



# UNIVERSITI MALAYA

## USER MANUAL FOR STUDENT

CO4 – Enrolment Maintenance

---

via MAYA

**Workstream:** C04 – Enrolment Maintenance  
**Prepared on:** 06 February 2020  
**Authors:** Shahibullah Bin Ithnin  
Muhammad Amirul bin Harun  
Haryati Masilan  
Norhidayah Binti Mohamed

**DOCUMENT PURPOSE:**

The purpose of this document is to provide a user manual on the workstream for the Enrolment Maintenance to University of Malaya. This manual includes a description of the system's functions and capabilities, contingencies and alternate modes of operation, and step-by-step procedures for system access and use.

The workstream includes the following processes:

1. Specialisation selection
2. Module Withdrawal
3. Special Module Withdrawal
4. Semester Withdrawal
5. Programme Withdrawal
6. Change of Programme
7. Special Permission:
  - (a) Late Module Application
  - (b) Extra Credit
  - (c) Off Diet Module
  - (d) Audit Module
  - (e) Mobility Module
8. Update Deceased Student Record
9. Conversion from Master to PhD
10. Conversion from PhD to Master
11. Appeal:
  - (a) To extend maximum duration of candidature
  - (b) To continue with studies (failed and terminated from study)

**INTENDED AUDIENCE:**

1. Central Administrator
2. Faculty Admin
3. Student
4. Business User
5. Business Analyst
6. Technical Analyst

**Table of Contents**

DOCUMENT PURPOSE: ..... 1

INTENDED AUDIENCE:..... 1

1. INTRODUCTION ..... 3

    1.1 Index ..... 3

    1.2 User Characteristics ..... 3

    1.3 Glossary ..... 4

2. ROLES AND RESPONSIBILITY ..... 5

3. PROCESS FLOW ..... 5

4. USER MANUAL ..... 7

    4.1 STUDENT VIA MAYA ..... 7

        4.1.1 Login Page ..... 7

    4.2 MODULE WITHDRAWAL ..... 8

    4.3 SEMESTER WITHDRAWAL ..... 10

    4.4 PROGRAMME WITHDRAWAL ..... 14

    4.5 SPECIALISATION SELECTION ..... 17

    4.6 APPLICATION FOR SPECIAL PERMISSION ..... 19

        i. Off Diet Module Registration  
           (Register a module not offered in of the programme structure).....20

## 1. INTRODUCTION

The user manual is a reference and guide on the Enrolment Maintenance workstream for new users of the SITS and MAYA student record system.

### 1.1 Index

| Term                  | Description  |
|-----------------------|--|
| AASC                  | Academic & Administrative Services Centre  |
| Academic Year         | Academic session for academic calendar   |
| Activity              | Type of activity for topic element   |
| Central Administrator | AASC   |
| Faculty               | Faculty's user   |
| Lecturer              | Academic Staff   |
| Level                 | Type of programme e.g. undergraduate, master, doctorate  |
| MAYA                  | University of Malaya Student Information System's web based  |
| Module                | Defines general information about each course and its activities   |
| Period Slot           | Types of time classifications used within a scheme e.g. terms, semesters                                     |
| Programme             | Programme of study available within a scheme e.g. a Bachelor of Arts   |
| Route                 | Define major and/or minor for each programme e.g. Bachelor of Arts (Geography)                               |
| Scheduling Group      | Defines a group each student belongs to to ensure the student is in the same group throughout his/her study. |
| Session               | Available groups for each course offered   |
| SITS                  | University of Malaya Student Information System client based   |
| Start Period          | Student's starting semester for the programme enrolled   |

### 1.2 User Characteristics

| User    | Responsibility / Activity   |
|---------|---|
| Student | <ul style="list-style-type: none"> <li>• Apply for:                             <ul style="list-style-type: none"> <li>○ specialisation (major/minor).</li> <li>○ transfer of credit (manual form).</li> <li>○ semester withdrawal.</li> <li>○ programme withdrawal.</li> <li>○ change of programme (manual form).</li> <li>○ late module application (manual form)</li> <li>○ extra credit (manual form)</li> <li>○ audit module (manual form).</li> <li>○ appeal to extend maximum duration of candidature (manual form)</li> <li>○ appeal to continue with studies (failed and terminated from study) (manual form)</li> </ul> </li> <li>• Register a module:                             <ul style="list-style-type: none"> <li>○ off-diet (out of DIET requirement).</li> </ul> </li> <li>• Withdraw from a module.</li> </ul> |
| Faculty | <ul style="list-style-type: none"> <li>• Approve:                             <ul style="list-style-type: none"> <li>○ specialisation (major/minor) application.</li> </ul> </li> </ul>   |

|                       |   |
|-----------------------|---|
|                       | <ul style="list-style-type: none"> <li>○ transfer of credit (for modules within 5 years from date of Senate approval – manual paperwork).</li> <li>● Recommend for:             <ul style="list-style-type: none"> <li>○ transfer of credit (for the first-time module submission – manual paperwork).</li> <li>○ special module withdrawal</li> <li>○ semester withdrawal application.</li> <li>○ programme withdrawal application.</li> <li>○ change of programme application (from manual application).</li> <li>○ late module registration application (from manual application).</li> <li>○ extra-credit application (from manual application).</li> <li>○ audit module application (from manual application)</li> <li>○ mobility module application.</li> <li>○ appeal to extend maximum duration of candidature (from manual application).</li> <li>○ appeal to continue with studies (failed and terminated from study).</li> <li>○ conversion from Master to PhD. (manual paperwork)</li> <li>○ conversion from PhD to Master. (manual paperwork)</li> </ul> </li> </ul> |
| Central Administrator | <ul style="list-style-type: none"> <li>● Approve recommendation from Faculty:             <ul style="list-style-type: none"> <li>○ special module withdrawal</li> <li>○ semester withdrawal.</li> <li>○ programme withdrawal.</li> <li>○ change of programme.</li> <li>○ late module registration.</li> <li>○ extra credit.</li> <li>○ audit module</li> <li>○ appeal to extend maximum duration of candidature</li> <li>○ appeal to continue with studies (failed and terminated from study)</li> <li>○ conversion from Master to PhD.</li> <li>○ conversion from PhD to Master.</li> </ul> </li> <li>● Update transfer of credit record</li> <li>● Update deceased student's record</li> </ul>  |

### 1.3 Glossary

| Table | Table Name                           | Remark   |
|-------|--------------------------------------|--|
| QAS   | Quick Applicant Setup                | To generate student record.  |
| CAPS  | Course Application Supervisor Access | To update the following fields: <ul style="list-style-type: none"> <li>● 'Decision/Date' as 'U'</li> <li>● 'Response/Date' as 'F'</li> </ul> |
| ATR   | Applicant Transfer                   | To create student profile from applicants' record.   |
| SPR   | Student Programme Route              |  |
| SCJ   | Student Course Joint Detail          | Details of students' academic programme.   |
| SCE   | Student Course Enrolment             | Details of student enrolment for the current semester.   |

## 2. ROLES AND RESPONSIBILITY



### Student

- Apply for:
  - specialisation selection (major / minor).
  - transfer of credit.
  - semester withdrawal.
  - programme withdrawal.
  - change of programme.
  - late module application.
  - extra credit
  - audit module.
  - appeal to extend maximum duration of candidature.
  - appeal to continue with studies (failed and terminated from study).
- Register a module:
  - off-diet (out of DIET requirement).
- Withdraw from a module.



### Faculty's Admin

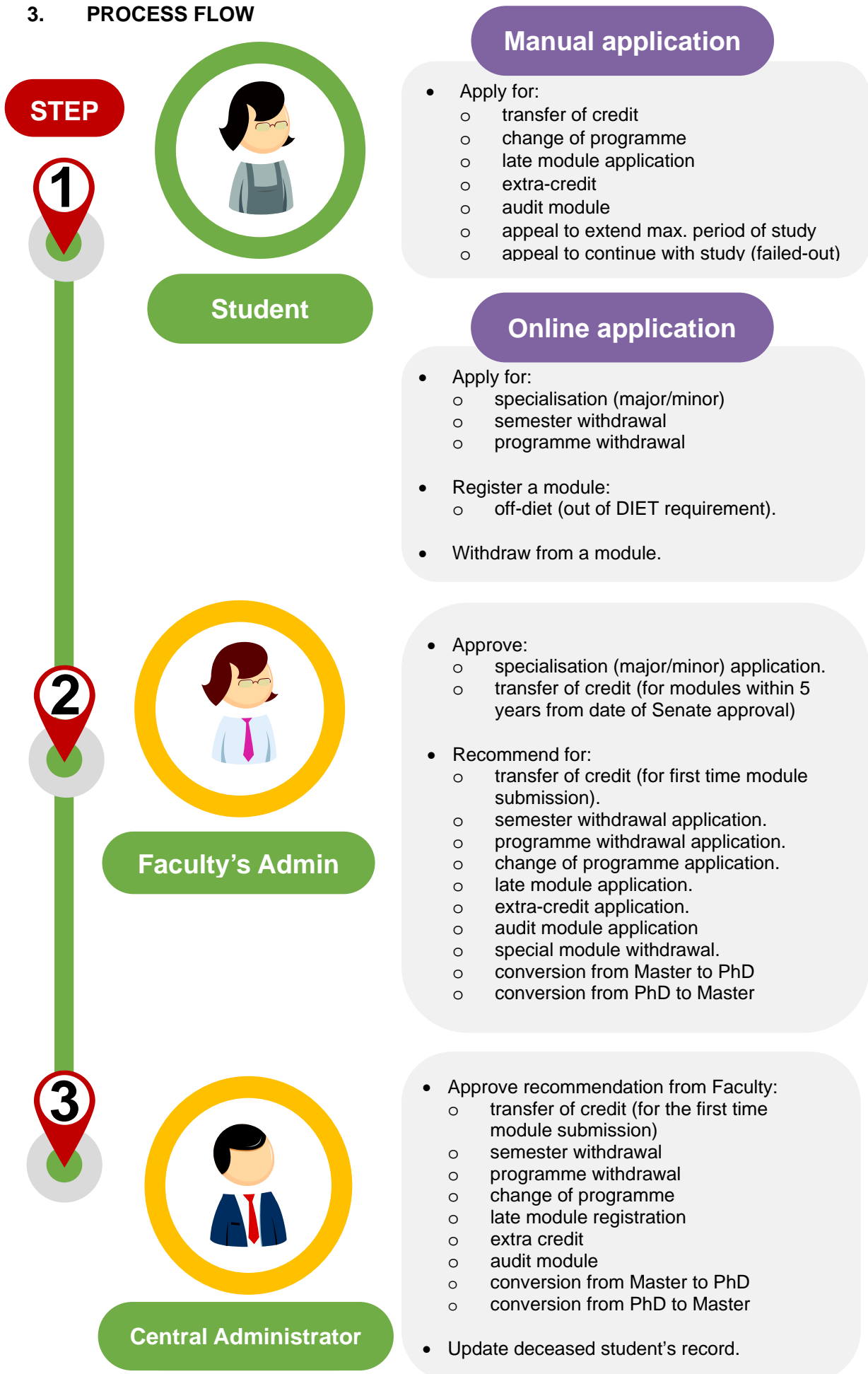
- Approve:
  - specialisation (major/minor) application.
  - transfer of credit (for modules within 5 years from date of Senate approval)
- Recommend for:
  - transfer of credit (for the first-time module submission).
  - semester withdrawal application.
  - programme withdrawal application.
  - change of programme application.
  - late module registration application.
  - extra-credit application.
  - audit module application.
  - mobility module application
  - appeal to extend maximum duration of candidature.
  - appeal to continue with studies (failed and terminated from study).
  - conversion from Master to PhD. (manual paperwork)
  - conversion from PhD to Master

- Approve recommendation from Faculty:
  - special module withdrawal
  - semester withdrawal.
  - programme withdrawal.
  - change of programme.
  - late module registration.
  - extra credit.
  - audit module
  - appeal to extend maximum duration of candidature
  - appeal to continue with studies (failed and terminated from study)
  - conversion from Master to PhD.
  - conversion from PhD to Master.
- Update transfer of credit record
- Update deceased student's record



### Central Administrator

### 3. PROCESS FLOW



## 4. USER MANUAL

### 4.1 STUDENT VIA MAYA

#### 4.1.1 Login Page

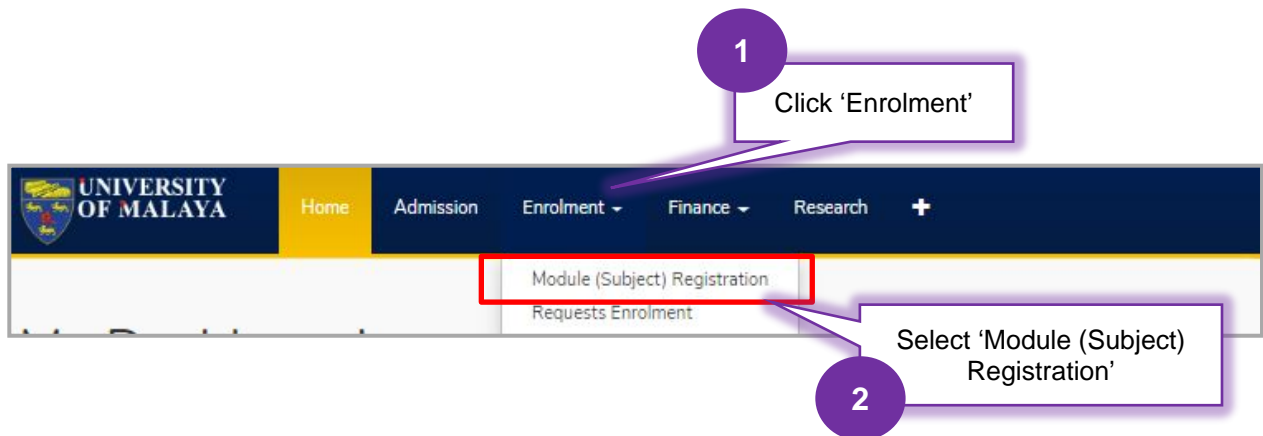
This page applies to all categories of students.

The screenshot shows the 'Academic Portal MAYA' login page. The browser address bar displays 'https://maya.um.edu.my'. A callout box labeled '1' points to the page title and says 'Log in to the Academic Portal MAYA.' Below the header is a 'System Message' section with instructions for staff and students. The main content area features a 'Log in to MAYA' form with 'Username' and 'Password' fields, a 'Log in' button, and an 'Enrolment Flow' section with 'UMSItS ENROLMENT' text and logos for 'UNIVERSITI MALAYA' and 'UMSItS'. A callout box labeled '2' points to the login form and says 'Key-in username and password.' Another callout box labeled '3' points to the 'Log in' button and says 'Click 'Log in'.'



## 4.2 MODULE WITHDRAWAL

Log in to the Academic Portal MAYA as shown on page 9.



3 Click 'View Modules'

| Programme             | Academic Year | Level of Study | Semester   | Status         | CTES          | Action       |
|-----------------------|---------------|----------------|------------|----------------|---------------|--------------|
| BACHELOR OF ECONOMICS | 2018          | 2              | SEMESTER 1 | Active student | Not Evaluated | View Modules |
| BACHELOR OF ECONOMICS | 2017          | 2              | SEMESTER 2 | Active student | Completed     | View Modules |
| BACHELOR OF ECONOMICS | 2017          | 2              | SEMESTER 1 | Active student | Completed     | View Modules |
| BACHELOR OF ECONOMICS | 2016          | 1              | SEMESTER 2 | Active student | Completed     | View Modules |
| BACHELOR OF ECONOMICS | 2016          | 1              | SEMESTER 1 | Active student | Completed     | View Modules |

4 Click 'Withdraw' to withdraw module

| Module  | Module name     | Credit hours | Year | Occurrence | Semester | Registration Status | Action   |
|---------|-----------------|--------------|------|------------|----------|---------------------|----------|
| SIX1006 | MALAYSIAN FLORA | 3            | 2018 | A          | S1       | WITHDRAWN           |          |
| SIX1009 | BASIC CHEMISTRY | 2            | 2018 | A          | S1       | ENROLLED            | Withdraw |

Total credit hours : 5

**Student Module Withdrawal**

Are you sure you wish to withdraw from this module?

Module: SIX1009 BASIC CHEMISTRY

Cancel Yes

5

Click 'Yes' to withdraw

**Student Module Withdrawal Notification**

The module has been successfully withdrawn.

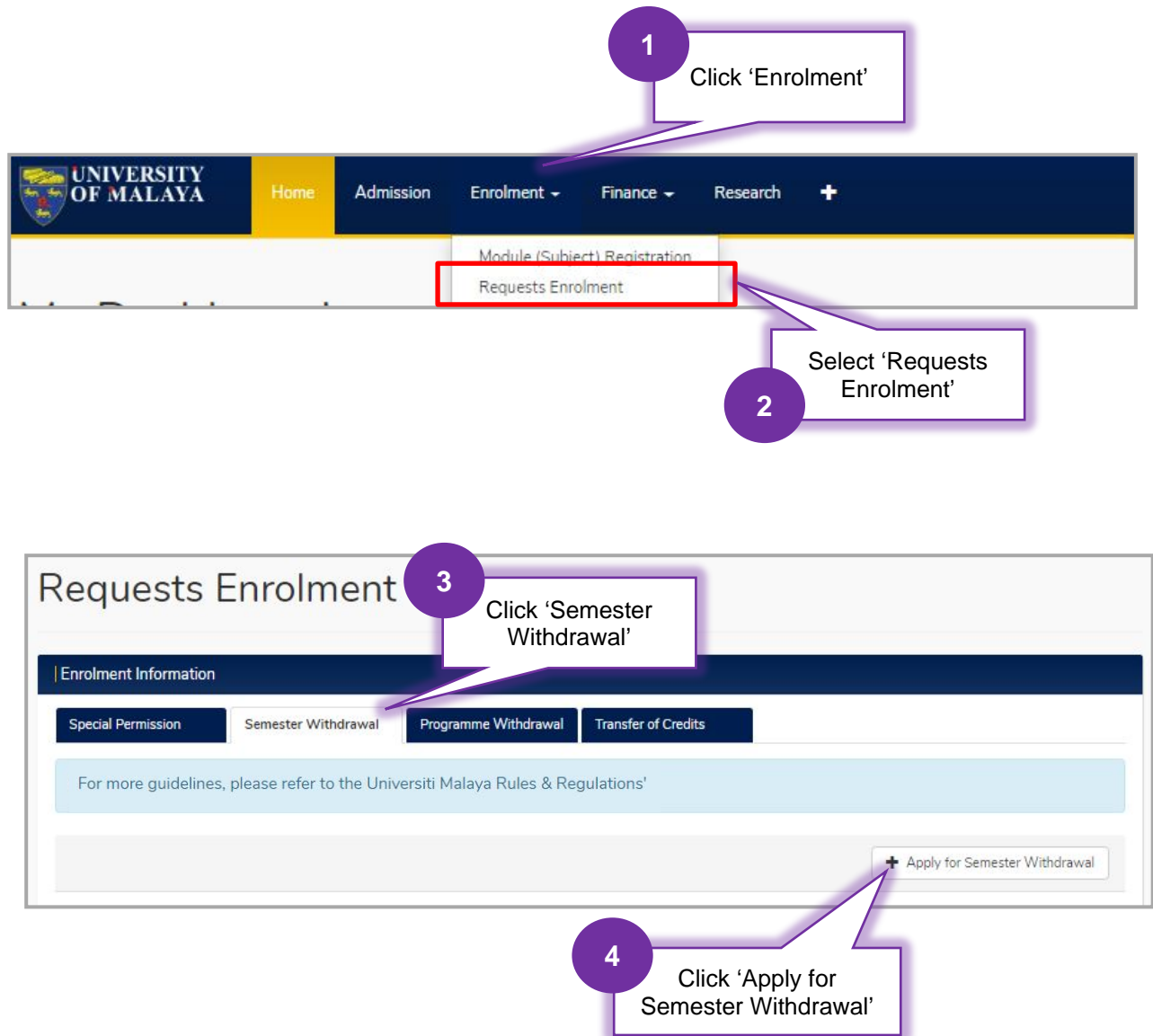
Finish

6

Click 'Finish'

### 4.3 SEMESTER WITHDRAWAL

Log in to the Academic Portal MAYA as shown on page 9.

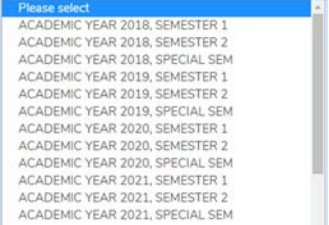


Semester Withdrawal Application

Notes:  
1. For Undergraduate and Postgraduate student, Semester Leave (Personal) application is applicable until Week 7.  
2. For Jurisprudence (External) student, Semester Leave (Personal) application is applicable until Week 10.  
3. Gap Year Leave Application must be made 6 months earlier and obtained approval from Student Affairs Division (HEP) Universiti Malaya.

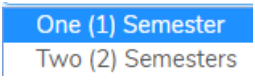
**6**

Click 'Period Slot\*' and select a year and a period to withdraw from semester



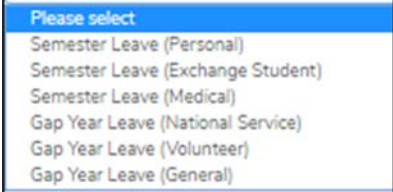
**5**

Click 'Number of Period Slot\*':



**7**

Click 'Category\*':



Note: Semester Leave (Personal) will be applicable until Week 7 if a student applies in the same semester

Number of Period Slot\* One (1) Semester

Period Slot\* Please select

Application Date 02/Feb/2020

Category\* Please select

Supporting Document\* File Uploader 0

Please upload the relevant document based on leave categories below:

- 1. Semester Leave (Personal):**
  - A relevant documentary evidence to support semester withdrawal for personal reason.
- 2. Semester Leave (Medical):**
  - A relevant documentary evidence or medical report issued by the Hospital
- 3. Semester Leave (Exchange Student):**
  - An offer letter to join the student exchange program from the university that offers the programme.
- 4. Gap Year Leave :**
  - An application form (Lampiran 1), paperwork (Lampiran 2) and approval letter from Student Affairs Division (HEP).

Reason for Withdrawal\* I would like to withdraw a semester

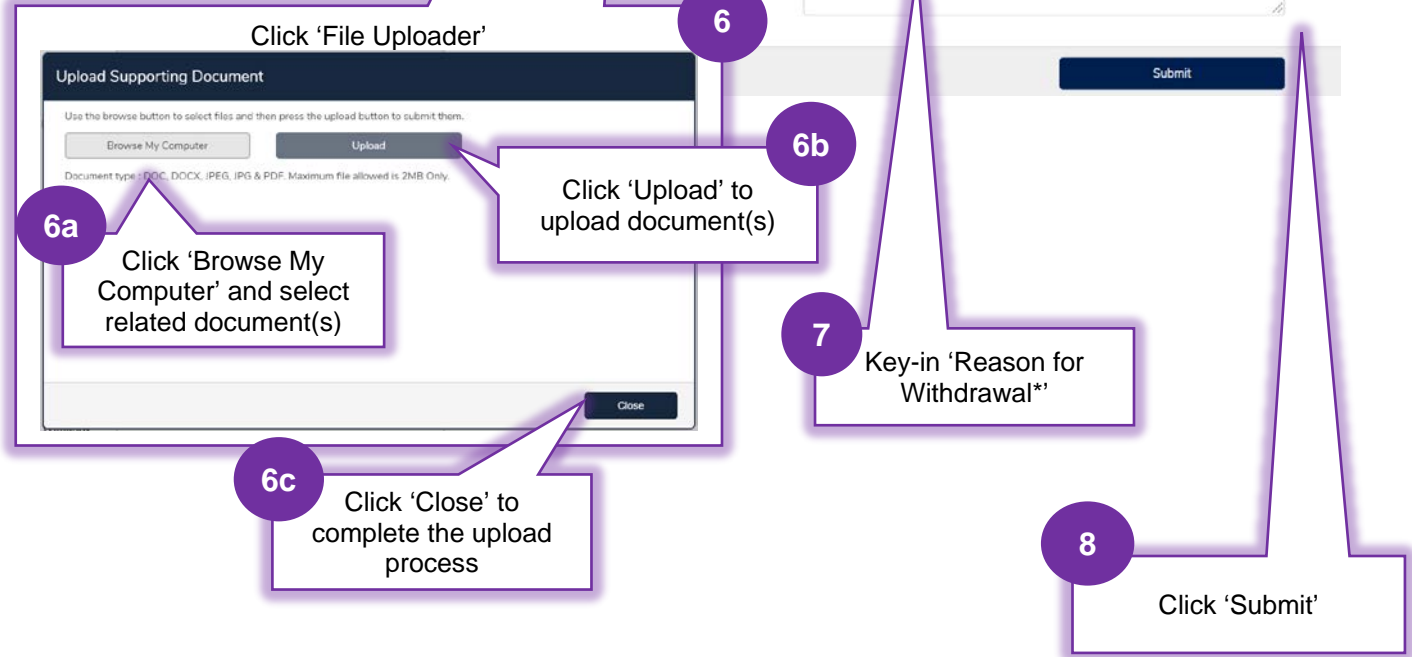
Submit

Semester Withdrawal Application

Notes:  
1. For Undergraduate and Postgraduate student, Semester Leave (Personal) application is applicable until Week 7.  
2. For Jurisprudence (External) student, Semester Leave (Personal) application is applicable until Week 10.  
3. Gap Year Leave Application must be made 6 months earlier and obtained approval from Student Affairs Division (HEP) Universiti Malaya.

Number of Period Slot\* One (1) Semester  
Period Slot\* Please select  
Application Date 02/Feb/2020  
Category\* Please select

Supporting Document\* File Uploader 0  
Please upload the relevant document based on leave categories below:  
1. Semester Leave (Personal):  
• A relevant documentary evidence to support semester withdrawal for personal reason.  
2. Semester Leave (Medical):  
• A relevant documentary evidence or medical report issued by the Hospital  
3. Semester Leave (Exchange Student):  
• An offer letter to join the student exchange program from the university that offers the programme.  
4. Gap Year Leave :  
• An application form (Lampiran 1), paperwork (Lampiran 2) and approval letter from Student Affairs Division (HEP).  
Reason for Withdrawal\* I would like to withdraw a semester



**Semester Withdrawal Submission**

The application has been successfully submitted and is pending review by the faculty.

**9** Click 'Finish'

**Request Enrolment Dashboard**

Special Permission Semester Withdrawal Programme Withdrawal

For more guidelines, please refer to the Universiti Malaya Rules & Regulations'

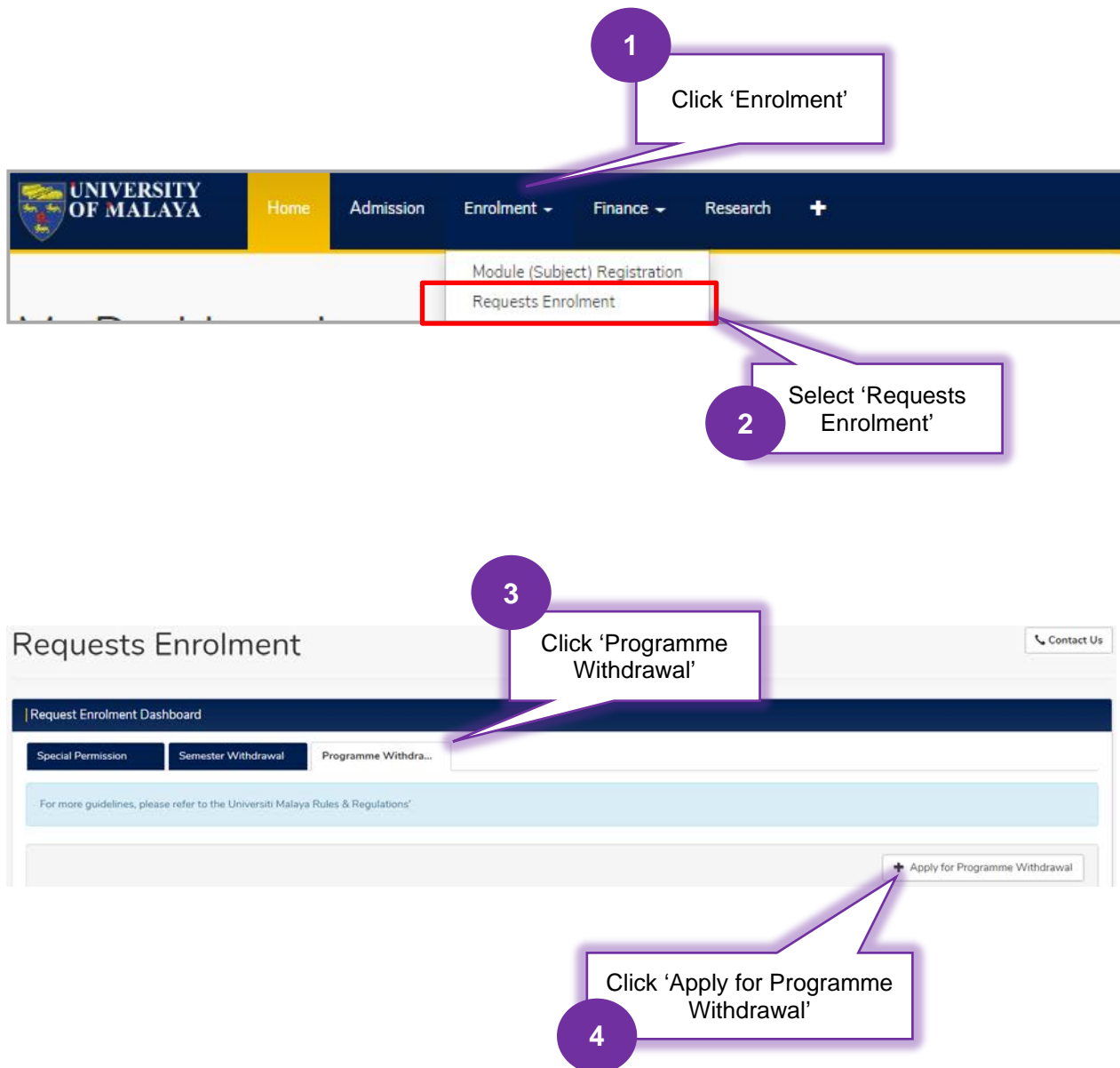
| Category                  | ↓ | Session   | Period     | Status  | Application Date | Approval Date |
|---------------------------|---|-----------|------------|---------|------------------|---------------|
| SEMESTER LEAVE (PERSONAL) |   | 2018/2019 | SEMESTER 2 | PENDING | 02/Febr/2020     |               |
| SEMESTER LEAVE (PERSONAL) |   | 2018/2019 | SEMESTER 2 | PENDING | 02/Febr/2020     |               |

Showing 1 to 2 of 2 entries

**10** Your application will appear here

#### 4.4 PROGRAMME WITHDRAWAL

Log in to the Academic Portal MAYA as shown on page 9.



### Programme Withdrawal Application

Contact Us

Matric Number : 18001135/1      Programme : Bachelor Of Economics      Academic Year : 2018/2019  
Student Name : Ug Specialization Em      Route/Specialisation : Bachelor Of Economics - Statistik Gunaan      Enrolment Status : Active student

Programme Withdrawal Application Page

Semester : S2      SEMESTER 2

Reason for Withdrawal\*

Supporting Document\*      File Uploader 0

Application Date : 02/Feb/2020

Submit

Indicate the reason for withdrawal **5**

**6** Click 'File Uploader' (if applicable)

**6a** Click 'Browse My Computer' and select related document(s)

**6b** Click 'Upload' to upload document(s)

**6c** Click 'Close' to complete the upload process

#### Upload Supporting Document

Use the browse button to select files and then press the upload button to submit them.

Browse My Computer      Upload

Document type : DOC, DOCX, JPEG, JPG & PDF, Maximum file allowed is 2MB Only.

Close

Click 'Submit' **7**

#### Programme Withdrawal Notification

The application has been successfully submitted and is now pending review by the faculty.

Finish

**8** Click 'Finish'



Request Enrolment Dashboard

Special Permission Semester Withdrawal Programme Withdra...

For more guidelines, please refer to the University Malaya Rules & Regulations'

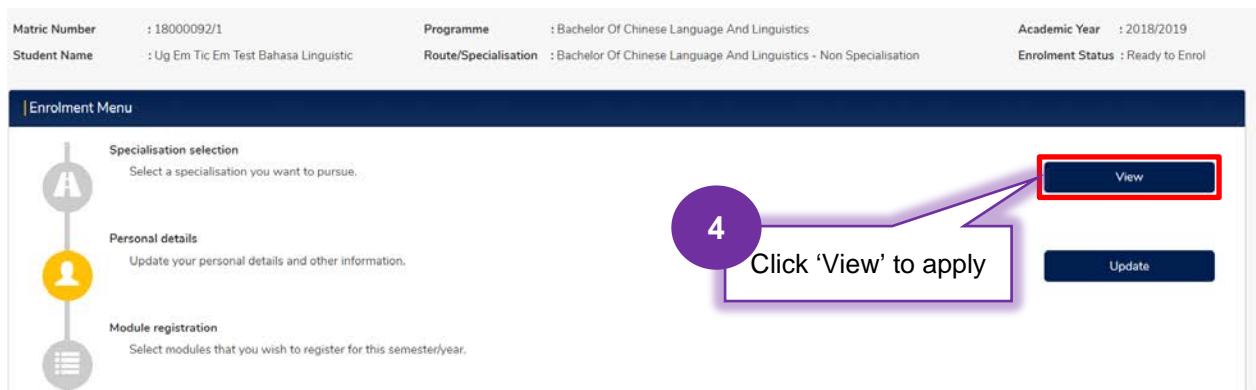
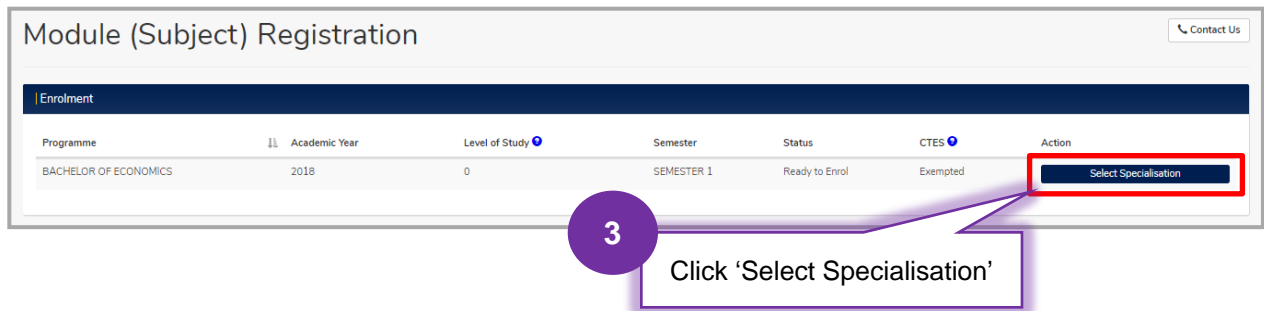
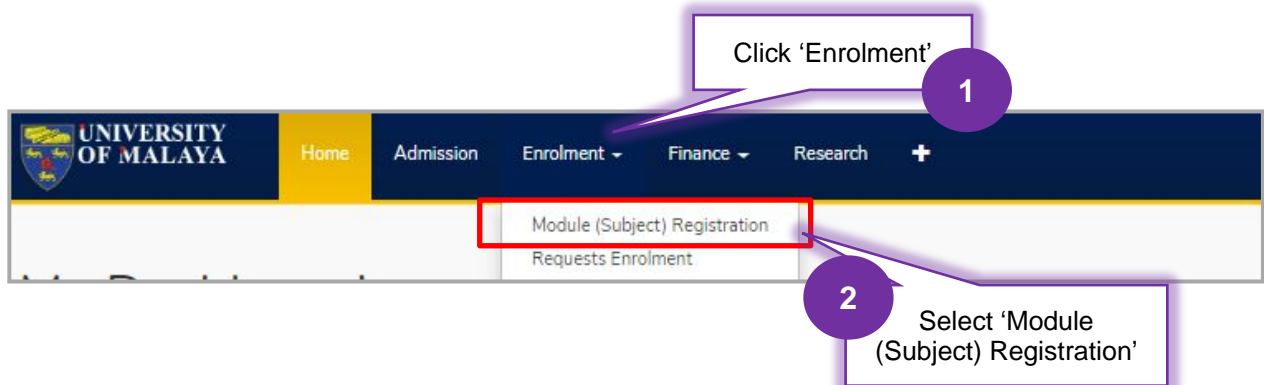
| Category             | Reason for Withdrawal | Session   | Period     | Status  | Application Date | Approval Date |
|----------------------|-----------------------|-----------|------------|---------|------------------|---------------|
| PROGRAMME WITHDRAWAL | I want to withdraw    | 2018/2019 | SEMESTER 2 | PENDING | 02/Feb/2020      |               |

Showing 1 to 1 of 1 entries

9 Your application status will be displayed

## 4.5 SPECIALISATION SELECTION

Log in to the Academic Portal MAYA as shown on page 9.



### Submit Specialisation Selection Request

Matric Number : 18000092/1      Programme : Bachelor Of Chinese Language And Linguistics  
Student Name : MAYA Student      Route/Specialisation : Bachelor Of Chinese Language And Linguistics - Non Specialisation      Enrolment Status : Ready to Enrol

**Complete details below**

Current Route: BACHELOR OF CHINESE LANGUAGE AND LINGUISTICS - NON SI

**Requested Route\***

I hereby understand that the Dean of the Faculty has the right to change my route selection\*

Back      Submit

**5** Initial specialisation will be displayed based on student's application record

**5** Click 'Requested Route\*'. Example:  
Please select...  
BACHELOR OF ECONOMICS - NON SPECIALISATION  
BACHELOR OF ECONOMICS - EKONOMI  
BACHELOR OF ECONOMICS - PENGAJIAN PEMBANGUNAN  
BACHELOR OF ECONOMICS - STATISTIK GUNAAN

**6** Tick the checkbox

**7** Click 'Submit' to proceed

### Submit Specialisation Selection Request

Matric Number : 18000092/1      Programme : Bachelor Of Chinese Language And Linguistics      Academic Year : 2018/2019  
Student Name : Ug Em Tic Em Test Bahasa Linguistic      Route/Specialisation : Bachelor Of Chinese Language And Linguistics - Non Specialisation      Enrolment Status : Ready to Enrol

**Specialisation Selection Notification**

The application has been successfully submitted and pending for approval by the faculty.

Finish

**8** Click 'Finish'

Matric Number : 18000092/1      Programme : Bachelor Of Chinese Language And Linguistics      Academic Year : 2018/2019  
Student Name : MAYA Student      Route/Specialisation : Bachelor Of Chinese Language And Linguistics - Non Specialisation      Enrolment Status : Ready to Enrol

**Enrolment Menu**

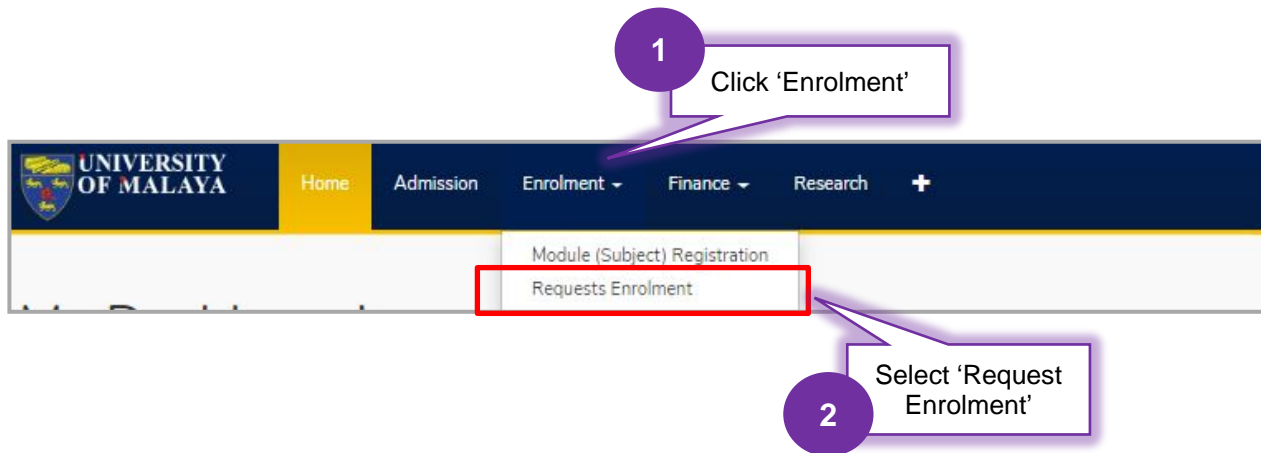
- Specialisation selection**  
Select a specialisation you want to pursue.
- Personal details**  
Update your personal details and other information.
- Module registration**  
Select modules that you wish to register for this semester/year.

Update

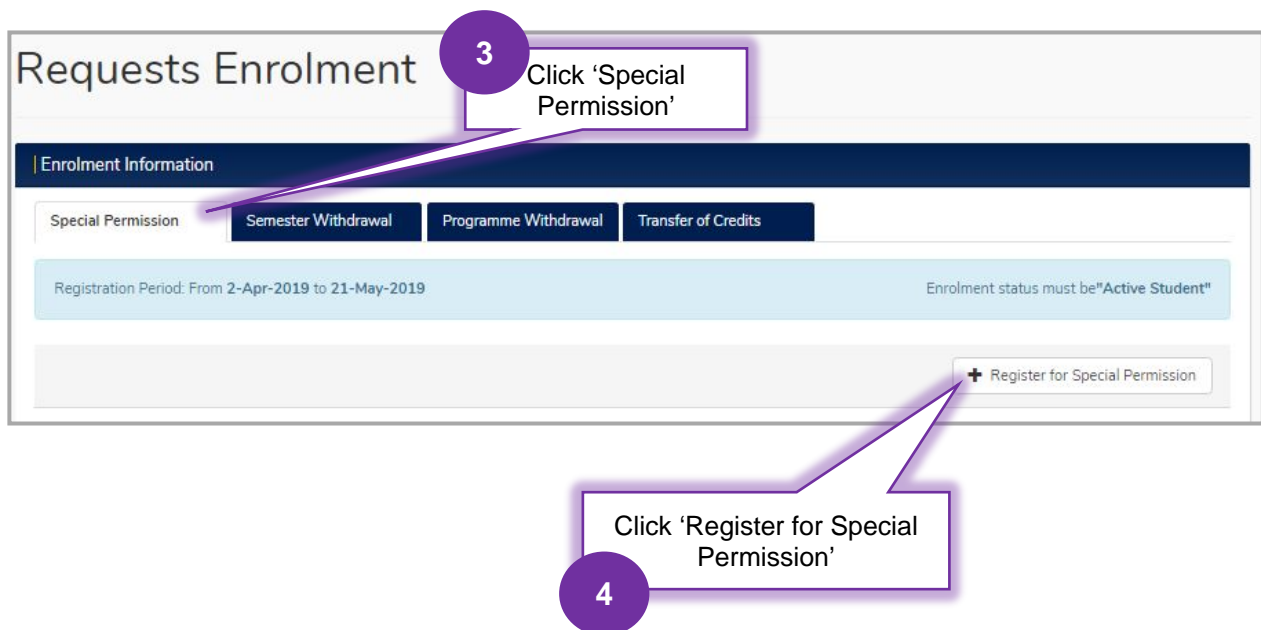
**9** The specialisation selection status has changed to 'Done'

## 4.6 APPLICATION FOR SPECIAL PERMISSION

Log in to the Academic Portal MAYA as shown on page 9.



This page will apply to all categories of students for special permission.



**i. Off Diet Module Registration (Register a module out of the programme structure)**  
Please refer to Step 1 until Step 4 on Page 23.

Special Permission Registration

Contact Us

Matric Number : 18000092/1      Programme : Bachelor Of Chinese Language And Linguistics      Academic Year : 2018/2019  
Student Name : Ug Em Tic Em Test Bahasa Linguistic      Route/Specialisation : Bachelor Of Chinese Language And Linguistics - Non Specialisation      Enrolment Status : Active student

Special Permission Registration

Please select one of the categories below:

Category\*

Next

5 Choose 'Category\*':  
Please Select  
Off Diet Module

6 Click 'Next' to proceed

Special Permission Registration

Contact Us

Student ID : 18001136/1      Programme : Bachelor Of Economics      Academic Year : 2018/2019  
Student name : Test Em Specialization      Route/Specialization : Bachelor Of Economics - Pengajian Pentadbiran Dan Politik      Enrolment status : Active student

Special Permission Registration

Category: Off Diet Module

Please select one of the modules below that is not in the student Diet

Module\*

7 Key-in Module Code (at least 3 characters):

- GU1001 BAHASA MELAYU DAN MASYARAKAT
- GU1002 KEMAHIRAN BERBAHASA
- GU1003 PENGENALAN KESUSASTERAAN MELAYU
- GU2001 BENTUK DAN RUPA SENI PERSEMBAHAN MELAYU

Back      Next

8 Click 'Next' to proceed

### Special Permission Registration

Contact Us

Matric Number : 18000092/1      Programme : Bachelor Of Chinese Language And Linguistics      Academic Year : 2018/2019  
Student Name : Ug Em Tic Em Test Bahasa Linguistic      Route/Specialisation : Bachelor Of Chinese Language And Linguistics - Non Specialisation      Enrolment Status : Active student

**Special Permission Registration**

Please select which semester to add the module

| Select                | Module Code | Module Name  | Semester | Occurrence | Credit |
|-----------------------|-------------|--|----------|------------|--------|
| <input type="radio"/> | KIA1001     | DRAWING FOR CIVIL ENGINEERS & COMPUTER PROGRAMMING | S1       | A          | 3.00   |
| <input type="radio"/> | KIA1001     | DRAWING FOR CIVIL ENGINEERS & COMPUTER PROGRAMMING | S1       | 1          | 3.00   |
| <input type="radio"/> | KIA1001     | DRAWING FOR CIVIL ENGINEERS & COMPUTER PROGRAMMING | S1       | 2          | 3.00   |

Back      Next

9 Tick a button to choose the right module occurrence

10 Click 'Next' to proceed

### Special Permission Registration

Student ID : 170000072371/1      Programme : Bachelor Of Economics      Academic Year : 2018/2019  
Student name : IZAL HASRY MOHD IZHAM      Route/Specialization : Bachelor Of Economics - Non Specialisation      Enrolment status : Active student

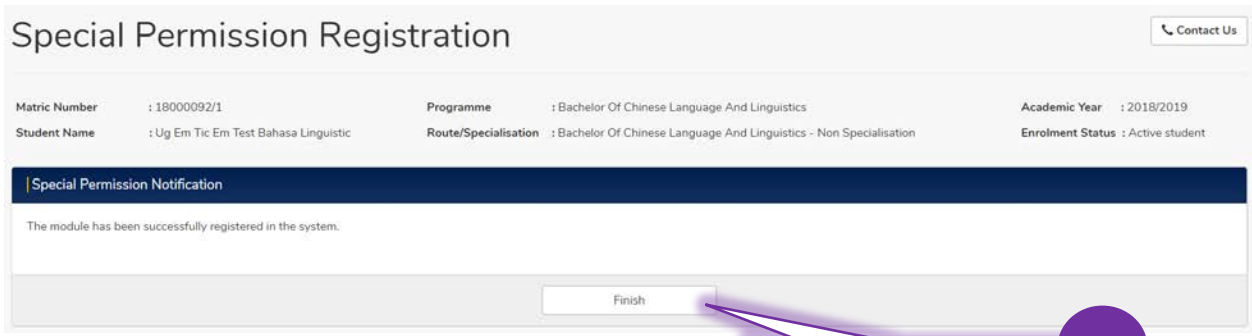
**Special Permission Registration**

Category : Off Diet Module  
Module Code : KIA1001  
Module Name : LUKISAN UNTUK JURUTERA AWAM & PENGATURCARAAN KOMPUTER  
Credit : 3  
Year : 2018/2019  
Semester : SEMESTER 1

Back      Submit

11 Click 'Submit' to proceed

a) If the total of current credits registered is not more than 25 credits per semester:

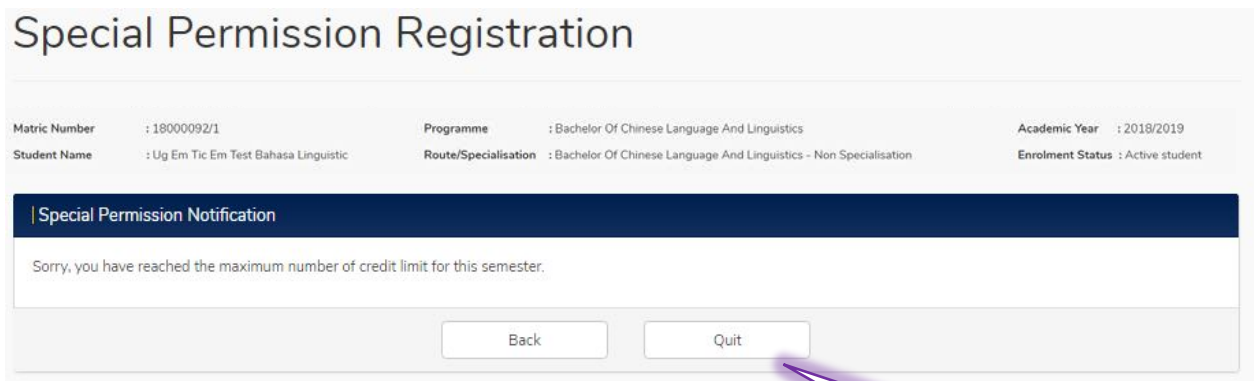


The screenshot shows the 'Special Permission Registration' page. At the top right is a 'Contact Us' button. Below the header, there is a table of user information:

|               |                                       |                      |   |                  |                  |
|---------------|---------------------------------------|----------------------|---|------------------|------------------|
| Matric Number | : 18000092/1                          | Programme            | : Bachelor Of Chinese Language And Linguistics                      | Academic Year    | : 2018/2019      |
| Student Name  | : Ug Em Tic Em Test Bahasa Linguistic | Route/Specialisation | : Bachelor Of Chinese Language And Linguistics - Non Specialisation | Enrolment Status | : Active student |

Below the table is a dark blue header for 'Special Permission Notification'. The notification text reads: 'The module has been successfully registered in the system.' At the bottom of the notification area is a 'Finish' button. A purple callout box with a circular label '12a' points to the 'Finish' button and contains the text 'Click 'Finish''.

b) If the total of current credits registered is more than 22 credits per semester:



The screenshot shows the 'Special Permission Registration' page. At the top right is a 'Contact Us' button. Below the header, there is a table of user information:

|               |                                       |                      |   |                  |                  |
|---------------|---------------------------------------|----------------------|---|------------------|------------------|
| Matric Number | : 18000092/1                          | Programme            | : Bachelor Of Chinese Language And Linguistics                      | Academic Year    | : 2018/2019      |
| Student Name  | : Ug Em Tic Em Test Bahasa Linguistic | Route/Specialisation | : Bachelor Of Chinese Language And Linguistics - Non Specialisation | Enrolment Status | : Active student |

Below the table is a dark blue header for 'Special Permission Notification'. The notification text reads: 'Sorry, you have reached the maximum number of credit limit for this semester.' At the bottom of the notification area are two buttons: 'Back' and 'Quit'. A purple callout box with a circular label '12b' points to the 'Quit' button and contains the text 'Click 'Quit''.