

國立中興大學校園職場情境英語手冊

國際行政支持辦公室

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前言

編者簡介

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二十年成人英語教學經驗，多益聽讀四次滿分，全民英檢高級複試兩次通過

(說寫皆拿到該測驗最高四級分，並於 2016 獲得高級優秀作文獎，該年該級全國只有六人獲獎)，IELTs overall 8.0，TOEFL iBT 113，中興大學語言中心兼任講師，曾旅居美國，對英美歷史/文化有深入研究，專精英語語調與口說訓練，深刻了解台灣英語學習者盲點與瓶頸。熱愛電影，音樂，設計師傢俱。歡迎來我的粉絲團看看：

<https://www.facebook.com/pectw>

手冊目的及特色

本手冊的編撰旨在提供與大同仁在與本校國際生互動時的實用英語，方便在電話應對、面對面服務、以及書面 Email 往來等情境中快速查閱。特色如下：

- **以情境分類**：提供各情境下常用句型，可以直接套用，大家可依實際情況靈活加入學生姓名、更改單位或文件名稱。
- **道地實用**：口說句子短、用字簡單、清楚，適合所有程度同仁使用。
- **中英對照**：讓同仁兼顧學習目的。
- **附建議與不建議用語**：視情境彬彬有禮，避免造成誤會。

期許透過本手冊，同仁們能有效率地處理國際生常見需求，提升跨文化溝通的順暢度與服務品質。

P.S. 本手冊為初版，內容多是對常見溝通情境的猜想，但實戰可能會有更多沒有收錄的情況。請各位同仁在實際使用後，將本手冊尚未涵蓋的情境或用語或名詞記錄下來傳回 OIA 辦公室或來信給 Robert:

pectaichung@gmail.com。我們將彙整大家回饋並在第二版中做補充，讓手冊更貼近大家實際工作需要。

Chapter One 基本用語速查表

1.1 基本文化提醒 (Cultural Notes)

語速請放慢，咬字請清楚

- 與大國際學生多來自東南亞、非洲、巴基斯坦、印度等國家。母語非英文，口音差異大，我們要抱持不同的心態聽，無法期待對方說得像美式發音或文法正確。聽力攻略會在第五章提到。
- 行政同仁方語速請放慢，避免使用長句或過於書面的表達法。多用短句 + 強調關鍵字，例如：

Instead of: "You will need to submit the application form along with three supporting documents before the deadline." (偏 email 書面說法)

Try: "Please bring the form. Also, three documents. Before the deadline." (口語說法，聽跟說的人都輕鬆)

- 咬字請清楚，母音發滿並避免漏音節 (例如 performance 只說 performan)

肢體語言 + 書面輔助

- 學生可能聽不懂一兩個關鍵字，但看到紙本或圖片其實就能理解。
- 小妙招: 邊講邊寫關鍵詞在紙條上，或在表單上指出品項給他們看。
- 小妙招: 用 Google 圖片搜尋 (Image Search) 輸入自己想說的名詞 (中英文皆可)，並讓他們看圖片，a picture is worth a thousand words。

不同的時間觀念

- 有些國家的學生會覺得遲到 10–15 分鐘不算大問題。

- 可以禮貌但堅定提醒：
"Please come on time. If you are late, we may not be able to help you today."

規則需要解釋清楚

- 在他們的文化裡，學校行政流程可能沒那麼複雜，他們會覺得「為什麼要蓋章、為什麼還要等一週？」。
- 建議：不要只說「規定就是這樣」，而是補一句：

"This is the university policy. Every student needs to follow this rule."

情緒表達方式不同

- 有些學生講話音量大、手勢多，可能不是在生氣，只是國情表達方式不同。
- 行政同仁不需要覺得被冒犯，放輕鬆保持冷靜即可。

1.2 文化提醒 & 建議用語對照表 (加上不建議說法)

常見情境	建議用語 (英文)	中文備註	不建議說法 (Do Not Say)
學生英文聽力有限，常聽不懂長句	<i>"I will say it slowly. Please listen carefully." "I will write it down for you. Just see the words on this paper."</i>	語速放慢 + 用紙筆輔助	<i>"You should understand this."</i> → 太直接，可能讓學生害怕或尷尬
學生遲到 10-15 分鐘，覺得沒關係	<i>"Please come on time. If you are late, we may not be able to help you today."</i>	禮貌但堅定	<i>"You are late again! Why can't you be on time?"</i> → 帶情緒，容易冒犯

學生對「為什麼要蓋章、等流程」不理解	<i>"This is the university policy. Every student needs to follow this rule."</i>	附帶「所有人都一樣」說明	<i>"That's the rule. End of story."</i> → 太冷漠，不易被接受
學生音量大、手勢多，看起來激動	<i>"I understand. Let's solve this step by step."</i>	保持冷靜，不誤解文化差異	<i>"Calm down! Stop shouting!"</i> → 太直接，容易引起反感
學生資料不齊全，但以為「先交一半也可以」	<i>"We need all documents. Please bring everything before we can process your request."</i>	強調完整才可辦理	<i>"If you don't have all documents, we can't help you."</i> → 太生硬，缺乏禮貌
學生想要立刻拿到文件，不理解等待時間	<i>"Processing takes about [X] days. Please come back after that."</i>	明確告知等待時間	<i>"Wait for your turn."</i> → 太模糊，學生不清楚何時能完成
學生用自己文化的禮貌方式（可能太直接，或不說謝謝）	<i>"You're welcome."</i> (主動收尾)	文化差異，不要誤會	<i>"You should say thank you."</i> → 教條式，可能冒犯

1.3 基本禮貌用語表格

情境	面對面 (In Person)	電話 (On the Phone)	不建議說法 (Do Not Say)	建議語氣備註
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<p>打招呼 Greeting</p>	<p>"Hello, how can I help you?" 「您好，我能為您做什麼？」</p>	<p>"Hello, this is the Office of International Affairs. How can I help you?" 「您好，這裡是國際事務處，我能為您服務嗎？」</p>	<p>✗ "What do you want?" 「你要幹嘛？」</p>	<p>保持微笑，眼神交流，語調友善；電話時注意聲音清楚且親切。</p>
<p>請求 Request</p>	<p>"Please fill out this form." "Could you show me your student ID?" 「請填寫這張表格。」 「可以出示學生證嗎？」</p>	<p>"May I have your student ID number, please?" "Please send us the document by email." 「請告訴我您的學號。」 「請把文件寄到我們的信箱。」</p>	<p>✗ "Give me your ID." ✗ "Send it now." (語氣過於命令式，盡量不要用原型動詞開頭祈使句)</p>	<p>請求時語氣溫和，適度停頓，讓對方有時間反應；避免催促感。</p>
<p>感謝 Thanks</p>	<p>"Thank you for your patience." "I appreciate your understanding." 「謝謝您的耐心。」 「感謝您的體諒。」</p>	<p>"Thank you for calling." "I appreciate your cooperation." 「感謝來電。」 「感謝您的配合。」</p>	<p>✗ "Finally, you understand." ✗ "Good, that's done." (顯得不耐煩)</p>	<p>真誠表達感謝，語速放慢，搭配點頭或微笑；電話中語調上揚，避免聽起來冷淡。</p>

<p>結束談話 Closing</p>	<p><i>"Is there anything else I can help you with?"</i> <i>"Have a nice day."</i> 「還有其他需要幫忙的嗎？」 「祝您有美好的一天。」</p>	<p><i>"Is there anything else you need?"</i> <i>"Thank you, goodbye."</i> 「還有其他需要嗎？」 「謝謝，再見。」</p>	<p>✗ <i>"That's it."</i> ✗ <i>"Bye."</i> (太唐突、冷淡)</p>	<p>結束前先確認對方沒有其他需求；收尾語氣溫暖，避免突然掛斷或轉身離開。</p>
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Chapter Two 校園常見情境字彙及句型

2.1 行政相關 (註冊、選課、休學/復學)

說明

國際生在學期初或學期中，經常需要處理行政相關流程，例如註冊、選課、加退選，或因為個人因素要申請休學/復學。

常用字彙 Vocabulary

中文	English
註冊	registration
選課	course selection
加退選	to add/drop courses
學分	credits
課程表	course schedule
休學	suspension of studies
復學	resumption of studies
系辦公室	department office
教務處	Office of Academic Affairs
系統	online system / NCHU portal

常用句型 Useful Expressions

情境	建議說法 (Do Say)	不建議說法 (Do Not Say)	建議語氣備註
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詢問 註冊 情況	<i>"Have you completed your registration?"</i> 「您完成註冊了嗎？」	✗ <i>"You didn't register, right?"</i> (語氣帶有責備)	保持中性語氣，不要預設學生出錯。
提醒 註冊 流程	<i>"You need to register online through the NCHU portal before Sept. 15."</i> 「您需要在9月15日前透過系統完成註冊。」	✗ <i>"If you don't do it, you will get in trouble."</i>	說明清楚即可，不要用威脅語氣。
指示 文件	<i>"Please bring this form to the Office of Academic Affairs."</i> 「請將這份表格帶到教務處。」	✗ <i>"Go there by yourself."</i>	加上 please，態度更禮貌。
加退 選提 醒	<i>"The add/drop period is from Sept. 16 to Sept. 20."</i> 「加退選時間是9月16日到9月20日。」	✗ <i>"If you miss it, that's your problem."</i>	用中性資訊句，不加情緒評論。
休學 辦理	<i>"You may apply for suspension at the department office. Please prepare the required documents."</i> 「您可以到系辦辦理休學，請準備所需文件。」	✗ <i>"Just quit if you don't want to study."</i>	注意避免情緒化或負面字眼。
復學 辦理	<i>"To resume your studies, please contact the Office of Academic Affairs before the deadline."</i> 「要復學的話，請在截止日前聯繫教務處。」	✗ <i>"If you want to come back, just show up."</i>	清楚交代流程，避免隨便或含糊的說法。

2.2 證明文件申請相關 (在學證明、成績單、學生證、ARC)

說明

國際生打來辦公室經常是因為各種證明文件相關事務，例如申請簽證延期、申請獎學金、銀行開戶，或補辦遺失的學生證。常見文件包含在學證明、成績單、學生證，以及居留證（ARC）。

常用字彙 Vocabulary

情境	English
在學證明	enrollment certificate/certificate of enrollment
成績單	transcript
學生證	student ID card
居留證	Alien Resident Certificate (ARC)
申請表	application form
補辦	reissue/apply for a replacement [document]
證件號碼	ID number
蓋章	official stamp
規費	processing fee
申請簽證延期	to apply for a visa extension
申請獎學金	to apply for a scholarship
銀行開戶	to open a bank account

常用句型 Useful Expressions

情境	建議說法 (Do Say)	不建議說法 (Do Not Say)	建議語氣備註
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申請 在學 證明	<i>"You can apply for an enrollment certificate online or at the Office of Academic Affairs."</i> 「您可以在教務處或線上申請在學證明。」	✘ <i>"Go find it online."</i>	給明確選項，避免推託。
成績 單申 請	<i>"Please fill out this form to request your transcript."</i> 「請填寫這份表格以申請成績單。」	✘ <i>"Just write your grades here."</i>	使用 please，語氣清楚禮貌。
學生 證補 辦	<i>"If you lose your student ID, please report it and apply for a reissue at the Registration Division."</i> 「如果學生證遺失，請先掛失再到註冊組補辦。」	✘ <i>"It's your fault, you need to pay."</i>	說明流程即可，避免責備語氣。
ARC 說明	<i>"For ARC application or renewal, please prepare your enrollment certificate and passport copy."</i> 「申請或延長 ARC 請準備在學證明與護照影本。」	✘ <i>"That's not our problem, go to the immigration office."</i>	先提供必要資訊，再指引到相關單位。
繳交 規費	<i>"There is a processing fee of 50 NT dollars. Please pay at the Cashier Division."</i> 「需要繳交 50 元規費，請到出納組繳費。」	✘ <i>"Pay money first."</i>	使用完整句，避免命令語氣。

2.3 校園生活相關 (工讀、繳費、獎學金、學生保險、住宿、交通、手機)

說明

國際生在台灣生活時，常常需要處理生活相關事務，例如申請校內工讀、繳交學雜費、申請獎學金、購買學生保險、住宿安排、交通資訊，以及手機門號申請。這些情境其實多半介於行政與日常生活的交界灰色地帶，同仁方需要提供明確指引並保持耐心，避免模糊或冷淡的回應。

常用字彙 Vocabulary

中文	English
工讀	part-time job / campus work
繳費單	payment slip
出納組	Cashier Division
獎學金	scholarship
學生保險	student insurance
健保	National Health Insurance (NHI)
宿舍	dormitory=dorm
租屋	off-campus housing / to rent an apartment
交通卡或悠遊卡	EasyCard / transportation card / transit card
手機門號	mobile phone number
門市	service center
預付卡	prepaid SIM card
月租型	postpaid plan

常用句型 Useful Expressions

情境	建議說法 (Do Say)	不建議說法 (Do Not Say)	建議語氣備註
工讀申請	<p><i>"You can apply for a part-time job through the part-time recruitment postings on each department's bulletin board."</i></p> <p>「您可以透過各單位的徵才公告申請校內工讀。」</p>	<p>✘ <i>"Just find a job outside."</i></p>	提供明確管道，避免簡化或敷衍。
繳費指引	<p><i>"Please take this payment slip to the Cashier Division or pay at the convenience store."</i></p> <p>「請拿著繳費單到出納組或便利商店繳費。」</p>	<p>✘ <i>"Just go pay somewhere."</i></p>	指示要具體，不要模糊。
獎學金申請	<p><i>"The scholarship application period is from March 1 to March 15. Please submit your documents to the OIA."</i></p> <p>「獎學金申請期間為3月1日至3月15日，請將資料交到國際處。」</p>	<p>✘ <i>"If you want money, apply by yourself."</i></p>	用中立語氣，避免帶情緒。
學生保險	<p><i>"All students are required to join student insurance. The fee will be included in your tuition bill."</i></p> <p>「所有學生都必須加入學生保險，費用會列在學雜費單中。」</p>	<p>✘ <i>"You must pay, no choice."</i></p>	解釋制度即可，不要帶強硬口吻。
宿舍安排	<p><i>"Please check in at the dormitory office with your student ID."</i></p> <p>「請帶學生證到宿舍辦公室報到。」</p>	<p>✘ <i>"Just go to the dorm and ask someone."</i></p>	提供具體步驟，不要推卸。

校外住宿	<p><i>"If you need off-campus housing information, please check the OIA website for rental listings."</i></p> <p>「如果需要校外租屋資訊，請參考國際處網站上的租屋訊息。」</p>	<p>✘ <i>"We don't care about where you live."</i></p>	表現協助態度，即使不是主要業務。
交通資訊	<p><i>"You can use an EasyCard for buses and MRT. You can buy it at convenience stores."</i></p> <p>「您可以用悠遊卡搭公車或捷運，便利商店可購買。」</p>	<p>✘ <i>"Figure it out yourself."</i></p>	用生活化語言，避免冷漠。
手機申請	<p><i>"To get a mobile number, please bring your ARC and passport to a telecom service center."</i></p> <p>「要辦手機門號，請帶 ARC 與護照到電信公司門市。」</p>	<p>✘ <i>"Just go buy a SIM card."</i></p>	說明清楚需要的文件，避免模糊。

2.4 其他（發生意外、法律、情感、心理諮商相關）

說明

在校園生活中，國際生有時會遇到突發或敏感的情境，例如身體意外受傷、涉及法律問題，或需要心理情感方面的支持。這些狀況雖然不像行政、文件或生活需求那麼常見，但對學生影響很大。需要注意的是，此類情境通常涉及隱私與專業領域，行政同仁不需提供專業判斷，只需給予理解，並協助學生找到正確的資源（如保健中心、法律服務或心理諮商中心）。

情境	學生常見需求	建議用語 (Do Say)	不建議用語 (Do Not Say)	建議語氣備註
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發生意外 (受傷、生病)	告知受傷 / 請求協助就醫	<p><i>“Are you okay? Do you need me to call the Health Center or an ambulance?”</i></p> <p><i>- “Let me help you contact the campus health service.”</i></p>	<p>✗ <i>“It doesn’t look that bad, you’ll be fine.”</i></p> <p><i>- “We can’t do much for you here.”</i></p>	保持冷靜並展現關心，避免評論傷勢嚴重與否，專注於提供立即協助。
法律相關 (涉及糾紛 / 警局 / 簽證問題)	詢問能否得到法律或簽證建議	<p><i>“For legal issues, the best way is to contact the Legal Service Office.”</i></p> <p><i>- “Regarding your visa, I recommend you speak with the Office of International Affairs.”</i></p>	<p>✗ <i>“That’s your own problem, we don’t handle this.”</i></p> <p><i>- “Just Google it yourself.”</i></p>	態度保持專業與中立，不給個人法律建議，重點是指引正確單位。
情感問題 (失戀、孤單、焦慮)	想找人傾訴或表達情緒	<p><i>“I understand you’re going through a difficult time.”</i></p> <p><i>- “Would you like me to help you make an appointment with the Health</i></p>	<p>✗ <i>“It’s not a big deal, just get over it.”</i></p> <p><i>- “You shouldn’t feel this way.”</i></p>	傾聽與共感即可，不需深入安慰或分析。保持支持的語氣。

		<i>and Counseling center?"</i>		
心理諮商相關	詢問如何預約心理輔導或保密問題	<i>"The Counseling Center provides confidential support. I can show you how to make an appointment." - "Everything you share there will be kept private."</i>	<p>✘ <i>"Are you mentally ill?"</i></p> <p>✘ <i>"Why not talk to your friends instead?"</i></p>	保持尊重與敏感，避免貼標籤或做價值判斷。強調資源的專業與保密。

Chapter Three 常見問題應對 FAQ

3.1 文件與資料準備

說明

學生常忘記帶護照、ARC、學生證或影本。行政人員需要提醒學生：辦理任何申請需要必備文件，沒有文件真的無法處理。

情境	學生常見需求	建議用語 (Do Say)	不建議用語 (Do Not Say)	建議語氣備註
學生忘記帶文件	想辦理手續但缺少護照 / ARC / 學生證	<p><i>“To complete this process, you need to bring your [passport/ARC/student ID].”</i></p> <p><i>“Please come back with the required documents, then we can help you.”</i></p>	<p>✗ <i>“How can you forget something so important?”</i></p> <p>✗ <i>“No document, no service, go away.”</i></p>	保持冷靜，不責備學生健忘，強調「帶文件 → 才能繼續」。
學生不知道要帶哪些文件	想申請手續但事前沒有準備	<p><i>“For this application, you will need [list documents].”</i></p> <p><i>- “Let me write down the required items for you.”</i></p>	<p>✗ <i>“You should already know this.”</i></p> <p>✗ <i>“Just figure it out yourself.”</i></p>	清單化說明，若可能，提供紙條或指向網站。

學生只帶手機照片 / 非正本	嘗試用照片代替紙本文件	<p><i>“For this process, we need the original copy. A photo is not enough.”</i></p> <p>- <i>“Please bring the original document next time.”</i></p>	<p>✘ “Why would you only bring a picture? That’s useless.”</p>	用專業語氣說明「正本」規定，避免批評學生。
學生帶錯文件	帶來錯的證明或表格	<p><i>“This document is different. What we need is [correct document].”</i></p> <p><i>“You may request the correct one at [office].”</i></p>	<p>✘ “This is wrong. Can’t you read?”</p>	明確指出錯誤並指引正確管道，不挖苦學生。

3.2 等候時間說明

說明

國際生可能期待可以立即處理需求，但實際需要等待，例如證明文件 3–5 個工作天。行政人員需要委婉地解釋原因，並讓學生心理能預期大概要多久。

情境	學生常見需求	建議用語 (Do Say)	不建議用語 (Do Not Say)	建議語氣備註
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文件處理需要數天	學生想要立即拿到證明/成績單	<p><i>“This process takes about [X] working days. Please come back on [date].”</i></p> <p><i>“You will receive an email when it is ready.”</i></p>	<p>✗ <i>“We are very slow, just wait.”</i></p> <p>✗ <i>“Don’t rush us.”</i></p>	強調「固定流程」而非「拖延」，讓學生有明確時間表。
辦公室人潮眾多	學生排隊覺得不耐煩	<p><i>“Thank you for waiting. There are many students today, so the waiting time is longer than usual.”</i></p> <p><i>“We will help you as soon as possible.”</i></p>	<p>✗ <i>“Too many people, what do you expect?”</i></p> <p>✗ <i>“If you don’t like it, come back later.”</i></p>	保持禮貌，承認等待現實，並表達感謝。
線上系統需要處理時間	學生以為送出申請就立即完成	<p><i>“After you submit, the system needs time to process. It usually takes [X] days.”</i></p> <p><i>“You can check the status online.”</i></p>	<p>✗ <i>“The computer is slow, not my problem.”</i></p>	用「系統流程」來解釋，避免個人責任語氣。
緊急請求(希望)	學生強烈要求	<p><i>“I understand this is urgent. Normally it takes [X] days, but I suggest you explain your</i></p>	<p>✗ <i>“No, impossible, don’t ask.”</i></p>	表現理解，但仍清楚守規則，必要

加快處理)	立即完成	<i>case to [office/teacher] for special support.”</i>		時提供替代方案。
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3.3 單位/職責轉介

說明

國際學生也許會走錯辦公室，或把問題丟給第一個遇到的人。行政人員需要清楚友善地告訴學生正確的單位，而不是直接拒絕。

情境	學生常見需求	建議用語 (Do Say)	不建議用語 (Do Not Say)	建議語氣備註
學生走錯辦公室	把問題問到不屬於本單位的窗口	<p><i>“This office is in charge of [X]. For your issue, please go to [Y office].”</i></p> <p><i>“Let me give you the location/office hours of [Y office].”</i></p>	<p>✗ <i>“This is not my job.”</i></p> <p>✗ <i>“You are in the wrong place, go away.”</i></p>	說明「我們負責什麼 / 不負責什麼」，再附上正確管道，避免推託感。
學生誤會辦公室名稱	把「教務處」和「學務處」混淆	<i>“The Office of Academic Affairs handles course registration. The Office of Student Affairs is responsible for [other issue].”</i>	✗ <i>“You don’t even know the difference?”</i>	釐清差異，用簡單詞解釋（例如 <i>courses vs. student life</i> ）。

<p>學生希望這裡「代辦」所有事</p>	<p>把任何問題都丟給第一個行政窗口</p>	<p><i>“We can only help with [X]. For [Y], you need to visit [Z office].”</i></p> <p><i>“Let me write down the contact information for you.”</i></p>	<p>✗ <i>“Not my responsibility.”</i></p> <p>✗ <i>“You should have checked first.”</i></p>	<p>保持專業，告知「正確單位在哪裡」。</p>
<p>學生語言有限，聽不懂轉介</p>	<p>無法理解不同單位的功能</p>	<p><i>“This office: courses. That office: dormitory. Here is the map.”</i></p>	<p>✗ <i>“Just go somewhere else.”</i></p>	<p>使用簡單詞，必要時畫圖 / 寫紙條，避免抽象長句。</p>

3.4 無法立即答覆的應對

說明

有時候真的無法當下給出資訊，這時行政同仁方可以用如下說法表達來爭取更多作業時間。

情境	建議用語 (Do Say)	不建議用語 (Do Not Say)	建議語氣備註
<p>需要更多時間確認資訊</p>	<p><i>“I need to double-check this information. Could you please leave your contact details?”</i></p>	<p>✗ <i>“I don’t know.”</i></p>	<p>保持誠懇，給學生信心「不是拒絕，而是需要確認」。</p>

無法立即給答案	<i>“I’ll get back to you once I confirm with the office.”</i>	✗ <i>“This is not my problem.”</i>	強調「後續會跟進」，避免讓學生覺得被推開。
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3.5 語言/溝通障礙處理

說明

這些用語針對溝通不良的情況，尤其是當學生英文能力有限、對流程不熟悉，或無法完全理解口頭說明時。

情境	建議用語 (Do Say)	不建議用語 (Do Not Say)	建議語氣備註
學生英文有限	<i>“Let me write this down for you.”</i>	✗ <i>“Your English is not good.”</i>	避免批評語言能力，用「協助」取代「指責」。
學生聽不懂	<i>“I can explain step by step. Don’t worry.”</i>	✗ <i>“I can’t understand you.”</i>	慢速、清楚、簡單句；用 supportive tone。
表單或流程複雜	<i>“Do you want me to show you the form?”</i>	✗ <i>“It’s too complicated for you.”</i>	主動用文件或視覺化輔助，降低挫折感。

3.6 安撫焦慮或情緒化的學生

說明

這些用語用來安撫焦慮或情緒化的學生，尤其是在學生因等待、文件問題或誤解規定而表現出緊張或激動時。行政同仁應以冷靜、同理的語氣回應，避免責備或命令，並提供具體行動（例如查詢、解釋流程或指引下一步。來讓學生感受到被理解與支持。

情境	建議用語 (Do Say)	不建議用語 (Do Not Say)	建議語氣備註
學生焦急/緊張	<i>“I understand this situation is stressful. Let me see how I can help.”</i>	✗ <i>“Calm down!”</i>	承認學生情緒，給予理解，而非命令式語氣。
學生情緒化	<i>“I’m here to support you. Let’s go through the steps together.”</i>	✗ <i>“It’s not my fault.”</i>	保持冷靜，避免自我防衛語氣。
學生抱怨等待	<i>“Please take a seat. I’ll check this for you right away.”</i>	✗ <i>“That’s not my problem.”</i>	用具體行動 (查詢/請稍等) 取代抽象安慰。

3.7 學生期待澄清

說明

這些用語用來澄清學生對行政流程的誤解，尤其是當學生心裡有許多理應如此的假設時。行政人員應以中性、事實的語氣說明流程與規定差異，讓學生理解以中興大學規定為準。

情境	建議用語 (Do Say)	不建議用語 (Do Not Say)	建議語氣備註
學生以為事情「馬上就好」	<i>“Some procedures may take time. Please follow the official process.”</i>	✗ <i>“Why are you in such a hurry?”</i>	強調「程序」而不是「拖延」，避免學生覺得被冷落。
學生以為老師/行政會全包	<i>“We can guide you, but you need to complete the steps by yourself.”</i>	✗ <i>“That’s not my job.”</i>	清楚劃分責任，但語氣要 supportive，不要推責。
學生假設台灣跟母國一樣	<i>“Regulations may be different from your country. Please follow NCHU’s rules.”</i>	✗ <i>“Your country’s system doesn’t work here.”</i>	避免比較/批評母國，只強調「規定不同」。
總結澄清	<i>“Different countries have different regulations. Please follow NCHU’s rules as the standard.”</i>	✗ <i>“This is Taiwan, not your country.”</i>	使用「中性、事實」的語氣，避免文化衝突。

Chapter Four 萬用 Email 模板

在與國際學生溝通時，Email 是最常用也最正式的管道之一。寫 Email 的好處是緩衝思考時間多，不像口說必須無時差立即應對。本章提供簡單且常見的 Email 模板，幫助行政同仁在不同情境下可以套用。這些模板涵蓋通知、回覆查詢、提醒、確認收件、提供協助、婉拒申請，以及一般性的禮貌結尾。使用時可依實際情況調整細節，例如姓名、日期、文件名稱或流程步驟，以確保內容清楚並維持專業、禮貌的語氣。

4.1 通知 (Notification)

適用情境：

- 公告重要訊息 (例：開學日期、系統維護、活動資訊、颱風假、連假)
- 提醒學生注意規定或時間表

使用提醒：

- 主旨要簡短清楚 (避免過長或語意模糊的標題)
- 第一句直接切重點 (記得越重要資訊放越前面 學生不一定會讀長文)
- 可附檔案或連結，方便學生查看細節

常見開場語

- *We would like to inform you that ...*
- *Please be advised that ...*
- *This is to notify you that ...*
- *Please note that ...*

常見收尾語

- *Thank you for your attention.*
 - *If you have any questions, please contact [office/email].*
 - *For more information, please refer to the attached file / link.*
 - *Best regards, [your name]*
-

範例信件

Subject: [重要通知] 開學相關資訊 (Important Notice: Semester Start Information)

Dear [Student's Name],

We would like to inform you that [簡短說明通知內容，例如：the new semester will begin on September 8, 2025]. Please make sure to [相關要求，例如：complete your course registration before September 1].

For more details, please refer to the attached file / link: [附上檔案或連結].

Thank you for your attention.

Best regards,

[Your Name]

[Office / Department Name]

Subject: [颱風假] Typhoon Day Notice – Campus Closed on [Date]

Dear Students,

Due to [typhoon name 象神之類], the university will be closed on [date] in accordance with the announcement of the local government.

All classes and on-campus activities scheduled for tomorrow will be suspended. Please do not come to campus and stay safe. Please follow your instructor's announcement regarding make-up classes or online sessions.

Further updates will be announced if there are any changes and more information can be found on https://www.cwa.gov.tw/V8/E/P/Typhoon/TY_NEWS.html . Thank you for your understanding.

Best regards,
[Your Name]
[Office / Department Name]

Subject: [連假] **Holiday Notice – Mid-Autumn Festival Long Weekend**

Dear Students,

Please be informed that Thursday, [date] is the Mid-Autumn Festival, a national holiday in Taiwan. In addition, Friday, [date] will also be a day off, creating a long weekend.

Therefore, the university will be closed from [Thursday date] to [Sunday date]. All classes and on-campus services will resume on Monday, [date].

This arrangement follows the government's holiday policy in Taiwan. Thank you for your attention, and we wish you a pleasant holiday.

Best regards,
[Your Name]
[Office / Department Name]

4.2 回覆查詢 (Responding to Inquiries)

適用情境：

- 學生詢問流程 (例：如何申請文件、選課方式)
- 學生尋求特定資訊 (例：宿舍申請截止日、繳費方式)

使用提醒：

- 先感謝學生來信，建立友善感
- 直接回答問題，避免過多不必要背景資訊
- 條列式回答，比落落長段落更好抓重點

附上正確連結或地點，避免後續混淆

常見開場語

- *Thank you for your email regarding [topic].*
- *We received your inquiry about [topic].*
- *Regarding your question about [topic], please see below.*
- *Thank you for contacting [Office/Department].*

常見收尾語

- *If you need further assistance, please do not hesitate to contact us.*
 - *Please let us know if you have any other questions.*
 - *We are happy to assist you further.*
 - *Sincerely / Best regards, [your name]*
-

範例信件

Subject: Re: Your Inquiry about [Topic]

Dear [Student's Name],

Thank you for your email. Regarding your question about [重點問題，例如：how to apply for a transcript], please follow the steps below:

1. [Step 1 說明，例如：Log in to the student system.]
2. [Step 2 說明，例如：Click “Academic Services” and select “Transcript Request.”]
3. [Step 3 說明，例如：Submit your request online and pay the required fee.]

If you need further assistance, please visit [Office Name] at [Location] or check the following link: [附上連結].

We hope this information is helpful.

Best regards,

[Your Name]

[Office / Department Name]

4.3 提醒 / 催繳 (Reminder / Follow-up)

適用情境：

- 提醒學生繳交文件 (例：居留證影本、申請表)
- 提醒學生繳交費用 (例：學雜費、保險費)
- 提醒學生完成流程 (例：線上註冊、簽名確認)

使用提醒：

- 語氣保持中性禮貌 (避免像催債)
- 清楚標明期限與事項
- 附上連結或地點，方便立即行動

加一句「若已完成可忽略」，避免學生有被誤會的情緒

常見開場語

- *This is a kind reminder that ...*
- *Please be reminded that ...*
- *Friendly reminder: ...*
- *We would like to remind you that ...*

常見收尾語

- *Thank you for your prompt attention.*
- *If you have already completed this, please disregard this message.*
- *If you require assistance, please contact [office/email].*
- *Kind regards / Best regards, [your name]*

範例信件

做提醒

Subject: Reminder: [具體事項，例如：Tuition Payment Due on September 15]

Dear [Student's Name],

This is a kind reminder that [事項，例如：your tuition payment for the Fall 2025 semester] is due on **September 15, 2025**.

Please make sure to complete the process before the deadline to avoid any inconvenience.

If you have already completed the payment / submission, please kindly ignore this message.

For more details, please check [附上連結或聯絡資訊].

Thank you for your prompt attention.

Best regards,

[Your Name]

[Office / Department Name]

4.4 確認收件 (Acknowledgement)

適用情境：

- 確認已收到對方的文件、付款、或任何相關資料。
- 向對方保證資訊已收到，並簡要說明下一步流程（如果有的話）。
- 給對方一種安心感，避免後續還要問「我寄了你收到了嗎？」。

使用提醒：

- **即時性**：盡快回覆，避免對方不安。
 - **簡潔明確**：告訴對方「已收到」，不用贅述。
 - **必要說明**：如後續會再確認或通知，簡短交代。
-

常見開場語

- *We have received your [payment/document/application].*
- *This is to confirm that we have received [the file/information] you sent.*
- *Thank you for your prompt response. We have successfully received [item].*

常見收尾語

- *We will review and get back to you shortly.*
 - *Please rest assured that we will keep you updated.*
 - *Should we need any further information, we will let you know.*
 - *Thank you once again for your cooperation.*
-

範例信件

收到付款確認

Subject: Payment Received – Thank You

Dear [Name],

This is to confirm that we have received your payment of USD [amount] on [date].

Thank you for your prompt settlement. We will proceed accordingly.

Best regards,
[Your Name]

收到文件確認

Subject: Acknowledgement of Document Submission

Dear [Name],

We would like to confirm that we have successfully received the documents you submitted on [date]. Our team will review them and follow up with you if further information is needed.

Thank you for your cooperation.

Sincerely,
[Your Name]

收到申請/資料確認

Subject: Confirmation of Application Receipt

Dear [Name],

This is to acknowledge receipt of your application for [program/position] submitted on [date]. We appreciate your interest and will contact you regarding the next steps in due course.

Thank you for reaching out to us.

Kind regards,
[Your Name]

4.5 提供協助 / 指引 (Offering Assistance / Giving Guidance)

適用情境：

- 主動向學生或教職員提供協助或必要的指引
- 回覆對流程、表格、規定不熟悉的情況
- 建立友善、可靠的形象，讓對方願意再度詢問

使用提醒：

- **禮貌與支持**：強調「我們在這裡幫忙」
- **清楚步驟**：用條列或簡短段落說明程序
- **鼓勵後續聯繫**：避免讓學生覺得問題太小而不敢再問

常見開場語

- *We are happy to assist you with [issue].*
- *Please follow the steps below to complete [task].*
- *To help you with your request, here are some guidelines.*
- *You may find the following information useful.*

常見收尾語

- *Should you need further assistance, please don't hesitate to contact us.*
- *We are always here to support you.*
- *Please let us know if you have any difficulties.*
- *We look forward to assisting you further.*

範例信件

繳交文件指引

Subject: Instructions for Submitting Documents

Dear [Name],

We are happy to assist you with your document submission. Please follow the steps below:

1. Complete the attached form.
2. Prepare a copy of your student ID.
3. Submit the materials to our office by [deadline].

Should you encounter any difficulties, please do not hesitate to contact us.

Best regards,
[Your Name]

線上系統使用協助

Subject: Support for Online Registration

Dear [Name],

To help you with your registration, please log into the online system at [website]. After logging in, select “**Course Registration**”, and follow the step-by-step instructions provided.

If you experience any issues, please let us know, and we will guide you further.

Sincerely,
[Your Name]

一般性協助

Subject: Assistance Available for Your Request

Dear [Name],

Thank you for reaching out. We are here to support you with [specific matter]. You may find the attached guidelines helpful in completing the process.

Please feel free to ask if you need additional clarification or further assistance.

Kind regards,
[Your Name]

4.6 拒絕 / 婉拒 (Polite Refusal)

適用情境：

- 在對方提出的請求 **不符合資格、逾期或不屬於本單位業務** 時，禮貌地拒絕
- 避免誤解或不滿，並盡可能提供替代方案或轉介資訊
- 建立「尊重但清楚」的專業形象

使用提醒：

- **先表達理解**：肯定對方的需求或心情
- **清楚說明原因**：避免模糊，讓學生知道不是隨意拒絕
- **提供替代方案**：建議可行的下一步或轉介單位

常見開場語

- *Thank you for your request regarding [matter].*
- *We understand your concern about [issue].*
- *We have reviewed your request carefully.*

常見收尾語

- *Unfortunately, we are unable to proceed with your request due to [reason].*
- *You may wish to contact [office/department] for further assistance.*
- *We appreciate your understanding.*

範例信件

不符合申請資格

Subject: Application Result

Dear [Name],

Thank you for your application for [program/scholarship]. We regret to inform you that you are not eligible, as the requirements specify [condition].

You may wish to consider other programs available at [link/office]. Thank you for your interest and understanding.

Sincerely,

[Your Name]

非我方辦公室職權

Subject: Referral to Appropriate Office

Dear [Name],

Thank you for your inquiry. Please note that this matter does not fall under our office's responsibilities. We suggest you contact [Office Name] at [email/phone] for further assistance.

We appreciate your understanding.

Best regards,

[Your Name]

4.7 結尾祝福 (Closing / Courtesy Email)

適用情境：

- 在期末、重要節日或特定時機，傳達祝福與關懷
- 建立友善、溫暖的溝通氛圍，增強學校與學生的連結

- 簡單、輕鬆，但保持專業

使用提醒：

- 簡短明確：1–2 段即可
 - 正面氛圍：鼓勵、感謝、祝福
 - 可搭配提醒：期末考、休假、重要截止日
-

常見開場語

- *As the semester comes to an end, we would like to send you our best wishes.*
- *On behalf of [Office/Department], we wish you a joyful holiday season.*
- *Thank you for your efforts during this semester.*

常見收尾語

- *Best wishes for your exams and a wonderful holiday.*
 - *We look forward to seeing you again next semester.*
 - *Have a safe and enjoyable break.*
-

範例信件

期末祝福訊息

Subject: Best Wishes for Your Finals

Dear Students,

As the semester comes to an end, we would like to wish you success in your final exams. Thank you for your efforts and participation throughout the term.

We look forward to welcoming you back next semester.

Best regards,
[Office Name]

節日祝賀附提醒截止日期

Subject: Happy Holidays and Important Reminder

Dear Students,

On behalf of our office, we wish you a joyful holiday season. Please also remember that the application deadline for [program/scholarship] is on [date].

Have a safe and enjoyable break!

Warm regards,
[Office Name]

Chapter Five 國籍口音攻略

5.1 聽國籍口音基本心態及聽力技巧

- 聽國籍口音時，我們要告訴自己，要把對方發音的**容錯空間放寬**。口音是語言的自然現象，國際生只是用自己母語的方式來說英語。
- 就像是我們在跟台灣人說話時，發現對方說台灣國語，或說話大舌頭，或是因為趕時間講話都黏在一起時，我們會對咬字寬容一點，並且用**上下文及文法**來理解對方。
- 我常常喜歡舉兩個例子，例子一，我的工作室附近有一家自助餐，老闆每次都會問「白換炒換？」
- 當然我們能夠理解，他說的一定是白飯或炒飯。但是為什麼我們能夠聽懂呢？因為在聽到的當下，我們知道所處的**上下文 (context)**是自助餐廳，老闆說的一定是跟食物或結帳有關的話。
- 再來白換炒換在**文法**上也完全站不住腳，一定是白飯炒飯。
- 例子二則是我健身房有氧課的一位外籍老師，他的中文也不太標準，所以在上課的時候，我聽到他說「搓又搓」「又搓又」。你覺得他真的說的是什麼呢？

5.2 常見國籍口音類型與特徵 (泰國 印尼 越南 非洲 巴基斯坦 印度 中南美洲)

- 如前部分所說，國際生用自己母語的方式來說英語，所以依照他們成長國家來做分類，我們可以歸納出一些發音變化特色，首先以泰國、印尼、越南等亞洲國家先做一個分類來說明特色。
- 但是這裡再補充一個觀念，並非所有來自某個國家的人都會有很明顯的該國口音，因為每個人教育背景不同，譬如也有可能印度人在英語系國家受過教育，說得一口標準英式口音。
- **泰國口音 (Thai English)**

整體感覺：****語調溫柔、尾音輕、節奏偏平；母音拉長、子音模糊。**

主要特徵：

- 省略尾子音：像 “*stop*” → “*sto*”，“*work*” → “*wuh*”
 - /r/ 和 /l/ 不分：“*rice*” 和 “*lice*” 幾乎一樣
 - /v/ → /w/：“*very*” → “*wery*”
 - 母音偏長：“*sit*” 聽起來像 “*seat*”
 - 插入母音 /a/：譬如 “*smile*” 像 “撒麥”
 - 語調柔和、少重音：整句像是平平地滑過去，導致聽起來「沒有力道」。
-

● 印尼口音 (Indonesian English)

整體感覺：音調清楚、節奏規律，字字分明，但母音傾向「固定五音」(亦即 a, e, i, o, u 發得很純很硬 譬如下例 *cake* 念成 *kek* 而不是自然發音的類似 *day* 的音) 而不遵守英文自然發音規則。

主要特徵：

- 母音過於純粹：“*cake*” → “*kek*”，“*home*” → “*hom*”。
 - /th/ → /t/ 或 /d/：“*think*” → “*tink*”，“*through*” → “*true*”，“*tree*” → “*tree*”。
 - 「機械感」強：像逐字唸課文，缺少連音與語調起伏。
 - 重音位置固定：常放在第一音節，“*develop*” → “*DE-velop*”。
 - R 發音清楚：有時像西班牙語的輕彈舌音。
-

● 越南口音 (Vietnamese English)

整體感覺：聲調語言背景明顯，英語聽起來「抑揚頓挫但節奏突兀」，有種「音階感」。

主要特徵：

- 捲舌 /r/ → /z/ : “really” → “zeally”。
 - /s/ 和 /ʃ/ (sh) 混用 : “she” → “si”。
 - 尾音弱或消失 : “best” → “bes” , “class” → “cla”。
 - 元音被母語音色影響 : “man” → “men” , “bad” → “bed”。
 - 語調有強烈起伏 : 像在唱歌一樣 , 有時問句反而音調下降。
-

- **非洲口音 (African English, 泛指非洲地區如奈及利亞、肯亞、迦納等)**

整體感覺 : 節奏強烈、語調明快、有音樂性 , 英文聽起來像帶拍子的詩。

主要特徵 :

- **重音鮮明、節奏規律** : 句子有「鼓點」感 , 每個音節幾乎都被清楚唸出。
 - /th/ → /t/ 或 /d/ : “think” → “tink” , “that” → “dat”。
 - 母音拉長、變音 : “day” → “dey” , “name” → “nem”。
 - 句尾語調上揚 : 即使是陳述句也像在問問題。
 - **R 音捲舌清楚** : 帶點美式味。
-

- **巴基斯坦口音 (Pakistani English)**

整體感覺 : 其實跟印度口音近似。速度快、語調高、情緒明顯 ; 受烏爾都語影響 , 母音與清濁音對比強。

主要特徵 :

- /v/ → /w/ : “very” → “wery”。
- /p/ 和 /b/ 有時混用 : “paper” → “baper”。
- /th/ → /t/ 或 /d/ : “three” → “tree”。

- **母音變短**：“*seat*” → “*sit*”。
 - **語調帶彈性**：句尾會突然上揚，像在強調。
-

- **印度口音 (Indian English)**

整體感覺：算是有抑揚頓挫 (但跟英語母語人士比有時候高高低低會是反過來的模式)、咬字快、重音清楚 (但可能放錯音節)，旋律感強；部分人帶強烈鼻音。一般來說男性說話比女性難懂。

主要特徵：

- /t/ 和 /d/ 帶「捲舌音」：試試舌尖往後捲唸 *but*
 - /v/ 和 /w/ 混用：“*west*” → “*vest*”。
 - /th/ → /t/ 或 /d/：“*thanks*” → “*tanks*”。
 - 母音扁化：“*bad*” → “*bed*”。
 - 長短音互換：也就是長母音唸得短，短母音反而唸很長。
 - 重音前後互調：像 “*people*” 重音該在前，會念成在後。
 - 語速極快，句尾常斷得突兀：“*I told you already.*” → “*I toldyoualready.*”
-

- **中南美洲口音 (Latin American English)**

整體感覺：熱情奔放、音色柔軟、語調像唱歌；受西班牙語或葡萄牙語影響強烈。

主要特徵：

- 母音純淨：“*ship*” → “*sheep*”，“*live*” → “*leave*”。
- /h/ 省略，受西班牙文影響：“*hotel*” → “*otel*” “*homework*” → “*omework*”。
- /v/ → /b/：“*very*” → “*bery*”。
- 語調起伏大：完全聽得出情感跟態度。

- 重音偏後：“develop” → “deVE-lop”。

5.3 聽不懂時的應對策略

適用情境：

- 與國際生對話時聽不清楚對方 (也許是口音、語速或背景噪音)。
- 電話或線上會議中，連線品質不佳。
- 對方使用過於生僻的字彙或不熟悉的表達方式 (譬如書面語 I don't have access to that information)。

使用提醒：

- **保持冷靜與禮貌**：聽不懂不是錯，態度比理解更重要。
- **控制表情與語氣**：即使沒聽懂，也避免皺眉或露出不耐表情。
- **換句確認 (paraphrasing)**：不要直接說 “I don't understand”，可用「確認式回應」(Do you mean [...]?) 維持互動。
- **保持停頓時間**：不要急著回應，多給自己一秒整理。
- **善用工具**：若情況允許，可請對方用書寫、拼字或打字補充。
- **避免裝懂**：理解錯誤又硬回比承認聽不懂更可能引發後續問題。
- **線上會議建議**：若對方收音差，可請其打在 chat：「Could you type that in the chat box, please?」

常見策略與用語 (Common Strategies & Phrases)

策略	建議說法 (Recommended Expression)	不建議說法 (Do Not Say)	建議語氣備註

<p>請對方重說一次</p>	<p><i>“Sorry, could you please say that again?”</i></p> <p><i>“Could you repeat that a bit slower?”</i></p>	<p>✘ <i>“What?” / “Huh?”</i></p>	<p>使用“please”和“a bit slower”讓語氣更禮貌、溫和。</p>
<p>確認重點意思</p>	<p><i>“Do you mean you need to submit it today?”</i></p> <p><i>“Just to make sure — you’re talking about the ARC, right?”</i></p>	<p>✘ <i>“You’re not clear.” / “I don’t get it.”</i></p>	<p>用「確認句」代替否定句，維持對話流暢與尊重。</p>
<p>要求拼字或書寫</p>	<p><i>“Could you please spell that for me?”</i></p> <p><i>“Would you mind writing it down?”</i></p>	<p>✘ <i>“Your pronunciation is strange.”</i></p>	<p>聚焦「幫我釐清」而非「你講錯」。</p>
<p>請對方換說法</p>	<p><i>“Can you say it in another way?”</i></p> <p><i>“Maybe you can explain it a little differently?”</i></p>	<p>✘ <i>“Your English is not good.”</i></p>	<p>保持中性語氣，顯示你願意理解。</p>
<p>確認自己理解是否正確</p>	<p><i>“So, you’re saying you already submitted it, right?”</i></p> <p><i>“Let me make sure I understood correctly.”</i></p>	<p>✘ <i>“I told you I don’t understand.”</i></p>	<p>顯示你主動合作而非抱怨。</p>

轉為書面溝通	<i>“Maybe you can email me the details, so I won’t miss anything.”</i>	✗ <i>“Just email me, I can’t understand you.”</i>	以「避免遺漏資訊」為理由，保持專業。
給予理解回饋	<i>“Got it, thank you for explaining again.”</i> <i>“Now I understand, thanks for your patience.”</i>	(無回饋就結束對話)	用回饋收尾，讓對方知道溝通成功。

Appendix 附錄

A 實際國籍錄音檔及逐字稿

使用/學習方法: 大家可以先下載錄音檔不看字幕裸聽一輪，期間記下自己不確定的時間點秒數，再比照這裡附的逐字稿聽第二輪。

切記不要第一輪就跟逐字稿聽，因為我們大腦有“依文字自動補足沒聽到聲音”的特性，第一輪就跟逐字稿聽會自己覺得每個字都有聽到了。

[解說點我](#)

檔名 [Indonesian Boy](#)

My name is Benachir Dianto and I am from Indonesia. My ethnicity is Javanese, so English is not my first language. It's kind of my third (注意 TH 發音) language. So before I learn English, I learn how to speak with Arabic instead of English. So my first time studying English, I learning (文法錯誤) by looking in the games and watching movies. That’s my first time interesting about (用法錯誤) English because I am interested why English is using in many other countries. So I chose to study in Taiwan because Taiwan

is have a good environment for study. And then I like in Taiwan. It's very convenience (文法錯誤) to go here. I like the food also. So my biggest inconvenience in Taiwan is that I usually get lost when I go to the bus because I cannot speak and read Chinese. So this is my first time to learn the Chinese language. So when I am go (文法錯誤) to the NCHU by bus, it takes (T 像 D) a lot of time. They usually depart late, so it takes more time to get here. So recently I don't have a bicycle or something because I think it takes a lot of money to buy some scooter or bicycle in Taiwan. Yeah, I got a scholarship from NCHU. I think it's enough to do my daily life, to buy some... Okay, so you have enough money for groceries, right? Yeah, in school. When you went to them, asking for help? Yeah, they are very helpful because sometimes I need to do like open a working permit. Where I need to go, what the first step (sounds like stop) I need to do. So helpful. My first problem when I'm talk (文法錯誤) to them is they talk to them with Chinese. I think my face is looks (文法錯誤) like Taiwanese. So the first thing to do is they talk to me in Chinese.

So I need to talk to them because I don't know what the first step I do to do this thing. So I need to get the information and collect it and do it as proper as possible. Can you be more specific? The problem that makes you go to them? I think it's because of my name. My name is contain (文法錯誤) a Chinese character, but it's a female character. So they recommended me to change my name. That's the problem. So you need to go to immigration. But did you change it? Did you have your name changed? No, until now I haven't changed (像 chance) my name yet. And then why you haven't have it changed? Because I think it's complicated. My IRC and student ID is already done. So it takes a lot of time to change my IRC and bank account and student ID. So why did you have that name in the first place? Is it because someone gave it to you or is it just simply a mistake? I think it's because it's a machine that gave me the name. So it's a machine mistake. For me, it's like school sweeping. Every Thursday (注意 TH 發音) we need to sweep the floor. I think it's unreasonable. Why we need to do that thing? Service learning, because we have already started to do that cleaning. Tell me more

about the scholarship. It's hard to apply the scholarship because we need to do a selection for the report. And it's kind of hard to get the report. So I got my scholarship when I got in Indonesia. They sent me an email, oh you got accepted in NCHU. I'm so very happy to hear that. So NCHU actually is one of my priority because I also applied in NTU and Pingtung University. And why the university in Pingtung? Why? NTU makes total sense for us, that's the top university, right? Why the university in Pingtung? I don't know, but I think because the weather. Because in the south of Taiwan they have a hot more warmer weather. Can you also talk about, compare the weather in Indonesia and the weather in Taiwan? It's quite different because Indonesians only have two weather, hot and rain days. But in Taiwan they have four seasons, I think. Spring, summer, winter. Do you miss the rain? Do you wish we had more rain here? Yeah. What's so good about having more rain? I mean when it's raining you can't go out. I don't know, but I think I like rain because it's more, I like cold. It's not that hot, right? So my plan after I finish my college in Taiwan, I think I may go to work around one year. I need to get some experience. You mean you work in here? Yeah. What kind of work are you talking about? I want to apply to be a teacher.

First of all I want to be an English teacher in Taiwan. And then go to the agricultural sector. The agricultural sector? Yeah, agricultural sector. And then you say you want to teach English, do you want to teach adults, kids, high school students? I think I'm going to start with kids, right? High school students first before I move to the next stage. Okay. A little bit like culture shock. For me, I think it's the food. The flavor. The Taiwanese food is contain a lot of ginger. Okay. Beside of my country food. It's just the, wow, why does it taste like this? Is it a good thing or a bad thing? You say it contains a lot of ginger. Good or bad for you? I think it's good for me. It's kind of how they get more ginger in that food. Okay, and Taiwan? So I like to travel in Taiwan, mostly in Taichung. Recently I visited the rainbow village and Nantou and also in Tainan. And then how did you get around? Did you take a bus? Yeah, I go there by take a bus and sometimes I use the u-bike. Okay, and then how do you find information about like where to visit,

where to go? I look on my social media. There's a lot of people that posting things about the Taiwan culture and Taiwanese tourist visitors. Okay, good. I hope I can visit Taipei as soon as possible. So you've never been there? Yeah, I've never been in Taipei before. Why not? Because I think when you landed in Taiwan, it's in Taoyuan, right? That's right next to Taipei. And why haven't you been to the capital city? I think because I didn't make a reservation for the hotel. So I need to get to Taichung instead of... Oh, I see. But do you know about like how expensive to stay just for one night in a hotel? Oh, I don't know. Oh, I think you'll be in for a surprise when you look it up. It's very pricey right now. Okay, what do you miss the most about Indonesia? I think what I miss most about Indonesia is the food. Because it's very flavorful. And I miss my hometown. Your hometown. Because it's my first time to study abroad. So it's kind of weird. Can you find authentic food, Indonesian food that's authentic in Taichung city? Yeah, I found... Do you have any recommendations? Taichung city? Yeah, I found Indonesian restaurant **is near of** SM Square. They **are sell** (文法錯誤) a lot of... Oh, it's like next to the train station, right? Yeah, it's... It's a square, yeah? Yeah, it sells a lot of Indonesian food. Okay. So I think I might not miss my country anymore. Alright, so is that also the place when you go grocery shopping? Did you go there to buy grocery? You know, like sauce or like ingredients from your home country? Oh yeah, sometimes I buy some ingredients from there because a lot of convenience store in here doesn't sell what ingredients I need to makes my food. Do you think everything is more expensive than things in Indonesia? Like things in Taiwan, is that more expensive or cheaper? I think it's more expensive because the food in Taiwan is... For one eat, it takes around 100 NTD. But in Indonesia, it's cost around 20 NTD for eats. But how about the salary? If you just graduate college in Indonesia, how much money can you expect to earn? I think it's... The average salary? 8,000 NTD? 8,000 NTD. But in Taiwan, I think it's like 30,000 NTD. So that's why you want to stay here.

檔名 Guatemala

Okay. Okay, so, I don't have to read the question? You don't have to, and you don't have to say your name. Sure. So, my ethnicity, I am from Guatemala, so I'm considered mestizo, because of when the Spaniards went to my country, then we are all mixed, but our descendants is from... Your first language is... Yes, my first language is Spanish, and I learned English in Belize, which is right next to my country, and I chose to study here in Taiwan because I applied for a scholarship since it was fully funded, and I got it, I came here.

So, do you have friends at home who also went to Taiwan to study? Actually, yes, there were four of us here, and now it's only two of us. Two of them already graduated, and they went back to my country, so they also came with the same scholarship that I have.

But how about before you? Before me? Did anyone come here before you? Two of them were here before I came here. Do you talk to them? I do talk to them, but I haven't seen them in some time now. And what did they say about studying in Taiwan? Actually, I think we were friends that had the same kind of goals, we always wanted to go study abroad, and since Taiwan is one of the countries that gives more opportunities to go study abroad, you just have to apply, and if you do get the scholarship, you can go.

But compared to other countries, for example, if you want to go to Europe, it's harder, especially for bachelors. Now for master's, you do have more options, but when it comes to doing a bachelor's abroad, Taiwan does provide a lot of opportunities. Okay, and how about the application process? Is it very hard? Is it complicated? It's not very difficult, because Taiwan has an embassy in our country, so all we have to do is go authenticate our diplomas, all the required documents are not that hard to get, because most of them you already have, you just have to do some things there in the offices.

And before you came to Taiwan, what is your imagination, what's your expectation? Well, I did know that Taiwan has a higher level of education compared to my country, and my expectation was that, actually, because if I go study abroad and then I go back to my country, I feel I will have better chances of **landing a better job**, since that's what they see, they want to see that you went somewhere that has a better education system **than** your own country. And how about the education system in your country? In university **level**, it's actually very good, but again, when it comes to studying abroad, it's always considered better, especially in Asian countries, in which they consider **mathematics** or technology to be more **advanced**. Oh, you say Asian countries, right? Yes.

And how about studying in America? Is that an option? In America, yeah, I think I did always wanted to study there **as well**, but education there is more expensive, so it was easier for me to apply to come here. And I remember you told me you had a job at a **call center**, right? Oh, yes, that was my job right after high school, I was there for... Can you tell me more about it? I was working there for two years, and at the same time I was also studying in my country, I went one year in university, but it was kind of hard to work and study at the same time, so that was something I was doing just **in the meanwhile**, but in my mind I always wanted to apply to go study abroad, yeah. And tell me more about the job content and the call center. Well, it was a good experience, because I got to learn more about the credit cards industry in the U.S., I was talking with customers from the U.S. every day, and it gave me a better understanding of finance as well. So they call you because their cards have been **compromised**? Yeah, there are many reasons why they call, for example, they want to make payments, they have issues with transactions, they're trying to buy something at the store, and their cards is not working. You also have **sales within the department**, so after you have solved their issues, you can offer to sell them like credit card services, kind of like **loans**, in which they... Oh, so you had to persuade them? That was also part of that, it wasn't always possible to do so, but sometimes if some customers were

eligible (他這裡重音放錯) for you to sell them something, you would also do that. And do you get a commission? Yes, you did get commissions, it was part of your performance bonus, so it was a good experience as well. So were you affected emotionally? Because when you work at a call center, you get phone calls of angry... It's very stressful. At first, you feel like, ever since you start working there, you're just talking all day, and sometimes you feel like helpless, like you just don't want to do that, but as time goes by, you do get used to it. But again, it's not something... I don't feel it's a job that you can do for a long term, it's something temporary, just in the meanwhile, while you're looking for something better. That's like my own personal opinion, but I do know people that have been working at call centers for like five years, ten years, I don't know how they do it, but for me, two years was the maximum.

So you've been doing that job for two years? It was like that for about two years, yeah. How do you cope with your negative emotions after you did it? I think you just learn to adapt, like you find some form of motivation to just keep working while you're there. But after you finish, you just feel like you have to work harder to get another job. For me, it was studying, right? Going to study abroad. So I know that now that if I go back to my country, I can apply to other companies, maybe foreign companies, not only local companies.

Let's talk about your experience here. So when you arrived, do you have any difficulties finding an apartment or, I don't know? For me, I don't feel it was too hard. I feel that I do adapt fairly easily compared to others. It wasn't such a challenge for me. I guess the biggest challenge was the food because it's so different from our food. Back home, we eat more salty food or we're also used to eating a lot of corn. But here in Taiwan, you don't really have that. Or beans, you know, it's different types of food. And how about transportation? Transportation. Do you have a bicycle, scooter? Yeah, well, here in school, I just use my bicycle just to move around, go to one building, one building to another within university. But out of school, I don't have a scooter at the

moment. I used to have one, but most of the time, I go out with my friends. We just take **public** transportation. I feel it's very convenient here in Taiwan.

Have you ever been to the international affairs office and then you needed help? What happened? They're very helpful. Sometimes, if you need something, you can just email them and they answer. What is something that you needed? Well, the last time that I needed help, actually, it was them. They emailed me that I had received a new insurance card. I don't know why they sent me a new insurance card, but they emailed me that I had to go get it. Is it health insurance? Yes, national health insurance card. For some reason, they sent me a new one. I don't know why, but it was just there ready to be **collected** when I got there. All right. So, you didn't have other issues? Not that I can remember. In terms of your everyday life or your study here? Not really. I think they provide you with all of the information that you need. I don't remember going through any trouble recently, but maybe in the **past**. How about your friends? Maybe you heard your friends complaining about... Not really. I don't think I have any complaints from them. I think they have been very helpful in everything. Are you very close to other international students? I think you have a community, right? Yes. For international students, the ones that I hang out with the most are from Belize, Honduras, and some Taiwanese as well because I'm on the **football** university team. So, we do hang out a lot during the week. What is your plan after you finish your study here? I'm planning on going back and applying for jobs when I go back to my country. What kind of jobs do you have in mind? Well, since I'm from a region in my country that's very **big in agriculture**, and since my major is based on agriculture, I am planning on applying to a company that's based on that agriculture. Have you ever thought about working in America? Probably, yes. I do see America as an option if I can find a job **as** quickly as I would like to. You need a work visa, right? I would have to see what options I have. I know it's going to be very difficult. If you're not American, you usually have trouble doing that, but I'm planning on finding out what options I have. Maybe applying for a master's as well. I think that would also **open more**

doors for me if I want to go there. So, have other people in your country contacted you and then they say, oh, I also want to study in Taiwan because you're already here? At first, during my first or second year, yes. I did have a friend who wanted to apply, but after that, no, I haven't really talked to anyone who is planning on applying to come here. It's good. I think I have enough materials.

檔名 [Africa](#)

Yes sir, so can you tell us more about you, your ethnicity, and what's your first language? My name is Alusain Bangura, that's my English name, and my Chinese name is 白古睿. All right, and what's your first language? My first language is Xhosa. Okay. Yes, speaking in West Africa. Okay, and can you tell us more about the history of you learning English? Yeah, my history of learning English, it's came from my background. Since my father is not, was not in church with English, and none of our family members have the access to learn English (這是書面語), then they decided to send me to school so that I can be one of the role model in the family. Okay, good, so this is like, is English part of your school education in your country? Yes, of course, English is part of my school education. So it's starting from like, which grade? then people start to learn English? People start to learn English in my country, it's in the primary levels, grade one, up to university level. Okay, okay, so what makes you want to go to Taiwan to study? Actually, the reason why I'm in Taiwan to study, and the reason is that we, I was in Sierra Leone, I have been graduated for a very long time, but due to financial status, my parents was not having the access to (這是他的愛用語) pay for my university fees. So definitely, I was dropped out of school. Then I was, I tried to work for one organization, which is Food for Hungary International. Then as a volunteer (這個字的念法很有非洲特色), they decided to give me the scholarship (非洲特色) to come to Taiwan and study. All right, so that's where you got the information, in that organization? Yeah, through (注意 TH 發音) my organization. Okay, and then do you know anyone, you know, in

your country who already been to Taiwan to study and went back, and have you talked to them? Actually, there is nobody in my country who has ever been in Taiwan to study. I think there is a reason behind that. We don't have Taiwan **embassy** in my country, and it's very difficult to get a visa to travel to Taiwan. So there is no one I can remember who has already studied in Taiwan and go back to my country. Okay, so before you went here, what's your expectation for the education in Taiwan? My expectation was, since Taiwan is a Chinese-speaking country, I was expecting to learn much English, and more language. Not only English, but to learn another foreign language. And that was my expectation, to learn more foreign language. Okay, and then can you, when you just came here, have you encountered any like challenges or difficulties in life, in terms of living your everyday life? Grocery shopping, transportation? Yeah, thank you very much for that. Since I arrived in Taiwan, my **first (像 fast) week** and my first month **was look some challenges (這裡文法不通) in terms (像 time) of the food**, the language, and also how to communicate, **mingle with (好用法) people**. Okay, let's talk about food first. What's the deal with food? My food, in connection to my food in my country, food in my country, we usually eat food, rice. Rice is our staple food, and the way we prepare it, we use most of spices. And when I arrived in Taiwan, most of the food I normally encounter has less spices, and it was very difficult for me at that moment. I don't even know the type of food I would try really at that time. But actually, as time goes on, and I decided to try different type of food, and all of a sudden, now I'm okay with the food. Is it possible that in Taiwan, you go to a store and buy some kind of sauce or chili from your country, and then you can use it, you can add it to the food you are eating here? Is it possible? Of course, yes. I can still remember. The last time I went to **Safe and Save (大買家)**. Yes, of course. Like a supermarket. Supermarket, exactly, yes. Then I saw a lot of my country food. Yes, I think about the okra, pony, and also some different, different type of food. Then I decided to take them home. Then I prepare food for myself. Food, right. And how about language? The language barrier is quite difficult, since we arrived in Taiwan, how to communicate with

different people. But **actually** (這裡有一個刺刺的音), as time goes on, we are trying to, although it's still difficult, because our arrival in Taiwan is just about three months to four months. I'm not yet comfortable with language, but actually, there is a little bit of understanding. Misunderstanding. A little bit of understanding. I'm understanding now the language. Okay, and so when you talk to people in English, right, do you feel like you can understand each other? Sometimes, if there are certain people, if they don't know how to speak, to introduce them, to reply to my questions, they just keep silent. And as for me also, it's very difficult to ask them in Chinese. So it takes me a very difficult time to communicate with them. Do you use sign language? Do you use body language? Maybe you do that, right? You make some gestures. Yes, what I want to say, for example, if I want to speak with people that don't know how to speak in English, then I also don't know how to speak the Chinese. It takes me some time to understand them and also for them to understand me. But actually, we do some demonstration because there are certain people actually we meet. Actually, I just don't want to say it because I'm in Taiwan, but they are kind, really. Kind to you? Yes, they are kind. How about transportation? Do you take the bus? Did you ride a bicycle for you to get around? To the campus? Okay, for me to get around, I use bus really. So most of the time, we use bus. We use bus. And when you took the bus, have you had any like a difficulty? Maybe it's in Chinese or the bus was late? Oh, it only happened once. The time we just arrived in Taiwan, then I was trying to get our ARC. It was really difficult for us. You say get a taxi? You say taxi? Bus. We use bus. Oh, you can take a bus? Yes, we take a bus. We took a bus at that moment to go to the **migration** (他要說的是 **immigration**) for our ARC. And it was difficult for us. To go to the immigration? Immigration. Immigration office, right? For our ARC. And it was really difficult for us because we don't know our **destination** really. Actually, where are we going to? Yes. How about Google Maps? Maybe it helps? We don't used to use Google Maps in my country. I only encounter Google Maps when I'm in Taiwan. So at that time, I don't know how to use Google Maps. It was really difficult to **identify** (書面語) this is the point I

want to just go. Okay. And have you been to the office in this university for like international students and you know you have a like a problem and you just go there and ask them for help? Have you done that? Yes. And what was the problem? I can see them. I went to Office of International Affairs the last time when they asked us to apply for our ARC. For us because the ARC, one of the documents they asked for us to give us our certificate of our acceptance. Okay. Yes. We went to OIA. Then they decided to we asked them for that help. They helped us. Yes. And also the time we just arrived here, I was having a problem with my login system. It was very difficult because my login is supposed to be my **date of birth (聽起來像 pass)**. Supposed to be your? My date of birth. Date of birth. Yes. Date of birth. But actually it was supposed to use the month. Your birth date, right? The month and the date. But they mixed it up. Okay. Instead of the month. It's a different format. Yes. Different format. But actually there was a very good people who **attended to us (書面語)** and **ratified (書面語)** my problem. Then I solved the problem. Good. All right. Yeah. And how about the international student community? Are you a member? Do you have a like community and you do things together? Yeah. International. Can you tell me more about, you know, like your other international student friends? Yes. We have some international friends. And for NCHU international students, we have a group which I have already signed in. But actually since we are having a lot of challenges, how to meet, how to join others. How to what? **Join (像 jean)**. Or join. Yes. **Others (像 ollas)**. For example. What's others? Colleagues. Other colleagues. How to get on to them. It was difficult in my communication because I was not having Taiwan SIM. So I was not using Line. So most of the time when they communicate, we have to meet. The app. Yes. So have you downloaded it? Yeah. You have to, right? Or you can't. I already have it. Okay. Good. I think. Yeah. I have another.

檔名 Pakistan

Okay, so can you tell us more about you, your ethnicity, where you are from, and also your first language? Yeah, yeah. My name is Yasir. I am from Pakistan. Okay, and my first language is Pashto. Actually in Pakistan, it's not like Taiwan. Okay, so how many official languages are there? Official language is **the English (不該有 the)** is the official language, and the national language is Urdu, and my mother tongue is Pashto. Okay, good. Yeah, so there are many mother tongues in Pakistan, but the national language is Urdu, and the official language in the **school (注意聽他 L 音)**, university, offices is English. Okay, so so is English part of your required, like, education? Yeah, exactly, and in every university, schools, colleges, **everywhere (他的 w 發成 v)**, wherever you want, so English is **necessary (他重音錯)**. Okay, okay, good. So why do you choose to study in Taiwan? To be honest, You can be honest, say whatever you want. Yeah, exactly, so I got a scholarship, okay? Yeah, so that's why I come to Taiwan, but when I came to Taiwan, so **I'm really appreciated (這裡不需要 be Verb)** the environment, and I'm really happy. Okay, so you are studying, what is your major? My major is **civil (注意這個字發音)** engineering. Civil engineering. I'm graduated in 2018. Oh, but after 2018, I worked for five years in Pakistan in different construction industry. Tell me more about, you know, what you did as a civil engineer. Yeah, exactly. I did my civil engineering because there is more opportunity for **the civil engineering (不該加 the)** in Pakistan. So when I did it, so unfortunately, there is no a good opportunity in Pakistan because of the financial crisis and so I... Financial crisis, what happened? Financial, I mean, Pakistan is not **stable (注意這個字發音)** as Taiwan financially. Okay, I see. Yeah, it's a **developing (注意這個字發音 v 變成 w)** country, so there are many differences. Say again, you say what country? You just say da-da-da country. Yeah, I mean... Developing country? You say developing? Pakistan is developing country. Oh, developing country, okay, good. Yeah, yeah, yeah, and as compared to **the Taiwan (不該加 the)**, Pakistan-Taiwan is more **advanced (注意這個字發音 v 變成 w 像 adonce 感覺)**. Okay, so at that

time, when I finished my degree (他重音顛倒), so at that time, I got a job, but very low salary. I see. So I job for five years (這裡他把 job 當動詞文法錯誤). Okay. Then I realized that I need to do more study. So just I came to Taiwan. So when you were a civil engineer there, you were mostly involved in like building bridges? In the building, bridges, roads, dam (水壩), and all these kind of things, but I was involved (注意這個字發音 v 變成 w) in building maintenance (他重音顛倒), grey (注意發音 R 變成 L) structure, something like that. You say what structure? Grey structure. Glass. Grey, grey. No, no, no. Grey, g-r-e-y. Grey structure. What's the grey structure? Actually, when you start the new structure from the beginning, so when you construct the frame (聽起來像火焰 flame) of the building, we call it grey structure. Oh, I see, because... Without maintenance, it's called a grey structure. With maintenance, then it's a full structure. Okay, okay, interesting. All right. So you had your bachelor degree in civil engineering, and now you are pursuing your master degree, or is it a PhD, master degree? No, I am pursuing master degree. Master degree. Oh, okay, good. And then so how long have you been like living in Taiwan? I came to Taiwan on 8th September 2023 (three 聽起來像 tree). 2023, so it's like one year ago? No, it's four to five months. You say, oh, yeah, four to five months. All right, so so far, have you experienced any inconvenience in your everyday life? Is it like... I just, I just like the hurdles (聽起來像 harder) related to the foods. The rest of the thing is really amazing. Okay, food. Food, because we (像 V) eat something like totally different things. Spicy, spicy. So what is like the staple food in Pakistan like? Do you eat rice or noodles or potatoes? What kind of food do you have? Usually we eat rice and and the potatoes and all these kind of things, but with the wheat chapati. We call it chapati. All right. Okay, you say wheat. Wheat. W-I-T-H. Wheat chapati. So chapati is a kind of sauce or? No, it's kind of like the bread. Okay, it's a kind of bread. Exactly, but locally. You say it has like that flavor, right? Stronger flavor than the food you have in Taiwan. Is that what you mean? You say spicy. Spice. Yeah, yeah, yeah. We eat more spice, but in Taiwan, I noticed that they just boil (注意發音) and eat no sugar and no spice. Do you just say boiled? They just... Yeah,

Taiwanese just boil. Okay, boil the food. Like boil the vegetable (重音錯) and mix with the rice and then eat with a chopstick. We, I just use chopstick in Taiwan. Okay, so it's hard for you to use? Yeah, exactly, right? No, I didn't even (他唸 ewen), not able to use properly. So maybe you still use like forks and spoons. Spoons mostly. But do you think Taiwanese food is sometimes also very salty? No, no, no salt, no sugar, no spice. Okay, so it's kind of like tasteless for you? Taste, yeah, exactly, right? And we mostly say to each other that it is the food of the sick people in Pakistan. Oh, I see, okay. It's like hospital food, right? Yeah, yeah. All right, so food is a problem. How about... But one thing, it is healthier. Okay, healthier. Yeah, yeah, than Pakistani food. How about like getting around, public transportation? It's really good. It's really good and it's free, especially for the student, especially for the student. You get discounts, right? Is that what you mean? You say for students? Yeah, I have received a student card from the NCHU (不該加 the). So within the Taichung city (不該加 the), I go wherever I want. It's totally free. Okay. I just show my card and then it's totally free. Okay, good. And the other thing, the beauty and the cleanliness. Taiwan is clean. Have you done a little bit traveling? Uh, yeah, I traveled to the Ali Shan Cha-yi Mountain and Cha-yi Hanokee Village and all these and it was really amazing. It was good, especially I love the nature (不該加 the). So, okay, it was really interesting. And the other place which I have visited is Tainan, Tainan industrial area. To be honest, I don't... It was not amazing. It is like the Cha-yi (不該加 the). Okay, have you had any like a problem in life and then you went to the office for international students and asked for their help? No, they are really helpful. And how about your friends? Maybe we use the word. Taiwanese friends or Pakistani? Country mates. I think you used the word country mates, right? People from your country. Country mates, right? Do they have any like problems in life? And then maybe they need to go to the international students office? No, not as such, but the last time for a one month before we have a problem like the internet problem. The internet was really slow. So I really missed one or two classes, which was online (重音顛倒). So then we like go to the OIA (注意發音) and nowadays it's Solve. Okay, you say O-R-

E-A. O-I-A, Office of International Affairs. Oh, that's O-I-A. Yeah. Okay. Okay, cool. All right. So, all right. So what is your plan after you finish your study? Are you going to go? Are you gonna go back to your own country? Not at all. I'm really enjoying the life in Taiwan. If I got a good opportunity after my degree, then probably I will be stay in Taiwan. But the only one problem is the language because no people, but nowadays I think the government of Taiwan **is intended to toward English more (這是他自己發明的說法)**. Yes. So I hope I will get a good opportunity, but if I don't get a good opportunity, then I will go somewhere else like Pakistan, Japan, Canada and some European country, but if I got a good opportunity, then it's good. It's pretty good. Okay, just see what happens, right? And all right. So how about like before you came here, is there anyone in your country who has studied in Taiwan already and went back? Do you talk to them? Yeah, a lot of people, a lot of my friends. I have I have talked to them about Taiwan, about the scholarship, about the opportunity and all these things. So I know **a multiple of people (這裡文法錯)**. Okay, you say something people? Multiple, many people. You know many people. Many people. I know many people. Okay, and all right, so Okay, so you did your research, right? So before you came to Taiwan, how much do you already know about Taiwan? How much do you already know? I just know, not too much, because this is my **first visit (V 變成 W)** to the foreign country. So you never like traveled abroad before? No, never. Okay. No, okay. Yeah, this is my first time, but I know a little bit, not too much. Yeah, yeah. All right. So like your experience that you have right now, is it like better or not? Better, better, better. Than the expectation that you have? Better, better, because because it's far good. Okay. There are far many opportunities than Pakistan. So that's why. And right **now (像 no)** I told to many friends of my Pakistani friends, they are in Pakistan and I introduced many things of Taiwan to them that the cleanliness and they do all the things that I mentioned that Taiwanese are really **helpful (注意 L 音)**. **Even (像一碗)** they don't know the language, even there is a language barrier, but they help. Because one of my friend, one of my friend, he is in South Korea. So he mentioned that the South Korean are not helpful. All

right. So uh, okay. So yeah, you are like an ambassador, right? Yeah, exactly. And I have many friends in Japan and Germany. So one of my, one of my friend, he is in Germany and he called me that you are living with a beautiful people, with a kind people in Taiwan. All right. So this is like a more serious like question. In Pakistan, what do you think the biggest problem is? Is it the government is corrupt or is it civil war? Actually, I have no idea. Because you said it's not financially stable, right? As stable as Taiwan. What do you think the big problem is? Uh, the big problem is I think because I have worked for five years, so I know, especially the construction industry and the construction company in Pakistan. So the main thing is the people. The people don't want to change. Oh, yeah, actually, actually it's not a small like the, it's, uh, it's really the **populated (重音跑掉)** area. So it's really difficult. You say populated area. Yeah, yeah, yeah. Populated area. So if the, the people want to change, then it's **possible (趴西)**. Okay. If the people, people don't want to change the **corruption (注意 cor 發音)**, so it's, it's a lot of corruption there. Okay. So what kind of government do you have there? Is it, we have democracy. You can vote. You can vote. Yeah, we can vote, but there are, the last day, there is election in, there was election in Taiwan. So there are a lot of difference between the election in Pakistan and election in. Can you tell me more about the election in Pakistan? Yeah, in Pakistan, in Pakistan, if there, uh, there will be election for the past one year, at least they **campaign (cam 變 com)** and they rally and all these things and garbages and all, all these things. But in Taiwan, it's just no, nothing is happening. Just I see that they, they would, uh, in the line, they're standing in the line and just vote and then it's okay. And in Pakistan. We see that more on the internet, live streaming. Or maybe we have a campaign rally somewhere, but they stream it online. But, but I don't, I don't see any in Taichung. Yeah. But, but in Pakistan, they campaign a lot and they like everything, everything. So that was not, I'm not that was not good as in Taiwan. Okay, good. I think I have enough, yeah.

檔名 Indian Biomed Major

All right, so can you tell me more about you, your name, your major, where you are from? Okay, my name is Aki Braza, I am from India. I come to here Taiwan (文法錯誤) to teach, to learn biomedical sciences (不該複數) and also I completed my bachelor's in biomedical sciences and my master's in from

India is in human genetics (重音錯誤) and also... You say human genetics, wow this sounds like cool, it's like fancy. Yeah, and here I'm in Taiwan, I'm learning my master's again and doing as a graduate student in biomedical engineering department. Okay, and what kind of job do you expect to get after you graduate? I'm more interested in doing AI works like artificial intelligence, like my currently (文法錯誤) project is going on medical imaging with the use of try to (文法錯誤) diagnose engineering, Did you say medical engineering? Medical imaging. Oh okay, cool. So after you graduate, do you plan to stay in Taiwan and find a job here or you want to go back to India? Yeah, I will be applying for PhD here or otherwise I will go for abroad if I get admitted here or otherwise I will go for the abroad. And you say you're applying for a PhD program, is it also in this university? Yeah, in National Chung-Hsing University, in academia also. How long have you been like studying in Chung-Hsing University? One and a half year. One and a half year, yeah, and then so far how is your everyday life? Is there anything that you just cannot get used to? No, no, no, all the things in the starting (他自己發明的說法), I just like can't eat foods but nowadays I would have it added, I can eat easily the Taiwanese food and all the time, during lunch, breakfast, I go with my lab friends, eat, we share the lunch together, we go and I try all the Taiwanese food and like I love them all. Can you like talk about like the difference between Taiwanese food and Indian food? Do you think there, because I think curry rice is also big in Taiwan? Yeah, but there are a lot of difference because in India, we like Indian people, we want, we add more spicy food, we use more spices, like different type of spices

because spices and we all, we can, we also use many type of salts, okay, different, different salt like pink salt for eating and many kind of spices like cardamom and others, yeah. You say curry, cardamom, cardamom, yeah, cardamom is a type of Indian spices, raw spices, we add into, yeah, we add into like meat or something to get the good **fragrance** (這個字用在這裡有點不對). Okay, so I don't know if that's a stereotype or is that the real thing, is that you use, you grab food with your hand or you don't, do you still do that in India? Yeah, yeah, yeah, it's like we Indian **thinks** (文法錯誤) for our satisfaction, if we use our hand to eat, it's satisfied well, yeah, like all Indian people, we prefer to eat by our hands. Yeah, but how about like in Taiwan, you have to use chopsticks, do you think it's like hard, do you know how to use chopsticks? Yeah, I know, I know how to, but **in starting** (錯誤用法), **I face suffer** (錯誤用法), but my older brother teach me how to use it, so I, so I, now I learn how to eat **from chopstick** (介係詞錯誤). All right, can you tell me more about the, you know, the city or the like village you are from in India, is it like a city or village? Yeah, it's, I'm from a city, okay, I like town, like it's a big town, all right, and it's all our train service, all our things are good, but for, you say what service? Train services and like, train service, yeah, train service, bus services, school colleges, all are good, like, yeah, like in India, like, there are a lot of religion, we live together, like, like Hindu, Muslims and Sikh side, like, we have a colony and all people, we celebrate all the **festivals** (重音), like Diwali, Holi, Eid, okay, festivals, right, and, and, yeah, and I think the national language in India is, is it Hindu? No, Hindi, Hindu is a religion, okay, Hindu is a religion, yeah, Hindi is a language, professor, like Robert, sorry, there is no national language in India, like, like, you see, like, we know that, like, India is so big, like, there's a two part divided, like, India has 180 languages, 180, 18, 80, 180, yeah, wow, yeah, yeah, so, but the major northern India peoples, they use Hindi to communicate, but they have their own languages, like, the village and city I came from, I have, we have the only, we have only around 10 to 5 languages in our village, and then you say, people from the north, yeah, they use Hindi language, how about people from the south, they, south, their own language,

south have different, have, like, five states, five states in south, they use their different languages, you say five districts, right, yeah, no, no, five states, like, Taichung, Taipei, you say five states, the word is five states, no, states (他念起來像 estate), S-T-A-T-E-S, yeah, like, here, Taichung district, like, India, we separate our continent (I 的發音) in the form of states, okay, cool, yeah, and then, I don't know if that's, like, myth or it's just your thing, I think in India, we have this thing called the caste system (種性制度), yeah, still, yeah, still have a caste (像 card 發音) system, but nowadays, like, it's not affecting a people, like, that much, but, like, during studies and all the things, government give the lower caste a good education (發音跑掉很多), to keep boosting their economy (重音錯誤) and for education to come up and compete with each other and grow and help to grow India, okay, so, basically, it's, like, you are born into a, like, a caste, and then, yeah, it depends on, like, your family, family name, so you can't just tell, oh, this person is from this caste just by looking at his name, yeah, but in India, like, professor, like, yeah, like, I am Muslim, like, we follow Islam religion, in Islam, we don't have a caste, okay, yeah, but if you live in India, like, we come from a general category (發音跑掉很多 category 重音錯), like, like, you say a general category, category, yeah, okay, yeah, unreserved, okay, like, we can't get a benefits because, yeah, and in, by the Islamic point of view, religious point of view, in Islam, there is no caste, no religion, all peoples are equal, so, okay, you say you are Muslim, yeah, okay, so, as a Muslim, like, student, like, in Taiwan, do you have any, like, inconvenience in your life, no, professor, it's good for, yeah, because, how about the restaurant, is that, you need to go to a restaurant with a sign, yeah, yeah, Halal, Halal, like, certified, yeah, it's, yeah, it's, it's hard to find a Halal restaurant here, but, yeah, there are some restaurants, they provide, but if you go to the normal restaurant also, if you tell them, you don't eat pork, they respect you too much, they respect your, all the things, and they provide a good, and they know, they respect your religion, and they, yeah, I know there's, like, a good, like, a good Halal restaurant in the Zhongxiao night market, it's, like, in the alley, and it's for, for Muslims, yeah, so, and also Mr.

India, yeah, Mr. India, near the Taiwan Boulevard, yeah, yeah, you've been there, yeah, I've been there, and then you talk to the owner, yeah, yeah, I talk to, I talk to the owner, okay, and can you tell me more about the Indian community in this university, is it big, do you have, like, a network, and then what do you do together, yeah, like, we have Indian company (應該是口誤他本來應該是要說 community), like, we, in India, like, here, we have different, different Indian students, come from different, different areas of India, like, some from villages, some from big cities, and we are doing different, different programs, like, many students are enrolled in international, international politics, some are enrolled in biomedical engineering, for doing PhD, some two students are doing postdocs here, many South Indians doing postdoc masters in our city, in some, in, like, in festivals, we meet together, we cook food together, and we share, and, yeah, okay, where can you find authentic, like, ingredient to cook Indian food in Taichung city, Taichung city, like, we, sometimes, we can get from Costco, and sometimes we go to PX Mart, if it's near, like, yeah, some Indian, PX Mart, yeah, oh, that's Chun Lien, yeah, and, and one more thing, like, that many spices we can't find here, so those, one of, who go India, we message him, so bring some spices for all of us, okay, and he will bring us spices, a little, little bit, and we can cook. Do you go back to India very often? No, I didn't go, okay, yeah, and maybe you haven't come back, like, in a while, right, do you miss, ah, yeah, what do you miss the most? Professor, the food, okay, yeah, food, yeah, everybody gave me the same answer, yeah, they talk about the food in their, like, home country, yeah, the food, yeah, and, uh, how about entertainment? What kind of entertainment do you have here? Ah, like, we play games, like, physical, like, I play here, we play cricket (注意發音), cricket in India, Indian national game, cricket, you say you play cricket, yeah, cricket, it's like a British people, yeah, people in India, and now it's become the national, international, and national game of India, yeah, okay, I think there's a, there's a movie about that, there's a Indian movie star, you know, he is in Three Idiots, yeah, is that, and there's a movie about British people, but that's not cricket, is that baseball, or what's the sport? No, no, no, it's a cricket

professor, it's cricket, yeah, the cricket, the movie is based on the cricket, and if they win the match, the Britishers, the Britishers tell him, if you win the match, yes, I will, uh, I will free your taxes, yes, yes, you will no need to give me the taxes, so they, they play, and they win, and their taxes are free, so the actor, right, I forgot his name, Aamir Khan, yeah, he's like a hero, yeah, in your country, yeah, like, like, we have the three, three major superstars in India, they all are Muslims, okay, oh, they are all Muslims, yeah, so that movie star is also a Muslim, yeah, okay, yeah, so Muslim, I think there is a thing you have to do, you have to, like, pray at a certain time of the day, is that, yeah, yeah, it depends upon the sun, oh, yeah, like, before the sun, sun, okay, sunrise, we need to wake, we need to pray one time, okay, after this is the afternoon, after 12, there's, when the sun started, okay, going to set, like 1 p.m., and every time, it depends on the sun, okay, yeah, so have you, like, done your prayer today, yeah, yeah, are you gonna do it later, I'm gonna do it later, because I already did it, oh, yeah, like, we need to pray five times, what exactly do you have to do, you have to say prayers, oh, yeah, professor, like, like, we need to, like, in Arabic, like, Islam come from Arab, and we need to, like, read the prayers, and praise our Lord, and say thank you all the time, like, and do, and **bow (注意發音)** around him, and say, ah, thank you, Lord, for giving me, and some, yeah, and is it true that you have to face a certain direction, ah, yeah, yeah, like the Mecca, yeah, so how, how can you tell which direction is, like, we open **the compass (注意發音)**, and we open, like, we know that this is, like, mostly we go for the east, east direction, like, we think from Taiwan, from India, I told you, like, we check the compass, and check, like, see the direction of Mecca, and we just bow down, I think you can use the compass on your phone, right, all right, okay, cool, interesting, and so, have you been to the, like, office for international students, for anything that you need their help with, yeah, what's the thing, I, most of the time, I go for some, for my **report submission (注意發音)**, and for, you say for your re, report submission of my teaching assistant, I'm doing a job here as a teaching assistant also, so they assign a teaching assistant to you, yeah, oh, yeah, so you also teach here, yeah, what classes do you teach, ah, basic

English and science technology to the undergraduate student, and also biomedical instrumentation (注意發音), okay, so, all right, so you went there for this kind of paperwork application, right, so other than that, other than that, I go for my grades (一樣 R 像 L), and for transcript, and transcript, yeah, and also, like, previous year, we, we go to the OIA, and I organize the movie, Indian movie, all right, for the Taiwanese student, all right, and all peoples came here, so, Indian movies are all very long, ah, yeah, yeah, two hour, yeah, two hour, 20 minutes, yeah, sometimes, like, three hours, four hours, yeah, yeah, why is that the case, because in Indian movies, like, we put the songs in, inside, I see, the singing and dancing, yeah, singing and dancing, in Hollywood movie, you didn't, the, they use the songs in background, but India, we shoot in the movie, and we put in the part, use as a story, yeah, that's why, like, every movie has, but nowadays, like, Indian movies are getting smaller, smaller, shorter, right, yeah, okay, cool, so, and, all right, so, you say, in your everyday life, you are doing okay, you just miss the food, and how about transportation, you take a bus, yeah, you take a bus, all right, yeah, and my friend, he's from Pakistan, he also, he own a, it's your friend, that person who talked to me, yeah, and one more, there are a lot of friends, because India and Pakistan, we have a same language, yeah, North India, and because, before the partition happened in India, 1947, Pakistan is also our part, yeah, like, we, same people, just like North Korea and South Korea, we separated at the court, due to the government and political issue (注意發音), you say political issue, right, yeah, okay, yeah, cool, and then, I think, all right, also, you take the bus, right, do you have a bicycle, yeah, I have my bicycle also, how do you, what do you think of scooters, ah, scooter, we have a scooter, they are like deadly, dangerous, ah, no, no, no, no, in Taiwan, it's so easy to drive, yeah, because all the signals, all the things are good, all people are following the traffic rules, I think you also drive scooters in India, yeah, people also do that, right, yeah, I also drive scooters, my friend also drive a scooter, they own the Taiwanese license also, ah, and I heard people say that, like, in India, like, on the street, sometimes, there is like a cow, and then, people have to stop, is that true, yeah, sometimes, cows,

like, when you go to the village area, all right, like, no big roads, **no traffic signals** (注意發音 非常不像), like, you know, India is so big, big, big, big, yeah, and there are the villages, and when you go back to villages from the biggest country, biggest towns, and like, in village, like, people leave their cow, **animal (any-mo)**, to just **roam (書面語)**, and eat their food, what they want, okay, yeah, and, and even in, sometimes, the kids are playing in the evening time, right, on the streets, so we need to, yeah, take care, be careful to drive, and how about the tech industries in India, yeah, I know there are a lot of Indians who are engineers, and they are very good at math, yeah, I mean, like, in Taiwan, we make chips, we have TSMC, how about India, what kind of technology company do you have, we have many type of technology company, like, we have mobile company, mobile, yeah, mobile, semiconductor company, and global foundry, like, is it global, global foundry, is that, like, same like, foundry, yeah, it's like, same semiconductor company, and, and the name is called, global foundry, f-o-u-n-d-a-r-y, foundry, okay, global foundry, yeah, okay, yeah, and, yeah, and I also know a lot of Indians want to work in America, yeah, yeah, like, my, my own brother, he's going, he's working as a R&D engineer, a research and development engineer, in **the Micron (應該不用 the)**, in the USA, Micron, yeah, oh, okay, good, is that, you want to give it a shot, see if you can work in the USA, yeah, and then, what is the, for you, the biggest incentive to work in USA, yeah, is it the salary, is it freedom, is it the lifestyle, no, it's like, like, yeah, the salary, the major thing, we go, because of good salary, or nothing else, and we just, like, we Indians, we want to roam and travel all over the world, like, India, like, India, like, in Indian people can say we want to roam all over the world, like, that's why, you say you want to roam, yeah, yeah, we love to travel, like, mostly Indian people, mostly English students, we study hard to roam, and, yeah, and, and last, we want to go back to India, open our big businesses, big industry, yes, and I heard that, in America, Indians, like, they, they kind of stick together, they work together, and then, if they have this company, and then, they have some Indian manager, and then, they will just try to recruit more Indians, and in the end, this whole company, like, you

got a lot of Indians there, and then, they just become, like, a community, like, it's like, we want to work in a community, but, like, Indian peoples have also quality, like, we can work alone, or also, like, like, Indian peoples have a habitat (注意發音), we can live in any type of situations, like, we can handle, yeah, yeah, we can survive, and also, a lot of Indians work, like, for the, like, a tech support call center, yeah, yeah, for us American, do you know anyone who did that kind of job, no, no, tech support, no, no, no, yeah, but in India, one of my friend's brother is doing a tech support company, he's doing a job in a metropolitan city in India, but he worked for the U.S. company as a tech support, and, okay, I think we still got, like, two minutes left, tell me more about the English education in India, yeah, that's part of the school curriculum, yeah, yeah, like, India, we have a rule, like, when you childhood, English is our, like, primary language for all over the primary language, yes, okay, so, every, every student need to teach from the childhood, and parent will teach, you say teach from the child, yeah, okay, so, like, they just learn, yeah, English, yeah, and, yes, and that's, like, part of the school system, and it's, it's a very, I think, yeah, the Hindi and English, do you think they are, like, so different, or they are similar, they are different, but, like, like, we learn from childhood, so, it's, like, same, we can't differentiate, like, you know, like, in, in, also, the grading systems, and all the things, we, like, these are the major subjects, English are the one of the major subject, because we study science, maths, and all the things are in English, okay, there are, so, it becomes you, like, second, your second nature, yeah, and then Chinese, do you think, like, Chinese and English, which one is harder, definitely Chinese, yeah, yeah, as we know that, because if we Google it, we saw the Chinese is the harder language, yeah, so, what is the most difficult part of Chinese, writing, writing, yeah, the characters, like, every word is so complicated, yeah, and how about, like, speaking, speaking is, like, when you try, try, try, you can speak, but the writing, and understanding the symbols, because every symbols, like, just one line give you different meaning, yeah, they do, some of them are really confusing, yeah, like, just fire, or you can understand the simple, simple signs, like, fire, forest, this type of sign, but if you got some

line, different, different lines, you gotta be really careful, yeah, pay attention to the detail, yeah, okay, okay, cool, and because

B. 校園常用英文詞彙中英對照表

(Common Campus Vocabulary: English–Chinese Reference)

這份表格彙整行政、學務、教務常見詞彙，方便在撰寫信件、公告、或面對國際學生時快速查找。使用時請維持一致性才不會造成誤解。

中文詞彙	英文對應	備註 / 用法說明
學分	credit	例：a 3-credits course
學號	student ID number	常簡稱 student ID
系辦	departmental office / office of the department	若特指學系名稱則要大寫， 例：Department of Applied Economics Office (of 是介係詞 不用大寫)
公文流程	document process / administrative procedure	依上下文可改為 paperwork process
教務處	Office of Academic Affairs	
學務處	Office of Student Affairs	
國際處	Office of International Affairs (OIA)	外籍生常見單位

休學 / 復學	suspension / resumption of study	或 temporary leave / return to study
選課	course selection / enrollment	enrollment 在正式文件較常見
成績單	transcript (注意重音在前面)	official transcript = 正式成績單
在學證明	certificate of enrollment	
學生證	student ID card	補發 : replacement of student ID card
外僑居留證 (ARC)	Alien Resident Certificate (ARC)	
工讀	part-time campus work	
獎學金	scholarship	
繳費單	payment slip / tuition fee statement	
保險	insurance	student insurance / health insurance
住宿申請	dormitory application	
校車	campus shuttle bus	

公假	official leave	
補課	make-up class	
課表	class schedule / timetable	
教師助理	teaching assistant (TA)	
行政助理	administrative assistant	

PS: 各位同仁如果在實務上遇到表上沒有囊括的譯名，可以來信給 Robert: pectaichung@gmail.com 會在第二版手冊中補齊。

C. 好用短句速查表

(Quick Phrase Reference for Daily Use)

這一部分提供與大同仁在日常應對中可直接使用的短句，涵蓋「說明、提醒、協助、婉拒」等常見場景。

功能分類	常用句型 (Recommended Phrases)	中文說明 / 備註
請求文件	“Please bring your student ID and ARC.”	請學生攜帶必要文件
引導方向	“Please go to the Office of International Affairs on the 2nd floor.”	指引地點時可搭配地標

說明 流程	“First, fill out the form and submit it to the counter.”	分步驟說明，語氣平穩
回覆 查詢	“Let me check that for you.” / “I’ll confirm and get back to you.”	延後回覆但保持專業
確認 理解	“Just to make sure, you mean the transcript, right?”	確認學生意思
緩衝 回應	“I understand. Let me explain what we can do.”	用於學生焦慮時
拒絕 或轉 介	“I’m afraid this is not handled by our office. Please contact the OIA.”	保持中性、避免否定語氣
時間 提醒	“Please submit it before next Friday.”	明確截止時間
道謝	“Thank you for your patience.” / “Thanks for understanding.”	用於處理延誤時
結尾 祝福	“Have a nice day!” / “Wish you a great semester!”	用於 Email 結尾或面談收尾