



GUIDE FOR  
**INTERNATIONAL  
STUDENTS**

**International Student Centre**

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## MESSAGE FROM DEAN OF STUDENTS



On behalf of the University, I would like to extend a very warm welcome to you, and to thank you for making Nanyang Technological University your partner in the pursuit of education and research.

You are prime examples of global talent living in a porous world where choice and preference dictate your movement. I hope that you will be nurtured in this vibrant environment, which we call “home” during your stay in NTU.

Nanyang Technological University is ranked among the best universities in Asia and in the world, and it is a hotbed of academic challenges, besides being a meeting place of many races and cultures from the East and West. I am confident that this environment will nurture the desired scholarship that you seek, and that may include going beyond the classroom – to pursue your passion in developing leadership skills, entrepreneurial drive and a commitment to community service. Where better than at NTU to take yourself to the limit of your capability?

The Student Affairs Office is the main body responsible for the welfare of all students in this 200-hectare campus. Within this Office is the International Student Centre, tasked with the important role of looking after our steadily growing community of more than 7,800 international students from more than 85 countries around the globe. The International Student Centre (ISC) promotes programmes that enable our international students to better understand one another’s background, ethnicity, and culture through sports, social gatherings, inter-faith and religious functions,

promotion of home countries, cultivation of alumni relations and organised talks on personal integration into the Singapore community. The support services enshrined in the ISC encompasses, inter alia, pre-departure and arrival matters, orientation, immigration matters and a range of other activities designed to assist in helping you to settle down and adjust to life at NTU. With this support, I hope that you fulfil all your personal and academic goals.

The International Student Centre is positioned away from the hustle and bustle of lecture theatres, tutorial rooms and libraries, and it is accessible to all NTU students. It is situated in the midst of lush greenery and within easy walking distance from the academic and administration complexes. Next door to the ISC is the Café al Fresco; a convenient central meeting place to socialise and to relax for students, visitors and staff to “catch up” with friends over coffee and snacks.

I hope your time in NTU will enrich your life both academically and socially, and fulfil your aspirations. Your stay here will, I hope, find a place in your memory for friendship and affection that will remain with you.

This Guidebook contains useful information that can provide help in time of need. Information on the ISC can also be accessed via <http://www.ntu.edu.sg/isc/home/>. However, if you find any area lacking in information or personal support, please feedback to us and we will endeavour to improve our service.

Assoc Prof Lok Tat Seng  
BSc(Hons), PhD, CEng, FStructE, Eurlng, PEng, MASCE, SrMIIES  
Dean of Students

# INTERNATIONAL STUDENT CENTRE



The International Student Centre (ISC) was established to focus on the 7,800 international students who hail from more than 85 countries.

Selamat Datang, 欢迎, Willkommen, Bienvenue, Yo koso... in whichever of the many languages of the students found on our campus, it still means Welcome to the NTU family in sunny Singapore! The ISC was established in line with NTU's vision to be a "great global university", as a measure of the University's commitment to its international students.

There may be times during your studies when you feel that you need some help or advice. The staff of the ISC is dedicated to providing support to international students at NTU. We act as a one-stop centre, coordinating with other university departments which deal with student matters, to ensure that you settle in smoothly, and that your special concerns are addressed.

This guide provides you the information that you will need before and after your arrival in Singapore. It will give you the basics for beginning your life in a new country and new university environment. Please use this guide, together with other sources of information in the NTU website and the resources available to you at the ISC, as you embark on your educational journey with us.

Support services that the ISC provides international students include:

## Reception and Orientation

- Pre-arrival information
- Arrival reception
- Briefings for new students
- Orientation

## Immigration Matters

- Student's Pass for international graduate and exchange students
- Social Visit Pass for spouses

## Social and Recreational Activities

- Outings to places of interest in Singapore
- Cultural and arts activities
- Host programmes
- Coffee sessions
- Open houses

## Health Matters

- Management of mandatory insurance scheme
- Talks on health and related matters
- Assistance in case of illness
- Assistance for emergency situations

## Housing

- Accommodation for graduate students

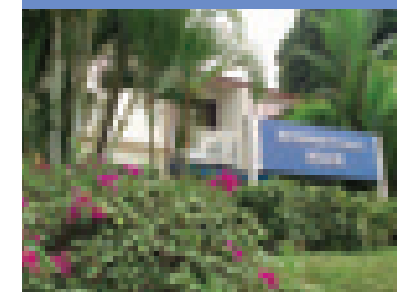
## Pre-Graduation Talks

We welcome you to drop by at our Centre at the International House. Make yourself comfortable at the ISC Lounge, the Café al Fresco or enjoy our garden setting. See you!



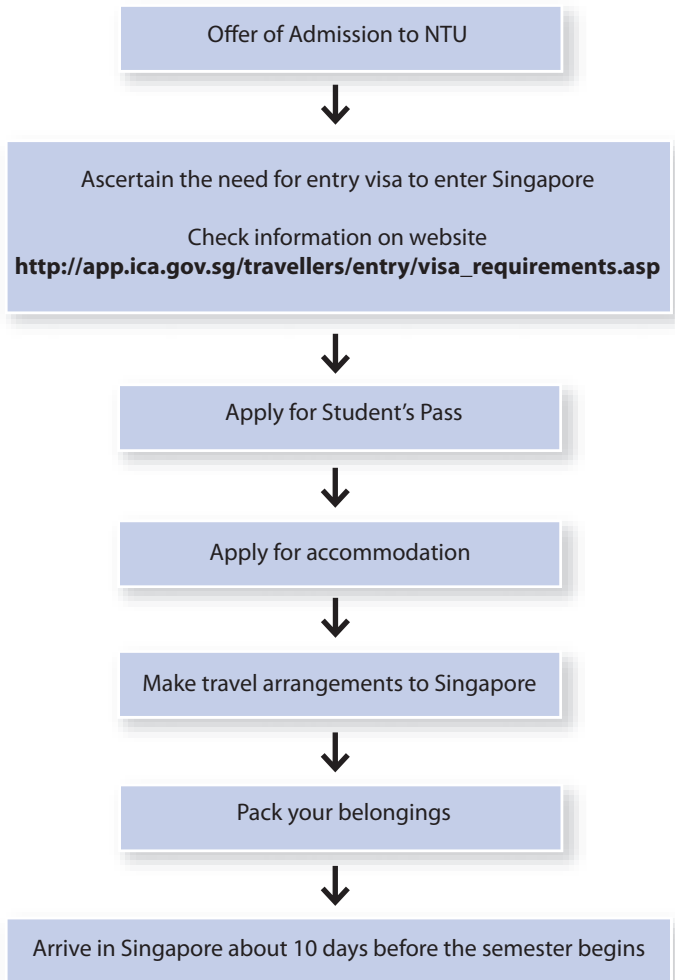
"The best part about NTU, for exchange students, is the International Student Centre. They are there to help you, so go ahead and make Singapore your choice."

**MRUGANK DESAI**  
Germany

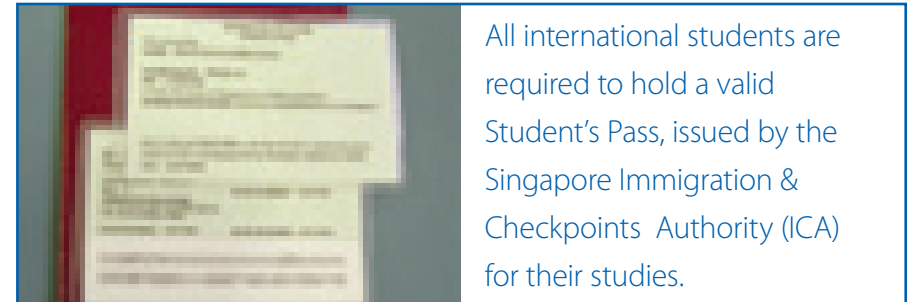


# EMBARKING ON YOUR JOURNEY TO SINGAPORE

## PRE-DEPARTURE CHECKLIST



## STUDENT'S PASS



Upon receiving the offer of admission to NTU, you will be given instructions on how to complete your Student's Pass application.

For undergraduate students, the instructions are found in the Admissions Handbook for Freshmen which will be sent to you separately.

For graduate students and exchange students, the instructions will be given in your letter of offer.

### Location of ICA:

Immigration and Checkpoints Authority  
ICA Building  
(next to Lavender MRT Station)  
4th Storey, 10 Kallang Road  
Singapore 208718

Time: 8.00 am to 5.00 pm (Weekdays)  
8.00 am to 1.00 pm (Saturdays)  
Closed on Sundays & Public Holidays

### Directions:

- Board bus no. 179 or 199 from NTU and alight at Boon Lay Interchange
- Take the MRT to Lavender MRT Station on the East West Line

## APPLICATION PROCEDURE

### **Before arrival at NTU**

- Log on to the ICA website at [www.ica.gov.sg](http://www.ica.gov.sg)
- Complete and submit the online application for Student's Pass (Form 16)
- Print out Form 16 and sign the form
- Bring form along to Singapore for immigration check and collection of Student's Pass

### **Upon arrival at NTU**

- For undergraduate students:  
Visit the Student Affairs Office or log on to the website for the procedures on the issuance of the Student's Pass

<http://www.ntu.edu.sg/SAO/Support+Services/Immigration+Matters>

- For graduate students and exchange students:  
Visit the International Student Centre or log on to the website for the procedures on the issuance of the Student's Pass

<http://www.ntu.edu.sg/ISC/Immigration/Students+Pass/>

## DOCUMENTS REQUIRED

- ✍ In-Principle Approval (IPA) Letter, to be stamped by NTU upon your arrival
- ✍ Passport
- ✍ Embarkation/disembarkation card
- ✍ One recent passport-sized photograph
- ✍ Print-out of Student's Pass application form (Form 16) that was submitted earlier online.
- ✍ Medical reports including the original copy of the medical laboratory report. (Applicable if your stay in Singapore is for more than 6 months).
- ✍ Letter on award of scholarship & waiver of Student's Pass fee (applicable only to certain undergraduate scholarships).

## COLLECTION OF STUDENT'S PASS

Once the items are in order, you may then proceed to the following places to submit them and collect your Student's Pass:

### **Undergraduate students:**

At Immigration and Checkpoints Authority or through Student Affairs Office

### **Graduate students and Exchange students:**

At Immigration and Checkpoints Authority

### **Payment**

The following amount is payable when you collect the Student's Pass(STP) at ICA:

Student's Pass fee:	S\$40 per year or part thereof	If the duration of your STP is 1 year and 6 months, you will need to pay S\$80 (S\$40 x 2 years).
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Visas: - Single-journey entry	S\$20	If you make use of the pre-approved single-journey entry visa as indicated on the IPA letter for entry into Singapore, a fee of S\$20 will be charged.
- Multiple-journey	S\$20	If a multiple-journey visa is required, there is an additional charge of S\$20.

Please note that the payment transaction at ICA is only by ez-link card, NETS or CashCard.

## MEDICAL EXAMINATION



If your study is for more than 6 months, you need to undergo the Human Immuno-deficiency Virus (HIV) and Tuberculosis (TB) tests before you can be issued your Student's Pass. These tests must be done in NTU.

Upon the satisfactory completion of your medical examination at NTU, the Medical Centre will issue the medical report to you for submission with your application for Student's Pass.

The offer of admission is conditional upon the issue of a valid Student's Pass by the ICA. International students who fail the above medical tests will not be admitted to the University, and will be repatriated at their own expense.

Undergraduate international students should refer to the Admissions Handbook for Freshmen for the scheduled time of their medical examination.

Graduate international students and exchange/non-graduating students whose study in NTU exceeds 6 months will be given an appointment for their medical examination.

## ACCOMMODATION



An integral part of a wholesome university experience is to thoroughly immerse yourself in a vibrant campus living environment.

### ON-CAMPUS ACCOMMODATION

Our Halls of Residence for undergraduate and accommodation for graduate students are located around a large 200-hectare campus and they present ease of access to academic and recreational facilities.

There are different arrangements for the accommodation of undergraduate, graduate or exchange students. As such, you should refer to the information that is relevant to your admission status at NTU. On-campus accommodation includes furnished rooms with basic furniture, on a single or twin-sharing basis. All rooms have internet access.

### Undergraduate students

The sixteen Halls of Residence are home to some 9,200 undergraduate students. This community forms a large family unit, actively engaging in social activities and mutual help. Residents will experience a range of cultural, social and sporting activities, which are part of hostel life. With these many levels of interaction, Inter-Hall games and societies, networking has never been easier. Living in a hall is a unique experience that will leave you with fond memories.



While meals are not provided by the Halls, residents may eat at any of the canteens on campus.

All new undergraduate international students are assured of accommodation in one of the Halls of Residence. After you accept the offer of admission electronically, you will be able to apply online for accommodation. For instructions on the application for accommodation, please refer to the Admissions Handbook for Freshmen that is sent separately to you.

### Graduate Students

On-campus accommodation consists of single/double rooms at the Graduate Hall, or apartments to be shared with a few other graduate students at Nanyang Heights or Nanyang Valley. While married students may apply to stay in the double rooms, children are not allowed. Private off-campus accommodation may be available for families.

University housing is not guaranteed for international graduate students. In view of the limited places, priority is given to new graduate students or to those who have not stayed in graduate housing before. Application must be submitted online before your arrival, and allocation will be on a first-come-first-served basis. Details can be found on the ISC website at <http://www.ntu.edu.sg/isc/GS+Accommodation/>.

### Exchange Students

All undergraduate exchange students from overseas partner universities are assured of accommodation in one of the sixteen Halls of Residence. Instructions on the application will be sent together with the letter of offer of admission to NTU. Applications must be submitted online prior to arrival. Allocation of your accommodation can be obtained from the Exchange Portal.

Graduate exchange students who wish to stay in graduate housing should apply online at <http://www.ntu.edu.sg/isc/GS+Accommodation/>.

### OFF-CAMPUS ACCOMMODATION

Many international students live off-campus, either renting a room or an apartment. The rental ranges from S\$300-S\$600 per month depending on whether the room is unfurnished or fully furnished.

Upon matriculation, you can access the Off-Campus Accommodation System (OCAS) from the Student Affairs Office website at [www.ntu.edu.sg/sao](http://www.ntu.edu.sg/sao) or obtain more information on off-campus accommodation in the local newspapers.

Graduate and exchange students who wish to live off-campus may also approach the ISC for advice.





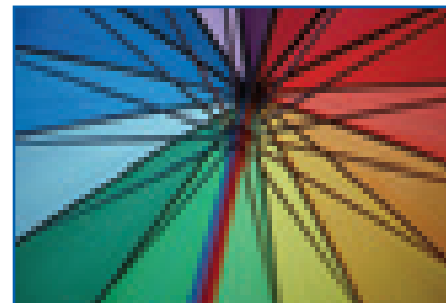
## WHAT TO PACK?

Proper packing is essential to help you settle down at NTU. Here are a few suggestions on the items to pack:

- Original Letter of Offer of Admission from NTU. Copies of all educational certificates and examination results. These are for verification and reference when you register as a student.
- Personal items such as toiletries, bath towels, bedsheets, pillowcases, alarm clock, electrical accessories such as a 3-pin plug, etc. These are items which are easy to pack and you will need them upon your arrival in Singapore.
- Cash of at least S\$2,000 (in small denominations) for initial expenses (excluding tuition fees and accommodation) on arrival.
- 6 passport-sized photographs.
- Utensils (e.g. mug, fork, spoon, plate, etc.)
- Sports equipment (e.g. tennis racket, table tennis bat, jogging shoes, etc.)
- Prescription of any regular medication.
- National costume of your country, which you can wear to showcase your country's culture on any cultural platforms.
- If you already have an existing computer notebook, then bring it along. However, if you are planning to buy one from your home country to bring with you, you may wish to consider buying it in Singapore as the computer shops offer good packages.



## GROUP HOSPITALISATION AND SURGICAL INSURANCE SCHEME



All full-time international students and Singapore Permanent Residents must subscribe to a health insurance scheme that covers accident, hospitalisation and surgical expenses.

Falling sick can be a financial drain especially if you require hospitalisation and/or surgery. International students without a local insurance policy are required to pay a large cash deposit if they are hospitalised. The Group Hospitalisation & Surgical Insurance (GHSI) scheme has been specially tailored for you at a reasonable cost.

### COVERAGE

The GHSI scheme covers inpatient treatments such as:

- hospital and surgical treatment
- pre-hospital diagnostic services
- post-hospital follow-up treatment, and
- specialist consultation.

Outpatient benefits include:

- removal of impacted teeth
- cancer treatment
- kidney dialysis treatment
- dental treatment resulting from an accident, and
- emergency outpatient treatment following an accident.

Other benefits are:

- increases in sum insured while abroad
- mental illness
- funeral expenses
- accidental death benefits
- repatriation of remains to home country, and
- economy class return air tickets for 2 next-of-kin.

The GHSI provides worldwide coverage and the insured students are free to consult any doctor or to choose any class of ward and hospital. The annual limit of the insurance is S\$15,000.

### MAIN EXCLUSIONS

These are not covered:

- pre-existing conditions (unless you have been insured for more than 12 continuous months)
- pregnancy, miscarriage or abortion (except therapeutic abortion)
- congenital conditions
- cosmetic or preventive treatment
- self-injury

For details, please refer to <http://www.ntu.edu.sg/ISC/Health+Matters/GHSI/>.

### PREMIUM

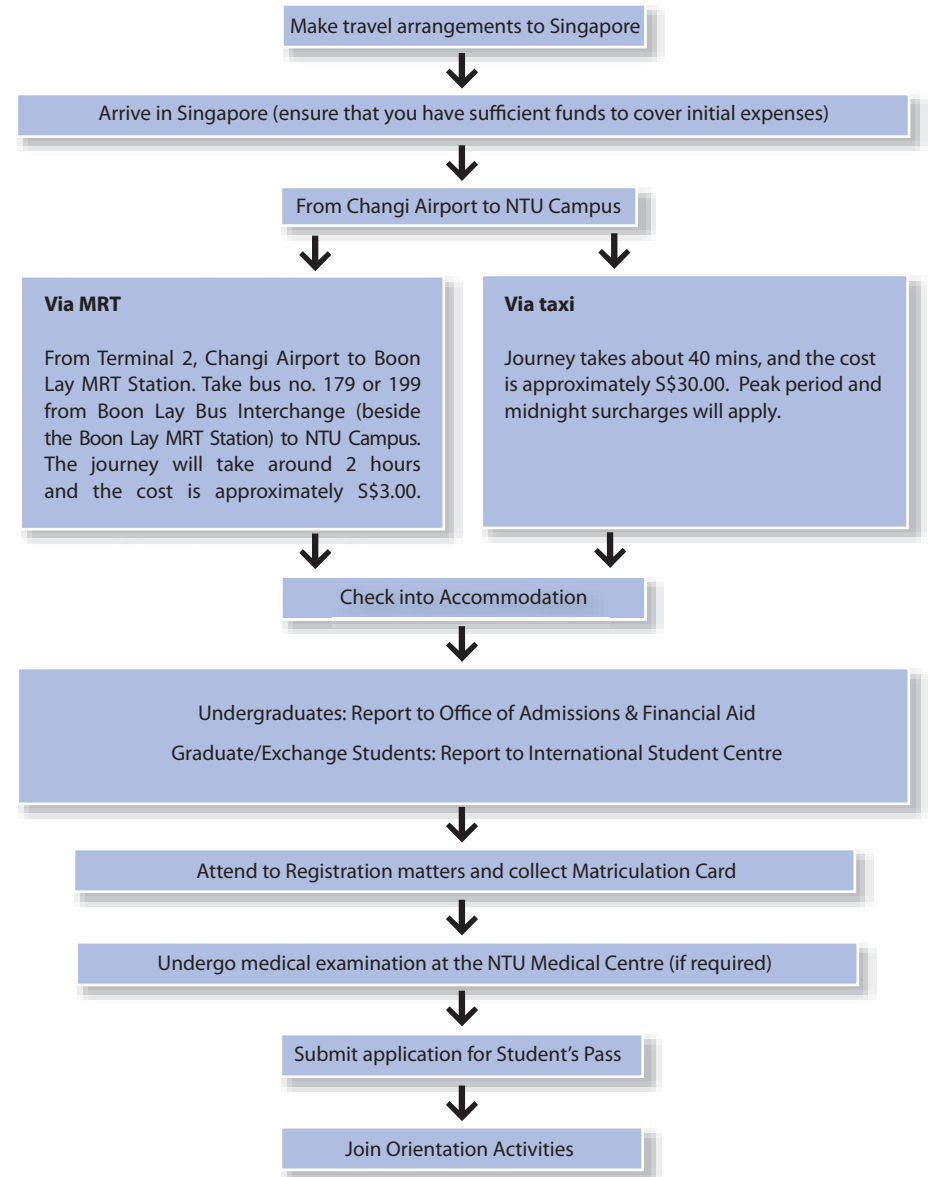
The annual insurance premium for the GHSI scheme is S\$69.00 and is subject to change. Payment may be pro-rated according to the duration of stay at NTU. Payment must be made upon arrival in NTU by cash or NETS.

### CLAIM

To make an insurance claim, you must submit the completed medical claim form to ISC, together with all the original bills and/or receipts as documentary proof.

*We know that being away from home can be lonely especially if you fall ill.  
Do contact the ISC if you need any assistance.*

## ARRIVAL IN SINGAPORE THE ARRIVAL PROCESS



## FREE LOCAL CALLS AT AIRPORT

There are phones within the airport terminal before the luggage collection area where you can make free local calls. You can use it to contact the student representative assigned to meet you or contact NTU.

## CHANGE MONEY

There are money changers at the airport. However, you may wish to change only a small amount of money, sufficient to cover your initial expenses, e.g. taxi fare to NTU and the first few meals. You can get better rates at the shopping mall near NTU.

## PUBLIC TRANSPORT

Taxis, public buses and the subway, known as the Mass Rapid Transit (MRT), will conveniently bring you to most parts of the island.

### Taxi

As you exit the airport terminal, there are signs leading you to the taxi stands. The journey by taxi to NTU takes about 40 minutes. It costs around S\$30.00 depending on the time of travel.

You pay for the distance travelled as shown on the meter and there is a surcharge of S\$3.00 (S\$5.00 on Friday 5.00pm to midnight on Sunday) from the airport. In addition, there are peak period surcharges and midnight surcharges from 11.30pm to 6.00am, where you will have to pay an additional 10% - 50% of the metered fare.



It is advisable to inform the driver to enter NTU via Jalan Bahar. You will see a sign at the entrance with the name of Nanyang Technological University in Singapore's 4 official languages.

### Mass Rapid Transit (MRT)

The MRT is the cheaper mode of transport to NTU. The ez-link card, a contactless stored-value smartcard that may be purchased from any TransitLink Ticket Office, is used on buses and the MRT. The ez-link card costs S\$15.00.

You will have to alight at the Boon Lay Interchange and take bus no. 179 or 199 or a taxi to NTU Campus. The journey takes about 2 hours and costs approximately S\$3.00 but it is not convenient if you have many pieces of luggage as you may have to walk a distance to your hostel. The MRT does not operate between midnight to 6.00 am.

### Railway Station

Trains from Malaysia (e.g. Johor Bahru, Kuala Lumpur, Butterworth) arrive at Tanjong Pagar Railway Station. You may take bus no. 30 opposite the railway station to Boon Lay MRT Station where bus no. 179 or 199 will take you to NTU.



## COLLECTION OF ROOM KEY

If you are allocated campus accommodation, you will be informed on the key collection by the respective offices. There are separate arrangements for the key collection for undergraduate, graduate and exchange students. As such you should refer to the information given below:

	UNDERGRADUATE STUDENTS	GRADUATE/EXCHANGE STUDENTS
<b>Office-in-Charge</b>	Student Affairs Office	International Student Centre
<b>Collection of Room Keys</b>		
During office hours Mon to Thu 8:30 am to 5:45 pm Fri 8.30 am to 5.15 pm	Check-in at the Hall Office of your allocated hall	ISC will advise on collection of keys either at allocated Hall or from Student Representative
After office hours	Inform Office of Admissions & Financial Aid (OFA) on arrival details via the Online Arrival link at the OFA website, at least 1 week before departure.  OFA will advise on collection of keys via e-mail.	<b>Graduate students</b> Inform ISC on arrival details via email. ISC will advise on collection of keys  <b>Exchange students</b> Inform ISC of arrival details via Exchange Portal. ISC will advise on collection of keys
<b>Contact</b>	<b>Office of Admissions &amp; Financial Aid</b> Student Services Centre Level 2 42 Nanyang Avenue Singapore 639815	<b>International Student Centre</b> International House 36 Nanyang Avenue #02-02 Singapore 639801

## ABOUT SINGAPORE



Located at approximately 137 km north of the equator, Singapore is strategically and centrally located at the south of the Malay archipelago, within 4 hours by air to other Southeast Asian Nation (ASEAN) partners and within 8 hours to Beijing, New Delhi and Sydney.



Singapore's compact size belies its economic growth. In just 150 years, it has grown into a thriving centre of commerce and industry. Singapore is:

- ✎ the busiest port in the world with over 600 shipping lines
- ✎ one of the world's major oil refining and distribution centres
- ✎ a major supplier of electronic components
- ✎ a leader in shipbuilding and repairing
- ✎ one of the most important financial centres of Asia, with more than 130 banks
- ✎ home to a superb communications network which links the nation to the rest of the world via satellite, 24-hour telegraph and telephone systems

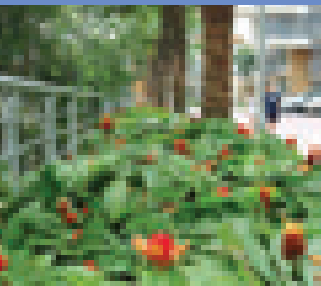
Four million people of various ethnic communities and cultures live together harmoniously in this vibrant cosmopolitan country. English is the language of business and administration and the medium of instruction in schools and at the University. Most Singaporeans are bilingual and are able to speak English and at least one other language – usually Mandarin, Malay or Tamil.

Due to its geographical location and being an island, Singapore's climate is warm with uniform daily temperatures, abundant rainfall, and thus high humidity. Showers are usually sudden and heavy but also brief and refreshing. The average temperature throughout the year, day and night, ranges between 25 and 33 deg C.

Being a food paradise, Singapore has a wide variety of Asian or Western cuisines which can be found everywhere. From food centres to expensive restaurants, there will be ample opportunities for you to savour both local and international cuisine, including the food of your own country.

### Did you know?

The Merlion, a mythological creature with the head of a lion and the body of a fish, is one of Singapore's most recognisable icons.



Well-known as one of Asia's most modern cities, it is also famous for being a 'clean and green Garden City', as well as a shopper's paradise. More information about Singapore can be found at <http://www.sg>.

## PLACES OF INTEREST

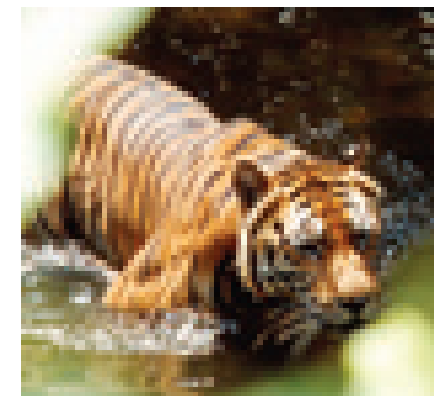
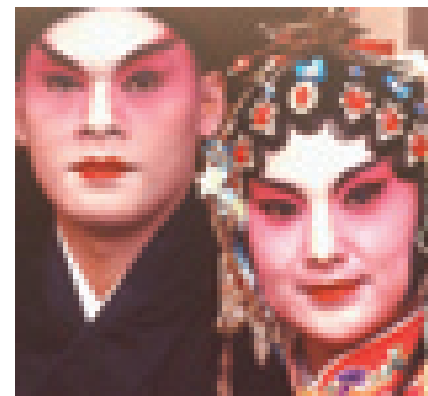
### Animal & Natural Attractions

If you are fascinated by birds and animals, pay a visit to the Singapore Zoological Gardens during the day, and after dark, visit the famous Night Safari in the cool of the evening. You can also enjoy a close-up view of free-flying birds and watch the entertaining birdshows at the Jurong Bird Park, which has one of the world's largest walk-in aviaries with the tallest man-made waterfall.

There are many parks in Singapore for you to explore and simply relax in. Stroll through the lovely Botanic Gardens, or climb up Bukit Timah and visit its Nature Reserve. Enjoy the greenery that makes Singapore truly a "Garden City".

### Arts & Entertainment

Singapore is a haven for the arts all year round. Be it local or international, visual or performing arts you are looking for, you can be sure that your Singapore experience can be jazzed up through events in dance, drama, music, and much more!





### Ethnic Quarters

Discover more about Singapore’s multi-ethnic flavour in places such as Chinatown, Little India and Arab Street. Walk through fascinating, even quirky shops of ethnic character, and you’ll be sure to discover something intriguing in this treasure trove.



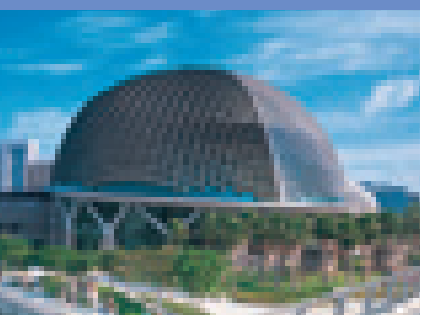
### Museums

The cultural and heritage sector in Singapore is well and alive! The National Heritage Board (NHB) operates six leading museums, including the National Museum of Singapore and the Asian Civilisations Museum. Check out their current exhibits as well as their outreach programmes at <http://www.nhb.gov.sg>. There are enriching cultural exchanges not to be missed.



### Shopping

Shopaholics can rejoice to know that Singapore is a shopper’s paradise. Malls and shopping centres are conveniently located all over the island and the main shopping belt lies in Orchard Road. You can also look forward to the Great Singapore Sale, which is an annual event held to promote shopping in Singapore.



### Sports & Recreation

Singapore has a wide range of sporting and recreational facilities which you can use to work up a sweat and get fit. From community gyms to inline hockey to water sports, there is something for everyone.

### Theme Parks

Sentosa Island is a highly popular theme park off the shore of Singapore. A fun place under the sun, it is a quick getaway from the hustle and bustle of the city. Take a cable car ride to the island, walk along its pristine beaches, swim, and visit its many exciting themed attractions.

Yes, there is indeed all this and much more for you to explore in Singapore! For information in addition to the above, do visit the Singapore Tourism Board’s website at [www.visitsingapore.com](http://www.visitsingapore.com).

### Living Costs in Singapore

The amount you will spend in Singapore depends on your lifestyle. Estimated monthly living expenses are as follows:

ITEM	MONTHLY EXPENSES (S\$)
Accommodation :	
Twin sharing for undergraduate accommodation	\$155 - \$190
Graduate housing depending on room type	\$225 - \$550
Meals	\$300 - \$400
Personal expenses	\$200 - \$400
Transport for local travel in Singapore	\$40
Textbooks and Course Materials	\$200 - \$500 per academic year

## USEFUL INFORMATION

### Passport

You will need to keep a photocopy of your passport with you if you have yet to collect your Student's Pass (STP) that is issued by the Immigration and Checkpoints Authority (ICA). After getting the STP, you should have it with you at all times as the STP is your official identification in Singapore. When you travel out of Singapore, you will need your passport, the STP and the Embarkation/Disembarkation card with you so that you can return to Singapore as a student.

### Matriculation Card

Upon registration, all students will be issued a Matriculation Card. You have to use your student card for various administrative purposes such as entry for examinations, borrowing of books from the library and booking of sports facilities.

### Goods and Services Tax

A 5% Goods and Services Tax (GST) is levied on all goods and services purchased. When making payment for your purchases, the final amount payable should be the total of the item's price and the 5% GST. The tax will be increased to 7% with effect from 1<sup>st</sup> July 2007.

### Standard Voltage

The standard voltage for electrical appliances in Singapore is 220-240 volts. The electrical accessories such as the 3-pin plug, multi-plug and extension drum should bear the approved stamp from PUB/SISIR to ensure electrical safety.



### NETS (National Electronic Transfer System) Payment

Payments in Singapore, in general, are done by cash, CashCard, through NETS, credit card, ez-link facility, cheques, GIRO, etc depending on the goods and services provided.

For matters such as the Student's Pass fees imposed by the ICA and the insurance premium, the payment transaction is by NETS, an electronic bank transfer using your Automated Teller Machine (ATM) bank card. This enables you to make direct payment electronically from your bank account. There is no surcharge if you use NETS.

### Ez-link Concession Card

Full-time matriculated undergraduate students may apply for an ez-link Concession Card to enjoy student's rates for travel on public buses and the MRT. More information on the application procedure can be found on the Student Affairs Office (SAO) website at [www.ntu.edu.sg/sao](http://www.ntu.edu.sg/sao).

Exchange and graduate students are not eligible for the concession and will have to purchase the Adult ez-link card from the bus interchanges.

### Healthcare System

The public and private hospitals in Singapore provide various general and specialised healthcare services. The nearest hospital to NTU is the National University Hospital (NUH), a public teaching hospital located on the National University of Singapore (NUS) campus.



## Part-Time Employment



Students who wish to work part-time should note that there is a limit to the number of hours you can work to ensure that your job will not affect your studies.

Full-time matriculated international students may apply for endorsement to work part-time during the term. Applicants, however, must first complete at least one semester of study at NTU. Each student is allowed to work part-time for a maximum of 16 hours per week during term time. No endorsement is necessary for part-time work during the vacation.

Scholarship recipients must have the approval of their scholarship sponsors if they wish to work part-time.

Undergraduates who wish to work part-time should approach the Student Affairs Office, and graduate students should contact the International Student Centre. Details of the terms and conditions for employment can be found on the websites of these offices.

Part-time work opportunities on campus are usually made known via word-of-mouth, listed on the Outlook public folders, or advertised on the school or department notice boards. While part-time employment can give you valuable work exposure, part-time jobs are generally few and you should not rely on your earnings to support your studies here.

Exchange students are not allowed to work part-time unless they are on the Work Experience Programme (WEP).

## Clothing and Climate

As the weather in Singapore is warm and humid, T-shirts and jeans are normal for students in NTU. You may wish to have a jacket or sweater when you attend your classes in the lecture theatres or tutorial rooms and when you visit the libraries because the central air-conditioning in these places can be cold.

## Travel

If you are travelling out of Singapore, please inform the International Student Centre either via email or in person of your travel plans. This is to enable the ISC to contact you in case of an emergency. You should ensure that you have the necessary travel documents e.g. passport, visa and seek advice from the NTU Medical Centre on the vaccinations required.

## Change of Address

Whenever you change your home or postal address, you must notify the University. This is very important as we need to contact you in case of emergency. This is also to ensure that important information from NTU reaches you in good time.

The procedures are as follows:

### Undergraduate

Update online [via StudentLink](#)

### Graduate Students

Update online [via GSLink](#)





## Overstaying

Overstaying is a punishable offence under the Immigration Act. Please take note of the expiry dates of your Social Visit Pass upon arrival and your Student's Pass and approach the office-in-charge about 1 month before the expiry date.

For renewal of Student's Pass, undergraduates should seek assistance from the Student Affairs Office. Graduate students and exchange/non-graduating students should contact the International Student Centre.

## Caution:

- Drug trafficking and drug abuse are serious offences. Trafficking, manufacturing, importing or exporting of drugs carries a death penalty. Unauthorised consumption of drugs also carries a heavy penalty.
- Controlled drugs, psychotropic substances, firecrackers, unauthorised reproduction of copyright publications, obscene articles and publications are illegal in Singapore.
- Cigarette lighters in the shape of pistols/revolvers, toy coins or toy currency notes, endangered species of wildlife and their by-products, seditious and treasonable materials are not allowed to be brought into Singapore.
- Smoking is prohibited in most buildings and public, air-conditioned areas.
- Singapore has strict laws against littering.



# ADJUSTING TO LIFE IN SINGAPORE

If you are in Singapore for the first time, it is natural that you may need some time to get used to a new living and study environment, with its different customs and cultures. Here are some tips to help you adjust to become familiar with your new surroundings:

## KEEP AN OPEN MIND

The culture, work ethic and lifestyle in Singapore may be different from what you are used to at home.

## TALK TO YOUR ACADEMIC COUNSELLOR AND/OR LECTURER

If you have difficulties understanding the lectures, approach your academic counsellor or the lecturer/tutor. Consultation times are usually posted outside their offices, or check with the General Office of your School for their availability.

## ASK QUESTIONS, SEEK CLARIFICATIONS

Do not be afraid to ask. Your lecturers, NTU staff and seniors or other fellow students will help you if you need assistance concerning your studies and new living environment. If you are a Hall resident, talk to your Hall Fellows.



### **JOIN ORIENTATION PROGRAMMES**

Various orientation programmes are arranged for new students by the International Student Centre, the Schools, Students' Union, Halls of Residence, Clubs and Societies, to help you adjust to university life. You are encouraged to participate in these programmes to get to know the faculty members and your fellow students.

### **GET INVOLVED**

Make an effort to meet people, strike up new friendships, participate in social and student club activities and take every opportunity to learn about others and their cultures.

### **GET FAMILY SUPPORT**

Keep in touch with your family by calling home or e-mailing them often and letting them know how you are doing.

### **CONTACT THE INTERNATIONAL STUDENT CENTRE**

Do feel free to talk to us at the ISC if you meet with any difficulties. We are fully aware of the issues affecting international students and are able to provide pastoral support, plus put you in touch with the right person on campus to help you.








## ACTIVITIES EVENTS AND PROGRAMMES

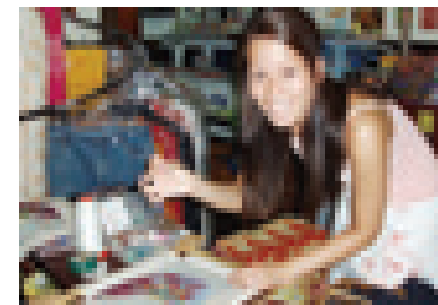
NTU encourages a complete student experience and is dedicated to providing social and educational activities for all students. There are more than 80 student clubs and societies on campus. These include academic, cultural, religious, recreational and sports organisations that cater for a variety of interest of students.

Joining the activities is a good way to meet other students who share your interests. It is also an opportunity to gain and develop valuable leadership skills.



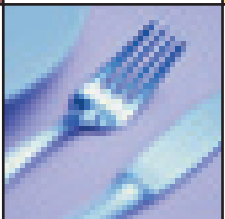

The International Student Centre also offers programmes and activities to help in the transition to the NTU environment, to foster well-being and give you an insight into multi-cultural Singapore. Some of the activities include:

-  Cultural Tours of Singapore
-  Trips to places of interest e.g. Night Safari
-  Get-togethers such as regular coffee sessions, barbeques and pizza nites
-  Open Houses during festive seasons
-  Host Programmes offering visits to the homes of Singaporeans

Most of the activities are free or very inexpensive. Whatever your interest, there is something for you to enjoy and take a break from your studies.



# YOUR CAMPUS SURROUNDINGS

NTU CAMPUS FACILITIES			
<p><b>Libraries</b></p> <p>6 libraries provide a wide range of resources for your studies</p>		<p><b>Computer Facilities</b></p> <p>Campus-wide wireless network for you to access the Internet</p>	
<p><b>Supermarkets</b></p> <p>2 supermarkets and a 7-Eleven store carry essential items for your daily needs</p>	<p><b>Dining Facilities</b></p> <p>Have your meals at any of our 12 canteens and 3 cafes</p>		<p><b>Computer Shop</b></p> <p>Buy computers and computer accessories at affordable prices</p>
<p><b>Postal Services</b></p> <p>Purchase stamps and send mail at the supermarket next to Canteen 2</p>	<p><b>Photocopying</b></p> <p>Photocopying machines can be found in the libraries for your use</p>	<p><b>Student Counselling Centre</b></p> <p>Provides professional counselling services and workshops</p>	<p><b>Transportation on Campus</b></p> <p>Public Bus Service 179 &amp; 199 or Internal Shuttle Bus service</p>
<p><b>Hair Salon</b></p> <p>For hair cut, hair wash or hair styling</p>	<p><b>Student Services Centre</b></p> <p>Administrative offices for student matters relating to admissions, registration, payment of fees, activities, etc</p>	<p><b>NTU Medical Centre</b></p> <p>Provides basic medical care and dental treatment</p>	<p><b>Bookshops</b></p> <p>Get your textbooks and stationery at the 2 bookstores on campus</p>
<p><b>Bank Facilities</b></p> <p>Automated Teller Machines (ATMs) are available for your banking transactions</p>	<p><b>Sports &amp; Recreation Centre</b></p> <p>Offers various indoor, outdoor and aquatic facilities</p>		<p><b>Student Activities Centre</b></p> <p>Offers a lounge, TV/games rooms and common meeting rooms</p>

## LIBRARIES

The NTU Libraries develop and maintain extensive print and digital resources to support the teaching and research activities of the University. The core collections encompass subjects in computer, electronic, materials, mechanical, civil and environmental engineering, mass communications, business, banking and accounting, including biological and life sciences.

Your matriculation card will allow you to borrow books from the libraries without the need for a separate registration. The libraries are closed on Sundays and Public Holidays, but usually extend their opening hours during examination periods. Revisions to the opening hours will be announced on their website or on the Library notice boards.

## SPORTS & RECREATION CENTRE

With more than 40 sports and clubs to choose from, you are spoilt for choice when it comes to pursuing your sporting interests. There is so much to do at different times of the year, such as going on overseas trips, participating in diving expeditions, learn-to-play schemes or undergoing a disciplined training regime for sports enthusiasts.

Besides the variety of sports programmes offered, there is also a range of facilities such as tennis and squash courts, which require prior booking at the General Office of the S & R Centre.



## COMPUTER FACILITIES

Every matriculated student is given an NTU network account. While a computer fee is charged to your student bill each academic year, there is no extra charge for the usage of computing facilities, which are widely available on campus.

The campus-wide wireless network allows those equipped with notebooks, PCs and PDAs to access network services from practically anywhere on campus, such as lecture theatres, academic complexes, canteens and libraries, without the need for network cables. Students can also make use of the computers in the libraries, Halls of Residence, Computer Terminal Room (located at the South Spine), and the ISC Lounge.

The computer shop on campus is located at the South Spine, below the Medical Centre. Should you require technical support on IT-related problems, you may contact the Helpdesk staff at the Centre for IT Services (CITS), who will be able to assist you.

## STUDENT COUNSELLING CENTRE

The Student Counselling Centre provides free, confidential and professional counselling services to undergraduate and graduate students of the University. The Centre offers individual counselling, workshops and other group programmes for students. It is located at the Student Services Centre.

## NTU MEDICAL CENTRE

The Medical Centre on campus is managed by Gethin-Jones Medical Practice Pte Ltd. Medical and dental services include general outpatient treatment, laboratory investigation and minor surgery. The Medical Centre also conducts various kinds of medical examinations, provides before and after travel medical advice and immunisations. It is located at the South Spine.



Opening hours during term-time are:

Mon to Thu: 8.30am to 5.30pm  
(last registration at 5.00pm)

Fri: 8.30am to 5.00pm  
(last registration at 4.30pm)

Sat: 9.30am to 12.30pm  
(last registration at 12.00pm)

## BANK FACILITIES

You may choose to open your account with the bank of your choice in Singapore. The banks offer a wide range of services and have different types of savings accounts. You should bring sufficient cash or traveller's cheques to cover your expenses before you open a bank account. The major banks in Singapore are the Development Bank of Singapore (DBS), United Overseas Bank Ltd (UOB), and the Overseas-Chinese Banking Corporation (OCBC).

The OCBC Bank has a branch on campus which provides financial services including telegraphic transfers of funds. Automated Teller Machines (ATMs) for the UOB and DBS/POSB Banks are also available in NTU. You may top up your CashCard, the most commonly accepted cashless payment, at these machines as well.

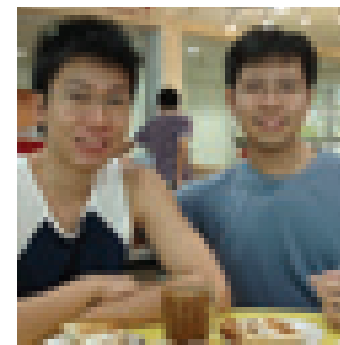
## DINING FACILITIES

The NTU canteens offer a wide variety of food. A meal at most of the canteens will cost an average of S\$2.00 to S\$4.00. You can find a good selection of Western, Chinese, Japanese, Muslim, Indian as well as vegetarian food. Vegetarian food can be found at Canteens A, B, 2, and the NIE canteen.

The food stalls are conveniently located at various academic complexes, the Student Activities Centre and within the Halls of Residences. The Halls of Residences do not have their own dining halls, but are served by these canteens.

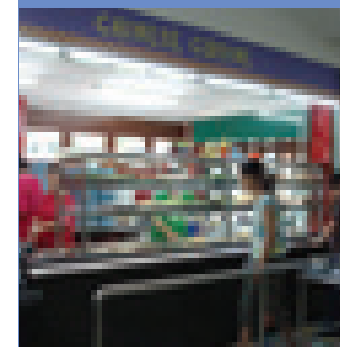
## SUPERMARKETS

There are two supermarkets and a 7-Eleven Store that provide an extensive range of services and convenience items. You will be able to buy essential items, such as toiletries, snacks, stationery, phone cards and cash cards. The supermarket next to Canteen 2 also provides postal, laminating and fax services.



"I chose NTU because the School of Biological Sciences appealed to me. I also felt that the lovely Yunnan Garden campus would provide me with a great environment for studying."

**RENEE ATHINA**  
Philippines



## POSTAL SERVICES

Basic postal services (sale of postage stamps, ordinary mail and registered mail) are provided. Mail is collected from the supermarket (branch next to Canteen 2) within the campus from Mondays to Fridays. You can also find public mailboxes located around campus.

You can also use the Self-service Automated Machine (SAM), a 24-hour automated post office, to buy postage stamps and pay your telephone bills. A SAM is located at level B3 of the South Spine, and also beside the 7-Eleven store.

## BOOKSHOPS

The two bookshops on campus sell a range of textbooks and stationery. Popular Book Store is found at the South Spine (S4, Level B5-01) and the Campus Book Centre is at NIE (Block 4, Level B1-1).

## PURCHASE OF MOBILE PHONES



For purchase of mobile phones, you may choose from a wide variety of outlets run by the main service providers such as SingTel, StarHub and M1 (MobileOne). These may be found in various shopping malls, including Jurong Point Shopping Centre which is the nearest to NTU and just a short bus-ride away.

## MAIL AND LUGGAGE SERVICE

The ISC acts as a temporary mailing address to assist students to receive their mails and parcels. The Centre also provides temporary storage for luggage received from overseas. These items may be sent under your name to the International Student Centre (ISC).

Students are reminded to update their mailing addresses promptly on either StudentLink (for undergraduates) or GSLink (for graduate students), and with various organisations like banks, etc upon change of residential location.

# CRISIS MANAGEMENT WHAT YOU SHOULD DO



On-campus: Report sick at the NTU Medical Centre.

Off-campus: Report sick at any clinic.



Call for ambulance (**995**) and police (**999**)



Call NTU Medical Centre at **6793 6828**



Contact your Hall Fellow or Campus Security at **6790 5200**



Inform Campus Security at **6790 5200**



Inform Student Counselling Centre at **6790 4462**



Inform your Hall Fellow or International Student Centre (ISC) on the ISC Crisis No. **9170 0634**



Inform ISC at **6790 6823**



Inform ISC at **6790 6823** or the ISC Crisis No. **9170 0634**

### Hotlines

SOS helpline

Tel : 1800-2214444 (24 hours)

CareCorner (Mandarin)

Tel : 1800-3535800 (10am to 10pm everyday except public holidays)

### After Office Hours: Medical Centres

#### Open till Midnight

Silver Cross Clinic

Blk 502, Jurong West Ave 1, #01-803. Tel: 6899 2142

Healthway Medical Group

Blk 690, Jurong West Central 1 (next to Jurong Point), #01-193.

Tel: 6792 1812

#### Open 24 Hrs

Central Clinic & Surgery

Blk 450, Clementi Ave 3, #01-291. Tel: 6773 2925

Hall Fellows are academic/administrative staff appointed to each Hall of Residence to act as a counsellor, crisis manager, community leader and resource advisor. You can get the contact number of the Hall Fellow of your block through the Hall Office.

## USEFUL CONTACT NUMBERS

In case of other emergencies such as road accidents, serious physical injuries and fires, please contact:

<b>Campus Security, NTU</b>	<b>6790 5200</b>
<b>Police</b>	<b>999</b>
<b>Fire/Ambulance</b>	<b>995</b>

For assistance with faulty facilities in the graduate housing, pls contact:

<b>Fault Reporting Centre (24 hrs)</b>	<b>6790 4777</b>
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### ESSENTIAL NUMBERS ON CAMPUS

Prefix the following numbers with 65 (country code) if you are calling from outside Singapore. There is no city code.

Administrative Offices	Telephone	Email/Website
<b>Office of Academic Services</b> • Undergraduate Studies Matters	6790 6991 6790 5117	www.ntu.edu.sg/oas AS-FA@ntu.edu.sg
<b>Office of Admissions &amp; Financial Aid</b> • International Admissions • Financial Assistance & Scholarships	6790 5806/7 6790 4115	www.ntu.edu.sg/admissions Adm_Intnl@ntu.edu.sg FinAid@ntu.edu.sg
<b>Office of Finance</b> • Payment of Fees	6790 5799 6790 5060	www.ntu.edu.sg/finance studentbilling@ntu.edu.sg
<b>Student Affairs Office</b> • Hostel Accommodation • Extra-Curricular Activities	6790 5155 6790 5156	www.ntu.edu.sg/sao SAO-FA@ntu.edu.sg
<b>Student Counselling Centre</b>	6790 4462	www.ntu.edu.sg/scc scc@ntu.edu.sg
<b>Sports &amp; Recreation Centre</b> • Booking of Sports Facilities	6790 5168	www.ntu.edu.sg/sao/sports srcgo@ntu.edu.sg

## USEFUL CONTACT NUMBERS

Services	Telephone	Email/Website
<b>Centre for IT Services</b> • Helpdesk	6790 5228	www.ntu.edu.sg/cits helpdesk@ntu.edu.sg
<b>Libraries</b> • ACRC Library • Art, Design & Media Library • HSS Library • Lee Wee Nam Library • Library 2 • Media Resource Library	6790 6927 6513 7624 6316 8952 6790 6312 6790 5210 6790 4622	www.ntu.edu.sg/library infodesk@ntu.edu.sg
<b>Medical Centre</b>	6793 6828 6793 6974	www.ntu.edu.sg/SAO/Support+ Services/Medical+Scheme/

Campus Facilities	Telephone	Email/Website
<b>Campus Book Centre (NIE)</b>	6793 0580	
<b>Eight Flags Computer Shop</b>	6793 5911	www.8flags.com.sg
<b>Hair Salon</b>	6791 7303	
<b>Nanyang Executive Centre</b> • Enquiries for guest rooms on campus	6790 6699 6790 6697	www.ntu.edu.sg/OFPM/NEC
<b>OCBC Bank (NTU Branch)</b>	1800-4383333	
<b>Popular Book Store (NTU branch)</b>	6790 2978	feedback@popular.com.sg
<b>Supermarket (Branch at Canteen 2)</b>	6791 6126 6791 3407	

## USEFUL CONTACT NUMBERS

Transport Services	Telephone	Email/Website
<b>SBS Transit</b>	1800-2872727	www.sbstransit.com.sg
<b>SMRT Customer Service Centre (Bus and MRT trains)</b>	1800-3368900	www.smrt.com.sg
<b>Taxi Service (Comfort)</b>	6552 1111	www.comfort-transportation.com.sg
<b>Taxi Service (Citycab)</b>	6552 2222	www.citycab.com.sg
<b>Taxi Service (SMRT)</b>	6555 8888	www.smrt.com.sg

Others	Telephone	Email/Website
<b>Changi Airport (Flight Information)</b>	1800-5424422	www.changi.airport.com.sg
<b>Immigration &amp; Checkpoints Authority</b>	6391 6100	www.ica.gov.sg
<b>Ministry of Education</b> • Tuition Grant Enquiries	6872 2220 6879 7333 6879 7334	www.moe.gov.sg
<b>Ministry of Foreign Affairs</b>	6379 8000	www.mfa.gov.sg
<b>Singapore Telecom</b>	1606 (Business Hotline)	www.singtel.com.sg
<b>Singapore Tourism Board</b>		www.visitsingapore.com

## EMBASSIES AND HIGH COMMISSIONS

Country	Telephone	Country	Telephone
Australia	6836 4100	Mexico	6298 2678
Bangladesh	6255 0075	Myanmar	6735 0209
Brunei Darussalam	6733 9055	Netherlands	6737 1155
Cambodia	6341 9785	Norway	6220 7122
Canada	6854 5900	Pakistan	6737 6988
China	6418 0224	Philippines	6737 3977
Denmark	6355 5010	South Korea	6256 1188
Finland	6254 4042	Spain	6725 9220
France	6880 7800	Sri Lanka	6254 4595
Germany	6533 6002	Sweden	6415 9720
India	6737 6777	Switzerland	6468 5788
Indonesia	6737 7422	Thailand	6737 2644
Japan	6235 8855	United Kingdom	6424 4200
Kazakhstan	6536 6100	USA	6476 9100
Malaysia	6235 0111	Vietnam	6462 5938



# NTU CAMPUS MAP



OFFICES	
Centre for IT Services (CITS)	NS, L2 & L4
Corporate Communications Office	AB, L1
Graduate Studies Office	SSC, L2
International Relations Office	Wangyang Avenue
International Student Centre (ISC)	Wangyang Avenue
Office of Academic Services	SSC, L1
Office of Admissions & Research Aid	SSC, L1
Office of Facilities Planning & Management (OFFM)	NS, N1 & S1
Office of Finance	SSC, L2, AB, L1 & L2
Career & Placement Office	SSC, L4
Student Affairs Office	SSC, L2 & L3

SCHOOLS	
Art, Design & Media (ADM)	Wangyang Drive
Biological Sciences (BS)	Wangyang Drive
Civil & Environmental Engineering (CEE)	NS, N1
College of Engineering (CoE)	SS, SS2
Communication & Information (CI)	Wangyang Drive
Computer Engineering (CE)	NS, N1
Electrical & Electronic Engineering (EEE)	SS, S1 & S2
Humanities & Social Sciences (HSS)	SS, SS2
Materials Science & Engineering (MSE)	NS, N4
Mechanical & Aerospace Engineering (MAE)	NS, N2
Wangyang Business School (WBS)	SS, S1

LIBRARIES	
RCPC Library	Wangyang Drive
Art, Design & Media Library	Wangyang Drive
Lee Hwa Nam Library	NS, N2, L1 - L2
Library 2	NS, N1 S1 - S4
Media Resource Library	NS, N2 S2
NS Library	NS, NS 4

LECTURE THEATRES	
Lee Kong Chian Lecture Theatre (LKC-LT)	SS, S1 S1
Lecture Theatre L11 & 1A, L12 & 2A	NS, L1 & L2
Lecture Theatre 3 to 10	NS, L2 & L4
Lecture Theatre 11 & 20	NS, S1
Lecture Theatre 21 to 27	NS, S2
Lecture Theatre 28 & 29	NS, S1

Abbreviations: SSC - Student Services Centre, AB - Admin Building, NS - North Spine, SS - South Spine

FACILITIES	
Carousell Centre (CC)	NS, SS 4, S1 - S2
Eye Page Computer Shop	NS, SS SS 4
Hair Salon	Hall 2
NTU Medical Centre	SS, SS SS 10
Student Activities Centre (SAC)	Wangyang Drive
Supermarket	Hall 2, 3 (SAC)
OCBC Bank	NS, NS L1
Power Swimming P. (Pool)	SS, SS SS 21
T. (Theater)	NS, L1

- Car
- Bicycling
- Bus stop
- Carpool
- Computer Shop
- Hair Salon
- Library
- NTU Medical Centre
- Supermarket
- T-Theater
- OCBC Bank
- Sports & Recreation Centre



Medical Centre

International Student Centre

Student Services Centre