officer who receives the complaint shall assess the situation and consider an informal intervention, which may be in the form of discussion and mediation. However, the parties may refuse to accept this informal intervention and demand the initiation of formal intervention by a Complaint/Dispute Resolution Committee.

4.2. Report and transfer of documents. If the informal intervention fails to reach an agreement or is rejected by either one of the parties involved, the Officer shall immediately report to the Rector in writing and transfer all the relevant documents to the Rector’s Office.

4.3. The Rector shall set up a Committee of three members to review the submission and launch an investigation of the Case.

4.4. Notice to the other party. The Committee shall notify the opposing party in writing that a Case has been filed against him or her. The notification will also state the name of the complainant and the issue of the Case with an attachment of a copy of the complaint or dispute statement.

4.5. The hearing. The Committee shall conduct a close-door hearing of the Case. Both parties shall attend the hearing and answer questions raised by the other party and the Committee members. The Committee may interview the witnesses, demand documents from relevant offices or individuals in the University, and conduct further investigation and additional hearings. All relevant offices and individuals shall provide assistance to the Committee.

4.6. Burden of proof. The burden of proof is always with the party who claims a fact or initiates an action against the other party. If the party fails to prove the fact or justify the action, he or she shall lose the case.

4.7. The Decision. The Committee shall make a written decision on the Case based on the majority opinion, within one month after the completion of the hearing(s). This decision is final.
4.8. Corrective actions. The Decision shall include corrective actions. If a disciplinary action is desirable, the Committee shall make a recommendation to the Rector, who shall make a decision in writing within one month after the recommendation is made.

5. Confidentiality. All parties should respect a reasonably level of confidentiality of all other parties involved and in the process. The discussion of a complaint or dispute shall be limited to those that need to know.

6. False complaint and information. The complainant should understand that it is a violation of ethics and/or law to file a false complaint or provide false information. Such wrongdoings will also be subject to investigation and appropriate disciplinary actions.

7. Legal remedies. Anyone who believes an incident of misconduct or wrongful action has violated the law of Macau may seek legal remedies in a court of law, with or without filing a complaint or dispute to the university. It is helpful if he or she notifies the university.

8. Report of crime. Anyone who believes he or she has become a victim of crime because of an incident of misconduct should report it to the police in Macau, with or without filing a complaint to the university. It is helpful if he or she notifies the university.

The right to interpret the provisions hereof rests with the Executive Council of the university.

Approved by: The Executive Council of University of Saint Joseph on April 28, 2015
University of Saint Joseph Scholarship and Financial Issue
USJ Scholarships

Scholarships are gift funds that are often awarded to students with high academic achievement and with financial difficulties; and the scholarship need not to be repaid. These are positive reinforcements for high achievers to continue striving to their optimum potentials and also assist students with financial difficulties to pursue their passion for learning. There are two types of scholarships available at USJ, they are:

- USJ Community Scholarships
- USJ Scholarships

USJ COMMUNITY SCHOLARSHIPS

The USJ Community Scholarship Programme seeks to support the financial needs of promising students in pursuing their studies at our university. The scholarships are donated by various and prominent local institutions and individuals to students with outstanding academic performance. We firmly believe that supporting these students in their pursuit of higher learning will help them achieve their full potential. Rules and guidelines in applying for USJ Community Scholarships are:

1. Applications are set in the beginning of the First Semester of each academic year. Official application period is announced by the Office for Student Affairs and sent to all students via USJ email. All applications must be submitted before the end of the official application period. Applications which are incomplete after the deadline will not be considered.
2. Applicants should have a cumulative GPA of 14/20 or above and meet the requirements stated by the donors.
3. Each applicant will not be awarded more than one Community Scholarship.
4. Students who are granted a Scholarship must attend the Scholarship Award Ceremony.
5. Students must sign the Scholarship Agreement (OSA-013) & Acceptance/Decline Form (OSA-015) within 15 days of receiving the official notice from the Office for Student Affairs that they have been awarded a USJ Community Scholarship.

Application Procedures

1. Complete the Scholarship Application Form and provide the required supporting documents.
2. A selected number of qualified applicants will be invited for interviews (optional).
3. The USJ Community Scholarships Committee will decide upon the result of the applicants based on their academic merit and financial situation.
4. USJ will announce the results by the end of October.

The lists of USJ Community Scholarships are available in our OSA Webpage under Financial Aid.

**USJ Community Scholarship Selection Criteria**

The recipient of the USJ Community Scholarship is for student who meets the requirements of the organization defined and the highest candidate ranking based on this formula:

\[
\text{Candidate Ranking Rate} = \text{CGPA Pt (Point)} + \text{Income Pt (Point)}. 
\]

**Income Pt.**

<table>
<thead>
<tr>
<th>Average Monthly per Capital Household Income (in MOP)</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5 or more</th>
</tr>
</thead>
<tbody>
<tr>
<td>Income pts / no. of family members</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>20</td>
<td>6500</td>
<td>6000</td>
<td>5600</td>
<td>5000</td>
<td>4700</td>
</tr>
<tr>
<td>15</td>
<td>8000</td>
<td>7400</td>
<td>6900</td>
<td>6200</td>
<td>5800</td>
</tr>
<tr>
<td>10</td>
<td>9500</td>
<td>8800</td>
<td>8200</td>
<td>7400</td>
<td>6900</td>
</tr>
<tr>
<td>5</td>
<td>11000</td>
<td>10200</td>
<td>9500</td>
<td>8500</td>
<td>8000</td>
</tr>
<tr>
<td>0</td>
<td>12500</td>
<td>11500</td>
<td>10800</td>
<td>9600</td>
<td>9000</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CGPA Pt.</th>
<th>CGPA (Cumulative Grade Point Average, 0 to 20 scale)</th>
</tr>
</thead>
<tbody>
<tr>
<td>20</td>
<td>18.5 to 20</td>
</tr>
<tr>
<td>15</td>
<td>17 to 18.49</td>
</tr>
<tr>
<td>10</td>
<td>15.5 to 16.99</td>
</tr>
<tr>
<td>5</td>
<td>14 to 15.49</td>
</tr>
<tr>
<td>0</td>
<td>Below 14</td>
</tr>
</tbody>
</table>

If two or more candidates are having the same ranking rate, final decisions will be made by the USJ Scholarship Committee.
USJ SCHOLARSHIPS

The setting up of USJ Scholarships is to make our education accessible to those who are intellectually capable but with financial difficulties.

Rules and guidelines in applying for USJ Scholarships are

1. These applications will be considered on a case by case basis.
2. Applications are set in the beginning of the First Semester of each academic year. Official application period is announced by the Office for Student Affairs and sent to all students via USJ email. All applications must be submitted before the end of the official application period. Applications which are incomplete after the deadline will not be considered.
3. Students (except freshmen and international students) must apply for scholarships or student loans from Education and Youth Affairs Bureau DSEJ or other sources before applying for USJ Scholarships, otherwise their application will not be considered.
4. Students are expected to comply with all USJ policies and guidelines; those who fail to register annually and/or pay their tuition fees on time, including any deferred payment plan will not be eligible for receiving USJ Scholarships. Students who are blocked from their USJ platforms (i.e., MyUSJ and Hub) for more than 2 times due to delayed payments are also ineligible to receive USJ Scholarships.
5. Applicants should also demonstrate good academic performance with a CGPA greater than or equal to 14/20, or its equivalent, in the past year of study along with an attendance above 80% in all modules.
6. The application will not be considered if the applicant’s family members own more than 1 property.
7. Students from all levels of higher education (i.e., Bachelors, Masters, Doctorates) are subject to the same rules when applying for USJ Scholarships.
8. Decisions on scholarships are based on monthly family income. The monthly family income is calculated by adding all amounts received by parents, where the student is directly dependent, and the student’s own income including any other scholarships or subsidies. Loans (from a bank or DSEJ) will not be considered as income for calculation proposes.
9. Scholarships will be awarded by descending order of merit (CGPA) within each level of scholarship, and subject to the yearly budget approved by the Executive Council of the university.
10. Students applying for USJ Scholarships who have already been awarded a USJ Community Scholarship[1] are only entitled to a USJ Complementary Award[2].
11. Students who are enjoying any discount based on any protocol signed by USJ with other entities, will have their scholarship amount adjusted accordingly.
This means that students cannot accumulate any discount plus the value of the scholarship.

12. Students who are granted a USJ Scholarship must attend the Scholarship Award Ceremony.

13. Students must sign the Scholarship Agreement within 15 days of receiving the official notice from the Office for Student Affairs that they have been awarded a USJ Scholarship.

14. If the student requests to change his/her major of study and is approved, the student is liable for any increase in tuition fee and the scholarship amount will be adjusted if there is any decrease in tuition fee.

Application procedure

1. Complete the USJ Scholarship Application Form and provide the required supporting documents.
2. Applicants will be invited for interviews (optional).
3. The USJ Scholarship Committee will decide on the result of the application based on the academic merit and the financial situation of the applicants.
4. USJ will announce the results by the end of October. Official application period is announced by the Office for Student Affairs (OSA) and sent to all students via USJ email.

Required Documents

1. USJ Scholarship Application Form;
2. Copy of valid ID Cards/Passport of all Family members (all in ONE A4 paper)
3. Copy of Student card(s) if any of the family member(s) is/are student(s) (all in ONE A4 paper)
4. Copy of Transcript of Records for the past Academic Year (Year 1 Students Only)
5. Professional Tax: Application for Certificate of Income, Imposto Profissional Pedido de Certidao Rendimentos in Portuguese, 收益證明書 in Chinese (former fiscal year) of family members (from Finance Department)
6. Income Statement (full-time and part-time) of the family members from employer(s).
7. Rental or mortgage contract of the applicant’s family (for owned property, provide Property Registration Certificate)
8. Documents related to the history of financial assistance/scholarship include the total amount received by any family member in the past academic year offered by any organization/institution/school
9. Scholarship Application Letter (Optional)
Duties of students entitled to USJ Scholarships

1. Students who are awarded with a scholarship should maintain a GPA above 14 and an attendance not lower than 80% on all enrolled courses, otherwise the University can revoke their Scholarships;

2. Students who receive scholarships must comply with all USJ Policies and guidelines regarding tuition payments and registration periods, otherwise the University can revoke their Scholarships;

3. Students who make false declaration on any of the required information or documents are liable to the termination of the scholarships immediately.

Scale used to calculate USJ Scholarship levels

<table>
<thead>
<tr>
<th>Scholarship</th>
<th>Total Monthly Income per family</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>=7</td>
</tr>
<tr>
<td>60%</td>
<td>&lt;17.500</td>
</tr>
<tr>
<td>25%</td>
<td>&lt;31.500</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Scholarship</th>
<th>Total Monthly Income per person</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>=7</td>
</tr>
<tr>
<td>60%</td>
<td>&lt;2.500</td>
</tr>
<tr>
<td>40%</td>
<td>&lt;3.500</td>
</tr>
<tr>
<td>25%</td>
<td>&lt;4.500</td>
</tr>
</tbody>
</table>

Footnotes

1 ^ USJ Community Scholarships are donated by various and prominent local institutions and individuals to students with outstanding academic performance.

2 ^ The USJ Complementary Award is awarded by covering the difference between the awarded USJ Community Scholarship and the calculated amount of the USJ Scholarship. To simplify, below is an example of how the USJ Complementary Award is computed:

Calculated USJ Scholarship: 15,000 MOP
Awarded USJ Community Scholarship: -10,000 MOP
USJ Complementary Award: 5,000 MOP

Note that the USJ Complementary Award will only be awarded if the difference is greater than 1,000 MOP.
Sponsors and Scholarship Details (in alphabetical order)

AAUSJ | 聖若瑟校友會
4 Bachelor Students @ 10,000 each

Bishop Jose Lai | 黎鴻昇主教
2 Bachelor Students in Christian Studies @ MOP 10,000

BOC | 中國銀行 (TBC)
3 Bachelor Students @ MOP 10,000

BNU | 大西洋銀行
2 Bachelor Students in Business Administration (Macau Permanent Resident) @ MOP 20,000 each

CEM | 澳門電力有限公司
1 Bachelor Student (Macau Permanent Resident) @ MOP 10,000

CESL Asia Investments and Services, Ltd. | 盛世集團
2 Bachelor Students in Architecture (Macau Permanent Resident) @ MOP 10,000 each

CPM | 澳門泊車股份有限公司
1 Bachelor Student in Government Studies (Macau Permanent Resident) @ MOP 10,000

CPTTM | 澳門生產力暨轉移中心
1 Bachelor Student in Design (Macau Permanent Resident, Best Student of 2013-2014) @ MOP 3,500

CTM | 澳門電訊有限公司
2 Bachelor Students in Business Administration (Macau Permanent Resident with the highest and second highest CGPA in 2013-2014) @ MOP 10,000 each.

Galaxy Entertainment Group| 銀河娛樂集團
5 Bachelor Students @ MOP 10,000 each

Henry Fok Foundation | 霍英東基金會
5 Bachelor Students @ MOP 10,000 each

IAS | 社會工作局
1 Bachelor Student in Social Work (Macau Permanent Resident) with the highest CGPA among graduates @ MOP 10,000
International Ladies’ Club of Macau | 澳門國際婦女會
2 Bachelor Students in Social Work or Psychology (Macau Permanent Resident) @ MOP 20,000

Parry Group | 百齡集團
3 Bachelor Students @ MOP 10,000 each; 3 Bachelor Students @ MOP 20,000 each

Macau Foundation | 澳門基金會
優秀畢業學生獎學金
2 Bachelor Students (Macau Permanent Resident) with the highest CGPA among all graduates @ Mop 10,000

Mr Kuan Vai Lam | 關偉霖先生
5 Bachelor Students @ MOP 10,000 each

Mr. Albert Chui
1 Bachelor Student in Christian Studies @ HKD 5,000

Ms Jenny Kong | 江美芬女士
2 Bachelor Students in Business Administration (Macau Permanent Resident) @ MOP 5,000 each

Macau Tower Convention & Entertainment Center | 澳門旅遊塔會展娛樂中心
1 Bachelor Student @ MOP 10,000

SAFP | 行政暨公職局
3 Bachelor Student in Government Students (Macau Permanent Resident) @ MOP 4,000, MOP 3,000 and MOP 2,000 (TBC)

Seng San Enterprises, Ltd. | 勝生企業有限公司
1 Bachelor Student @ MOP 10,000

Sands China Ltd. | 金沙中國
8 Bachelor Students @ MOP 10,000 each

Societyof the Divine Word (SVD) | 天主聖言會
2 Bachelor Students in Christian Studies @ MOP 40,000 and MOP 10,000

Wu’s Group | 胡氏集團
5 Bachelor Students @ MOP 10,000 each
UNIVERSITY OF SAINT JOSEPH
STUDENT SUPPORT SERVICES
Academic Support

Every member of the academic staff assists students towards being successful in academic life. They share in the responsibility of supporting students whenever possible in any elements of their studies.

The Coordinator is available to students for any non-modular-specific academic matter, such as planning programs, selecting courses and exploring career options. Students can contact staff by e-mail, fax, telephone and letter. Meetings are set up by request from both parties.

Buddy Program

Studying in USJ for international and/or exchange students who are yet to be familiar with the culture and diversity of Macau can be an overwhelming experience. Thus, USJ appreciates the need to provide students with services that will give them a smoother transition to our University, thus the USJ Buddy Programme is launched.

The USJ Buddy System is mainly open to exchange students. A buddy mentor will be assigned to students who will apply in the programme and the assigned buddy mentor will help and support the student in different ways. Buddy mentors (students) will be recruited on a volunteer basis. We would like to make is as a volunteer.

Buddy Mentor

Buddy mentors (students) will be recruited on a volunteer basis. We would like to make this as a volunteer service to provide an opportunity to develop your personal skills through volunteering, such as, an opportunity to:

- Make a difference to the lives of others
- Meet new people and making new friends
- Have a chance to socialize
- Get know the USJ community

This also helps you to

- Gain new skills, knowledge and experience
- Develop existing skills and knowledge
- Enhance your CV and improve your employment prospects
- Use your professional skills and knowledge to benefit others
- Gain confidence and self-esteem
If you are interested to be a buddy mentor or to request a buddy mentor, please studentaffairs@usj.edu.mo

**Counselling Service**

Student well-being programme and cultural adjustment programme (for international students)

It is common for students to experience difficulties while studying at USJ. International students or students from other ethnic cultures may experience hardships that are different or more intense due to the added pressure of adjusting to a different culture, language, and diverse academic environment. All of our students are encouraged to talk to a counsellor in a one-on-one private setting. USJ’s counselling service strives to facilitate the holistic development of students by helping them to examine and deal with their psychological issues and by enhancing their well-being and overall quality of life.

The team of counsellors consists of graduate student interns with backgrounds in psychology and/or other disciplines that are conducive to their counselling responsibilities. Counsellors’ work is supervised by their USJ professors and possibly other seasoned counselling professionals. Students can discuss their concerns and issues in their native language, our current counselling team members are fluent in the following languages:

- Cantonese
- Putonghua
- English
- Portuguese
- Korean
- Filipino

All involvements in counselling are private and confidential. That is, the counsellor must conform to the ethical code whereby information about counsellees (or even that students are receiving counselling) will not be disclosed without the counsellees’ written permission. Information about students being seen at Counselling Service will not go into the student’s academic record and will not be provided to parents. The only exceptions take place when it becomes clear that a person’s life is in danger. Students are encouraged to express any concerns they have about confidentiality or about the counselling process with their counsellor prior to or during the counselling session. For further inquiries or information, feel free to contact, Professor Helena Ng at 8796 4435, helena.ng@usj.edu.mo or usjcs@usj.edu.mo. Counselling hours is between Mondays to Sundays, 10am to 7pm. Appointments must be scheduled in advance. Address: Room A18, NAPE 1, Rue de Londres, 16, Macau
English Speaking Corner and the Writing Centre

As part of the constant efforts to provide efficient and sustainable academic support to USJ Students, our Language Centre has conceptualized the partnership of two English Language Support projects – the English Speaking Corner and the USJ Writing Centre.

The English speaking corner and the USJ writing centre aim to build a stronger foundation on the English proficiency of USJ Students in terms of writing and speaking. This will be located at NAPE 3, Room D08. Both projects have been launched in the 2012-2013 academic year and are managed by Fulbright ETAs and is supervised by USJ’s resident professors.

Academic Records Office (ARO)

The mission of the Office of Academic Records (AR) is to provide high quality, efficient and courteous academic-related services to students, faculty and staff. Its major responsibility is to ensure the accuracy of the academic records of all existing and past students. The ARO strives also to provide efficient information related with those records and to implement and enforce institutional, professional and legal standards and regulations. The services provided by the office to the students include:

- Advise students on academic policies;
- Register and enroll students;
- Prepare official documents for students regarding their academic status and progress (e.g. Transcripts, Certificates, Diplomas, etc.);
- Assist in the scheduling process, and on its maintenance (add/drop, withdrawal, petitions, etc.)
- Maintain the accuracy and security of student’s personal details;
- Ensure the accuracy of student records;
- Process all credit transfer applications;
- Handle all student enquiries related with their academic status and progress;
- Provide academic information and support;
- Other related tasks, as required.

Contact: Academic Records Office, NAPE 1 One-stop Office, 87964408/410, email: aro@usj.edu.mo
Accounting Office (ACC)

The Accounting Office is under the supervision of the USJ Administrator. The office is situated in the NAPE 1, Block A, is responsible for the central administration, planning and control of the University’s finances and for ensuring compliance with statutory requirements, accounting concepts and standards as laid down by professional accounting bodies. Also provide to all students the necessary information related with the Tuition Fee Payments, schedule and policy.

The office consists of 5 people who deal directly with students, departments, faculty, and other administrative sections. The Assets and Procurement Management Office is included in the Accounting Office. The duties of the office is to secure the maintenance of the asset management system through the collection and update of information to that system; ongoing reconciliation of the asset and general ledger systems and also maintaining efficient information retrieval which provides up-to-date information on assets.

Email: accounting@usj.edu.mo Telephone: (+853) 8796 4416 / 8796 4421

Internship and Career Office (ICO)

Welcome to the ICO, your one-stop office for internship and full- or part-time work opportunities. Working with employers from business, government and non-government sectors, the ICO brings to USJ students the following activities:

- Career Fair for students and employers to network
- Self-awareness and career-preparation workshops and projects
- Career-related events, information and opportunities
- Internship placements
- Career counselling

Employers are always ready to share experience and introduce their organizations and industries to you. The ICO facilitates such sharing so as to give you the best opportunities available, and to encourage you to showcase your talents, abilities and knowledge in the competitive marketplace.

Please do not hesitate to contact us anytime you wish to know more about how to make matches to your interest, personality and your USJ education to your future career. Contact: Internship & Career Office, NAPE 1
International Relations (IR)

Student Exchange Programme

The Student Exchange Programme (SEP) is great opportunity for students to get in touch with another cultural environment, make new friends, and as well broaden horizons in a unique and memorable experience.

If you are interested in exchange programme, please read carefully the USJ Guides from the following link www.usj.edu.mo/en/students/services/exchange-programs

Contact: Ms. Paula Mota, International Relations (IR), NAPE 1 Room A5, 87964440, international@usj.edu.mo

Information and Technology Office (ITO)

The IT Office provides support to students and staff pertaining to technical issues. They also provide maintenance for computers and equipment. They also manage the electronic platforms of USJ, the main ones are:

• My USJ
• Google Apps (USJ Email)
• USJ Hub
• USJ Website

The IT office provides a brief tutorial to orient students on how to navigate through these platforms. The document can be found here: start.usj.edu.mo/students

Email Policy for Students

USJ provides its students an email address while they are studying at USJ.

General rules:

1. A USJ email account for students is for life provided it is actively accessed (i.e. logged into, either web, pop3, or imap) by the user on a regular basis. After ceasing to be enrolled as students the email will be updated accordingly.

2. Any USJ email account not accessed on a regular basis (3 months) and belonging to a user no longer active in USJ (as confirmed by the Academic Records Office) will be selected for closure. Standard Account Closure
(inactivity) procedures will apply.

3. USJ can, at its own discretion and at any time, select an account for closure even when it is actively accessed by the user. Exceptional Account Closure procedures will apply.

LAPTOP AND COMPUTER POLICY

USJ encourages students to have their own laptop computer available when needed. The university campus provides all necessary network services and network access points to support the use of students’ laptop computers as part of their studies.

To help students obtain acceptable computing resources, USJ periodically makes arrangements with local vendors to sell suitable laptop computers to students at a significant educational discount. Moreover, USJ has arrangements with local banks for students to buy laptop computers by credit card and pay for the cost in instalments, without incurring any credit charges. Alternatively, USJ has arrangements in place so that students can apply for a personal loan to pay for their laptop computer in instalments.

COMPUTER FACILITIES

Students are given access details to USJ's computing facilities upon commencement of their course. The use of computing facilities must respect the ‘computer usage regulations’ of USJ. Students are issued with an e-mail address and account and are required to check their e-mail frequently.

Library (LIB)

LIBRARY FACILITIES

The library holds a comprehensive collection of books and materials for further reading, research and Internet searching and retrieval. It contains copies and seminal works in several fields. The library provides a pleasant environment in which to work, with computers for online catalogue and Internet access. Materials can be used on a reference and loan basis, and photocopying facilities are available. Ask the librarian at the help-desk for assistance or send an email to library@usj.edu.mo.

The library opening hours are as follows (except July & August):
- Monday to Friday (8:30am – 10:00pm)
STUDENT SUPPORT SERVICES

- Saturday (10:00am – 7:00pm)
- Sunday (01:00pm – 7:00pm)

Note: closed in public holidays

We would like to add the following information:
Possible access to other libraries:
- University of Macau

Central Service Office (CSO)

Services offered to the students:
- Provide information to the students regarding the following services
- Application for English translation of certificate, declaration and transcript
- Replacement of Student Card and locker key
- Handle payment of Application Fee and Tuition Fee
- Selling of Coupons for Photocopy in the Library

Contact: Central Service Office, NAPE 1, 87964400, mainoffice@usj.edu.mo

STUDENT CARD

A Student Card is issued to every student when he or she formally enrols in an academic programme. Students need to report to the Central Service Office if the card is lost; the fee for student card replacement is MOP200.

LOCKER RENTAL

Lockers are also available by request in the Central Service Office. The rental period is the whole academic year (e.g., September 2013 to June 2014). Application forms for rental of student lockers will be distributed by the Central Service Office on a first-come-first-serve basis. Lockers are allocated randomly.

For payment of locker rental fee, student must:

- Submit photocopy of the receipts related to the deposit and your first tuition installment for the academic year 2014-2015.
- Pay in cash for the annual rental fee (MOP120 for each locker) and the deposit (MOP60) at the Central Service Office.
- Make sure your locker code is clearly written on the rental fee receipt as well as the application form receipt.
• Go to your locker at once. Check whether there is any problem with the locker key.

2014/2015 Regulations for rental of student lockers

1. The Central Service Office rents out the student lockers on a first-come-first-serve basis. Lockers will be automatically allocated.
2. The rental period of student lockers for the academic year 2014/2015 is: 2 September 2014 to 30 June 2015. The annual rental fee for each locker is MOP120.00, while the deposit is MOP60.00.
3. The Central Service Office will provide the keys. Three working days before the rental expiry date, the students must clear off their property and return the locker keys to the Central Service Office, together with the receipts.
4. For locker deposits and rental fees. Then the Central Service Office will refund the deposit to the students. Failure to check out on or before the expiry date or failure to submit any of the above-mentioned items will result in the deposit being forfeited.
5. The property inside the lockers will be at the disposal of the Central Service Office if the students fail to clear their lockers after the rental period. All disposal items will be destroyed.
6. During the rental period, the lockers should always be locked. Students must keep the keys in a safe place. Charge for replacement key is MOP50.00. Under no circumstances will the Central Service Office lend any locker key, nor open the lockers for students.
7. Students who rent the lockers should sign on the application forms, agreeing to abide by the regulations for the rental and to be responsible for keeping the lockers in proper condition. Students, who damage the lockers, no matter deliberately or unintentionally, must pay for the cost for repairing or replacing these lockers.

Lost and Found

Guideline on handling lost and found of personal belongings in USJ campus

In November 2013 the administrative offices has found that there is no guideline for handling the reports of lost items or those that are found unattended in the campus of USJ. The matter was brought up in the monthly meeting of the administrative offices and this issue has been initiated and announced to all staff by email on 2 December, 2013, and modified on the following day after feedbacks received.

Basically all staff (including academics, administrative, the student ambassadors, and contracted security guards) and students must be informed.
that the University Of Saint Joseph, Macau (USJ) is not responsible to personal belongings in the campus or campuses and strongly advisable that their belongings should not be left unattended. Should the owner decides to report to the local security authority claiming his/her belongings to have been stolen, USJ will comply with the process as implied by the respective authority after the incidents have been reported to the Central Service Office (CSO) to assure that the items are not among the items reported to have found.

A. Handling lost or found items
MAO has been assigned to manage, to process reports of items lost, to keep record of lost or found, to keep and to announce items as found. CAO assisted by the administrative offices will design the related forms or templates for report of items lost or found to keep record. Our Procurement and Asset Management office (PAM) will assist MAO to store or to arrange storage of the items found after they have been well listed and recorded.

B. Verifying the reports of lost
All reports on item Lost, or the owners claim to have been stolen, has to reported to MAO or its assigned representative staff in the designated campus, the reports have to be signed at vista by the owners of the lost or stolen items with the date and time, and the place or location that the item last seen in the campus, detail descriptions and identifications of the lost or stolen items preferably with picture. The staff of MAO attending to the report has also to sign before filing the reports for record after being endorsed by his/her superior. When the owners of the lost items insisted that the items are stolen, USJ in accordance to the report from MAO may assist the owners to report to the local security authority upon request, then-after will depend on the formalities and procedures of the authority.

C. Handling items found in the campus
All staff and students when found items or unattended belongings in the campus of USJ must bring them to the MAO, and to assist the attending staff of MAO to file them for record. Detail descriptions of the items have to be recorded with date, time and location where the items are found. The name of the staff or students who found the items have to be indicated in the record for storage, signed by the attending staff of the MAO before endorsements the superior of the attending staff.

D. Not reporting items found
Should staff or students have not reported to MAO of items found in the campus of USJ or found that the lost items in their possession or proved to have been sold or transferred; then the cases shall be considered as theft. The owners and USJ may report to the local authority, our Office of Student Affairs (OSA).
E. Announcement of items found
MAO with our Publicity and Public Relation Officer (PRO) and Information Technology Support (ITO) will announce or update the Lost and Found list regularly onto USJ website that can be assessed by all staff and students. When specifically MAO considers the items found may be related to those have been reported lost, the possible owners of the items reported to have lost may also be notified either by telephone call or message, or email. Unless the items have been returned to the owners or exceed the period for storage, they shall be remained in the list.

F. Ownership claim of found items
When the owners identified that the items are as reported to have lost, they have to sign the declaration of acceptance of the found items at their existing conditions, the date and time the items are received by the claimed owners. All claimed ownership of found items are bound by trust, but should noticed that the items have been wrongly claimed the claimers have to return the items to MAO within 5 working days, otherwise USJ may assist the next owners to contact the previous claimed owners for clarifications. If the items have been reported to the local authority for lost or stolen, then USJ or MAO will have to report to the authority that the items may have been found and act in accordance to instructions.

G. Duration to keep the items lost or stolen
MAO will be keeping the list of claimed items that have been reported lost for up to 4 calendar years. Before the lost items are to be deleted from the list the reported lost, the owners will be informed and may only be remained in the list by their request.

H. Duration of storage of found items
MAO with the service of PAM will store all unclaimed found items for 12 calendar months as they have been regularly announced in USJ website. After these 12 months storage and no one have claimed for them, MAO will place a final notice before inform the founders to pick up and sign receipt of the relative item. Should the founders refused to accept the items within 2 months, the items will be disposed by MAO according to the instructions of the Administrator and be marked in the record of lost or found. All matters related to handling lost and found can be amended then-after approved by the Executive Council as consider appropriate. All legal factors as mentioned aforesaid are subject to the Law or Regulations of Macau SAR.

Office for Student Affairs (OSA)
USJ Students uphold the noble cause of passionately striving for the good and the truth. They are thirsty for knowledge and wisdom. They put hard work to further their skills and talents, to learn and grow more, however, sometimes; students still need help in getting certain things done.

This is where we come in.

OSA focuses on its main services, Student Aid and Alumni Service, through these services, we can give our students academic, social, and financial supports, such as:

- **Student residence**
  We handle residencies for international and exchange students.

- **Academic support**
  We organise different academic programs to help develop the skills for students in different aspects, such as Buddy Programme. Buddy Programme is designed for freshman or international/exchange students. They can get help and supports from older/local students in order to integrate into the new society and environment more smoothly. More details in Buddy Programme section.

- **Sports activities**
  We initiate sport activities in cooperation with the Students’ Association.

- **Workshops and other activities**
  We can help organising events and activities for both students and USJ staff in order to build closer relationships between them.

- **Communication between students and public**
  We communicate important announcements from different organisations or government institutions that may involve student participation, such as community development, academic competitions, or other competitions, such as singing, art, etc.

- **Alumni service support**
  We offer our support to the graduates of USJ, the Alumni. We are delegated in providing services and support to the Alumni Association (AAUSJ); meetings are held regularly to plan annual events, activities and gatherings to continue to strengthen the bond between the University and its graduates.

- **Financial support**
  For students who have any financial difficulties, we can offer help through scholarship. For more details, please visit our Financial Aid page.

- **Support for students with special needs**
  We also offer help and support for students with disabilities.

Most importantly, if students have any queries related to the University, please feel free to contact us 8796 5701 or email studentaffairs@usj.edu.mo. We will do our best to help or direct you to relevant departments and person who can
answer your enquiries.

**Student’s Association**

The University of Saint Joseph Students’ Association (USJSA) is an independent student body made up of students that conduct activities and services for the benefit of students first; acting as a bridge between the students and the administration. It is their wish to help bring about an active and progressive university experience, using rational and transparent methods, with a healthy dose of creativity, as they work for the betterment of USJ student life and the University.

The SA is also in charge of clubs and societies running in USJ. Joining a club at university is a brilliant way to be part of the budding university community. Your university education is not just in the classroom. It lies in the organizing and completing and perfecting processes that happen within the clubs. The clubs and societies in USJ are as follows:

- Cooking club
- Dance club
- English debate society
- IT computer club
- Journalism club
- Japanese culture and anime
- Media club
- Badminton club
- Basketball club
- Football club
- Volleyball club
- HK-Mongolia students’ society

**Alumni Association**

Alumni Association for University of Saint Joseph (AAUSJ) is a non-profit organisation and is managed and led by graduated students with the support from staff in the University. Our mission is to help promote and maintain a close relationships between the University and graduated students, because we believe our former students are the University’s most important ambassadors.

There are a number of benefits after you have become the member of AAUSJ, you can:

- **Attend any seminars or activities held by AAUSJ**
  Click here for more information for the activities we have held recently and click here for more information about our upcoming activities.
• **Use of the University facilities***
• **Receive our official newsletter**
    Published once a year, this is a newsletter for alumni brings you up-to-date news and developments from the University, AAUSJ as well as news on other graduates.
• **Enter the election to become one of our Committees**
• **Get help from organising events and reunions**
    If you would like to organise your own get-together we can help you find a venue. We can also forward invites to lost friends on your behalf and publicise the event for you. In return we would love to hear how the event went and receive photos for our website and newsletter.
• **Receive discount for shops***
    You can receive discount when presenting your alumni card to certain restaurants and shops for discount. For more details on the list of places you can get discount from, please contact AAUSJ via email - aausj@usj.edu.mo

*with alumni card

**Our Mission**

• Promote close relationships and good communication between the University of Saint Joseph and its alumni;
• Foster growth and development of the University of Saint Joseph;
• Promote exchange and dissemination of professional knowledge and experiences among its alumni;
• Develop good cooperation between the Association and other associations or organisations;
• Display greater love for China Motherland and for Macau, and contribute to the development of Macau society in all aspects.

To be a member of AAUSJ, please contact aausj@usj.edu.mo.

**Students with Special Needs**

The University is committed to compliance with the aims of the CRPD (Convention on the Rights of Persons with Disabilities). Once a student has been accepted, the University accepts a responsibility to ensure appropriate provision for that student throughout his/her course. Students with disabilities can expect to be integrated into the normal University environment. They are encouraged and helped to be responsible for their own learning and so achieve their full academic potential. To ensure that all individuals should be given equal opportunity to learn, all USJ staff is requested to give the best academic and personal support possible.
and to establish a culture of inclusiveness and respect for the students with any kind of disability.

USJ aims to provide appropriate care and support for all with special needs. We will try to provide whatever support is necessary to enable them to study effectively and to make full use of our opportunities at University. We will try to improve our facilities and provide special arrangements with our faculty and administrative staff to cope with their needs.

**Sports Facilities**

The USJ Seminary Campus has a basketball court and a badminton area for USJ students. To reserve the venues, students can contact Office for Student Affairs (OSA) 87965701 or email studentaffairs@usj.deu.mo.

A table for table tennis is also available by request.

**Student Residence**

Students at USJ can apply for accommodation in the USJ Student residences managed by the University Residence Office. Residences are currently available in two different locations (one in Macau; one in Taipa), both are easily connected to the University or the city center by public transportation. All the rooms are fully furnished with basic furnished, and equipped with air conditioner and wireless internet. Cleaning service of the common areas is provided on a weekly schedule.

Priorities are given to Year 1 International/Exchange Students. These are also offered to other students depending on their case/justification of request for accommodation. For more details regarding the procedures, please visit usj.edu.mo/en/students/international/residence

**Student Complaints**

According to Article 36 e) and f) of USJ statues:

e) Students can make petitions and complaints to the USJ bodies and its academic units and
f) Appeal to the competent hierarchic superior, or the bodies with powers of
supervision.

Whenever a student has a grievance, USJ encourages the student to address his or her concern with the professor to seek an informal resolution without the assistance of outside parties. When that cannot be achieved, the student is encouraged to contact the OSA to begin the formal Appeal process. OSA helps the student negotiate the various levels of the process.

In viewing that many of the student complaints are related to the appeal of the grade, USJ has implemented the Grade Review Appeal Process (please refer to appendix 3).

University Chaplain

The university chaplain provides the following services to the students:

- Spiritual counselling
- Catechesis for sacraments/ post-sacramental instruction
- Life coaching / spiritual guidance
- Faith formation
- Sacraments

For more information, please contact our University Chaplain Office, NAPE 3, 6284 3079, jarvis.sy@usj.edu.mo
UNIVERSITY OF SAINT JOSEPH
GENERAL RULES AND REGULATIONS
Use of Name and Logo of the University

Use of the University’s name and logo in academic or non-academic competitions, student conferences, and other off-campus activities requires approval from the Rector’s Office.

Use of University Facilities and Equipment

For purpose of economy, accessibility and safety, students are encouraged to make use of available University facilities and equipment for their school-related activities. They are, however, required to secure permission from proper authorities before using them and they are expected to handle them with care. Improper use shall be subject to sanctions and shall be charged to the account of the offender.

Use of Bulletin Boards

Posting of information materials is allowed only on bulletin boards and other designated areas, obtaining clearance from Publicity and Public Relations Office.

Code of Ethics for Research

Students must conduct their research in accordance with well-accepted ethical standards, namely in terms of informed consent, privacy, confidentiality, anonymity, non-traceability, ownership of data, vulnerability, treating participants as subjects, gaining permission to conduct research, clearance and release of data, verifiability, participation and withdrawal rights, honesty as well as their own moral and ethical code. Whenever in doubt about these issues please contact your respective Lecturer or supervisor for advice. Using unethical methods to conduct research may lead to a Disciplinary Proceeding.

Dress Code

Students are reminded that when on campus, or on university’s activities, they should be appropriately attired in a manner befitting the occasion and status of university students.
Equal Opportunities

USJ is committed to the policy and practice of equal opportunities. This principle permeates all courses and activities at USJ. Matters of equal opportunities should be taken up with the relevant Dean.

Mobile Phones

Mobile phones and other devices cannot be used during class time. Mobile phones must either be turned off, or put on silent mode. Infringing this policy may result in being expelled from the class, and being recorded as “absent”.

No Eating or Drinking inside Classrooms

Eating and drinking are not allowed inside classrooms. Infringing this policy may result in being expelled from the class, and being recorded as “absent”.

No Pets or Animals

For health reasons, no pets or animals are permitted on campus.

Personal Property

USJ does not provide insurance for items of personal property. Students are advised to obtain their own insurance cover as they see fit.

Proper Decorum

Good manners and right conduct must be practised by all students, inside or outside the University premises. Courtesy and due respect for authority must be observed when dealing with student officers, faculty members, personnel, and University officials. Students found violating rules on proper decorum will be subject to disciplinary sanctions.

Smoking

Smoking is prohibited in all indoor and outdoor areas of the campuses.
University of Saint Joseph Fees and Charges
Tuition Payment Policy

Tuition Payment Schedule

1. Students pay annual tuition fees in 2 installments, during the week preceding the beginning of each Semester (actual dates will be posted every year).
2. Pre-U and Bachelor students that enroll throughout the semester (continuous enrolment) must pay the full semester tuition before they can have access to the IT system and are allowed to attend classes.
3. Students who do not complete their respective programmes within its standard duration (e.g. Pre-University is one year; Bachelor are generally four years; Masters two years and Doctorates three to five years) must pay tuition for the extra time required to complete all Modules. The payment required will be the lowest of the following:
   - Fee per each outstanding Module taken;
   - Semester Fee;
   - In the case of Masters and Doctorates the fee will be equivalent to the fee for each outstanding Module, if any, plus the extension fee.
   - The value of the Tuition Fee applicable to No 3 above is the one stipulated for the Academic Year in which the Modules are to be completed or the respective extension to be used.
4. Master and PhD students must pay tuition every 6 months, the first installment due at the time they start attending classes (not from the Matriculation Date).
5. Master students have 24 months to complete their degree, starting with the first class until their dissertation is accepted for examination. If additional time is required, charges will apply according to No. 3 above.
6. Students that enter into debt with the University and fail to reach the agreement to settle the amount owed will not be able to access some of the University’s services (please refer to the next section for details). Moreover, if the situation persists for three months, their status will be updated to “Drop-Out”.
7. Former students categorized as “Drop Out” wanting to resume their studies must re-apply for Admission and pay the Tuition Fees stipulated for the year of their re-admission. Any outstanding debt must be paid before the student is allowed to resume studies. An additional charge of 5% interest per year will be charged.
8. Students entitled to a reduction of tuition fees must formally submit their request at the Central Service Office on an annual basis.
9. Tuition reductions are not retroactive.
**Consequences of late payment of Tuition Fees**

1. HUB and MyUSJ Accounts will be blocked. Students will not be allowed to attend any class or examination until the situation is cleared.
2. No Supervisory support will be given to students working on their dissertations.
3. No official documents (e.g. Certificates or Declarations) will be provided.
4. The Student will not be included in the list of students sent to DSEJ for scholarship purposes.
5. Students that have been blocked from the system more than twice will no longer be eligible for USJ scholarships.
6. A penalty of 5% of the originally owed amount is incurred immediately after the due date expi res.
7. MyUSJ and Hub accounts will be unblocked within a period of 72 hours (3 working days) after the debt has been settled or an alternative agreement has been reached (e.g. deferred payment).

**If a Student is in Financial Distress**

1. The Student should seek information about possible scholarships (please contact the Students Affairs Office for more details).
2. The Student can submit a request for deferred payment (form available online on MyUSJ).
3. The request for deferred Payment should be submitted 2 weeks prior to the payment deadline (late requests will not prevent the blockage of accounts and other consequences).
4. Deferred Payment requests are limited 5 installments per Semester.
5. The first installment should be paid immediately after the request is made. No request will be accepted without this first payment.
6. No deferred payment requests are accepted for amounts below 2,000 MOP per installment.

**Tuition and Fees**

Students are responsible for pro-actively seeking information about the tuition and other fees owed to the university. The information will be made available through different channels (e.g. Website; MyUSJ, etc.).
Tuition Payment Methods

Students may use one of the following methods of payment:

Auto Pay through BNU

The tuition fee is automatically deducted on the due date from the bank account indicated by the student. If you choose this method you must complete an Auto Pay form available at the USJ Treasury Office.

Credit Card

This payment method is available at the USJ Treasury Office from Monday to Friday during office hours, from 9:00 AM to 7:00 PM.

“E-banking” through BNU

If you opt for this payment method you will receive an email at the beginning of the month in which your tuition fee is due, informing you of your 13-digit bill number.

After receiving this email you should follow BNU e-banking steps, as described below:

1. Go to BNU’s website: www.bnu.com.mo;
2. Choose Login in BNU Online;
3. Insert Login ID and PIN;
4. Choose “Pay Bills”;
5. Select “General Payment”;
6. Category “Others”;
7. Merchant “INST INTER-UNIVERS”;
8. Insert the 13-digit bill number and click “OK”;
9. After that, BNU’s system will retrieve the amount and other payment references: select the payment account, insert a personal description or leave it blank; then, click “OK”;
10. A final confirmation screen will be displayed again; and, if the information retrieved is correct, click “OK” once again;
11. A General Payment Acknowledgement will be displayed and the student will be able to print it.
Payment by Bank Deposit / Banking Transfer

A cash deposit can be made at any BCM or BNU branch using the standard deposit slips available at all branches. For BCM please use the following details:

<table>
<thead>
<tr>
<th>Bank</th>
<th>BCM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Name</td>
<td>Universidade de Sao Jose</td>
</tr>
<tr>
<td>Account Number</td>
<td>3-940011-213</td>
</tr>
<tr>
<td>Swift Code</td>
<td>CMACMOMXXXX</td>
</tr>
</tbody>
</table>

Students MUST fill in the name of the depositor (“Assinatura do depositante”) in English in block letters, his/her Student ID and title of programme of studies in which the student is enrolled. This is necessary so that USJ can trace deposits back to the student concerned.

A sample of deposit slip is given below:

![Deposit Slip Sample]

For BNU please use the following details:

<table>
<thead>
<tr>
<th>Bank</th>
<th>BNU</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Name</td>
<td>Universidade de Sao Jose</td>
</tr>
<tr>
<td>Account Number</td>
<td>9000 0717 55</td>
</tr>
</tbody>
</table>
Students must retain their copy of the deposit slip as proof of payment. In case of transfer of funds the student will receive a copy of the transaction summary as Proof of Payment webpage if the payment is made online.

A copy of the deposit slip or bank transfer must be delivered to the USJ Central Service Office on or before the due date of the appropriate installment to confirm payment. USJ will not consider any payment made, unless a copy of the deposit slip is submitted.

Students can opt to deliver the proof in person to the Central Service Office, send it by email (accounting@usj.edu.mo) or by fax (2872 5517).

**Bank Check/Draft Payment at USJ**

Students can pay in cheque at the USJ Central Service Office from Monday to Friday during office hours, from 9:00 AM to 7:00 PM.

**Suspension**

If a Student has paid the full semester and requests to suspend their studies during that period, the amount paid will be credited to the student’s account and will be used towards his future studies at USJ.

**Withdrawal**

If a student decides to withdraw from USJ, s/he must make sure that all tuition and other fees have been paid until the date the official withdrawal request is made.

Students are responsible for the full payment of the semester in which they submit the withdraw request.

Non-attendance does not constitute official withdrawal. Students who withdraw without notifying the University are responsible for the payment of tuition.

**Dropping Modules**

Students are responsible for re-enrolling in any modules dropped voluntarily during the standard duration of their programmes using the Add & Swap system and subject to its policies. Please note that the University may not re-offer modules previously dropped by students and therefore students are strongly recommended not to drop any module. Enrolment in previously dropped modules after a programme standard duration (i.e. in the 5th Year of enrollment in a 4-year programme) requires the payment of a fee similar to the fee payable for repeating a module.
**Repeating Modules**

A fee is charged for the repetition of modules, according to the tuition fee schedule of the academic year in which the module is retaken.

**Retained Students**

Students may be retained in their current year of studies whenever they fail to meet the minimum required number of credits, according to the academic regulations. In these situations, the tuition to be paid in the retained year will be computed either per module enrolled or according to the normal Semester fee, whichever is most beneficial (i.e. least expensive) to the student.

**Fees for Other Services**

<table>
<thead>
<tr>
<th>Service</th>
<th>Standard charge (per unit, MOP)</th>
<th>Charge for urgent requests (per unit, MOP)</th>
<th>Discount for three or more simultaneous requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Replacement of student card/staff card</td>
<td>200</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Replacement of locker key</td>
<td>50</td>
<td></td>
<td></td>
</tr>
<tr>
<td>English translation of diploma</td>
<td>100</td>
<td>200</td>
<td>20%</td>
</tr>
<tr>
<td>Academic transcript</td>
<td>100</td>
<td>200</td>
<td>20%</td>
</tr>
<tr>
<td>Customized declaration</td>
<td>250</td>
<td>500</td>
<td>20%</td>
</tr>
<tr>
<td>Standardized declaration</td>
<td>100</td>
<td>200</td>
<td>20%</td>
</tr>
</tbody>
</table>

All documents will be ready within 10 working days (standard requests) or within 3 working days (urgent requests).

A free transcript, course completion declaration, diploma and English translation of diploma are provided to each student upon graduation.

Documents will only be delivered to the respective student or graduand. If a third-party is expected to pick-up the documents s/he must bring an authorization letter signed by the student stating that s/he is authorized to receive the documents on her / his behalf. The authorization letter must clearly state who the third-party is, including full name and identification number.
Appendix 1 - Inclement Weather or Class Cancellations

This document, applicable to all USJ campuses, sets out the arrangements for classes and examinations* during Tropical Storm Warning Signal or the Rainstorm Warning Signal, unless with an announcement to the contrary has been made by USJ through Macao’s public media at the time of the bad weather.

Tropical Storm Warning Signal

Warning signal no. 8

1. When tropical storm warning signal no.8 (or above) is hoisted, the following arrangements will apply:

For classes and examinations* not yet started:
- If it is hoisted or in force AT or AFTER 7:00am, all morning classes and examinations* commencing BEFORE 12:30pm will be CANCELLED automatically.
- If it is hoisted or in force AT or AFTER 11:30am, all afternoon classes and examinations* commencing at any time FROM 12:30pm AND BEFORE 06:30pm will be CANCELLED automatically.
- If it is hoisted or in force AT or AFTER 05:00 pm, all evening classes and examinations* commencing from 06:30pm onwards will be CANCELLED automatically.

For classes and examinations* already started:
- All classes will be suspended immediately.
- All examinations* will continue until the end of that examination* session.

2. The Academic Records Office will post details of examination* postponement on MyUSJ to inform the students concerned of the details.

Warning signal no. 3

When tropical storm warning signal no. 3 is in force, all classes / examinations* will be held as scheduled.
Rainstorm warning signal

When the Rainstorm Warning Signal is issued, the following arrangements will apply:

- All examinations* will be held as scheduled.
- All classes will be held as scheduled. However, due to the weather conditions, delays may occur and students may be given special consideration by the respective Lecturer when duly justified.

Remarks:
*Examinations in this document refer only to those organized through the Academic Records Office.
Appendix 2 - Add or Swap Modules Procedures

A certain degree of flexibility is allowed for students to manage their schedule, through the Add & Swap function of MyUSJ. Bachelor and Pre-University students at the University of Saint Joseph can add/swap modules to their normal schedule. The conditions to do so are:

1. No scheduling conflict with an assigned module;
2. Each module has a limited number of students. Once that number is reached no more students can be added with or without permission of the lecturer;
3. Students can only add modules of their respective year of studies, or lower (e.g. a year three student is not allowed to add modules from year four);
4. Students cannot enroll in more than 22 credits each semester. Each semester, the add or swap function will be restricted to students that need to retake failed modules first and only after open to all students. During that first stage, and in exceptional circumstances, students may be allowed to add slightly more than 22 credits;
5. Students can only add modules up to three days before the respective class starts;
6. All applications must be done through MyUSJ;
7. Adding or swapping modules may require the payment of a fee, based on the tuition schedule at the time. Whenever payment is required, students must make the respective payment before the request is approved.

For more information, please contact our Academic Records Office.
Appendix 3 - Grade Appeal Process

1. Students have the right to file a grade review appeal request about a specific grade.
2. Students can only appeal to the university if they have previously appealed directly to the respective Lecturer, within 5 days of the publication of the grade.
3. Should the student feel that the direct appeal to the Lecturer did not resolve the issue fairly, s/he has the right to file an appeal at the Academic Records Office within two weeks of the publication of the grade. A fee of MOP500 is charged for these requests, refundable if the appeal is positive.
4. The appeal request must be made in the form of a written letter, addressed to the Registrar.
5. After receiving a grade appeal request a committee of three members will be appointed by the university to review it. Simultaneously, a report regarding the grade will be requested from the respective Lecturer, due within a maximum period of two weeks.
6. The committee will then do the following:
   a. Review the lecturer’s report and interview him/her, if required;
   b. Should at least one member of the committee consider that the allegations warrant a hearing, the student will be called for one. Otherwise, the student will be informed of the outcome;
   c. The committee must call a hearing, or reply to the Appeal, within ten working days of receiving the report from the lecturer.
7. Should there be a hearing, the committee interviews the student and, after discussion with the lecturer, proposes an outcome.
8. Should the outcome be positive, the grade will be updated and the student can claim back the fees paid for the appeal process.
9. The decision reached through this process is final. Students may still request to re-take the module, or the exam, in an effort to improve their grade. The following guidelines will apply:
   a. Requests will be approved according to the seat availability (priority will be given to students who have not yet taken the class);
   b. Charges will apply, according to the tuition fee schedule at the time;
   c. The final grade in these cases will be set as the highest between the original and the new grade.