

APPENDIX A

TRANSCRIPTION SYMBOLS

[]	Overlap (F7: [])
> <	indication of understanding (>Oh<!)
—	lengthened vowel
?	Question or rising intonation
~	Unfinished sentence/continuation of sentence
()	paralinguistic expression (Showing three fingers/whispers/shouts)
Xxx	inaudible
/	short pause
//	long pause/silence
(.)	Very brief untimed intervals of silence
(0. 2)	Intervals between utterances, timed in tenths of second
\$	Smile voice

TRANSCRIPTIONS

D1: Good morning (Standing)

F1: Moring, you can sit down

D1: (Sat down and pass Metric card to the staff gaze at staff) I want to ask about the pass word

F1: >Oh<, pass word, you have to see Mr.Nuhalim

D1: (Gaze at staff) (0.2) where?

F1: Oh there, (point at the place)

D1:>Oh<, there(gesture point at the place)

F1: (Look at the students yes, pass back the Matric card)

D1: Thank you (stand up and walked away)

2.

D2: (Standing) hi, I want to ask about the English replacement test.

F1: Your offer letter?

D2: (Look at the staff) (0.2) (takes out the paper form the bag and shows to staff) this one?

F1: (Look at the paper), yes

D2: But I___ I_____//

F1: Please sit down.

D2: (Sat down)

F1: You want to check your program?

D2: yes, I want to change to master um_~~~

F1: [Your are master in biology technology?]

D2: Yes, can I register of something?

F1: Ok,(make phone call) hold down (few minutes latter) ok, you can see my officers inside

D2: Ok, (walk away)

3.

D3: (Passes a paper to staff)

F1 You are new student?

D3: Yes new student, I applied master___~~~

F1: [By research?]

D3: By research.

F1: Ok, go there in seminar room (points to the place) you register inside that room(points to the room)

D3: No, no, I don't want to register, I want to, eh_____//

F1: You can do you, eh... total payment?

D3: Total payment? (rising tone)

F1: Yes , you can go here you will know your total payment(point the place)

D3: Not here?(gesture)

F1 yes

D3: Eh, (take out a form from bag) I didn't not submit this, do I need to submit this (Points to the orange card?)

F1: It's ok(take it)
D3: It's ok?(rising intonation)
F1: Yes
D3: Ok, thank you \$ (nods the head)
F1: Ok.

4.

F2: You already finish your dissertation?
D4: (Gazing at staff) no, that is only coursework
F2: Only course? Project paper already submitted?
D4: (Nods the head)
F2: (Asks another staff something)
D4: (Looks at staff)/ no, no I already register 4 subjects
F2: (Checks from computer)
D4: No I want to graduate~~~(gesture and smiling)
F2: Meaning that you must register all the semesters?
D4: (Nods the head)
F2: This you must wait, once they are ready, they will sent you the graduation letter.
D4: (Gazing at staff) yeh?
F2: Whether you graduate or not so you should wait for graduation, semester one
D4: (Gazing at staff and nod the head) ok, no problem(take back the matric card) where can I check my result?
F2: In the second floor, examination office
D4: (Nod the head) ok, I got it thank you (walk away)

5.

D5: I want to check my friend's offer letter.
F2: How can I help , I already prepared the copy
D5: (Looked at staff smiling)
F2: (Took out the document and show it to student) this is old address?
D5: (Looked at it)/ (0.3)
F2: (Pointed at the paper) this is old one and this is new one
D5: (Nod the head)
F2: New one correct or not?
D5: (Nod the head) yes, yes
F2: I prepared already , but is not there(asked others)
D5: (Looked at them searched something)
F2: (Found the document and passed it to him)
D5: (Look at document, smiling)ok, thank you(walked away)
F2: Um.

6.

D6: Morning , I am from medical department, they could not register for me, because

They told me I need to submit~~~~ Photocopy of this (gesture of stamp on the paper)
(passes a printed paper to staff) I came to last Friday~~~ (points to the back)

F2: [Um?]

D6: I want to know copy of this (points to the paper) is acceptable?

F2: It just this one? But you still need to get certify one.

D6: >yeh<, this~~~~

F2: You get copy, I know you already copy it

D6: They (points to the back)did not certify, they don't certify because they need translation of English

F2: You should certify it.

D6: Just certify? (gesture stamp on it) they need translations

F2: They should certify, because you submit us the copy right?

D6: (Gazing at staff with confusion face)

F2: Which faculty?

D6: Um__(0.3) science

F2: Research?

D6: (Nods the head)PHD

F2: You attach this together inside your documents?

D6: Yes, I give your um__(gusseted of envelope) envelope, just copy of this?
(points to the paper)I submitted in that lady (points to the back) on Friday.

F2: so, should be no problem, I told Mr Matin already, my officer.

D6: Right, (closer to staff) I have another question he need to go back, because he came with tourist visa(gesture)only three month(gesture for '3') , how long um__
He will get offer letter?

F2: Offer letter the early is two month.

D6: (Nods the head) um, so it will be February right?

F2: (Asks other staff)so she will sent you offer letter as soon as possible

D6: (Takes out a paper to shows staff) so his visa will expire on 5th, only two week,
so it's possible to get as soon as possible?

F2: No, the earliest is two month.

D6: Two month yeh?

F2: [It's ok , after we send to faculty, you can check with them after one month]

D6: After one month?

F2: You let them know because of this situation want to get offer early, if they sent it to meeting~~

D6: >Eh<(nod the head)

F2: [If they accepted then we will give your offer letter].

D6: you mean ask the faculty?(gesture)

F2: You no need to ask faculty because still processing it

D6: >Eh<(gazing at staff)

F2: Maybe next week Monday like that, you check with them.

D6: (Gazing at staff nod the head) you mean go to faculty directly?

F2: No, no need to go to directly just check with them.

D6: So I come next week?

F2: Yes.

D6: Thank you Miss.

F2: Ok.

7.

(Standing)I want to submit this photo for my friend(point at the photo

D7: and pass it to staff)

F2: PHD? Which faculty?

D7: / (0.3) (put his hand on head) Oh__ economic.

F2: Ok.

D7: (Show his watch to staff) I submitted the application one hour ago (points to the watch)

F2: Ok, ok(writes something on the photo)

D7: Just submit pictures, did you received my forms?(gestures draw a square in air)

F2: Yes, it's already there.

D7: (points to the desk) I think the application is still here.

F2: It's on my table, I will check it , ok

D7: It's on your table?(smiling and shakes his head) thank you very much (walk away)

8.

D8: Hello, I prepare this (showing a paper) just for courses, this one is four thousand
four and_____

F1: [For PHD or~~~]?

D8: No, masters , I show you the differences(at same time looking for some thing
From her file) how can we do, you should do it because...not this (shows the previous
paper) and I have to pay this (points it to staff)

F1: (Look at paper) is you want to change mode eh...you have to write one
letter and then you have to submit to your faculty.

D8: >Oh<(shakes her head)

F1: Eh first you settle with registration then you go to faulty white one letter and submit
to Faulty~~~

D8: (Gazing at staff)you mean I have to pay this (show the paper) or not pay (gesture)
or change it then....//

F1: Your offer letter?

D8: Yes, sure

F1: Your are not yet register right?

D8: no, no, no (shakes her head)

F1: Ok, you go to register first I will change it for your offer letter ok?

D8: (Gazing at staff) how long it takes?

F1: few minutes, you wait oh.

D8: Ok, ok, (shakes head) thanks

9.

D9: I want to apply for my friend

F1: For which faculty?
D9: Eh__ biology
F1: In science?
D9: Eh?(no the head)

F1: (takes a form and show it to him) this is science , master in biotechnology ,
by course work and by research, offer once a year, July intake , you can apply it in
January

D9: (Gets closer to staff and look at her)I finished my master , but I haven't got my
certificate yet can I apply PHD?,

F1: Oh, you can apply
D9: Application form//
F1: Application form you can pay here for RM38, or you can apply through online
D9: / (0.3) (look at staff) through online?
F1: ok, (shows the form) you can apply through this website(e-application, you fill in
it online and print out the cover letter , after one week you submit your proposal ,
certificate , your transcript

D9: >Eh< (nods the head and gazing at staff) eh__ what is requirement?
F1: Ok, requirement, you must have bachelor degree, you must have your transcript
your bachelor degree honours? Your master degree for same field? Your master
in research or...?
D9: Research by course work?
F1: b y research eh~~~
D9: [Master? By course?]
F1: By course ok , you have to submit your certificate and transcript
D9: Then?
F1: You have to submit your proposal , your can check for your supervisor in faculty
of science
D9: Ok. What about process, how long we have to wait eh.... //
F1: Ok for process, your process for PHD program maybe about 2-3- month
D9: What about fees structure?
F1: Eh, what is fee structure, PHD this (shows a paper) by research by semester
D9: One semester?
F1: Yes , after you get approved
D9: (Looks at the paper, pause for few second) offer once a year?
F1: Yes ,
D9: How much altogether?
F1: Ok, this is semester two (shows a fees structure) one , one minimal 4 semesters
and maximal 16 semesters, eh 8 years, one year two semesters.
D9: 8 years?(with rising intonation)
F1: Yes, you can finish minimal 4 semesters.
D9: Is there any scholarship offer?
F1: Scholarship refer to finical division
D9: (Gazing at staff) where?

F1: Second floor.
D9: you do not know about scholarship eh___ for international students
F1: no, just person in charge in finance section upstairs
D9: Finance section?
F1: Yeh, maybe u can look at faulty website
D9: (Gazing at staff) which website?
F1: (Looks at website form computer and show it to him) this for 2007/2008 ,
I am not sure about next year
D9: (Looks at the paper fees structure again) one semester RM2800 , so expensive
F1: \$ yes , maybe u can talk to finical division , maybe u can pay half, half
D9: Half, half ?(shakes head) thank you very much (walks away).

10.

D10: I want to ask about the application of PHD for my friend
F2: Which faulty?
D10: (Asks his friend in Arabic) can not remember , I submitted last time to her
(points to the staff standing)
F2: Ratid?
D10: >Oh<, yes
F2: I will check for you
D10: Ok, thank you very much (walks away)

11.

D11: I am international student, eh__I want to apply for my friend(gazing at staff)
F1: [What program? Master?]
D11: Undergraduate.
F1: Undergraduate not here, but this for___ postgraduate only, undergraduate
in en__(looks at the PC)
D11: ok, ok (nods the head) I see, I see
F1: this for postgraduate program only
D11: (Looks at staff pause for two second) I spoke to the staff but they told me
for both, an they told me to get information from IPS.
F1: Oh, for undergraduate or postgraduate?
D11: (Gazing at staff pause for two second) they said for both.
F1: Hold on let's me check
D11: Ok

12.

D12: I want to have eh___ Guarantee letter
F1: Guarantee latter? Confirmation letter?
D12: Oh, yes to show my embassy that I am_____ proceed my study here
(gesture)
F1: (Takes a form and passes to student) ok, fill in this form, this letter only can have

it after you registered here

D12: (Gazing at staff) yes, yes I have registered (show a registration form to staff)

F1: Ok, fill in your name.

D12: (Filling in the form) this one? Because there is no space (point at the form)

F1: (Looks at it) it's ok

D12: That's all right?(rising intonation)

F1: (Looked at the form) this on (point at the form) today is 15th tomorrow is public holiday~~

D12: [You mean it takes two days ?(show gesture of 'v')]

F1: Yeh you may be can come on Wednesday or Tuesday.

D12: (Gazing at staff) all right , thank you

13.

D13: I want to sent this proposal (points) and I___ change the topic for English,
change it~~(passes to staff)

F1: You're faulty?

D13: Oh?

F1: Your faulty?

D13: Islamic studies

F1: Islamic studies. Your application you already submitted to here?

D13: Two weeks already,(gazing at staff) just to change this (points to the paper) to Arabic

F1: To whom?

D13: Eh... Zuhaim

F1: The application forms your already submitted?

D13: Yes, return eh__(points to the proposal)eh_ proposal eh__ before~~//

F1: (Passes a form) fill in it. When you submitted application form?

D13: (looks at staff))Eh___ three weeks eh_____I think it's there (points to the place)

F1: Oh, last week you submitted?

D13: (Gets closer to staff and gazing at her)// (0.2) um.

F1: Last week you submitted your application?

D13: Yeh

F1: I need to see your application form I can not just change this.

D13: (Gazing at her) what do you mean um___//

F1: You see Ms Hafinah

D13: (Takes back the document)//

F1: Please see her

D13: Eh, ok

14.

D14: I want to check about the course I need to take the research methodology
and Bahasa Malayu.

F1: New student or~~?

D14: New student

F1: Your offer letter?
D14: I didn't bring it , but I registered last week (points to the back)
F1: Last week? The requirement you have to pass you language and research methodology
D14: It's essential for everybody? it's necessary?
F1: Ye, you have attend all the requirement before your start, by course work or research
D14: (Look at staff) by dissertation
F1: You are doing dissertation only?
D14: Yes (gazing at staff and shake head)
F1: You have to attend and pass before you finish your dissertation
D14: Before graduate, so___ it's necessary for everyone (gesture)?
F1: Yes
D14: Ok, do I need to pay anything for eh___//?
F1: Your registered research only. After next semester you register for research methodology then you pay for it.
D14: How much do I need to pay?
F1: That one I don't know.
D14: Ok, thank you

15.

D15: Hi, I want to check for my friend applied master in IT, um___ last time um___ the certified copy you asked me to do~~
F1: [By research?]
D15: Course work.
F1: Course?
D15: Yes(shakes head)
F1: Course work the application form you have submitted?
D15: (Gazing at staff) um?
F1: The certificate needs to certify right?
D15: Yes, I have sent already(gesture)
F1: oh , you already sent(check computer)
D15: Maybe it's already in faculty, this before____ two month (gesture 'v')
F1: Oh, I check with this.
D15: Ok
F1: Your friend's name?
D15: Sarmd,s-a-r-m-d(gesture) I think
F1: From?
D15: Iraq
F1: Sarmd bin abudul husine
D15: Exactly
F1: Maybe I check from the person in charge.
d: Ok, thank you very much

F1: Muhaimi told me that the meeting hold on 27th December
D15: (gets closer to staff and shake head)
F1: After that maybe you can check last December
D15: Last December?
F1: But you can register before 4th January right?
D15: (Busing checking the papers) eh (shake head)

16.

D16: (Takes out the paper to show staff) eh___ I want to ask this for my wife ,
she joined it last semester this is her second semester for her, they said that it's compulsory for the
English (gesture)
F1: English?
D16: English
F1: This requirement ask her to enter the English course
D16: Actually she already took xxx from English~~~ (shake the shoulder)
F1: [This already registered?]
D16: Information technology , eh, for this semester?(gazing at staff) for last
(points to the back)Semester?
F1: Ye.
D16: Registered last semester, now I need to go to bank to pay
F1: This requirement maybe you check with Zuriani
D16: Because she no need to fulfill the requirement~~//(points to the paper)
F1: Ye, maybe you can check faulty.
D16: Ms Zuriani, where can I find her?
F1: She is in side (point inside)first counter
D16: Which counter, counter No. one (gesture for one)?
F1: Yes.
D16: Thank you(walkes away)

17.

D17: (Standing) I submitted the four, five month ago, I want to eh.____(guesser) one
Picture, one photo (gesture) for document.
F:2 Your Matric no.? New student?
D17: Me, what?(looks down)
F:2 New students?
D17: Ye, new student, new student
F:2 (looks for it and get the photo pass to the student
D17: Can I have it (points to the photo)
F:2 (Nod the head and pass a paper to him)
D17: No?
F:2 No.
D17: Walked away

18.

D18: Can I check the closing day?

F3: 28th of February you can submit before that~~~

D18: Before or after?(gesture)so we have to give it before or after

F3: before that ~~

D18: [My friends told me that it's 20th of January I must give it to you~ //]

F3: Eh?

D18: Eh ___ I must(gesture)eh___give it to your?(gestures)

F3: We are not do that you are doing with them, we have staff from there//

D18: They will open~~~? (points to himself)

F3: Yes.

D13: Where is eh___ This (shows a paper to staff) result eh___//(gazing at staff)

F3: (Looks at it) the English? Upstairs?

D18: Oh, (points to above) and the all course I am taking eh.... I m student first semester , I want to ask about the hostel

F3: (Passes a paper)

D18: (Looked at the paper) eh, how do I get them

F3: You can call them

D18: Where is this place (points to the paper)

F3: (Looks at the paper) this college c or these are in campus, these all outside.

D18: Outside? (rising intonation)

F3: Yes

D18: This inside? (points to the paper)

F3: yes

D18: eh, I want to go to college C.

F3: these all outside the campus

D18: Outside, this (points to the paper) is inside? Inside the university?

F3: Um

D18: I want to pass up my medical~~~//

F3: That one you need go to center, you go out from here and cross the car park it's just opposite the roof

D18: >Eh<

F3: There is car park outside you use the stair case then you cross the road

D18: It's near from here

F3: By walking take 20 minutes

D18: 20 minutes? go out from here?(point)

F3: Yes, go out from here you can see car park and staircase cross the road then you ask Where is it?

D18: Um, um (shakes head) ok, thank you

19.

D19: Register online?

F3: You register online your information all through online then you sent your certificate to use together with your research

D19: // (0.3) (gazing at staff) can I submit here?

F3: No we won't take any document until we receive application

D19: Until submit application? (shakes head) what about I buy from you?

F3: You buy from us you fill in all the form~~~~

D19: [Fill in all the form?(shakes head)]

F3: Then you submit to us.

D19: Your mean submit here? (gesture) can I buy it?

F3: You mean now?

D19: Yes

F3: Do you have your certificate and research proposal?

D19: Certificate? Oh, yeh, yeh

F3: Ok, you already have supervisor?

D19: Supervisor?// (0.5) (shake head) no

F3: You better go to faculty~~

D19: [(Nods the head) what is the procedure?]

F3: The normal procedure you take the application form~~

D19: [How do I find a supervisor which relate to my subject?]

F3: Ok supervisor faculty will find for you, you go to faculty tell them by research or course then they Will give you a list of lectures' name

D19: (Gazing at staff) ok, application form

F3: Buy from us RM38

D19: Eh?

F3: RM38 3-8-

D19: (Asks a friend seem did not understand and turn back)yes, yes

F3: You want to buy?

D19: Yes.

F3: Anymore information you want to clear it ask me we are responsible for it, I want to advise you if You didn't have supervisor you better don't submit first

20.

D20: I want to pass this for my sister(passes a folder to staff)

F3: (checking)

D20: This four (point at the paper)

F3: (checking)

D20: That is proposal

F3: Eh, checking

D20: We are here eh_____. She is study in my country going to graduate eh_____ We are give it to Person eh_____ (gesture), no problem?

F3: No problem

D20: (Point at the paper) that two sets

F3: (checking)

D20: And that is transcript, one is copy one is original, no problem?
F3: Which one is original
D20: You need two original?(gesture for two)
F3: No , photocopy but you need to certify it
D20: But they said one photocopy one original
F3: Do you have copy with you
D20: Eh ok , you have three(gesture for three) ok ... yes I have it
F3: You have copy after that you come to ask for it
D20: (Gets closer to staff and look at the staff, seems didn't have it) eh..?
F3: You have copy ye?
D20: Ok, copy? Translation.
F3: You have it, ok, if you didn't have it's trouble for us
D20: What else?
F3: Referee.
D20: (Closer to staff) referee, referees ok, two copy (passes to staff), ok?
F3: Eh.
D20: Master in science.
F3: (checking)
D20: I want to know how long, eh _time___, you need for this?
F3: Sorry?
D20: How long time___ for___//
F3: Ok, this is now you won't get answer , the answer you will get it next month 2008
D20: 2008 one month?(gestures for one)
F3: Yes, this month no meeting
D20: Eh___ this will be_____eh___ in___ February?
F3: Yes depend on faculty if they get it fast, we get it fast
D20: Can we phone the faculty?
F3: You can call the faculty, but this month no meeting at all
D20: No meeting
F3: Because every years
D20: (Overlap) January?
F3: December no meeting at all, we start in new year
D20: New year , January
F3: Yeh
D20: Which eh___ day?
F3: Middle of March.
D20: Middle of March, thank you very much

21.

D21: I want to ask about master of science teaching in English can I eh___ eh___ get application~~
F3: [Application form you can buy from us or you can apply online]
D21: Apply online?

F3: Up to you , online also can , you buy from us if RM38 one set, application you have to submit to us beginning of January
D21: Beginning of Funerary?
F3: You want to buy a form?
D21: Yes (shakes head)
F3: RM38
D21: RM 38 and where should I pay?
F3: Pay us
D21: Here?(gesture pointing)
F3: Eh
D21: Need referee?
F3: Sorry?
D21: Referee.
F3: No need only for PHD need to submit it
D21: No need?(gesture 'no")
F3: Yes , because you are not doing research program
D21: Thank you very much
F3: Master of education, four copies this one only for research one
D21: Thank you very much
F3: You summation started begin of January
D21: Beginning of January
F3: From that we open for one month
D21: Ok, ok, (shakes head) thank you vey much

22.

D22: (Standing) I want ask July intake for my friend.
F3: July intake beginning of January
D22: (Gazing at staff) you open for~~~//
F3: Open for one month
D22: Open for one month, the end of January?
F3: Yeh
D22: Beginning of January?
F3: Yes beginning of January onwards you can start apply.
D22: For July?
F3: Yes
D22: Eh___ August?
F3: Eh?
D22: August(gesture) August
F3: August for December intake, January for July intake.
D22: July intake (shakes head) ok thank you. Application form~~~/
F3: You buy from us RM38
D22: RM 38 ok, do you have Address internet?(website)
F3: Address internet? Oh (writes for him)

23.

- D23: My brother applied computer science, so_____ they (points to the back) told me that they accepted him from computer science but until now there is no offer letter
- F3: The faculty already approve or not?
- D23: Yes approved (shakes head)
- F3: Ok, let me see first, if internet not approve we can not issue offer letter.
- D23: Um, (gazing at staff) they told that you should call zulyani
- F3: Who is person in charge?
- D23: Eh_____(write on the paper)
- F3: (Checking.)There is no status.
- D23: But____,eh_____ Last tree days I got result~~~~
- F3: [yes some students already ask for result but Ms zulyani didn't give us yet, actually they approved students they sent letter to us they we can give the offer letter]
- D23: So__eh_____
- F3: [They just say that , but they didn't sent the letter]
- D23: Ey_____ye, ye, ye (looks at staff and shake head)
- F3: [Faculty always gives problem like this.]
- D23: So~~~?
- F3: [suppose when they give the answer to you they should give us the letter]
- D23: ye I know (shake head)~~~~
- F3: [they talk they approve, but the letter is not sent to us]
- D23: So__eh_____what can I do?(puts hand on his face)
- F3: Faculty should send us.
- D23: Eh__ then where is Ms Zulyani?
- F3: She is inside there.(makes phone call)
- D23: Please help me.
- F3: We can't help you if faculty won't help you
- D23: Yeh ,(shakes head) they told me next week that you can take offer letter from IPS
- F3: But nobody told us
- D23: Help?
- F3: We want to phone faculty they don't want to take the phone who we help ,even we want to help you , faculty don't want to help you , so nobody take the phone
- D23: \$ I... I know I know (smiling), you help me, um____ I____I_____ remember you when I applied~~~ one eh____ and one half years ago
- F3: I remember you, I give you offer letter.
- D23: Ok, where can I find Ms Zuliyani
- F3: You can find inside seminar room
- D23: Ok, thank you.

24.

D24: I want to ask about the master in industry and control?
F3: Control?
D24: Yes engineering
F3: Ok
D24: Eh_____already eh_____(gesture) Applications and offer letter been processing, but so far it's not reached there ,the time is short and , and next semester will begin um__on 5th of January (gesture)
F3: Eh?
D24: 5th of January the classes, (gesture) the lectures~~~~/(keeps salience)
F3: What program? By research or by course?
D24: No,course work
F3: You r asking about July intake or?
D24: No, no, it's already___it's already~~~(gesture)
F3: [You already got offer letter?]
D24: No, got it , they already bost(post) the offer letter , already bost, bost
F3: Already post to him , but you didn't received~~~
D24: [not, not delivered to him (points to the back)]
F3: You passed you application form , but didn't get offer letter
D24: Yes
F3: What's guy's name?
D24: Abduliaziz(checking in his phone)
F3: Give me the passport no.
D24: Passport no. (Looked at the phone)because he is coming tomorrow night I think~~~~//
F3: He is coming by tourist visa or what?
D24: Um?(gazing at staff)
F3: He is coming with tourist visa or what?
D24: Student's visa, because he already bring Eh ~~~~~// (gesture).
F3: He got fax? oh , they fax the letter
D24: Not the fax, eh the application ,(gesture pointing at place) that one that showing that Eh_____ that_____eh statues, statues~~~~/.
F3: Status of application
D24: l(looking at hand phone) eh_____173908
F3: 173908 (checks computer and write something on the paper)
D24: Yes, so far night he is coming, he has to do medical check up and come here, it's normal right?
F3: Sorry?
D24: It's responsible to establish new one , because the one bost it eh~~~~/(gesture)
F3: (Writes something on the paper) pass a new offer letter to him
D24: Thank you.

25.

D25: Ok, last semester , I applied for leave ,(gesture) last I canceled(gesture) it~~~~

F3: [You applied leave, eh?]
D25: (Gesture) I cancelled late, late~~~
F3: Eh?
D25: I attended lectures the end of this semester, I check in examination section ,(gesture pointing at above) there is no result.(gesture for 'no')
F3: They don't have your result?
D25: The result check from here, no result
F3: Your name?
D25: Abdullah
F3: Give your matric card.
D25: (passes it to staff)
F3: (checking) Your register online last time?
D25: Yes, I register online.
F3: Then after that your write letter to take leave?
D25: Yeh, I wrote letter to Ms Azinah faculty of education~~~/
F3: You write letter to cancel your~~~?
D25: (look at staff) leave.
F3: And then?
D25: But she said eh_____ (gesture) it's too late to cancel(gesture)___eh___cancel it last semester,It's will eh_____effect this semester
F3: Eh, ok
D25: I apply for two (gestures) semesters leave , two (gestured for 'v', so when I decide to___ to___ I already register for it ,I (pause for two second) attended lectures, I signed~~~
F3: [You take the examination?]
D25 : Yeh, I take assignment and examination and already state , so when I give her (points to the back) the letter, she told me that it's too late~~~~
F3: To late to cancel it?
D25: For last semester(points to the back)
F3: For last semester
D25: Eh, she said the letter came late. She said letter came late~~~~
F3: Ok
D25: So___So___ she said the letter came late , so she will work on it ,(pause for three second) so I want to find out my result because I waited since 8:00 something ...(0.5)
F3: (Goes back to office to check)
D25: Is it that ok?
F3: We have to find out from faculty
D25: Is the result there?(gesture)
F3: Yes, because faculty should put your marks there, you should concern to Ms Azlina first
D25: So, this...you don't have my results?
F3: No, we did not have.
D25: So?
F3: You writing the examination , the marked by faculty , so they done it dent it to us , if faculty didn't sent it to us , so there will be problem, then you have to concern for it

D25: Oh, another issue, pay for fees, my fees delayed last semester, can I can not get my result?
F3: Can not, not because of fees
D25: Faculty has problems that is reason
F3: Because of fees?
D25: No, the faculty did not~~~
F3: [No, the problem is the letter you issue to Azilina we don't know the issue happened , whether she already cancel the fees or she bring it fo offices , we have to concern Azilina first, Then we can do something.]
D25: So I have to go to Azlina or you? (points to the staff)?
F3: Yes , you can call them but now they all are on holidays
D25: So?
F3: They are taking leave , so Wednesday we talk to Azlina
D25: Ok, thank you

26.

D26: I want to check eh~~~
F4: [Your matric card?]
D26: Not yet, I just take this eh__ offer letter/(gesture to draw a square)
F4: You bring your offer letter?
D26: (Gazing at staff a look of no understand)
F4: You have your offer letter?
D26: No , did not have it~~~/(gesture)
F4: Your write your name and what is your course?
D26: (Writing) so, subject? PHD(passes paper to staff)
F4: (Checking) your want to register or?
D26: PHD in education
F4: The name is Ali? wait a minute
D26: Yes (shakes head)
F4: So you didn't bring your~~~
D26: [Yes, I want to change my course , same faculty, but change the topic.(gesture)]
F4: Eh, same faculty, but different topic only?
D26: Yes
F4: Change the topic, your must write letter to your dean, I mean your faculty so that your topic Will be in Arabic language?
D26: So , check to eh~~/(0.2)(gesture)
F4: From faculty? (passes a paper)
D26: From faculty? (gesture) (Point at the paper) so this is single semester? Do I want to know the duration?
F4: Duration? am not sure, because PHD by research you need at least one year, so you can Register any time, you can register middle or end of this semester.
D26: Middle of semester?
F4: Yes, if you register middle of semester , the fees will be reduce
D26: (Gazing at staff) >oh<(show paper to staff so this on eh__for__//

F4: Per semester, the registration you can get it here , but for payment you have to ask finance
D26: (Shake head) that's all?
F4: Then you bring you__eh__ all document.(gesture)
D26: (Shakes head) ok, thank you
F4: Ok

27.

D27: I want to proposal from Arabic to English
F4: From Arabic to English?
D27: (Gazing at staff and pause for two second) yes I sent it to the staff here
F4: Which faculty you are?
D27: (Looks at staff) eh?
F4: Which faculty you are?
D27: Eh_____Islamic studies
F4: Islamic studies? , you already submit the application?
D27: Yes (took out the proposal and pass to staff)eh__ this is proposal
F4: This is your proposal?
D27: Yes.
F4: How about your application?
D27: I passed here, but I_____ Arabic, I take it back (gesture)
F4: So all the documents already here, you want to change?
D27: Yes it's already here (points)
F4: So your application and Arabic proposal already submitted here?
Yes, (gesture point at the place) I change English, but eh_____ the form of Arabic (gesture),
D27: This (point at the proposal)__eh_____
F4: Your want to take it?
D27: Yes, I want eh_____
(gesture point at place) No, I want to check PHD?
Islamic student, no master
F4: Master by research?
D27: Islamic study.
F4: Islamic study?
D27: Yes, (busing putting back the paper to his back)
F4: (Checking)
D27: I passed in____In_____ December
F4: December?
D27: >Eh<.
F4: (Checking and show him) this one?
D27: Yes.
F4: You want Arabic one?
D27: Yes, what about this?(show the red form to staff)
F4: This one we will send it to you
D27: (Smile) ok?

F4: Ok
D27: Ok?(look at staff) thank you

28.

D28: (Standing and pass a paper to staff)
F4 (Looks at the paper) so you want to collect your metric card(checking), I think not yet you matric card not ready after two weeks or three weeks you can collect from here
D28: (Looks down)
F4 You offer letter, you metric card?
D28: // (0.5) (gets closer to staff) offer letter?
F4 No, I mean your metric card not ready.
D28: (Gazing at staff) not ready?
F4 Oh, not ready yet
D28: What time I can get it?
F4 You can collect two, three weeks or four weeks
D28: still here (gesture) or~~//
F4 Not ready, I mean metric card you call back here(writing)after three or four weeks
D28: (Gazing at staff) four week? I call this no.? will receive the card?(gesture)
F4 Because this will valid for one month.
D28: (Gazing at staff and nod the head)
F4 Yes this one(show a paper) for temporary
D28: For one month?
F4 For one month?
D28: \$ after four weeks (gesture for 'four') eh___ I___// (stops talking)
F4 You can come here, so you can get you matric card
D28: Temporary?(shows the paper to staff)
F4 Yes.

29.

D29: (Standing and look at staff) eh_____I want to see Muhain
F4: Muhain not yet come.
D29: (Look at her watch) what time she will come?
F4: (Looks at watch) eh, I am not sure
D29: I want to collect eh___ XXX result
F4: Collect your eh__ Certificate___ for your English test?
D29: yes (gazing at staff)
F4: You want to collect your certificate for you English course?
D29: >Yeh<, (shake head)
F4: Do you bring you any eh___// (gesture to draw a square in air)
D29: >Ye<, (took paper from bag and pass to her)
F4: (Goes inside the office check for her)I think you check with her but today she is on holiday, or you can call us~~~
D29: [When? (turning around talk to friend)]

F4: Maybe after lunch, call eh____/(writes to her)

D29: (Walks away).

30.

D30: (Standing) where can I find the course for the registration?

F4: You need course?

D30: yes

F4: Eh, which faculty?

D30: For the science research methodology.

F4: By research or by course work?

D30: By research , but it does not on my timetable

F4: Which faculty?

D30: Science.

F4: you go to see eh_ Hdijah (write for her) you can check this for the course offered for this Semester.

D30: (Gazing at staff) may I know eh__ what is date for addition? I did not register yet ,(Gesture) but I want to add for example this subject. (gesture)

F4: You already register?

D30: (Looks at staff) >yeh<

F4: (checking) you matric number?

D30: G08564736

F4: It's your first semester?

D30: No, I suppose for second semester

F4: For research you can register the last day 2nd of February, but for add subject is 18th of January

D30: I can also add course (gesture) for second semester?

F4: you can register your research methodology you can check faculty

D30: (shakes head) thank you it's ok, eh one more thing(sat down) I asked about~~

F4: [sorry?]

D30: I want letter shows that we are students here and we are taking course for myself and my friend.

F4: together?

D30: yes, but I need 4(shows four fingers) sets

F4: eh?

D30: I mean 4 pages together.

F4: you mean you want 4 copies?

D30: yeh, yes (shakes head)

F4: um__ last Monday~~~.

D30:[Monday, yes(shakes head)]

F4: (checking)

D30: I think they ask me to collect (pause for two second) on Thursday.

F4: same faculty?

D30: No, she is in social science.

F4: Here, only two copies, but I can make it another two copies, you can collect it tomorrow.

D30: Ok, (gazing at staff) tomorrow? I come again thank you.

31.

D31: Because I__I__ want to__eh__get for my embassy(gesture) ,because my embassy um__/(0.2) need it say that I study __um__ I am student __um__/

F4: [(Writing) Ok.]

D31: But this is two semester __um__ or three semester ?(gesture)

F4: That one faculty maximal 10 semesters 5 years

D31: eh, eh__/ (gazing at staff) (0.2) This is not fair for me .no~~

F4: Ok, I cancel.

D31: Can you write two __ two__ three years or four years (shake head), because our country for~~~// (gesture)

F4: [We put two semester to ten semesters.]

D31: um__ok, ok put, put (gesture) __sorry.

F4: You can try tomorrow.

D31: Can you write Thursday? \$

F4: Yes.

32.

D32: I come here to eh__for my wife, eh__ (gesture) continue education~~

F4: [Eh?]

D32: My friend eh__ bachelor in industry engineering from Iran , I want get know eh__ some information about post graduate program which is eh__ relate to um_ his bachelor (gesture)

F4: You want to continue what program?

D32: Yes(shakes head)

F4: Which program do you want to continue?

D32: Eh.....?

F4: [You want to relate you bachelor?]

D32: Yes

F4: (Brings a folder to him) here, all the program we have for engineering~~

D32: [Industry engineering(look at the folder)]

F4 : Because all have eh__ (checks the computer) electronic engineering.

D32: Electronic?

F4: These all the program(highlights) new course we have electronic and industry for next Semester.

D32: (Gazing at staff and shake head)

F4: For new course.

D32: Oh?

F4: Yes, this one by course work.

D32: By course?

F4: Yeh
D32 : No thesis (looks at staff)?
F4: No, only course work ,
D32: And what um~~//.
F4: This (points to the paper) only course work, these two only dissertation, you bachelor in ?
D32: Industry engineering(gazing at staff and shake head)
F4: But we have only electronic and mechanic
D32: (Shakes head)when__eh__ semester start?
F4: July.
D32: When we can apply um__for__(gesture) registration ?
F4: Application start in January,
D32: End of January?(gesture)
F4: This one for next year you can submit in January until the middle of February, because we open for one month
D32: (Gazing at staff) um__ do you have um__ my friend's wife has in bachelor, bachelor in um__food and science technology do you have any eh__for major//
F4: Science? I am not sure, hold on.
D32: You don't have eh__(0.2) This um__(gesture) Science
F4: For the science we have these (shows him)
D32: For um__about nutrition?
F4: Nutrition? , maybe you can check website you can see what field Of research
D32 : Can we get eh__(0.2) (gesture) The program we can eh__(0.5)//
F4: We oh, only this electronic , manufacture , this one for new program
D32: The__ the____ program um__they have it eh__for(0.5) __next year?
F4: For the next year?
D32: For next year, which program they have the vacancy um__ capacity (gesture) for this semester?
F4: Capacity? What do you mean?
D32: We can um__ empty(gesture), eh__empty um __Capacity (puts hand on forehead)eh__I mean it can accept this(gesture) semester
F4: This semester? You mean this year? All full
D32: All, all (gesture) program closes (gazing at staff)? I see
F4: You can apply for next year
D32: Next year? Which start July , July (shake head) what is last eh~~~
F4: [application you submit January, you can apply through e-application]
D32: E-application (gazing at staff)?
F4: Or you can buy here the form RM 38
D32: (Gazing at staff and pause for three second, get closer to staff) pardon?
F4: You buy application here fee is Rm 38
D32: 38?(rising tone)
F4: You apply online free.
D32: Free? Can apply on-line, may I have website? (gesture)

F4: (Write for him) this one for engineering
D32: But, eh__ This course only course work?
F4: Course work only
D32 :Course work only
F4: Fully course, course
D32: Fully course work (shake head) ok, thank you.

33.

D33: Salam I want ask about the master , master in engineering(gesture)
F4: Eh?
D33: That is courses or just research (looks at staff and gesture)
F4: Medical engineering? , medical faculty or~~
D33: I think in engineering(gustier point at back), biological medical engineering
F4: By research?
D33: By research, just by research? (Gesture to show finger) ?
F4: For master?
D33: Master , yes (shakes head)
F4: The program call master engineering science, you research on biomedical science
D33: That mean in certificate (gesture to draw square in air) biomedical engineering?
F4: Master of engineering science
D33: Engineering science (gesture) not biological (shakes head)? Than you so much

34.

D34: This one?
F4: We need certifies copy.
D34: (Gazing at staff and shake head) yeh, yeh we made copy from this certificate (shows the certificate) do you have photocopy machine here (points to the place)?
F4: We are not serve for the students
D34: Ok, we will pay.
F4: Can't but we need certified true copy
D34: (Looks at staff and pause for two second) certify? This already eh___ already paid ,already Paid for this.
F4: But I need the true copy.
D34: Yeh? (0.2) it's far away from this , we registered here before~~~
F4: That one for fees different from application
D34: Eh__ so we have to pay__/(0.3) bank(points to the back)?
F4: Eh
D34: You, you just want to two copies from this (point to the paper)? What else do you want?
F4: This one for two , this one for one
D34: It's just similar (gesture)?
F4: This one we need certified copy
D34: Certify? (gesture stamp on paper)

F4: Yes.

D34: It's already certified, you need stamp on this?(gesture stamp)

F4: I know, this certified but after you copy it's not certified.

D34: (Gazing at staff (0.4) and pass another paper)/this one do you want (show the original certificate)

F4: This is your original?

D34: Yes.

F4: No, we need the certified true copy.

D34: (Nod the head) this is just for register ,because after this we will supply this one (show original)

F4: This is original, we need certified one.

D34: I__I__ already register I am student here, I already register~~~

F4: [Yeh, but this is rule here, from next year, we need certified true copies.]

D34: From next year?

F4: Yes

D34: But this for this semester

F4: Now, December

D34: Is this new rule you mean? New rule what about this? (shows original document)

F4: We can not accept original , because if I accept the original here , when you come back , you , Want to take or you talk to Mrs Latifah , now she is on leave.

D34: (0.3)Ok, take this, we won't ask from you.

F4: So we have to pay bank?

D34: How he go back to Oman to get this~~~

F4: [Your can go to your embassy]

D34: Embassy to certify true copy?

F4: Yes, or you can go to faculty to certify , because you procedure , we show certified copy

D34: I know, it's mentioned before, but we give this , we have many friends here~~~

F4: [Ok, you can talk to my officer]

D34: Ok, you just take it, see your officer (gesture), if rejected , we come back again

F4: We hope you understand~~~,

D34: [No, we understand we understand what you mean , but / (pause for two second and gesture) we have this , we can't cheat , we have original one , you can compare between the original and the copy~~]

F4: [Because we want to sent to faculty~~~]

D34: [Faculty will accept it we know the faculty.]

F4: You know?

D34: Falidah , she is responsible for it.

F4: You know? Sorry I can't

D34: Ok.

F4: We need two copies.

D34: Certify copy (shakes head)?

F4: Or, you see my officer, she went eh_____Eh__ see our dean now.
D34: When she will be back?
F4: After lunch.
D34: After lunch so, we take another copy, we see her?
F4: Yes, if she accepts it, I will accept.
D34: Ok, ok (shake head)

35.

D35: I want to apply for registration~~
F4: How many people?
D35: One person(gesture for one)
F4: One person come three
D35: Yeh \$
F4: How many set?
D35: One separate civil engineering
F4: Master in computer science?
D35: Yes,(shakes head) one set
F4: (Got the application form for him)
D35: I want to ask, if I do master by research, just research how I can change to um__
Course work and dissertation.
F4: Actually you must apply again, if eh__ you want to change from research,
to course work you must write __eh__ a letter, after they approve, then you can
change.
D35: Yeh, yeh, yeh,(gazing at staff and shake head) civil engineering has um__ by
Course work (gesture) or not?
F4: Civil engineering only by research
D35: Just by research, I have another question, just question for example, my friend in um__
This year in computer science this semester only thesis, he is going to finished ok?
F4: Ok,
D35: Can he apply in civil engineering another field?
F4: He finishes in~~~.
D35: [no, no , finish in....Just thesis(gesture) this semester~~~~]
F4: [Finish in this semester eh, ok hold on~~~]
D35: Yes, yeh (shakes head) one question, student want to attend this university
with in two field(gesture for 'v')
F4: Two program? One is not yet finish?
D35: No (shakes head), not finish
F4: Master?
D35: Yes.
F4: Can not, must finish.
D35: For example, example um__ one program is only course work and dissertation,
Another is only by research, can not?
F4: Finish one then you can apply another.

D35: Another program ok, thank you very much. finish all my question(gesture)

36.

D36: I want to check eh___/(passes headphone to staff)

F5: (Checking on computer) ok now__eh__ she apply for operate engineering?

D36: Yeh(shakes head) exactly

F5: Eh, we did not get result yet.

D36: Eh?(gazing at staff)

F5: Maybe eh, on__on__ March you can get result.

D36: On march? On march , the faculty is same right? (gesture)

F5: Yeh

D36: The faculty is same right?

F5: Faculty of medicine?

D36: Yeh

F5: Oh, same.

D36: On march?

F5: Yes.

D36: Thank you very much.

37.

F5: Yes, may I help you?

D37: My friend has applied from post graduate for faculty of medicine~~~

F5: >Eh<

D37: Now I need certificate that the application is proceeding that just to extend visa for Another one month.

F5: You want to extend visa?

D37: Yes(shakes head)

F5: Ok, for our procure you must take result from faculty first~~~

D37: Not for one year only one month (gesture for one) just wait for results.

F5: Can I have your passport no.?

D37: I have copy of it (passes a paper to staff) this is the No.

F5: When do you want the letter?

D37: The letter? I want this week if possible

F5: (Checking) ok, for this you already got result unsuccessful

D37: This is old result. I already have college and eh~~~

F5: [You applied geology?]

D37: (Get closer to staff) eh? no I applied for~~~

F5: [here you already got result unsuccessful]

D37: Yes, but I appear it(gesture) , now it's process they will accept it , today I just come from postgraduate another one month office from Mr.Bazhik

F5: You just give me the full name.

D37: The full name?

F5: yes and you~~passport no.

D37: (Writing) my contact No.
 F5: (Pass a paper to him) this eh__ No. of my another colleague, she is under faculty of medicine here IPS~~~
 D37: [Faculty of medicine?]
 F5: After this I give this(the information he wrote) to her, then you can call her this week ask Letter ready or not.
 D37: Ready or not?
 F5: Yes
 D37: I can not come to here?
 F5: You just call first whether letter is ready~~~
 D37: For letter eh____acceptance eh__ Process __eh__procedure__eh__the letter?
 F5: Ok
 D37: This week?
 F5: Yes this week
 D37: Maybe Friday, not tomorrow?
 F5: No.

38.

D38: (Show a paper) I just want to know eh__ when can I eh__ collect this___?
 (matric card)
 F5: After one month.
 D38: After on month? Another question my course is just research, so when can I eh~~~
 Should I come for researching and eh__how can I see my supervisor?(gesture)
 F5: You can go to faculty, which faculty are you in?
 D38: Faculty of science , but my supervisor did not reply me email, I don't know why ,
 and I sms him, he did not answer me (gesture), so what can I do?
 F5: So , I suggest you go to faculty directly , see Faizah
 D38: Facizah? (Shakes head)
 F5: Yes , faculty of science , she will give you advice to you
 D38: >Oh<ok she will tell us the new course (gesture) eh__for new students come to university?
 F5: Yes
 D38: (Smiling) ok thank you

39.

D39: (Passethe cue no).
 F5: You want to pass the application form?
 D39: (Checking)
 F5: Which faculty you~~~?
 D39: PHD
 F5: PHD in~~~
 D39: Eh?(look at staff)
 F5: Which faculty?
 D39: Faculty of education, (fill in the application form)

F5: Application form?(looking for it)where is envelop, I just put in envelop and then another staff will check for you.

D39: Here it is (pass to staff)this one two sets

F5: This one include transcript?

D39: Yes.

F5: Proposal?

D39: Proposal.

F5: Four proposals, four (shows four fingers)

D39: (Passes to staff)

F5: Passport copies , three copies

D39: Already finish this (passes to staff)

F5: Ok

D39: You, you no need this?(Shows a paper to staff)

F5: This one only for masters

D39: Ok

F5: This one?

D39: For what?

F5: Referee?

D39: Eh, referee___ referee (passes to staff)

F5: This one writes your name and address.

D39: Bank statement?

F5: Bank statement I already revied it

D39: Sure?

F5: I am sure.

D39: You did not receive this , this is only copy we have

F5: Bank draft your mean? This is statement of your account?

D39: Yeh, take it, take it

F5: Please write this , we will send to you mention that whether your application complete or not

D39: Thank you

40.

D40: I want to eh~~~(passes an envelope to staff)

F5: (checking) this one I check for you , and other staff will check for you also, this program for next year~~~

D40: [yeh, yeh you don't have (gesture)this one (refer to the apply card)]

F5: Eh, after she checks it, maybe she will send you this with your address.

D40: Um__ he~~~ (gazing at staff), so you can not check now?

F5: No.

D40: Ok, so eh__ let me see eh__ guidance

F5: (pass the card to him)

D40: ok (shake head and pass back)

F5: pass all you certificate

D40: (pass to staff)
F5: You did not certify true copy.
D40: True copy? This one(shows the paper to staff) yes
F5: No, no, you did not certify true copy.
D40: (looks at staff) this one(show the certificate)two, one , two
F5: Can you separate please?
D40: Picture and eh___ Ok this one you take it
F5: (checking)
D40: The picture? How many pictures do you want?
F5: only four
D40: So, that all?
F5: That's all
D40: It's no problem?(shakes hand)
F5: No problem
D40: Thank you so much.

41.

D41: Could you please check this one for me?(passes a paper)
F5: By research?
D41: Yeh(shakes head)
F5: (Checking) you sent to the agent, through the agent
D41: (Gazing at staff)(0.3)Agent?
F5: Yes, you need to call Mr.wang
D41: What's his no.
F5: Take this No.
D41: Mr. wang
F5: Yes, you call 03-79832404
D41: 03-79-83-24-04, thank you very much
F5: You are welcome.

42.

D42: I want to submit for my friend (passes an envelop)sociology, um__ faculty of
Art social science(gesture point at envelop)
F5: (Checking) please fill in this.
D42: >Oh<, sure
F5: Ok, how do I reply back to you?
D42: Eh, I wrote , I wrote my address, this is my friend~~~//(points to the envelop)
F5: Please fill in this one with address.(pass a red card)
D42: Ok, ok, I write my name (writing) ok?
F5: You apply for next year, write
D42: >Eh<, yeh, yeh (shakes head)
F5: Ok, after complete I send you this.(red card)
D42: Yeh, thank you very much.(shakes head)

43.

- D43: I am master student~~~/
- F6: Eh?
- D43: I have letter from university that I have studied English~~~ (pass a paper to staff)
- F6: [You already register?]
- D43: Yes I already finish one semester.(gazing at staff and shake head)
- F6: You finish one semester, so__ you don't want to go to English class?
- D43: No, because I have letter~~~/ (point at letter))
- F6: [ok, you have to write appeal letter to our dean of IPS say why you don't want to attend English class~~~]
- D43: >Eh<, ok? (looking at staff and shake head)
- F6: This one make photocopy attach with your letter sent it to office
- D43: >Eh<, so__ I need to eh~~~ to get IELTS right?
- F6: It's depends our dean, our dean is responsible~~~
- D43: \$ eh__ok, thank you

44.

- D44: I want to apply PHD this~~~// (passes the application form to staff)
- F6: Ok, you didn't certify the true copies?
- D44: Eh?(point at document)
- F6: (Checking)this is your passport?(Shows to him)
- D44: Yes.
- F6: This is only certificate you have?
- D44: Sorry?
- F6: Is this the only certificate you have?
- D44: (Pass another copy to staff) just check um__ about referee
(show the application form)
- F6: (Looks at the form) referee, if you got you just write, normally you should write the name by research.
- D44: >Eh<__ don't know whether by course work or by research, so__um__then eh__//
- F6: Then you can write later when you star your research
- D44: >Oh<, it's complete?
- F6: Actually you no need to copy all your passport it's just like
- D44: Because they said copy all, (gesture) just copy, that's all? Thank you.

45.

- D45: Yes it's me
- F2: Oh, our conversation in the telephone I am afraid you may not understand, but Confirm you want to apply by research?
- D45: >Ye< (shake head and move backward)
- F2: You just write letter to the dean, you mention that you want to change from MBA to Master shar'ah

D45: What about this?(points to the paper)
F2: Together with the letter from faculty
D45: Ok?
F2: I just let you know that this is normal procedure you have to follow, but this one MBA have withdraw from the program, not yet?
D45: (0.3) no, I__um__(gesture)
F2: [You still study MBA?]
D45: No~~~
F2: [Apply for leave?]
D45: No, I am physically ill , then eh__ I sent by email(gesture) ~~~ok?
F2: But this one withdraw or what?
D45: Yes , I am not withdraw , I am sick~~~~
F2: [Eh , you wait until they accept you , until you get new offer from Islamic study Then you withdraw, ok?]
D45: Ok,(shake head) so now I__ um __I start um__ dissertation~~~(gesture)
F2: [Ok, but you can check with MR,LEE, we give you offer as soon as possible ok?]
D45: Yes, yes thank you

46.

D46: I want to ask about the program~~~
F6: [Which faculty?]
D46: Social science.
F6: Sociology by research?
D46: No, no social science
F6: Social science? our program all are here
D46: What about finance
F6: Finance or business or management, this is under business and this is master of Management(showsthe program to him)
D46: (Looks at paper) yeh
F6: Another one will be educational management.
D46: It's possible to the students with social visa to register the program
F6: No, you can submit you application and semester one offer.
D46: What about others it's possible if one doing one master program the register With this one can?
F6: No.
D46: Just one? Ok , thanks

47.

D47: I am here ask about the English program~~~
F7: [Eh?]
D47: I do the replacement test,(gesture) the result where__ eh~~~/(stop talking)
F7: (Point at outside) there, the outside the black board(points)
D47: (gesture to point at back)

F7: Ye.
D47: And I pay dollars or__eh__ Ringgits?
F7: You pay dollars but concern with ringgit with this (calculate for him)
D47: Because internet 600 dollars.
F7: Yes its USD 600 ringgit it's about this amount(pass a paper to him)
D47: Um__(look at the paper the staff pass to him and shake head) um_ok, but um_
what about Bahasah~~~/
F7: Oh, Bahasah you have to ask immigration office
D47: But I don't register~~~
F7: All these you have to ask counter there.
D47: Now you can't because it's close?(gesture)
F7: I have no idea about Bahasah Malayu , here only conduct English~~
D47: [>Eh<, there it's IPS outside? (gesture point outside)]
F7: Yes immigration office there.
D47: (Gazing at staff) ok, ok thank you very much.

48.

D48: This is about matric card, do you need offer letter?
F7: You register already or not?
D48: Register? Um~~~//
F7: You register there(show the place)
D48: Oh, register? Eh~~~//
F7: There(shows the place)
D48: Oh I register (points to place) first then come here
F7: Eh, which faculty?
D48: Science
F7: Science by research?
D48: By research
F7: You go there.
D48: Ok, so register first eh?
F7: Yes.
D48: Ok.

49.

D49: I want check the IT in science.
F7: Master of science or computer science?
D49: IT.
F7: You want IT, what is bachelor degree?
D49: IT of science my friend asks me check for him.
F7: If you have bachelor in IT you can not apply for master in IT
D49: His is eh___ in computer science
F7: Bachelor in computer science?
D49: Yeh.
F7: You want to apply master in science or computer science?

D49: If IT can? (Gesture) or better?
F7: IT can because they want IT graduates
D49: So I need to know about the course, by course or by research?(gesture) When to apply and how to apply?
F7: Ask your friend on 27th of January, there will be register open.
D49: But he is out of Malaysia (gesture)
F7: So , you can check website(pass a folder to him)
D49: Website? On 27th?
F7: Yes, then you can see what are the program offer.
D49: The program is subject to change or~~~(gesture)
F7: No, the deadline to submit on 15th
D49: Ok, faculty of science here?(look at paper)
F7: Yes, here(shows him)
D49: It's by course work? Dissertation mean~~~//
F7: Just research.
D49: Just research, ok thank you very much
F7: You welcome.

50.

D50: I want to ask about PHD~~
F7: [Eh?]
D50: If same university and same faculty~~~
F7: [Eh]
D50: I want to continue my PHD, if we want to apply do we need to wait for all~~~(gesture)
F7: [You finish your master already?]
D50: This is final semester for me.
F7: You must finish you master completely.
D50: Completely? yes I know I know , because you know I am going to submit, all my thing I Think in semester, I want to apply before I go back, can not?
F7: Can not, you must submit everything and correction, you already submitted?
D50: No, I register to submit.
F7: Because sometime you need correction, after all you receive letter says you finished , you just waiting for it , then you can apply for PHD
D50: >Oh<, I get letter after (gesture) after that I no need to get my certificate?
F7: Because you only get your certification after your graduation.
D50: Yeh, yeh, yeh , so~~~?
F7: You need transcribe and the letter say that the date you compete your master.
D50: Then after I get this letter (gesture), than I can submit?
F7: Yes
D50: So, when I submit, I submit all?
F7: Your entire document?
D50: All my degree and my master (gesture)?
F7: Yes

D50: \$ Ok, thank you.

51.

D51: (Standing)I came to check my class(shows the paper), do I need to attend English Class or not?

F7: Which class? English class?

D51: Yes

F7: Here , this (show here in paper)

D51: (Gazing at staff and point at paper) but I have TOEFL

F7: You have TOEFL ?

D51: yes, I already sent the copy

F7: How much have you got for your TOEFL

D51: 580,um--- 85

F7: Are your sure you have sent it?

D51: Yes.

F7: Ok, since the offer letter says, you register or not

D51: (Gazing at staff pause for two second) for English classes?

F7: No , for this semester

D51: Yes, yes I registered, this is my second semester.

F7: Ok, you write a appeal letter to our dean say that you have submitted you TOEFL result, you don't need to attend English class attach with approve letter and wait for our dean~~~

D51: // (0.5) where should I submit the letter?

F7: Upstairs , so you say that you have submitted before your want to be examined because you have already got TOEFL 585, since considered then give you letter.

D51: Ok, ok

52.

D52: (Standing) excuse me I want to check my English class, um___
What is the day?

F7: Next one will be on 28th.

D52: On March?

F7: So two weeks before you go to notice board before registration come to register your name.

D52: Two weeks before the March (looks at staff)?

F7: Yes

D52: Before the March?

F7: The 1st of March or 2nd of March you can come

D52: And I want letter for the embassy, I want eh~~~

F7: [You registered already?]

D52: Yes I registered.

F7: (Passes a form) you can come on Monday afternoon.

D52: Ok, Monday afternoon? What time?

F7: Around 4:00 after 2:00
D52: After 2:00
F7: 2:30
D52: 2:30 thanks
f: Ok.

53.

D53: I want to apply master for my friend in master of development~~~
F7: [By research?]
D53: (nods the head)
F7: For international student?
D53: yes (shakes head)
F7: By course work? Is it?
D53: (looks at her(0.5))//
F7: You want to by course work?
D53: yeh
F7: For science?
D53: no (gazing at staff) no~~~//
F7: Science or engineering?
D53: engineering
F7: ok, hold on
D53: can I get the receipt please
F7: Ok.

54.

D54: I went to check for my friend the application of master.
F6: Starting July
D54: July?
F6: But start apply in January, first of January, the advertisement will be out 3rd
of January
D54: So application submit by~~~/
F6: One month before.
D54: One month before?
F6: Yeh
D54: What about manager, management?
F6: Management also start to submit at the same time
D54: It's um__ will be stated __ um~~~/(gazing at staff)
F6: Ye, it'll stated in advertisement on website
D54: And eh__ Which document do we need for~~~/(looks at staff)
F6: It's all written here.
D54: All of the courses (gesture) are same?
F6: Same excepting the management , management is different
D54: Ye?

D54: Ye,yeh (looks at staff) ok after that, for example if you do not (gesture) agree me ,
Do you return all my um.___ document or not?

F6: No

D54: No?

F6: That's why we don't need the original , give the photocopy and get certified

D54: Ye, another question, for example I want to know photocopy this one it's ok
for you? (shows a document)

F6: Photocopy this (checking) this is for~~?

D54: High school

F6: Your bachelor degree?

D54: Bachelor...pass to her, do you need this page?

F6: No, just English translation

D54: All of them?

F6: Yes, photocopy and get certify like this(shows to her)

D54: In embassy in Iran or in Malaysia?

F6: Yes in Malaysia not in your country

D54: (Laughing and gazing at staff) ok, just go there and get it (gesture) stamp?

F6: If you can go to your embassy then you can ask any lecture here to certify it.

D54: What about manager?

F6: For management also need the certified copy but I don't know how their procedure is?

D54: So once I get certificate like this (points to the paper) that enough?

F6: It's enough already.

D54: Your don't need um__to__ the original right?

F6: Yes we do need the original , you need to certify on the photocopy ,not on the
original
(Looks at staff and pausing for five second)// on the photocopy? No for origin

D54: (original)

F6: Yes no for original , you want to buy the application form, it's RM38

D54: RM38 for application form, can I download (gesture) from internet?

F6: Now , no more already

D54: No more already?

F6: You still have time

D54: So it's out on 27th of January(gazing at staff) , oh, another question, do you need
for example certificate for um__ working or~~~/

F6: If you have working experience , it's ok

D54: If come with tourist visa, um__ (gesture) how about this?

F6: That one you need to ask immigration office , usually we give visa after get offer

D54: Immigration? yeh, ok, thank you so much.

F6: Ok.

55.

D55: Um__for example for English class I want to move to next year~~~

F7: You registered or not?
D55: (Gazing at staff) um__yes I am a student um~~~
F7: [Your matric card]
D55: (Took out and pass to staff)
F7: Oh, you just registered?
D55: (Gets closer) >oh<, yes
F7: My result out is two (level two)ok, but I don't um_ want to go to my English class
This semester ok?
D55: Ok, you ask the course coordinator(write for him)
F7: The course~~~/(gets closer to staff)
D55: Or your call this (writes the no. for him)
F7: Thanks.

56.

D56: I want to pay my tuition fee um~~~(looks at staff)
F7: Oh, the one you can ask the finance department.
D56: You don't have the__ per~~~/ (gesture)
F7: No we don't have.
D56: Oh, but finance is the top of ~~~.eh \$\$\$
F7: \$ or you ask the finance staff there(points to the counter)
D56: Ok, ok (gesture) thank you.

57.

D57: (Standing) I want to get my matric card. (gesture)
F6: Matric card?
D57: Yes, I have registered already.
F6: After one month.
D57: After one month? (smiling) ok
F6: After one month from the registration
D57: One month ah?
F6: Yes.
D57: Ok, thanks

58.

D58: What about file of my__ um__/(points to a paper)
F6: (Checked) this failed.
D58: What ?(gets closer to staff and gazing at staff)
F6: Failed.
D58: (0.3) / fail?
F6: Not accepted.
D58: No, um__Um__he applied faulty of science,(gesture) eh__shifted __eh__/
(0.4) um__ Faculty science, (gesture) you know?
he applied new file(gesture) before__eh__ three month (gesture for "three)~~~

F6: [Three month again?]
D58: Yes, oh__ three__ three weeks~~ (gesture for three)
F6: It's not here; the only document we have is PHD in economics.
D58: (Turn back ask friend something)he applied new application(gesture put two hands together) by (through) our(gesture put hand on chest) friends he is now in our country ,he ask us to__he applied our friend , he applied three weeks again~~~
F6: You submitted your application here or~~~?
D58: Yes, yes , application eh__in IPS~~~ (points)
F6: Computer science?
D58: Yes, yes , computer science we want to sure eh__ all applied ___ new (shows a paper) we go to eh___~~~/
F6: (Check) still under progress
D58: Ok, ok thanks.

59.

D59: I came here four days again, I accidently um__ missed the um__ first page (gesture)of my brothers offer letter, I look for Ms Zulina, I um__ asked Miss zulina she toll(told)me you should go the, the counter ask from them, so can I get , just first page?(gesture)
F6: Can, only copy
D59: (Pause for two second and shake head)/ ok
F6: If you want us to stamp on the true copy you need to come on Wednesday.
D59: No, no , I just want (gesture)only for register (points to the seminar room)
F6: >Oh<(passes a paper to him)
D59: What should I write?(looks at staff)
F6: Oh, the program
D59: Program?
F6: Yeh.
D59: (Passes the paper and waiting)

60.

D60: I want to submit the application for my friend~~~ (passes the document to staff)
F6: (Received), which side?
D60: This side. (shows to the staff)
F6: Where are you application form?
D60: Inside (points to the document)
F6: Now go there separate it into two set, do you have photos for four?
D60: Yes (shakes head)
F6: The__ passport we need three sets.
D60: (Gazing at staff)yes (shakes head)
F6: And process fees USD 50.
D60: Yes , (shakes head)all
F6: Now you go there and separate into two set, ok

D60: Ok, ok (shakes head) sure.

61.

D61: (Standing)I want to check the statues for my friend

F6: You can go to science faulty

D61: (Gazing at staff)no I can't go now , you check for me from computer
(gesture point at computer) here

F6: You can go there

D61: No, they won't help(looks at staff)

F6: Do you have your friend name and password?

D61: Yes, (shakes head) (waiting) how?

F6: New student?

D61: Yes (shakes head)

F6: Have you submitted your application form?

D61: Submit where? Here (points to the counter)? Yes , I have
everything application form, passport, the pictures

F6: Course work or by research?

D61: (0.4) //no, eh__ I could not bring the envelop ,
Shall I bring it for you? (get closer to staff) I should pay for registration~~~

F6: Fees? how__? (checks computer) it's helped.

D61: Ye, but the timetable given it is not um.... I take my~~~// (points to herself)

F6: Oh?

D61: It's not my course, XX for whole um__(gesture draw circle in air) science ,
But I could not find, // (standing and 0.5) it's ok.

62

D62: I came last time , and them told me to come on Wednesday , remember?
(passes matric card)

F7: In which faulty?

D62: Eh_ education , another favour my friend's wife got master degree, she just =
arrive and she got master in Egypt, he works in Saudi embassy , it's possible for his
wife to apply PHD program here?

F7: Your ok, my friend will make for you.

D62: Eh (looks at staff)

F7: for you friend , the program and what is requirement, he has to check with faculty

D62: [yes, but...he hasn't apply ,(gesture) and has not application]

F7: >Oh<, you want to straight away to apply?

D62: (gazing at staff) yes(shake head) he would like to

F7: >Oh<, then you need to buy application form here, Art in social science PHD ah?

D62: Yes in Art ,(shake head) so after we fill in we bring back to you?(points to the
counter)

F7: Yeh

D62: Then after that you sent it to the faculty right?

F7: yes, RM38
D62: RM38?
F7: Yes
D62: Nice pen your want take quick look of all the paper?
F7: In the faculty
D62: In faculty?
F7: Yes, anyway you need to certify all the copies you want to~~~
D62: [Then we all bring here?]
F7: Yes
D62: when start to apply?
F7: PHD anytime.
D62: >Oh< , ok , if he apply (turn back and talk to friend) how long it takes to get admission
F7: Two months.
D62: Two months? (turns back talk to friend and turn back) thank you so much?

63.

D63: I want to check for my friend , he applied PHD in social science, this is name and password (points and passes a paper to staff)
F7: (Checking)
D63: I submitted before, eh__ I think three month ago.
F7: Submitted three month again?
D63: (Looks at staff) (0.3) / Yeh
F7: Faculty of Arts?
D63: (Shake head) yeh
F7: Mr Ali will come for a while ok?
D63: About what?(looks at staff)
F7: In five minutes
D63: Five minutes?(gesture to show five)another thing (stand up) if we want to postpone (gesture) our fees can or can not?
F7: Postpone? That one you need to talk to finance.
D63: Finance? Second floor(gesture to show "v")
F7: Second floor. Why not you give me the paper in case we get it before you come back from second floor.
D63: (Shakes head)ok

64.

D64: Ok I want to eh___ not for me for my wife, (gesture) she wants to study um___. International relations in faculty of Art.
F6: Faculty of Art , ok, she's applied already or~~~
D64: Not yet , not yet , this (shows a paper to staff)

F6: By research?

D64: Yes (shake head) by research.

F6: Has she written research proposal already?

D64: Eh? (get closer to staff and gazing at staff)

F6: Research proposal?

D64: Ah, not yet I will. __eh__ we are in first stage (gesture) I want to know about the Requirement, you need um__ certificate?

F6: Yes, it's in English?

D64: Yes, we have English

F6: What you do is you get two copy of this and certify it from you embassy,

D64: (Looks at staff) ok, (shakes head)

F6: Where are your from.

D64: I am from Saudi but she studied in Syria.

F6: Ok, you just go to your embassy and certify two copies~~~

D64: Eh__ two sets, copy two (gesture for two) two sets?

F6: Yes two sets

D64: Stamp on it?

F6: Yes stamp on two sets, if you want to know what are document we need you can check here (show a paper) and you need to pay USD 50 for process fee

D64: 50? (gets closer to staff)

F6: USD

D64: Eh? Dollar?

F6: 50 US dollars you go the bank and pay then you sent the receipt here

D64: Where is application form (gesture) with proposal or~~~?

F6: Yes must with proposal.

D64: At what time (gesture)__um~~~//

F6: If you apply only research, anytime.

D64: Anytime eh__ so let's write down these and I need go to the embassy certify these and go to this bank(points to the paper)?

F6: I will advise you don't pay this first until you research proposal ready.

D64: Yes, you are right, (shakes head) so__ how many days (gesture) you will apply to us?

F6: Ok, you submit you application minimal two months.

D64: But now my wife is here , I need um_ visa

F6: Ok regarding visa you need to talk to immigration

D64: What about the English courses?

F6: The English course the faculty will decide.

D64: (Stares at staff, a look of non understand)

F6: The faculty will decide which class you -should go. the thing you need to go we give you the offer letter that say you are required to attend English class, if you have any English certificate just attach together.

D64: (Gazing at staff) um, um (shakes head)ok, from here after you approve the proposal how can she stay in Malaysia without visa , so how , you will help me

F6: That one you must talk to immigration.
D64: Where is the office?
F6: You go out from this door there is counter outside.
D64: Thank you.

65.

D65: My friend applied the master in faculty of engineering , I come to here to check why she didn't get offer
F6: Your talk to Mr Ali
D65: Ali? there? (points to the another office)
F6: Yes, you wait for him a while there
D65: Ok, thank

66.

D66: I want to get my student's card.
F6: You already registered?
D66: Eh?(nod head)
F6: Have you registered as a student here?
D66: They(point at another office) ask me to come to here(points to the counter)
F6: You want you student's card right?
D66: Student card (get closer to staff) eh___it's my second semester.
F6: This is you second semester , it's means you already have your matric card
D66: Yeh(shake head)
F6: Then you talk about your ID card the green card, isn't?
D66: Eh___/ (0.2)(looks at staff).(takes out from the bag a green card and shows the staff)this one
F6: Oh, that is for international student, you ask immigration office.
D66: Ok , thanks

67.

D67: (Standing) my friend applied already , he want to change the topics ___by e-mail
F7: Which faculty?
D67: Faculty of science.
F7: Hold on
D67: Excuse me , he ask me eh__ two(gesture for two) two copies of this
F7: Yeh, yeh.

68.

D68: I want to check for my friend~~~
F7: [Name?]
D68: Shamsul
F7: Faculty?
D68: PHD in computer science.

F7: Still under process.
D68: Still under process? oh what about eh___ I have attended the Bahasa Malayu what is eh~~~
F7: [Bahasa you have to check with Immigration office.]
D68: Immigration office? thank you very much(stands up)

69.

D69: (Standing) I want dissertation guidelines.
F7: You want guideline?
D69: Yes, English
F7: (Passes to him)
D69: Only one?
F7: Yes each one can get only one, it's limited.
D69: Ok, ok (laughing) it's new edition?
F7: Yes ,it's year 2003
D69: It's latter's one?
F7: Yes latter's one
D69: Thank you So much

70.

D70: (Passes a folder to staff)
F7: (Checking) you did not certify the true copy?
D70: This is bachelor's
F7: No, no , certify~~~
D70: [we have original]
F7: but we don't accept the original, you can ask lecture to certify~~~
D70: [but it's hard to go here and there]
F7: You can ask your lectures to do it for your.
D70: But we have to go back again by walking.
F7: Another choice is to go to your embassy~~~
D70: [But she is local I mean she is student here in UM]
F7: I know but we standardize no matter you are even local here they must certify.
D70: But no one here can certify it?
F7: Yeh we are accepting it but the outcome we need to defend it
D70: So anyone here who can certify it?
F7: Faculty.
D70: We already went twice and came back here.
F7: You ask your lectures
D70: Come, come they forget to submit the third semester result we have to go the upstairs , we have to go again.
F7: But you have to do it, otherwise the faculty will reject it, some students come here~~~
D70: [ok , just check anything else , then when your are going for lunch break]

F7: At 1:00, your photos?
D70: Photo, oh, here (passes to staff) four or five
F7: Four you don't have TOFEL or IELTS
D70: No, so those photos attach there?
F7: Yes, here one , and here three
D70: Do your have stabler (stapler)
F7: Yes (staple for her)
D70: Your are good worker but we are not good walker
F7: Ye, I understand but thing is this is requirement , I am so sorry about it
D70: Ok, any professors can....?thank you
F7: Yes, any your professors can do it.
D70: Thank you.

71.

D71: I want to check the process for my friend, I wait so long.
F7: Name spells it?
D71: Khalrd
F7: Khalrd, name?
D71: Abdullah
F7: Abdullah what
D71: Addullah sialdr
F7: Abdullah Alsyad
D71: No, (shakes head) he is applying PHD, PHD~~~/
F7: Ok, can you give me the passport NO.?
D71: Ye, (shakes the head) 30070030
F7: Eh?
D71: Thirty, thirty, three zero
F7: Three zero
D71: Ye
F7: Still under process
D71: (0.2) four month already
F7: Ye, I know.
D71: And his visa going to expire and I saw you last month~~~/
F7: If you want you go there to check with person in charge , we also waiting for the answer from faculty
D71: (Gazing at staff)(0.2) what, what answers your are waiting?
F7: Answer whether they accept you or not.
D71: From the committee?
F7: Yeh
D71: So...who um...what the name again, who....eh....~~~/
F7: Nadin
D71: There (points to the seminar room)ok, thanks

72.

- D72: Remember I came last time we talked about... This month(gesture) January, Master of Islamic studies.
- F7: You want to apply~~~//
- D72: Yes for my friend, and I have his document,(gesture point at back) is the right time now?
- F7: By course or by research?
- D72: Oh.... Both (gesture for two)
- F7: Actually it's close now , but if you want to submit you form can, is you certified everything?
- D72: (Looks at staff) um...I am not sure , last time I came you told me that it's not right time
- F7: Yes, advertisement out in 27th of January
- D72: Now (checking his bag)please check it's completed or not , so you need~~~// (gesture)
- F7: Here not complete yet, you must write masters of what program in which faculty?
- D72: (Looks at paper) oh? What about this?
- F7: You want to master or PHD
- D72: >Oh< ,so~~~//
- F7: Is this original?
- D72: (Looks at paper) eh__ Translation __eh__ Not this one.
- F7: This is translation , what you do to make photocopy and go to you embassy to certify it
- D72: It's not my document, his document; they ask for it, this is stamp for this.
- F7: Ok, this from original , once you copy no more consider original you just stamp on the copies, you still got time.
- D72: Stamp on it, ok?
- F7: Or you can ask lecture~~~
- D72: [This is from lecture] (show the paper)
- F7: No this is the certificate; I am talking about the xxx.
- D72: (Looks at staff and nod the head) ok, what about this?
- F7: Academic Islamic study
- D72: (Writing)effect his class will be English and his dissertation will be Arabic, this is what my friend told me.
- F7: Now, only coursework right?
- D72: Yes, yes , I will trouble you this (shows the form) some are I know~~~//
- F7: This unless your are doing full dissertation
- D72: It's mean~~~
- F7: Its written here apply for dissertation.
- D72: It's mean no coursework?(shake hand) ok that's mean no need.
- F7: Address?
- D72: (Ok), um...what about this one offer letter.
- F7: We will write student's name but address will be yours

D72: Ok, so... this address in Malaysia or~~~//
F7: We will put student's name , but address you need to write you address.
D72: Ok, address um__(looks at paper)
F7: The address is important , because we need to post all the document
D72: But I can check again.
F7: But in case expect all student~~~
D72: [Ok, this one going to be address in um.....]
F7: [You better write address in Malaysia, but we will put student's name]
D72: Ok, no problem so__//

73.

D73: I want to check my English replacement test
F7: Hold on.
D73: Ok.
F7: Outside board all result are there
D73: Outside, (points to the outside) immigration? ok what about the fees?
F7: For the English
D73: No, no (shakes head) for the courses.
F7: Ok, fees you must ask second floor
D73: Second floor? ok,
F7: Eh__

74.

D74: I already got the answers form there(pointing)they will going to process it ask me to wait the middle of this month two week from now then will get report from there (takes) it's about one month, I don't have problem with that, my problem is his visa~~~
F7: Visa you have to talk to them immigration.
D74: [Yeh, but can not get a letter that application under process?]
F7: Oh, that on e you have to talk to Mr Ali.
D74: Because last time I got from here (points to the counter)
F7: Ye, he is the one in charge, he is inside there.
D74: So I can talk to him? Ok
F7: Ok.

75.

F7: So you register the master?
D75: Yeh, I got module two, because the offer letter~~~//
F7: [Oh, you are G to G program is it?]
D75: What?(gets closer to staff and look at her)
F7: Your are government to government?
D75: Not yet until now , my, um__my__ I pay~~~/

F7: You are from which faculty?
D75: IT, um__ computer science.
F7: You got module two you want to whether you can register now or not
D75: Yes.

76.

F7: Eh
D76: Um..... (looks at staff)(0.2) My student card~~~?
F7: You want to collect your student card?
D76: (Nods the head) um__
F7: Which semester student are you?
D76: Two thousand eh__ first year second semester.
F7: Where is your temporary matric card?(draws a square in air)
D76: (Looks at her) (0.5)(shows a look of no understand)
F7: Ok, like this(shows him)
D76: I don't have it.
F7: What's your name
D76: My name is , let me __write for you (writes it for her)and last semester I took four subjects I dropped one um__but I paid for four(gesture for four) subjects~~
F7: [Um, you can not get back your money]
D76: (Gazing at staff) why?
F7: Why you ask finance section
D76: But they should , um__they should, I mean should mention it in next semester
F7: Regarding to your money you need to talk to the finance section
D76: >Oh<, oh, ok(gesture)
F7: Now you want to collect you matric card where is your this form?
D76: Yes, um__I didn't bring it.
F7: You can not collect it without this.
D76: Ok, give me this one(points to the paper)
F7: >Oh< no, no
D76: Because I object one of my pervious one subject um___ That's why I need my Student card.
F7: No you have to give this form.
D76: I don't know whether I still have it
F7: Then you ask from your faculty.
D76: So can you give me temporary~~~//
F7: No,
D76: No way?(gesture)
F7: Ok, I can give you this one, but I can't give you that.
D76: Ok, give me this that ,that I can show~~~
F7: [Ok wait for a while]
D76: Thanks

77.

- D77: I want to apply for PHD
F7: PHD Faculty?
D77: (gazing at staff)(0.2) Faculty of Art
F7: There will be open day on the February if you buy the application form on that day You can get 50% discount.
D77: (0.3) ok?
F7: So you want to buy~~~
D77: I go to pay (gesture) so I can buy from you?
F7: If you buy today you have to pay full amount.
D77: (Gazing at staff) so_ where is the form. (gesture)
F7: (Write for him) if you buy today you have to pay Rm 38 then you pay for process fee USD50, if you buy on open day You USD 50 will get 50% discount.
D77: (Looks at paper) um, when it's will be open? (points to the paper)
F7: On 15th of February.
D77: So it's not time yet?
F7: Yes.
D77: If I buy today I have to pay this amount? (points to the paper)
F7: Yes
D77: Ok?
F7: Which faculty?
D77: Arts, social Arts. Pay here?
F7: Yeh
D77: We submit all the papers (document) with this form (points to the paper) to your ok?
F7: Yes but you need all certify it
D77: Where to certify~~~
F7: [From you embassy in Malaysia]
D77: Oh, yes, yes (shakes head) , so USD 50 pay to bank account?
F7: Yeh
D77: Um___ What about master~~~~~
F7: Master of Arts?
D77: No, courses
F7: Course, on 23 of January there will be advertisement open
D77: But can not apply online or something xxx
F7: Can apply online ,but process fees and certificates have to post to us
D77: Post~~~~// (shakes head)

78.

- D78: I registered last month and they said that I have to register for research methodology and I went to my faculty~~~
F7: [Eh]?
D78: And they said I have to come back to here and make payment to check that

research Methodology is exclusive or not.

F7: Ok, this one you must check with finance

D78: Eh?(look at staff)

F7: Finance section

D78: Final section?

F7: Finance section.

D78: Finance up there ?(points up)

F7: Yes, you want to know ~~~

D78: [I went but they ask me to come down here (points to the counter)]

F7: Maybe they are over there some of finance staff there you see or not the door open(shows him)

D78: Yeh, what about my student card it's ready or~~~/?

F7: Where is your temporary matric card?(checking) you are semester two

D78: Yes, semester two, this is my matric card?(shows a paper)

F7: No (checking) not ready yet

D78: Not ready yet? What about my research methodology, where I am Going, I got headache about it.

F7: It's compulsory for all master and PHD students with dissertation.

D78: Yes , it's compulsory, they said starting from tomorrow, how can I register for it Where (gesture) am I register for it?

F7: Ok, you talk to Mr Jival.

D78: Where?

F7: He is in second floor, when you come out form left, first room one your left.

D78: Ok, thanks

79.

D79: My friend applied 4 month ago so__ eh I want to know about the result

F7: What's his name?

D79: (Looks at the hand phone) his name? this one (shows to staff)

F7: (checking)

80.

F6: Hi

D80: Excuse me , I have two questions(gesture with"V") it's very important, one is I finished my course work only doing my dissertation and for example after one month and two month, I have two questions , one I can submit um__for the another field here in this year example civil engineering or not?

F6: You want to submit another application?

D80: Yes (nods head)

F6: For civil engineering for PHD or ~~~

D80: [No for master (shakes head)]

F6: For research no problem, but for coursework until 14th of march.

D80: Ok thank you very much , what about research , I just fill in the form and give it

to you?(points to the staff)

F6: For research , you need to get the research proposal and two sets of referee

D80: Thank you very much, another question in two or three month I finish my master , can I apply for PHD

F6: You have to finish you master first then you apply for PHD

D80: Now I can not?(gesture)

F6: No

D80: Because example from next semester(gesture), it's not necessary for me it's From faculty~~//

F6: You have to finish you master first because we need your results and~~~

D80: [My results are all ready ,just dissertation(gesture to show finger)]

F6: When are you going to finish, next two month?

D80: Next two month ye, nest two month

F6: It's mean by this semester?

D80: Yes, because I want to study as soon as possible

F6: So you want to do your PHD in same field

D80: Yeh, yeh

F6: Just now you are talking about the master in civil engineering?

D80: Yes, I choose two program , two questions, which one is better?(gesture) If you letter continue PHD next semester so I no need to apply for master for Civil engineering

F6: You must complete you master first then you can apply for PHD unless you degree CGPA is 3.7 above then you can go straight for PHD , but my suggestion you apply for master.

D80: For master you can apply , I have 3.5.

F6: Yes you can apply from master to PHD with 3.5 but fro degree to PHD you mush have 3.7

D80: Really?

F6: If your bachelor is 3.7 above you can straight away apply for PHD then you can apply for PHD

D80: Oh~\$

F6: But if you have bachelor degree is below 3.7 ,you must complete your master first and

D80: Oh\$ thank you very much

81.

D81: I came here to change my faculty

F6: You want to change your faculty

D81: Because for civil I__ eh__ sorry I mean I could not get any references.

F6: So you want to change from Islamic studies to~~~

D81: [To_ um__ you have management?

F6: Management? Yeh we have

D81: How much is that?

F6: Ok.

D81: So, how, how , what is procedure of changing

F6: (Show a paper to him) it out campus you need to ask there.
D81: So I register here?
F6: But you can not just change, you have to reapply.
D81: >Oh<, reapply?
F6: Reapply get offer letter first then you withdraw from this program, we don't encourage students withdraw now ,because you rejected , and you already from program, we need to avoid~~~//
D81: So this one we reapply when I can get the letter?
F6: You can ask them when they will open for new intake.
D81: New intake?
F6: Yes , for July
D81: Where it is which area?
F6: Is in Jalan Ismail
D81: Is near somewhere in Masjid (looks at paper) oh, I can call them
F6: You get form there and submit there
D81: We also have to pay for this program?
F6: That one after you withdraw hen your can take back all you money.
D81: Thank you.

82.

D82: I came last time~~~
F6: [Eh]
D82: xxxx
F6: You want send the application form right?
D82: Ye, because I am very confused that....that I called Ms,Mu~~~~
F6: [Ms Muhaini, why?]
D82: I did not ,because I did not ~~~ I can't register
F6: May I see this (take to paper)
D82: ye. take my ,my~~~(gesture)
F6: Now you are taking about the new semester or what?
D82: Just, I just see this~~~ (points to the paper)
F6: [you are not register yet ?]
D82: (Looks at staff) no.
F6: You have to register first. you go inside, why is your X-ray?
D82: What?
F6: X-ray?
D82: X-ray form,(look for it in his bag)
D82: [never mind , you go inside to register as new student inside that room]
(gesture point at the room)
D82: A2?
F6: Seminar A and B (point at the place)then take the No for register ?
D82: (looks at staff) Just ask them for~~~
F6: [yes ,yes]

D82: Thanks

83.

D83: (standing)I am student that___(points to the outside)~~~

F6: [Ok?]

D83: We have master, to take place to do research in master, so I register, they told me that I have to come to you(points to the staff)

F6: [you register, You have to go inside (points to the place)]

D83: There (points to the place)

F6: You have to register~~~

D83: [I already registered]

F6: Which semester?

D83: First one (points up)

F6: Do you have matric card or not?(gesture)

D83: Ye, ye.

F6: [Give me your matric card.]

D83: (Passes matric card to staff)

F6: (Looks at the matric card) \$\$\$ you have to register first.

D83: I can not register now , because ___I am xx for fellowship so they __ they ____0.5)so do I talk to them or~ ~~ (draws a circle in air)

F6: Fellowship from whom?

D83: [UM] (nods the head)

F6: They have your record.

D83: They have my record?

F6: Yes.

D83: They are doing registration now?

F6: Yes.

D83: Ok, Thank you.

84.

D84: (standing and passing paper to staff)

F6: Have you bring you__ eh...original certificate?(gesture draw a square in air)

D84: (Looks at staff) eh?

F6: certificate , you original certificate?(gesture draw a square in air)

D84: Ye, all here.

F6: Ye, but you must bring you original certificate.

D84: Eh?(looks at staff shows non understand)

F6: When you submit you application, you should insert (gesture) you certificate right?

D84: Eh?(looks at staff shows non understand) (looks something)

F6: Ok, you just show them this one, then they will tell you're the total payment. (shows the paper to students)

D84: I xxx education~~~

F6: [(looks at the paper] PHD in~~~

D84: [education]
F6: yes the code for you __for eh... education program, hold on ah~~~(show the paper)
this code for PHD
D84: (Look at staff) eh_____ ok, thank you.

85.

D85: I come for eh__ this (passes paper)
F6: [Ok?]
D85: You need copy?
F6: yes all the documents in two set ~~~
D85: [yes, yes]
F6: (Point at the paper) This is the address your submitted~~~
D85: (gesture) yes, yes
F6: This one not certify true copy ah?
D85: Two copies
F6: No, certify true copy, I mean chop?
D85: (Gesture stamp on the paper)?
F6: you have to give us original chopped copy.
D85: inside I xxx (0.3) stamp~~~
F6: (shows the paper) I need chop (gesture stamp on paper)
D85: (Takes the paper) this one (turns to other side and gesture stamp on paper) is here.
F6: Ye, but this is photocopy.
D85: [pho~~~]
F6: [this is photocopy]
D85: you need eh~~~
F6: [the original one]
D85: oh, it's with my friend(gesture point at sky) after he come here (gesture point at place)
~(stop taking)I have ,eh__we have~~
F6: I can not accept that, or you can go to faculty, ask the faculty to chop for you.
D85: after ,after ~~~eh(0.3) (gesturer) after eh~~~ I am here, I bring all ~~~eh__
F6: but I can ~~~
D85: [Help me~~]\$
F6: no , it's not I don't want to help your, but this is procedure
D85: who is the one in faculty can do for me?
F6: ok, I give you the name, they will reject like that, you better confirm with faculty~~~
D85: [you just accept, after the person come ,he has all~~~, you know(0.4)
F6: it's better you check with faculty
D85: it's not me ,my friend he is there(gesture) after that he will give all ~~~
F6: [ok, from my side no problme, it's depend on faculty ,that why you go to the
aculty speak to them.
D85: [I have this (gesture point at document) after that he bring (gesture take something)
F6: if you want me to accept the document~~~
D85: it's that eh____(gesture point at outside)

F6: you go to the faculty, ask them to chop
D85: Just eh___ (gesture stamp on hand) can?
F6: Yes, can.
D85: Ok.

86.

D86: Hello, eh__ my eh__(checking paper) what my writing here eh---
F6: [Ok you offer letter here written PHD in ~~~~]
D86: [civilization]
F6: eh__ PHD ,you just write here eh___
D86: can, can
F6: You want to register?
D86: xxx eh.. Because is holiday ,eh___ let me open it for you \$\$\$
F6: After that you go for medical check up. and don't forget to bring your original certificate as well
D86: (opening the document) I need to see eh___ Dr lizad___ do I need to write it down what program?
F6: (points to the paper) ok you need to tick this one ,the date~~~
D86: Eh?
F6: Your name signature.
D86: Signature? I need to sign.
F6: Yes.
D86: It's ok?
F6: eh(looks at the paper)
D86: Thank you so much.
F6: \$ Ok.

87.

D87: I have registered from there(points to the place), I need em___xxx
F6: Eh?
D87: Eh__ I need your eh__ form (gesture) for eh___ payment.
F6: Payment form? Bank slip is it?
D87: Bank slip.
F6: Bank slip you must get from there (points to the another room)
D87: [sent it to my office, they ask me from xxx, because ah__ my~~~]
F6: [I am sorry, regarding to payment, you must talk to the finance counter(points up) inside the room~~
D87: [Inside~~~~?]
F6: [inside the room seminar A and B there]
D87: but I eh__ talk about ah___my director of study eh__I eh___need to speak to eh___Msxxx
F6: But she is not here; you have sit first let me call her.
D87: Ok.

88.

- D88: I want a letter for my embassy~~~
F6: You already registered as a student?
D88: Yes, I am new student.
F6: Ok, fill in this form, so you can collect on Monday.
D88: On Monday?
F6: Yes.

89.

- D89: Yes,, I want to bank slip(sits down)
F6: Yes .for registration?
D88: Yes, registration.
F6: For registration, you go to registration room there (points to the place)
finance you. counter ,they will print for~~~~
D88: They will print for me?
F6: Yes.
D88: Ok.

90.

- D88: I want my ID card (gesture)~~~~
F6: [Eh?]
D90: My immigration card
F6: You go to immigration office to collect it?
D90: On which day?
F6: You go to there (points to the outside) you ask them.
D90: Ok (nods the head.)