

WELCOME

FIRST-YEAR STUDENTS

WHAT TO EXPECT IN YOUR FIRST SEMESTER



SMU

SINGAPORE MANAGEMENT
UNIVERSITY



UNDERGRADUATE

WELCOME TO THE SMU FAMILY!

“The past two years had been a volatile and difficult period for many, and it is exciting to see us emerge from the pandemic and move to a “new normal”. Amidst these challenging times, I am proud to say that SMU has responded nimbly to change, and the events of the past two years have only served to bear witness to the University’s strong spirit of innovation and ability to be agile and forward-looking.

When you join SMU, you will be a part of a dynamic and inclusive community that will support your passions, whatever they may be. You will also definitely be touched by the One SMU spirit, and be inspired by the inclusivity, commitment to meaningful impact, and passion for excellence.

I look forward to welcoming you to SMU.”

Best wishes,
Professor Lily Kong
President
Singapore Management University



“SMU is a special place. Our values, diversity, commitment to academic excellence, as well as our beautiful campus in the heart of the city, contribute to making SMU such a creative and energetic academic environment.

As a member of our SMU family, our faculty, staff and senior students are here to support you and to guide you. We prioritise the holistic well-being and mental health of all our students, so remember - always feel free to reach out if you need any help. My colleagues and I are here for you.

We have put together this booklet to provide you with answers to all the questions that you might have about starting your first year with us. I hope this will help as you start your incredibly exciting journey with us.”

Kind regards,
Timothy Clark
Provost
Singapore Management University



GET READY FOR SMU

MATRICULATION AND OASIS

- (1) [Matriculation website](#) opens in June. Get ready to matriculate and formally register as a student of SMU! All successful applicants who have accepted SMU's offer will need to formally register as students of the University before commencing studies in August. Please complete the registration formalities (both Part 1 and Part 2A) according to the stipulated timeline given in the email.



FRESHMEN ORIENTATION

SMU's largest freshmen event will be in-person this year, and will be an exciting experience with exciting games and plenty of fun activities for you to bond with your new friends!



Check your SMU email often for messages and important news!

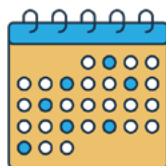


Bookmark and sign up for Freshmen Orientation Camps and other key university events including Academic Year Opening Ceremony.

- (2) You will need some time to read through important information found at the student portal **ONLINE ACCESS TO STUDENT INFORMATION SYSTEM (OASIS)**; available only after matriculation, to get yourself accustomed to University life as well as plan for your course registration and register for/attend the various pre-term activities. Therefore, please matriculate as early as possible.



(3)



You can find important dates on the key activities as well as information on the academic calendar in OASIS.

(5)

(4)

DID YOU KNOW:

OASIS is a one-stop resource portal for all academic, administrative and financial matters!

WHAT TO EXPECT IN YOUR NEXT 3 MONTHS

MONTH BY MONTH KEY ACTIVITIES AT A GLANCE

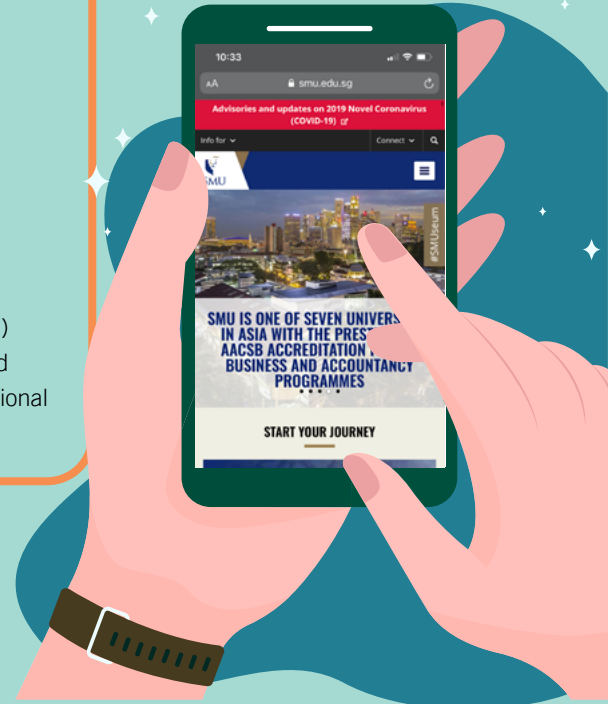
JUNE

If you are a local student: Complete SMU's online matriculation process (Part 1).

If you are an international student: Before you can complete the online matriculation process (Part 1), in accordance with the Immigration Act, any foreigner who is not a Singapore Permanent Resident, and wishes to study at SMU, is required to apply for a Student's Pass. The Office of Admissions and Financial Assistance will send you an email on the Student's Pass application procedures.

Kindly email admissions@smu.edu.sg for enquiries on student's pass matters.

Singapore has implemented a COVID-19 Vaccinated Travel Framework to facilitate the resumption of travel. All incoming International Students (including Singapore citizens and permanent residents) who are currently overseas should refer to the Safe Travel Office (STO) website for information on Traveller entry checklists under Vaccinated Travel Framework and Accepted COVID-19 Vaccinations for Entry to Singapore. Students may need to obtain additional documentation if needed.



JULY

ID Verification and Card Collection

- SMU Freshmen Orientation (in-person)
- Library Orientation
- School Orientation
- Thrive ("Ask Us Anything") Sharing on registering for classes, navigating student portals, etc. by Student Services Hub

AUGUST

- Checking of Timetable for Pre-assigned Courses
- Checking of e\$ Account and Biddable Courses
- Bidding by Freshmen before the Start of the Term

ACADEMIC TERM STARTS ON 15 AUGUST



SMU'S SIGNATURE INTERACTIVE PEDAGOGY

With average seminar sizes capped at 45, your classes will provide a supportive environment with strong professor-student interaction, open discussions and the engaging exchange of ideas.



DEDICATED FACULTY - WITH LOTS OF FACE TIME

SMU professors are committed to teaching and mentoring you. Professors will have regular office hours. Or simply email your prof to make an appointment - it's easy!



A SUITE OF CUTTING-EDGE VIRTUAL LEARNING TOOLS

You will be availed of a suite of modern educational technology tools to support the interactive, personalised and collaborative learning experience that SMU is famed for. These solutions are refreshed regularly to ensure benefits of technologies are brought to the classrooms. Dedicated support services will get you ready for the new school term!



SMU LIBRARIES

SMU's libraries are spacious and airy, with lots of natural light and cosy study nooks. Online resources are also available to the SMU community 24/7, so you can access library resources at any time of the day (or night!).



HOLISTIC ACADEMIC SUPPORT

Have a question about your major or graduation requirements? You can approach an academic advisor or a faculty member who will support and guide you. You can email your advisor to set up a virtual chat, and discuss options for a second major, compulsory courses, graduation requirements and more.



STUDENT RESOURCES AT A GLANCE

STUDENT SERVICES HUB

The Student Services Hub is a one-stop resource for student services and a knowledge centre for our students.

Here at Student Services Hub, you will be able to conveniently complete your university transactions, obtain information on SMU, our programmes, policies, or just about any other student-related issue.

Please visit studentservices.smu.edu.sg for latest opening hours.

VOICES@SMU

SMU endeavours to provide a safe study and work environment for all members of our community. We believe that everyone has the principal right to feel secure, protected and respected within SMU.

Voices@SMU, a unit that resides within Student Services Hub (SSH), assists and supports students (regardless of gender) affected by harassment or violence – including cases of sexual harassment or sexual assault.

As the designated first-response unit for harassment or violence cases, Voices@SMU gives students (reporting or accused parties) a safe and central place to be heard. Our trained staff work closely with SMU's professional counsellors (from Mrs Wong Kwok Leong Student Wellness Centre) and schools to explore options with regard to their case and provide students with necessary assistance and support for their decisions.

All matters or persons brought to the unit's attention will receive equal fairness, facilitated support and appropriate action. Cases will be treated with paramount confidentiality.

Email Voices@smu.edu.sg for more information or to report harassment or violence cases.



HERE'S WHAT WE DO TO SUPPORT YOU



DISABILITY SUPPORT SERVICES

At SMU, we strive to build an inclusive learning community. SMU is committed to making our campus accessible and promoting equality of opportunity for persons with disabilities. The Disability Support Services (DSS) team provides advice, facilities and support for our students with disabilities. These include:

- Academic accommodations
- Accessible course materials
- Orientation and mobility training
- Assistive technology
- Assistance in accessing campus services and facilities
- Student assistants

Students can write to dss@smu.edu.sg to request for disability support and discuss their accessibility needs.

WELLNESS

Mrs Wong Kwok Leong Student Wellness Centre is a dedicated hub that provides our students with mental health support by offering them a safe space to explore and manage their personal lives through dedicated sessions with professional counsellors. In addition to the conducive facilities for such sessions to take place, our professional counsellors also organise individual or group counselling sessions, seminars and workshops.

We augment the help that our professional counsellors give to our students by partnering them with SMU Peer Helpers. These are a group of undergraduates who have been trained in basic helping skills to offer emotional support and listening ears to those who may be experiencing emotional or personal challenges.

Should any form of assistance in the area of wellness be required, do contact the Centre for a confidential and free-of-charge appointment. It is assuring to know that someone is available to walk through challenging periods with you.

Contact:

Mrs Wong Kwok Leong Student Wellness Centre
+65 6828 0786
counselling@smu.edu.sg



LIFE ON CAMPUS



FRESHMEN ORIENTATION

Don't miss out on SMU's freshmen orientation experience - it's a great chance to make new friends and meet your seniors! Freshmen orientation takes place in July/August and more information will be sent to your email when available.



CAMPUS SPACES

Ample study spaces, meeting rooms and common spaces are available across the entire SMU campus for all students to enjoy. Here's a video of our beautiful campus: <https://www.youtube.com/watch?v=8EUXODzJmKM>



STUDENT CLUBS

Discover more than 150 exciting SMU CCAs in a variety of categories in Arts and Culture Clubs, Sports Clubs, Adventure Clubs, Special Interest and Community Service Clubs, Student Leadership Clubs etc.



ACCOMMODATION

You may apply to stay at SMU's campus housing to experience communal living and learning right in the heart of the city!



HOW WE KEEP YOU SAFE

SAFE MANAGEMENT MEASURES

The safety and well-being of SMU students, faculty and staff is the University's top priority. SMU's premises have achieved the SG Clean quality mark certification. Take a look at some of what we are doing to keep you safe on campus:



Mandatory mask-wearing in indoor spaces on campus.



Increase of fresh air supply and reduction in re-circulation of indoor air.



Microbial coating on all lift buttons/panels and disinfecting of escalator handrails.



Members of the SMU community are encouraged not to come to campus if they are feeling unwell.



Deployment of 'handsfree' water coolers.



Enhanced daily cleaning of common areas and frequently touched surfaces



Non-toxic disinfectant misting at open common areas twice a day.

Let's continue to play an active part in safeguarding the health and well-being of our SMU Community. Your active vigilance and adherence to the safe management measures will continue to protect our community.

For immediate assistance for any emergencies on campus, members of our community may contact our Security Command Centre (24-hours) via 68280343 or approach the nearest Security Counters located at the main entrances of campus buildings.



HEAR FROM US

Learning is fundamentally a collective endeavour, and you will need to keep learning for the rest of your life. So, embrace interaction and collaboration with your classmates as opportunities to learn new skills and deepen your understanding of society and yourself.

Hiro Saito
Associate Professor of Sociology



With excellent faculty who contribute to groundbreaking research in their respective fields, SMU's courses are always up-to-date with recent advances. And SMU's commitment to interactive teaching through small classes is amazing and promotes critical thinking amongst students.

Pradeep Reddy Varakantham
Associate Professor of Computer Science
Director, CARE.AI Lab
Coordinator, BSc (CS) Artificial Intelligence Track
Lee Kong Chian Fellow



I have heard a lot of good things about SMU's seminar-style classes and exciting student life events! As someone who falls asleep in lectures easily, I'm really excited for more engaging lesson structures and interactive class discussions! I also look forward to more fun events to take part in! Can't wait to start school!

Ian Loh
Incoming student
School of Social Sciences



Know that you will be welcomed into a tight-knit community at SMU that supports you, and that you have a voice and a stake in this community – one with a plethora of opportunities to grow professionally and personally!

Tricia Tok
SMU Graduate
School of Economics & School of Social Sciences



IMPORTANT INFORMATION FOR INTERNATIONAL STUDENTS

A STEP-BY-STEP GUIDE

- 1) International students are required to complete [eForm16](#) via [ICA-SOLAR](#)
- 2) Upload supporting documents and make payment for the processing fees
- 3) After obtaining In-Principle Approval (IPA) letter, make payment for the student pass issuance fees
- 4) Complete the online matriculation with SMU and other necessary steps listed on the matriculation website
- 5) Get ready to travel to Singapore
- 6) Please note the dates for the compulsory SMU International Connections Freshmen Orientation Camp (ICON Camp) and Buddy Programme. Join the SMU ICON Cultural Clubs' activities and sign up for our SMU Host Programme for International Students (limited slots available)!
- 7) Attend Pre-enrolment Medical Examination with SMU medical provider, The Clinic Group for your student pass and SMU matriculation card.
- 8) Upload the medical report and documents for student pass formalities and wait for ICA's approval.
- 9) Make e-appointment with Immigration and Checkpoints Authority in Singapore to collect student pass
- 10) ID verification for SMU student card on campus



COVID-19 VACCINATED TRAVEL FRAMEWORK

Singapore has implemented a COVID-19 Vaccinated Travel Framework to facilitate the resumption of travel. All incoming International Students (not Singapore citizens/permanent residents) who are currently overseas should refer to the [Safe Travel Office](#) (STO) website for information on Traveller entry checklists under Vaccinated Travel Framework and Accepted COVID-19 Vaccinations for Entry to Singapore. Students may need to obtain additional documentation if needed.

Please click the links below for more information:

1. [Travel Checklists and Entry Requirements](#)
2. [Accepted COVID-19 Vaccinations for Entry](#)



What is the mode of instruction for the new Academic Term starting August 2022?

Classes will be taught in-person, on campus. Nonetheless, instructors will try their best to continue accommodating students who have to be absent from classes because they contracted COVID-19 or have COVID-19 symptoms by livestreaming classes, providing consultation sessions, extending the assistance of TAs, or providing other similar accommodations.

If I am an international student, when can I come to Singapore?

Singapore has implemented a COVID-19 Vaccinated Travel Framework to facilitate the resumption of travel. All incoming International Students (not Singapore citizens/permanent residents) who are currently overseas should refer to the [Safe Travel Office](#) (STO) website for information on Traveller entry checklists under Vaccinated Travel Framework and Accepted COVID-19 Vaccinations for Entry to Singapore. Students may need to obtain additional documentation if needed.

FREQUENTLY ASKED QUESTIONS

DO YOU HAVE QUESTIONS?

'Live' Chat with us every weekday
from 9AM – 5PM (Singapore time)
at <https://admissions.smu.edu.sg/>

Who should I contact in SMU if I am feeling unwell?

There is a clinic located within SMU's campus at which you can seek assistance. You can also visit any of SMU's panel clinics located across Singapore. For medical emergencies, the Emergency Medical Service (EMS) in Singapore is operated by the Singapore Civil Defence Force (SCDF) and can be reached by dialling 995.

Who should I be calling if I need student administrative services or IT help?

Here are the useful telephone numbers for incoming students:

SMU Student Services Hub

Tel: (65) 6828 9696

Please visit

studentservices.smu.edu.sg

for our latest opening hours.

SSHelps@smu.edu.sg

SMU IT Help Centre

Tel: (65) 6828 0123

helpdesk@smu.edu.sg

Clinic @ Campus, SMU

Tel: (65) 6333 9300

All information in this booklet is accurate as of 9 June 2022.

Office of Admissions and Financial Assistance
SMU Administration Building

81 Victoria St

(S) 188065

Contact: +65 6828 0980

Email: admissions@smu.edu.sg

Web: www.admissions.smu.edu.sg

