

# Welcome Postgraduate Research Students

A Guide to your First Year



SINGAPORE MANAGEMENT  
UNIVERSITY

POSTGRADUATE



COLLEGE OF  
GRADUATE RESEARCH  
STUDIES

# Welcome to the SMU Family!

The past two years have 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



Welcome! I am thrilled that you have chosen to study at SMU.

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.

We have put together this booklet to provide you with answers to all the questions that you might have, as you start your incredibly exciting journey with us.

As a member of our SMU family, our faculty and staff are here to support you and to guide you. We prioritise the holistic well-being and mental health of all our students, so remember.

If you have any questions or need any help please always feel free to reach out. My colleagues and I are here for you.

Again, welcome to SMU. I wish you every success with your studies and a wonderful SMU experience.

Kind regards,  
Professor Timothy Clark  
Provost



# How SMU Keeps You Safe

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.

The [SMU Crisis Response microsite](#) serves as a one-stop location for our community to stay abreast of key updates and important information on COVID-19. In addition, these are things we do to keep you safe on campus.



Mandatory mask-wearing in indoor spaces on campus



Microbial coatings on all lift buttons and auxiliaries



Deployment of 'handsfree' water coolers



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



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



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

**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.**



## Keeping Safe in Singapore

Singapore has one of the most efficient healthcare systems in the world, according to the [Bloomberg Health Care Efficiency Index](#).

SMU is situated only minutes away from major hospitals. Moreover, there is a clinic situated within SMU's campus as well.

## Health Protocol

If you experience unwell symptoms / are well but tested positive for COVID-19 / have been informed of exposure to an infected person, there is also a step-by-step guide on Health Protocols at <https://www.covid.gov.sg/>.

Please also inform the SMU Office of Safety & Security via [oss@smu.edu.sg](mailto:oss@smu.edu.sg) as well, if you need further guidance.



# 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 the 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** Before arranging for travel to Singapore, please also check the [Singapore ICA website](#) on the latest entry criteria, travel checklists, and list of accepted COVID-19 vaccinations applicable for entry to Singapore. If you need to reach out to the Singapore Safe Travel office (STO), please visit <https://safetravel.ica.gov.sg/contact-us> for details.
- 6** Get ready to travel to Singapore. Do check the prevailing [border controls](#).
- 7** Serve the Stay-Home-Notice (SHN), if required, upon arrival in Singapore.
- 8** Attend medical examination after SHN.
- 9** Upload the medical results and documents for student pass issuance and wait for the Singapore Immigration and Checkpoints Authority's (ICA) approval.
- 10** Make e-appointment with ICA in Singapore to collect student pass.
- 11** Refer to the [matriculation website](#) for steps to complete your online ID verification.



# Important Information for Singapore Citizens & Permanent Residents

## A STEP-BY-STEP GUIDE

- 1 Complete the online matriculation process.
- 2 Check your SMU email account regularly for important updates, including orientation details and other important announcements on campus safety measures.
- 3 Refer to the [matriculation website](#) for steps to complete your online ID verification.
- 4 Look out for email instructions on your student card collection procedures (strictly by appointment only).



Get ready for your new learning journey with your classmates!





# Your Learning Experience



## SMU's Signature Interactive Pedagogy

You can look forward to being mentored by outstanding research-oriented faculty members. Through our interactive seminar-style pedagogy, your 'hard' critical and analytical skills will be sharpened and your 'soft' articulation, presentation and leadership skills honed.



## 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 Faculty - with lots of Face Time

SMU professors are committed to teaching and mentoring you. Our faculty maintain regular office hours for physical and virtual consultations (e.g., to discuss your research). Just email them to make an appointment!



## Graduate Research Professional Development (GRPD)

Besides the strong academic research training provided by the individual PhD programmes, our students are also equipped with the necessary professional skills for their careers, including teaching skills, presentation skills and other career-related skills.

# Life on Campus



## Postgraduate Research Programmes' (PGR) Onboarding & Orientation and Academic Briefings

A face-to-face Onboarding & Orientation will be conducted on 12 August 2022. It would provide you with an introduction to the various departments in SMU, guide to the resources in SMU, and most importantly, a chance to know your fellow course mates. Furthermore, there will be programme-specific academic briefings. Your Schools will inform you of the details.



## Accommodation

You are encouraged to apply for either [SMU campus housing](#) or private accommodation early.



## SMU Libraries

SMU's libraries remain open, with social distancing guidelines in place. Online resources are also available 24/7, so you can access library resources any time of the day (or night)! Explore the [library website](#) for more details on the facilities and services.

Moreover, there are programme-specific 'Research Librarians' can assist students in their respective research journeys. You will be able to meet your respective programme's 'Research Librarian' at the PGR Onboarding & Orientation.



## Campus Spaces

Study spaces, cafes and common spaces will be open to students. Clear signs, temperature checks and hand sanitizers will be in place to keep our spaces safe. Cleaning will also be conducted frequently. Get around SMU by checking out the [campus map](#), or enjoy a virtual tour [here](#).

### PGR Collaboration Space

A PGR Collaboration Space is situated within the Graduate Lounge at SMU Li Ka Shing Library (Level 5), it is a place where students can relax, interact and share ideas.



# Here's What We Do To Support You

## Student Services Hub

We serve as 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](http://studentservices.smu.edu.sg) for latest opening hours.



## 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

Tel : (65) 6828 0786

Email : [counselling@smu.edu.sg](mailto:counselling@smu.edu.sg)



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## 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 the 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](mailto:Voices@smu.edu.sg) for more information or to report harassment or violence cases.



## 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. [Disability Support Services](#) provide 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](mailto:dss@smu.edu.sg) to request for disability support and discuss their accessibility needs.



# Frequently Asked Questions

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

Classes will be conducted on campus for all programmes, except for classes which are designed to be conducted in a blended learning approach. Instructors are given the discretion to provide consultation sessions and remote learning opportunities for students who are absent due to sickness, family emergencies or other unforeseen circumstances.

## Would I have to be quarantined upon entry into Singapore?

All international students will be subject to the prevailing border measures upon entry into Singapore. This could include quarantine or Stay-Home- Notices (SHN). More instructions will be shared with you before your arrival. View [here](#) for updated details. Before arranging for travel to Singapore, please also check the [Singapore ICA website](#) on the latest entry criteria, travel checklists, and list of accepted COVID-19 vaccinations applicable for entry to Singapore.

## 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 you need to reach out to the Singapore Safe Travel Office (STO), please visit [ICA](#) for details.

## Does my student insurance cover COVID-19 infections?

All matriculated students are covered under the [student insurance scheme](#) which covers the hospitalisation fees in Singapore if you contract COVID-19. For the latest information on claims and coverage, please refer to SMU Student Services Hub.

## 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 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 it can be reached by dialling 995.



## Useful Telephone Numbers

### ***SMU Student Services Hub***

Tel: (65) 6828 9696

### ***SMU IT Help Centre***

Tel: (65) 6828 0123

### ***SMU Libraries***

Tel: (65) 6828 0355

### ***Mrs Wong Kwok Leong Student Wellness Centre***

Tel: (65) 6828 0786

### ***Campus Security / Campus Facilities***

Hotline (24-hour): (65) 6828 0343

### ***Clinic @ Campus, SMU***

Tel: (65) 6333 9300







# College of Graduate Research Studies

College of Graduate Research Studies  
Administration Building, Level 12  
81 Victoria Street  
Singapore 188065



[graduatestudies.smu.edu.sg](http://graduatestudies.smu.edu.sg)



[cgrs@smu.edu.sg](mailto:cgrs@smu.edu.sg)



Information is correct as of August 2022.