



Dear Student,

Greetings from NTU!

We are delighted that you have been admitted. To ensure a smooth transition from your home country to Singapore, please take some time to go through the Arrival Information that we have specially prepared for you.

Before Departure

Please note the items as follows before you depart for Singapore:

1. Passport:

You must ensure that your passport has at least six-month of validity from the commencement of your course.

2. Essential Documents:

Please print your **Letter of Enrolment** and **In-Principle Approval (IPA)** letter. Keep them with you for clearance (if required) at the Singapore immigration checkpoints. If you are holding a passport that requires an entry visa to enter Singapore, it is incorporated in the IPA letter.

3. Financial Matters:

Please ensure that you have budgeted sufficient funds for your period of exchange at NTU. It is advisable to have some local currency when you arrive in Singapore to cover the transport from the airport to your housing. Money-changers are available at the Singapore airport should you wish to change into local currency. Most big department stores and shops in shopping malls accept credit card payment. Food courts, coffee shops and smaller stores accept only cash / Nets payment.

4. Luggage:

- a) You may wish to pack your personal items such as toiletries, towel, bed linen, pillow cases, alarm clock, travel adaptor, sunscreen, insect repellent, etc. Alternatively, you can easily purchase the items in any of the shopping malls in Singapore.
- b) Please bring adequate prescribed medication (if any) which can last you for your programme to Singapore. You may need a doctor's note to explain for the medication that is brought into Singapore.
- c) The weather in Singapore in general, is humid and warm most of the time. It is advisable to pack light clothing suitable for the warm weather. You may want to bring along a light jacket for air-conditioned venues such as the library and lecture theatres.

5. On-Campus Housing / Lodging

- a) If you have been allocated on-campus housing, the Office of Housing & Auxiliary Services (HAS) has informed you on the check-in procedures and the collection of room keys via email on 1 July 2016. However, if you did not receive the check-in details from HAS, please email them at has-exch@ntu.edu.sg at least 5 working days before departing for Singapore.

Please note the office hours of the Admin Offices for the collection of room keys:

Day	Operating Hours
Monday – Thursday	8.30am to 1.00pm; 1.45pm to 5.45pm
Friday	8.30am to 1.00pm; 1.45pm to 5.15pm
Saturday, Sunday and Public Holiday	Closed

- b) If you arrive before the check-in date or outside office hours, you will need to make your own arrangement to stay in a hotel or Nanyang Executive Centre (NEC) located within NTU campus. You may find more information on NEC at their website www.ntu.edu.sg/nec.
- c) If you are unsuccessful in your application for on-campus housing, please set aside sufficient budget for off-campus housing. You can refer to their website at <http://www.ntu.edu.sg/has/Off-Campus/Pages/index.aspx>. Alternatively, you may wish to arrive earlier to look for your housing. To cut down your expenses on lodging, you can consider looking for fellow exchange students to rent an apartment together.

6. Guidebook, Checklist and NTU Campus Map

We have uploaded the Guidebook for new International Students and checklist for students admitting in Semester 1 to our website. You may wish to view the information [here](#).

The NTU Campus Map is readily available on our website. You may wish to view the map prior to your departure to Singapore via this [link](#) to locate the venue where you need to register with us.

Hardcopies of the Guidebook, checklist and NTU Campus Map will also be provided to you upon your registration with us at NTU.

7. Emergency Contact Form

You will be required to provide your emergency contact details during your registration with us upon your arrival at NTU, Singapore. All information collected will be kept strictly confidential and for emergency use only.

Arrival

You are advised to note the procedures as follows on your arrival:

1. Check-in to Your Housing:

a) On-Campus

After collecting your luggage, proceed to take a taxi from Changi Airport. Inform the driver to take you to NTU using the **Pan-Island Expressway (PIE)**. Ask the driver to enter NTU via **Jalan Bahar**. The journey will take about an hour and cost about S\$70 depending on the traffic condition and surcharge during peak hours. It is advisable to ask the driver for a receipt.

You can refer to HAS's website for the specific addresses of the different Halls (<http://www.ntu.edu.sg/has/Undergraduate/HallsofResidence/Pages/Halls.aspx>). Taxi drivers often get lost within the campus and it is recommended that you refer or print out the campus map (<http://maps.ntu.edu.sg/maps>) to assist you in navigating within the campus.

If you are unable to check-in to your housing during office hours due to delay, you may wish to stay at NEC for a night before you check-in to your Hall the following day. Please visit [here](#) for more information about NEC.

b) Off-Campus

After collecting your luggage, proceed to take a taxi from Changi Airport to your off-campus housing. You may wish to use google map (<https://maps.google.com.sg/maps?hl=en>) to assist you to navigate your directions.

If you are looking for temporary housing in Singapore while seeking for alternative housing, you can refer to the following websites:

- <http://www.airbnb.com>
- <http://www.hostelworld.com>
- <http://www.asiarooms.com/>
- <http://www.agoda.com/>

To help you workout the budget that you have to set aside, you may wish to refer to the following website for housing rental rates offered by private home-owners in Singapore. You may wish to search for housing located in the western part of Singapore (Jurong, Boon Lay, Lakeside, and Pioneer) for a more accurate rate.

- <http://www.propertyguru.com.sg>
- <http://www.iproperty.com.sg>

2. Payment of the Miscellaneous Fee

a) Online Payment

We recommend you to pay the fee online via the One Stop website before arriving at NTU. Online payment option is available once you activate your NTU network account and email account. The Office of Academic Services will email further instructions to you on the activation of accounts and payment **by mid-July**, and hence please check your email regularly.

b) Payment at One Stop @ SAC within NTU campus

You will need your letter of enrolment and a credit/debit card for the payment as payment using cash is no longer accepted. Other payment mode includes NETs and cash-card. Please note that a long queue at the One Stop @ SAC may be expected during peak period.

Please be reminded to print a receipt for the payment made for the miscellaneous fee. You will need this receipt during the registration with Student Support.

3. Registration with the Student Support

You are required to register with Student Support during the registration hours **after** you have settled down in your housing. Student Support will guide you through the registration process, including the medical examination (if required) and the appointment for Offsite Enrolment Exercise to complete the Student's Pass formalities. Campus tours may be arranged between 25 July 2016 and 5 August 2016 for you to get familiar with the areas commonly used within NTU. Items to bring along for the registration include:

- Your original passport
- Embarkation card
- NTU letter of enrolment/admission
- Receipt of the payment made for the miscellaneous fee

Period	Venue	Registration Hours	
25 Jul – 5 Aug 2016	Global Lounge (Block NS3, NS3-01-05) http://maps.ntu.edu.sg/maps#q:global%20lounge	Monday to Friday:	9.00am - 5.00pm
		Saturday, Sunday and Public Holidays (6 Jul 2016):	Closed
		Note: - 5 Aug 2016: registration hours from 9.00am to 3.00pm	
8 Aug 2016 onwards	Student Affairs Office at Student Services Centre http://maps.ntu.edu.sg/maps#q:student%20services	Monday to Friday:	9.00am - 5.00pm
		Saturday, Sunday and Public Holidays:	Closed

Note:

- *Global Lounge is located at the North Spine near OCBC Frank branch. You can refer to the signage to locate the Global Lounge.*
- *Please refer to the "Essential Information" section under "Transportation within and to NTU" for directions to come to NTU.*

4. Exchange Orientation

An orientation has been planned for all incoming exchange students. We strongly encourage you to attend the orientation as important topics such as course registration and health matters will be provided to you. It will also be a good chance for you to know other students coming to NTU! Please save the date:

Date : 3 August 2016 (Wednesday)
Time : 1400hrs
Venue : Lee Kong Chian Lecture Theatre ([http://maps.ntu.edu.sg/maps#q:lkc-lt\(mlt\)](http://maps.ntu.edu.sg/maps#q:lkc-lt(mlt)))

5. Academic Matters

Please read through all emails sent by the Office of Academic Services concerning academic matter. Deadlines and instructions can also be found on the Exchange Portal. Please check your mailbox regularly and ensure that it can accept new e-mails and is not full.

Essential Information

We have compiled some essential information which may be of use to you.

1. Activities/Events within NTU

There are various activities and events organised by the respective Offices and Schools throughout the semester. You can either check your NTU email or bookmark the [NTU Events Calendar](#) for details on upcoming activities organised.

Should you be interested to represent or share your countries' culture with the NTU population, please email us at SAOstudentsupport@ntu.edu.sg.

2. Facilities within NTU

a) Fullerton Healthcare @ NTU

Medical and dental services are available within NTU campus at the University Health Service building. Services provided include general outpatient medical and dental treatment, laboratory and x-ray investigation, and minor surgery. You can also seek their medical advice and immunisation requirement should you be planning to travel around the region. You can visit their [website](#) for more information.

b) Student Wellbeing Centre

The Student Wellbeing Centre is available to all NTU students for professional counselling. Please seek professional counselling should you be facing challenges which affect your health, relationships, daily activities, academic performance, eating and sleeping patterns. Click [here](#) to know more.

c) Sports and Recreation Centre

Sports and recreational facilities are available at the Sports and Recreation Centre. Visit [here](#) to know more.

3. Meals on Campus

Canteens and cafes offering a wide variety of food are readily available within the campus. Each meal may cost an average of S\$4 depending on your food preference. For more information, please visit this [website](#).

4. Postal, Banking and Retail Services

Various amenities can be found on-campus. For a comprehensive and updated list, please visit the HAS' [retail website](#) and [services website](#).

The OCBC bank has a branch operating within NTU campus. To open a bank account in Singapore, you will need your original passport, Student's Pass and a formal document with your Singapore address. However please note that an administrative fee may be imposed should you close your account within 6 months of opening the account.

5. University Holidays

The university is closed during public holidays in Singapore. Classes will proceed as usual on the following Monday should the public holiday fall on a Saturday. You may wish to refer to our Guidebook under "Academic Calendar and University Holiday" section for a list of public holidays in 2016.

6. University and Student Code of Conduct

NTU has a set of University and Student code of conduct which you have agreed upon accepting the offer. Please be reminded of your conduct at all times. You may wish to refer to the [University Code of Conduct](#) and [Student Code of Conduct](#) by clicking on the hyperlinks respectively.

7. Work and Internship

Exchange students holding onto Student's Pass are **not allowed to work and intern in Singapore** as per ICA's regulation. You may wish to embark on the work and internship after the completion of your exchange programme in NTU.

8. Loss of Student's Pass

You may wish to note that you should take good care of your Student's Pass and prevent loss through negligence. If the Student's Pass is lost or stolen, you are required to make a police report immediately and report to ICA within 7 days to apply for a replacement Student's Pass. Please also note that a replacement fee of S\$100 will be imposed should you lose your Student's Pass for the first time. You will be required to pay S\$300 for subsequent loss, and hence please keep your belongings and Student's Pass safe at all times.

9. Singapore Common Law

Singapore has certain laws put in place to safeguard the citizens and you. You may wish to take special note of these mentioned laws.

a) Liquor Control (Supply and Consumption) Act

This Act has been effective since 1 April 2015. Under this act, the consumption of liquor will not be allowed in all public places except at home, within licensed premises such as restaurants, coffee shops or bars in accordance with the hours stipulated in the licenses from 10.30pm to 7am every day. The retail sale of take-away liquor will not be allowed from 10.30pm to 7am every day. For more information about this act, please refer to this [website](#).

b) Smoking (Prohibition in Certain Place) Act

This Act seeks to provide a clean, safe and healthy environment for the public and to safeguard them from the harmful effects of second-hand smoke. You may wish to note that it is an offence for a person to smoke in non-smoking areas listed under this Act. For prohibited place, please refer to this [website](#).

For more laws imposed in Singapore, you may wish to refer to this [website](#).

10. Purchase of Mobile Phone or line

You can consider signing up for a prepaid mobile line at any shopping mall or convenience store with your original passport. There are 3 major telecommunication companies operating in Singapore. Please visit their individual websites ([M1](#), [Singtel](#), and [Starhub](#)) to know more about their mobile plans and rates.

11. Transportation within Singapore

Transportation within Singapore is a breeze with its advanced transportation system. You can choose to take taxi, bus, or Mass and Rapid Transit (MRT) to reach your destination.

a) Taxi

Taxi in Singapore are metered, but there may be surcharges depending on when, where and which company taxi you board. You may wish to check with the taxi driver for a rough idea of the final fare, charges before boarding the taxi. It is also advisable for you to obtain a receipt at the end of the trip. You can hail a taxi by the roadside at most places, or queue for one at the taxi stands found at most of the shopping malls, hotels and tourist attractions. You can also book a cab by calling the common taxi booking number such as 6-DIAL CAB (+65 6342 5222), and your call will be routed to an available taxi company's call centre.

b) Public Bus

You can flag down the bus you wish to take only at the bus stop. Payment is either cash in exact amount or EZ-Link stored-value card. *You do not need to purchase a separate EZ-Link card as your NTU student matric card is a NETS Flashpay card which you can use for public transport in Singapore.* You need to press the alight button which can be easily located at the handle poles should you wish to alight at the next stop. The bus driver will stop at the bus stop. He/she will not stop should there be no passengers intending to alight and no one at the bus stop.

c) MRT

Should you wish to take MRT to your destination, you can purchase the single trip tickets at the TransitLink Ticket Office or the automated ticket machine at the MRT stations. You only need to select your destination on the automated ticket machine and pay the amount required.

12. Transportation within and to NTU**a) Nearest MRT Station**

You can alight at either Boon Lay MRT station or Pioneer MRT station depending on whether are you taking the public bus or internal shuttle bus service into NTU.

b) Public Bus

There are 2 public buses (bus service number 179, 179A and 199) ply from the Boon Lay bus interchange beside Boon Lay MRT station. Each goes around the campus in a separate loop, starting and ending at the Boon Lay bus interchange. You can refer to this [website](#) for more information.

c) Internal Shuttle Bus

There are 3 shuttle buses operating within NTU. They have different routes and are differentiated by the signboard which is placed in front of the bus.

Name of Shuttle Bus	Description	Route
Campus loop – blue line	Operates within the campus	Opposite Lee Wee Nam Library → Opposite Hall 3 & 16 → Opposite Hall 14 & 15 → Opposite Hall 10 & 11 → Nanyang Heights, Opposite Hall 8 & 9 → Hall 6 & opposite Hall 2 → Opposite Hall 5 & 4 → Opposite Innovation Centre → School of SPMS → Opposite WKWSCI → Opposite School of Biological Sciences → Opposite CEE
Campus loop – red line	Operates within the campus	Lee Wee Name Library → School of Biological Sciences → School of Comms Studies → Hall 7 → Innovation Centre → Hall 4 → Hall 1 → Canteen 2 → Hall 8 & 9 → Grad Hall & Hall 1 → Hall 12 & 13
Campus rider	The only shuttle bus that fetches you to and out of campus from Pioneer MRT station	Pioneer MRT → Hall 1 → Canteen 2 → Student Services Centre → Administrative Building → Opposite Canteen 2 → Pioneer MRT

For the most updated route and information, please visit this [website](#).

We hope the information provided is sufficient to start you off with your exchange programme at NTU. Should you have any enquiries, please contact us at SAOstudentsupport@ntu.edu.sg.

Have a safe and pleasant trip to Singapore and NTU! See you at our campus soon.