

成績單及各類證明文件申請系統 —常見問題 (FAQ)

國立臺灣師範大學 | 教務處 | 2024.11.13

Q1. 電子教務文件（成績單、名次證明、英文學位證明書）該如何申請？

How do I apply for electronic documents (e.g. transcripts, rankings, English Degree Conferral Statement)?

A:

申請方式請參閱本校【成績單及各類證明文件申請系統】操作手冊。

Please refer to the instructions for NTNU's "Application System for Transcript & Other Records."

Q2. 電子教務文件使用效力為何？是否可以自行列印作為正式書面文件使用？

How can electronic documents be used? Can they be printed out to serve as certified paper documentation?

A:

本校核發之電子教務文件為等同紙本效力之官方正式文件，並僅提供電子檢視、傳輸，不得列印或以其他方式轉換為實體形式對外使用。

All electronic documents issued by NTNU are considered as official documents and thus have the same validity as paper-based documents. They are provided solely for electronic viewing and transmission. As such, they may not be printed out or otherwise converted into a physical format for use.

Q3. 教務文件電子版可申請的項目有哪些? Which types of electronic documents can be applied for?

A:

項次 Item	申請項目 Document	在校生 Enrolled	畢業生 Graduated
1	中文歷年成績單 Chinese Cumulative Transcript	✓	✓
2	英文歷年成績單 (等第) English Cumulative Transcript (Grade)	✓	✓
3	英文歷年成績單 (分數) English Cumulative Transcript (Score) - 限103學年度以前入學者申請 Limited to applicants who matriculated prior to the 2014 academic year	×	✓
4	歷年名次證明 (限學士班申請) Cumulative Ranking Certificate (limited to undergraduates)	✓	✓
5	英文學位證明書 English Degree Conferral Statement	×	✓

Q4. 可以同時申請紙本文件和電子文件嗎？

Can I apply for paper and electronic documents at the same time?

A:

紙本文件與電子文件需以不同申請單分開申請，惟申請後可合併結帳付款。

Applications for paper documents and electronic documents are separate ; however, their associated fees may be paid at the same time.

Q5. 如需寄送多個單位，該如何申請？

What is the application process if a document needs to be sent to multiple recipients?

A:

電子文件不可選擇份數，每份文件均可驗證3次。每筆申請單號限寄送給1個E-mail (正本、副本各1)，若需寄送多個E-mail單位，請以不同申請單分次申請。

When applying for electronic documents there is no option to select “number of copies.” Instead, each document can be officially verified three (3) times. Each application is limited to one (1) email recipient (with an option to CC a copy to yourself). If you need to send a document to multiple email addresses, it will be necessary to submit an application for each different address.

Q6. 如需寄送給World Education Services (WES) 認證單位，該如何處理？ How should the application be handled if I need to send my documents to the World Education Services (WES) certification body?

A:

因WES不受理以電子郵件傳送文件，故請於收件者欄位輸入本校註冊組/研究生教務組/公館教務組系所承辦人電子信箱，由教務處承辦人協助以安全文件傳輸協定 (SFTP) 方式上傳至 WES指定位置；同時，請於「給收件者的備註事項」註記 WES reference number【7位數字組成或PTTC+7位數字，例如6123456、PTTC2001009】。

各系所承辦人E-mail：【[註冊組](#)】【[研教組](#)】【[公館教務組](#)】

Since the WES does not accept documents over email, in the “Email to” field, please enter the email address of your contact person at the Registrar’s Office/Graduate Studies Division/Gongguan Branch Academic Affairs Division for your particular department/graduate institute. The contact person will then upload your document to the designated WES body using a Secure File Transfer Protocol (SFTP). When filling out your application, please remember to include WES reference number (7 digits or PTTC+7 digits, such as 6123456, PTTC2001009) in the field “Notes to Recipient”.

Contact email: 【[Registrar’s Office](#)】【[Graduate Studies Division](#)】【[Gongguan Branch Academic Affairs Division](#)】

Q7. 繳費方式有哪些?

How do I pay?

A:

- 1) 信用卡 Credit Card
- 2) LINE PAY
- 3) 臨櫃繳款 Payment at counter (欲使用網路銀行轉帳者，請選擇本項取得轉帳號碼 If you wish to use an online bank transfer, please select this option for routing number)
- 4) Web ATM (需使用金融卡+讀卡機 Requires both an ATM card and a card reader)

Q8. 電子文件申請後多久會寄出?如何確認電子文件有確實寄出?

Following the completion of my application, how soon will my electronic documents be sent out? How to confirm if my documents have been sent?

A:

申請人完成繳費後，預計1-3個工作日寄出；因申請人無法預覽電子檔，副本可填寫自己的E-mail，或可登錄「成績單及各類證明文件申請系統」查詢處理進度。

Electronic documents will be sent out in 1 to 3 working days following the completion of any necessary payment. Since applicants cannot preview the files, they can instead enter their email address in the “Carbon copy” field to receive a copy of the files. Progress can also be viewed after logging into the “Application System for Transcript & Other Records.”

Q9. 電子文件該如何驗證?
How to verify electronic documents?

A:

經本校「成績單及各類證明文件申請系統」付費申請之電子文件，請至國立臺灣師範大學官方驗證網站（<https://ap.itc.ntnu.edu.tw/DocuCertWeb/verify>）進行查證。

For electronic documents applied through NTNU's "Application System for Transcript & Other Records," go to the NTNU official verification website for verification: <https://ap.itc.ntnu.edu.tw/DocuCertWeb/verify?l=en>

Q10. 更改姓名後，電子文件該如何更換?
After a name change, how can I update my electronic documents?

A:

請先檢附證明文件（如戶籍謄本正本、身分證影本、護照影本等）至註冊組/研究生教務組/公館教務組申請變更學籍資料，確認完成後再回到系統申請。

Please bring any necessary supporting documentation, such as household registration (original), personal I.D (photocopy), or passport (photocopy) to the Registrar's Office/Graduate Studies Division/Gongguan Branch Academic Affairs Division to apply for a change of your personal information. After these changes have been confirmed, please log into the system to apply.

Q11. 因費用因素考量，我可以選擇申請紙本文件再請教務處以掃描方式寄出電子檔嗎？

Due to the cost, can I choose to apply for a paper document and then ask the Office of Academic Affairs to scan the document and mail it electronically?

A:

本校提供可驗證之電子教務文件（成績單、名次證明、英文學位證明書），為確保文件之真偽性及可驗證性，不受理以紙本掃描方式寄送電子文件。

NTNU offers verified academic affairs-related electronic documents (transcripts, class rankings, English diplomas). To ensure the authenticity and verifiability of these documents, electronic documents sent in the form of paper scans will not be accepted.

Q12. 若申請完電子成績單之後，發現成績資料有異動，是否可重新提供？

After applying for an electronic transcript, the grades on my transcript changed. Will a new electronic transcript be offered in this case?

A:

在校生之成績資料可能會有因成績未到齊或成績變更而異動之情形，電子成績單一經申請、製發，將不會因成績異動而重新製發，請務必確認成績資料後再提出申請。

Students' grades may change due to incomplete grades or grade changes. Once the electronic transcript is applied for and issued, it will not be reissued due to changes in scores. Please be sure to confirm your score information before applying.

Q13. 申請英文電子文件者，需要注意什麼？

What should I be aware of when applying for English electronic documents?

A:

申請英文成績單及英文學位證明書者：

- 1) 請確認學籍英文姓名拼音是否與護照一致（大小寫依本校既定格式）。
- 2) 若學籍系統無英文姓名，請於備註欄輸入。
- 3) 若英文姓名有誤，請將護照照片檔提供教務處系所承辦人修正。

Those applying for transcripts or diplomas in English should do the following:

- 1) Confirm that the Pinyin version of your Chinese name is identical to that found in your passport (upper and lowercase letters will be used in accordance with NTNU's official style guidelines).
- 2) If your English name is not already in the system, please enter it in the "Note" field.
- 3) If you find that your English name in the system is incorrect, please submit your passport photo to the Academic Affairs Office for correction.

Q14. 申請學士班名次證明，需要注意什麼？

What should I be aware of when applying for a certificate of class ranking?

A:

1. 學士班名次證明每筆訂單僅能申請1份：
 - 1) 系統產生之排名預設為系排名+班排名(或組排名)同時呈現，無分班/分組之系所，僅提供系排名。
 - 2) 無法於一筆訂單分開申請系排名、班排名(或組排名)。
 2. 當學年度畢業生名次證明：當學年度畢業生名次證明係以（第1學期+第2學期）畢業人數進行排名，預計於次學年度開學後2週內（9月）公告並開放申請，如有任何問題，請洽教務處註冊組/公館教務組辦理。
-
1. Each application is limited to one (1) certificate of ranking.
 - 1) The system-generated rankings are defaulted to show both department ranking and class ranking (group ranking). For departments that lack classes or groups, only the department ranking will be shown.
 - 2) You cannot apply for department ranking, class ranking (or group ranking) separately in the same application.
 2. A certificate of graduate ranking in current academic year shall include all students who graduated in either the Fall or Spring semesters of the current academic year. Two weeks following the beginning of the next academic year (in September), the rankings will be announced and can be applied for. If you have any further questions, please visit the Register's Office or the Gongguan Branch Academic Affairs Division.

驗證系統—常見問題

Verification System—FAQ

Q1. 電子教務文件 (成績單、名次證明、英文學位證明書) 驗證失敗原因為何? The reasons for the verification fail might be as follows

A:

驗證失敗可能原因為：

1. 上傳非有效文件 (如：非PDF檔，或未解壓縮之檔案)
2. 電子文件非本校 (NTNU) 所認證、核發
3. 電子文件經他人修編
4. 文件因故作廢 (如：學籍或學位被撤銷)

如有任何疑問，可逕洽教務處確認：

學士班請洽註冊組：

https://www.aa.ntnu.edu.tw/zh_tw/Registry/StaffRoles02

研究生請洽研教組：

https://www.aa.ntnu.edu.tw/zh_tw/GSD/StaffRoles03

Possible reasons for failure are:

1. Non-valid files were uploaded (e.g. non-PDF files or compressed files)
2. The electronic documents were not those issued or verified by NTNU
3. The electronic documents were modified by others
4. The documents were invalidated (e.g. student status or diploma was revoked)

For any further questions, please contact the NTNU Office of Academic Affairs.

For undergraduates, please contact the Registrar's Office at <https://www.aa.ntnu.edu.tw/en/Registry/StaffRoles02>

For graduate students, please contact the Graduate Studies Division at <https://www.aa.ntnu.edu.tw/en/GSD/StaffRoles03>

Q2. 電子教務文件（成績單、名次證明、英文學位證明書）驗證警示原因為何？

The reason for the verification warning might be as follow

A:

表示驗證次數已使用完畢，需重新申請。

The “verification warning” means that you have already used up the number of verifications available to you for this specific document. For more verifications, please reapply.

Q3. 本校免費核發之中英文數位學位證書可否使用本平臺進行驗證？

Can this verification system be used for digital diplomas offered free of charge by NTNU?

A:

本校核發之教務文件，僅透過本校「成績單及各類證明文件申請系統」付費申請之電子文件，可使用本平臺進行驗證。本校自110學年度起**免費**核發之中英文數位學位證書，請至「[教育部全國大專院校電子證書驗證系統](#)」進行驗證。

Only academic affairs-related electronic documents issued after application and payment to the “Application System for Transcript & Other Records” can use this system for verification.

Starting from the 2021 academic year, NTNU will issue digital diplomas free of charge to graduating students after they have received their paper diplomas. Please use the “[MOE’s Digital Diploma Verification System](#)” to start the verification process for this document.