

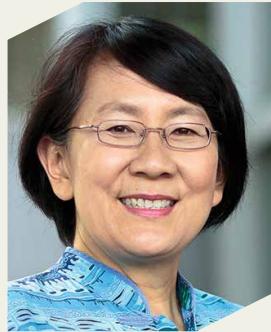
STUDENT SERVICES HUB



PARENTS' GUIDE 2020



MESSAGE FROM DEAN OF STUDENTS – 2020



Welcome to SMU! I am delighted that you have endorsed your child's decision to further his/her educational journey with us.

The next few years in SMU will be filled with enrichment, excitement and fulfilment. The SMU journey is a transformative one; you and your child can look forward to a unique and holistic brand of education that places equal emphasis on both academic and co-curricular learning.

2020 has been a trying year of unprecedented challenges thus far. We have had to cope with lifestyle changes as we adapt to a new normal. At SMU, we will prepare your child to embrace adulthood and the future – no matter how unpredictable – with resilience, creativity and purpose. Part of this preparation includes nurturing your child to identify personal strengths and values in order to harness passions, skills and talents that will enable him/her to not just adapt, but thrive.

We encourage students to take control of their educational journeys – to engage in and contribute actively to the multiple facets of learning the University offers. This comes through SMU's emphases of three foundational aspects – hard skills, soft skills and heart skills. These empower our students to create positive changes and make meaningful impact wherever they go.

Through their selection from over 300 second major combinations and 15 double degree programmes, our students can explore diverse fields and get a clearer picture of their future plans and career paths. They will participate in rich and vibrant co-curricular activities in areas spanning the arts, sports and event management, or take up student service or leadership roles.

With 100% guaranteed opportunity to participate in overseas experiences throughout their time in SMU, students will gain international exposure that will reward them with a standout, global edge. Through cultural exchanges and community service projects, they will obtain invaluable insights to different cultures, working styles, and social issues both locally and abroad.

These beyond-classroom learning opportunities will positively augment your child's university experience and student life. At the end of the day, these will enhance their marketability and future employability as employers increasingly seek out graduates with not just varied experiences but the ability to adapt quickly and thrive innovatively for the long haul.

Parents are our close partners in our students' educational journeys and I hope that you can take advantage of the resources that we make available to work together for their benefit. Walk through with your children on making good course and subject choices; nudge them to seek advice and information from their deans, faculty members and even peers if they would like greater clarity on issues; empower them to take ownership of their unique SMU experience; and give them your fullest support to pursue their educational endeavours.

The next few years will be both pivotal and memorable for your child as he/she transits into adulthood, and the future.

I look forward to joining you on this exciting SMU experience together.

With all good wishes,

PAULIN TAY STRAUGHAN
Dean of Students
Professor of Sociology (Practice)

MESSAGE FROM THE HEAD OF STUDENT SERVICES HUB



Dear Parent,

Congratulations on your child attaining a place at SMU. Many parents, whom we have met, have yearned for this day; not only does it mark a milestone in their child's life but parents feel a great sense of achievement to have seen their child through the formative years of his/her life.

As you know, parenthood is for life, and in this next phase of your child's life, you will continue to play a key role. We encourage you to find and strike the right balance between providing support and fostering independence in your child. With his/her entry into university, we now choose to see and treat your child as an adult responsible for his/her learning journey.

The transition to this stage would mean that there is now lesser visibility of your child's academic life. You will not be attending Parent-Teacher Meetings that were prevalent during your child's previous years of school life and neither will you be required to sign off on report cards. There is a greater need to develop an open line of communication with your child so that you will be able to stay connected and find out how he/she is coping with changes faced academically and socially in this new learning environment. It is worth noting that in our efforts to treat our students as adults, our university does not divulge any personal data, including results of students, to anyone.

During this Covid-19 pandemic, we are again reminded of how important safety – both physical and emotional – is at SMU. This is of paramount importance to us. We encourage you to continue and find ways to engage with your child in order to reassure each other that safety is a key consideration in all that is undertaken while in university.

As your child learns and prepares to make his/her mark in the world, take this opportunity to give him/her a greater sense of freedom to also make informed and responsible choices.

The analogy that comes to my mind is about us flying a kite. We release the string a little at a time to allow the kite to catch the wind to fly higher and tug back to keep the kite from dropping. In the same vein, as parents, we must learn when to let go or tug back so as to enable the child to grow. As with all things, our child's well-being is at the core of this and we do our best to give, trust and manage the space that our child needs to succeed.

When the time comes for your child's Commencement, you will look back and marvel at your own growth too, and realise how his/her university life has prepared you to let your child pursue the first job, career and journey in life. This is how it was when my first three sons and fifth daughter graduated from SMU, and I continue my journey with my fourth child who is still in university.

I look forward to nurturing our students along with you, and in establishing a strong partnership that will bring out the best, and prepare your children for the future.

Wishing you the best,

GREGORY KRYGSMAN
Head of Student Services Hub

INTERNATIONAL ACCOLADES AND REPUTATION

In the 2021 Quacquarelli Symonds (QS) rankings, SMU ranked 12th among specialist universities and was the 15th Best Young University in the world. This places SMU alongside established institutions such as the London School of Economics and Political Science, Sciences Po Paris, University of St Gallen and Hitotsubashi University.



1ST
SINGAPOREAN
UNIVERSITY TO
ACHIEVE AAHRPP
ACCREDITATION



**LEE KONG CHIAN
SCHOOL OF BUSINESS**
1ST
Triple Accredited Business
School in Singapore
(AACSB, AMBA, EQUIS)



1ST
IN ACCOUNTING
RESEARCH IN ASIA
in the Brigham Young
University Accounting
Research Rankings



**OUTSTANDING
EMPLOYER FOR
2017**
Korn Ferry Employer
Engagement Awards



**SCHOOL OF
INFORMATION
SYSTEMS 16TH IN ASIA**
Computer Science
(CS) Ranking



4TH
IN ECONOMICS IN ASIA
and top 100 worldwide
in the Tilburg University
Economics Schools
Research Ranking

In 2018, the SMU Lee Kong Chian School of Business (LKCSB) was conferred the prestigious Association of MBAs (AMBA) accreditation, reinforcing its global stature as a leading business school. LKCSB is now one of the youngest business schools in the world and the only Singaporean business school to hold the honour of being triple accredited by the Association to Advance Collegiate Schools of Business (AACSB), AMBA and European Quality Improvement System (EQUIS).

Only the top one per cent of business schools worldwide hold the coveted ‘triple crown’ accreditation, an achievement shared with other elite business schools that include the London Business School in the United Kingdom, IE Business School in Spain and IMD in Switzerland.

In other global rankings by disciplinary areas, SMU’s performance has also been laudable. SMU is ranked 1st in Asia in accounting research in the Brigham Young University Accounting Research Rankings, 1st in Singapore (3rd in Asia) in the University of Texas Dallas Top 100 Worldwide Business

School Research Rankings, 4th in Asia in Tilburg University’s Top 100 Worldwide Economics Schools Research Ranking.

SMU’s School of Information Systems is also ranked 16th in Asia in the Computer Science ranking.

As a testament to our commitment to social innovation in the higher education landscape, SMU has been accredited by Ashoka, a global non-profit organisation that supports leading social entrepreneurs worldwide, as Asia’s first “**Changemaker Campus**”. We join the ranks of renowned universities such as Cornell University and Brown University in a list of 37 institutions in total that have earned this status.

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THE SMU CORE CURRICULUM

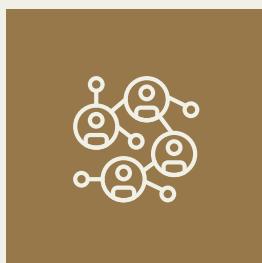
EMBRACING THE FUTURE

Here at SMU, all our students will undertake a Core Curriculum that delivers a common SMU intellectual experience, before they go on to specialize in their respective majors. This curriculum is defined by three learning paths that future-proof our graduates, namely: Capabilities, Communities and Civilisations.



CAPABILITIES

The courses in this pillar impart to our students the skills and competencies necessary for the 21st century workplace.



COMMUNITIES

The courses in this pillar help foster understanding of communities, in particular, the economic, technological and cultural milieus in which they are embedded.



CIVILISATIONS

The courses in this pillar help students understand the challenges humanity faces and their role as global citizens.

WHAT SETS OUR GRADUATES APART?

SMU's holistic education has been designed to produce graduates who are independent, dependable, able to think both broadly and deeply, and create value wherever they are placed.

SMU GRADUATE IDENTITIES: MEANINGFUL IMPACT BY GRADUATES WHO

- Have an independent mind
- Create value at home and abroad
- Think deeply and broadly
- Are dependable in deeds

Based on these four desired student learning outcomes, SMU's undergraduate curriculum focuses on the following key principles:

BREADTH AND DEPTH – We maintain the key value proposition of providing a broad-based education that does not compromise disciplinary depth;

FLEXIBILITY AND CHOICE – We provide your child the choice for flexible self-directed learning, be it towards greater disciplinary depth or multi-disciplinary breadth;

COHERENCE – We establish associations across curricular components. This helps your child understand the purpose and value of SMU's Core Curriculum;

COMMON EXPERIENCE – We offer a shared intellectual experience upon which students may converse and share;

MULTI-DISCIPLINARY CLASSROOM – We provide your child opportunities for cross-disciplinary collaboration and learning from the unique disciplinary perspectives of his/her peers.

THE SMU DIFFERENCE

An exciting lineup that your child can look forward to in his/her SMU journey:



GUARANTEED 2ND MAJOR

Your child will be able to choose from a myriad of options to embark on his/her educational journey. There are over 300 double degree and second major combinations which your child can choose from.



100% GLOBAL EXPOSURE

Along with his/her peers, your child will have the opportunity to benefit from our global exposure opportunities through ties with over 240 universities across 180 cities in 48 countries.



ENRICHING INTERNSHIP OPPORTUNITIES

Internships give our students the opportunity to gauge their interests and aptitude through the different industries that they can try out. Your child will complete at least one internship before graduation.



GIVING BACK THROUGH COMMUNITY SERVICE

As part of our efforts to inculcate social responsibility in our students, your child will be required to complete at least 80 hours of community service work. On average, our students serve 145 hours in the community before they graduate.

REFLECTING ON THE BIG QUESTIONS

We introduced the Big Questions module to encourage students to think broadly across disciplines and outside the confines of traditional boxes. Your child will be encouraged to tackle life's major issues on an annual theme like poverty, suffering, inequality and globalisation. These reflections help students deepen their understanding and knowledge of the world, cultivate cultural and emotional intelligence and develop hard, soft and heart skills necessary for their future careers.

The Big Questions theme for 2020/21 is Global and Local, where students will address economic, scientific, legal, philosophical, and aesthetic perspectives on the intersections of the global and local in order to explore if it is possible to find a home in a globalised world. On top of regular classes, we have invited renowned global experts to share their perspectives with our students including Saskia Sassen, the Robert S. Lynd Professor of Sociology at Columbia University and Centennial visiting Professor at the London School of Economics, who is noted for her analyses of globalisation and international human migration, and known for coining the term "global city", to deliver at our Shaw Foundation Distinguished Faculty Lecture Series. We have also invited a world-renowned historian, Dipesh Chakrabarty, the Lawrence A. Kimpton Distinguished Service Professor in history at the University of Chicago and recipient of the 2014 Toynbee Prize to deliver the 6th Annual Ikeda Peace and Harmony Lecture.

MOULDING GRADUATES WHO WILL THRIVE AND EXCEL

The distinctive hallmark of our Core Curriculum lies in its multi-disciplinary and multi-modal approach. Our students can expect exposure to the world's thought leaders, an interactive learning experience, faculty-student discussions and peer-to-peer exchange of ideas. They will also learn experientially as they solve real-world problems with mentorship from faculty and industry experts. Broad-based and multi-disciplinary, the Core Curriculum will provide your child with a holistic and integrative education to develop the competencies and values they will need for the 21st century.

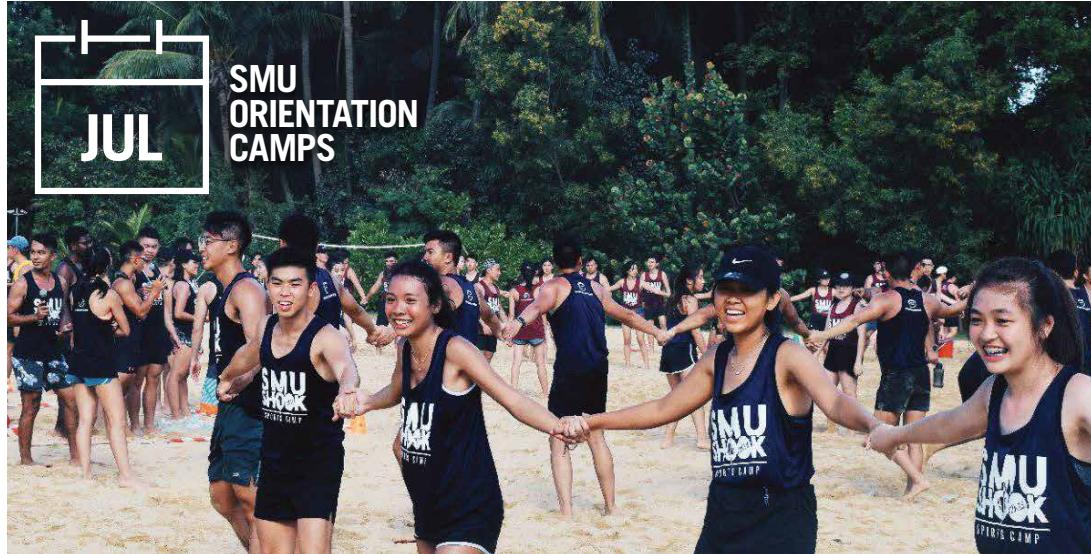
To find out more, please scan:



KEY PARENT INFORMATION



THE SMU ACADEMIC CALENDAR – AT A GLANCE



THE SMU ACADEMIC YEAR – AT A GLANCE

How You Can Support Your Child

NEW BEGINNINGS AT SMU: SEMESTER 1

Congratulations – your son or daughter is now a matriculated SMU student and will begin his/her undergraduate journey!

Entering a new phase in life can be daunting for anyone, especially during this unprecedented period of Covid-19. Your child will probably feel excited, and maybe a little apprehensive at first, but with the right emotional support, we are certain he/she will learn to adapt to a new environment with fresh challenges, and embrace this enriching and exciting chapter in life.

All that information!

There will undoubtedly be a mountain of information on the University, academic and student life for both you and your child to digest. But things will fall into place and your child will soon be able to confidently grasp and piece together the different aspects of university life to create his/her unique SMU story.

GETTING STARTED

The Student Services Hub (SMU's one-stop student centre) website contains a wealth of information for incoming freshmen. Familiarise yourself with the resources found there, so that you will be able to direct your child to appropriate channels for assistance.

Prior to the start of the semester, your child would have received his/her SMU login ID and password. Remind him/her to activate his/her SMU email account to receive updates on orientation activities.

To find out more, please scan:



ORIENTATION ACTIVITIES

This year, SMU's orientation activities take on a whole new spin. For the very first time in the university's history, SMU's signature Freshmen Orientation, together with some school and CCA camps, goes virtual.

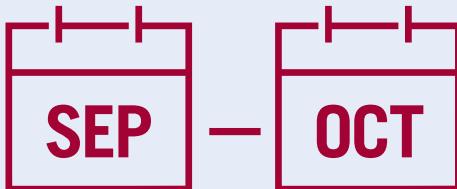
Simply called FOMO, or Freshmen Orientation Moves Online (which is also a play on the millennial acronym meaning Fear Of Missing Out), this rite of passage event will take all SMU freshmen on a rollercoaster through fun activities, games, quizzes, creative experiential exercises, webinars, and introduce them to SMU and its surrounds, without even having to leave the comfort of your homes. This themed digital camp will allow your child to virtually meet other freshmen, make friends and prepare him/her for the first day of life at SMU. All your child needs to do is join in and take part! So do remind your child to sign up for FOMO!

Administrative briefings

There will be briefings by the Student Services Hub and various school offices on their administrative functions, as well as introductions to online student platforms like OASIS and eLearn where students can bid for modules, sign up for workshops or look out for internship placements or community service projects to join. Students will also be introduced to other important physical on-campus resources like the libraries, study areas, recreational and sports areas, the university's counselling centre, campus clinic, bookshops, eateries and hang-out spots.

Especially for freshmen

Apart from the various orientation camps, there will also be a virtual fair to introduce SMU's nearly 150 co-curricular activity clubs to students. This widely-anticipated event for all students, whether freshmen or seniors, is a celebratory showcase of SMU's much talked about vibrant student life scene. There will be dances, musical performances, sports demonstrations – all featured virtual of course, to entice freshmen to join SMU's various CCA clubs. This online carnival will take place from 13 – 14 August.



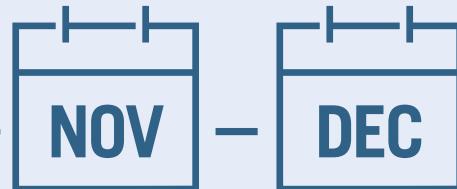
WELCOME TO UNIVERSITY!

For freshmen, the first semester at SMU will be an eye-opener to university life. On top of classes, assignments, socialising and adapting to an energetic new pulse, they will be quickly introduced to SMU's many exciting out-of-classroom offerings.

This being SMU's 20th anniversary, the university has lined up a series of landmark events throughout the year. These are in addition to the myriad of sports fiestas, community service and charity activities like SMU Challenge, as well as campus arts, cultural and international student performances which are organised annually. Many of these diverse and colourful events take place in the first half of Semester 1, including SMU Arts Festival – one of SMU's signature events. SMU Arts Festival 2020 adopts a Covid-19-related theme, and goes digital in order to take these student-driven productions to a larger audience. Performances will relate the emotional impact of Covid-19, and highlight the unity of SMU students with the larger community. Do encourage your child to actively take part or attend these exciting events!

Mid-term break

Students will be mid-way through their academic terms in September. There will be a week-long break in October which students normally spend preparing for presentations, and catching up on assignments before the second half of the semester commences.



SEMESTER 1 EXAMINATIONS AND YEAR-END HOLIDAYS

As the examination period looms, students may inevitably feel stress due to mounting revisions. Be observant and spend some time keeping an emotional pulse on your child. Be there for them should they need a listening ear. Encourage your child to be proactive in reaching out for help, or sharing their concerns or worries with you (or with their friends if they find it more comfortable with the latter). It is crucial that you let them know that there are ready avenues for them to talk it out if they need to. Whatever it is, be supportive of their academic progress without focusing excessively on grades.

After examinations

When examinations are over, let your child de-stress or reward themselves in their own ways. Some may go on short breaks with close friends, spend more time resting at home, or pursue a hobby. Examinations are taxing and take a toll on your child's physical, mental and psychological well-being.

First-year students may embark on overseas community service projects during the year-end holidays while second-year students may choose to participate in overseas study missions. Walk through these possible options as this will help them set goals and plan their study and holiday seasons while in SMU.

Managing time

As study workload increases, students will learn to manage their time between studies, CCAs, and social activities. Spend time communicating to find out how they are coping. For freshmen, this will be their first time juggling studies and various aspects of university life.

School libraries will begin to fill up as revisions begin. Advise your child to take breaks or do short, non-academic activities in between revision. Research has proven that short periods of rest or relaxation between studies do improve focus and boost concentration levels. Students should practise this even as assignment deadlines or examination periods draw closer.

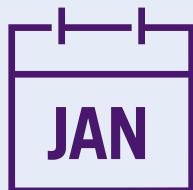
Helpful resources

However, if the stress of undergraduate life becomes a little too overwhelming, and talking to them may not completely solve issues, direct them to the various help avenues we have available at SMU. We have resources for guidance, advice and information – either online, on the SMU website or via the various schools, Student Services Hub, Mrs Wong Kwok Leong Student Wellness Centre or the different departments under the Office of Dean of Students.

Take note of the important contact information in this handbook to help child during his/her time in SMU.

THE SMU ACADEMIC YEAR – AT A GLANCE

How You Can Support Your Child



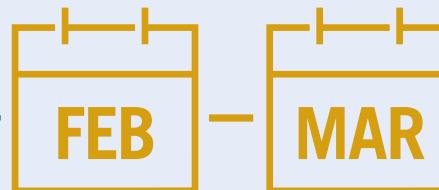
BACK TO SCHOOL: SEMESTER 2

The beginning of a new year marks the start of the second academic semester. As much as students may gripe about the end of holidays, they will anticipate the fresh new term, meeting friends and lecturers once again, recommencing their CCAs and getting back to university life. When freshmen regain their undergraduate groove, topics like grades, GPAs, module-bidding, managing projects, group mates and even relationships will become apparent.

Working with peers

Students will begin to learn the importance of group dynamics as they participate in project work and CCAs. Some may start to experience conflicts, or competition – whether academic or otherwise – between one other. Whatever they may face, do continue to reassure them that this is part and parcel of university life – and life in general.

The beginning of Semester 2 is also when SMU celebrates its birthday. Also known as SMU Patron's Day, the day-long food, games and performance carnival on campus usually takes place end January and brings a festive vibe into the heart of the city. Members of the SMU community – and the public – are invited to join in the festivities.



EMBRACE STUDENT LIFE

Your child would have settled comfortably into the SMU life by Semester 2. Encourage your child to explore the different aspects of student life. Reinforce the fact that university life is not just about books and studying.

Step up, take part

Your child should seize the many learning opportunities available, sign up for entrepreneurship talks, take part in workshops or seminars that span various fields of interest, engage in out-of-classroom activities like community service and ad-hoc student projects, or work with staff mentors to organise university events. Again, encourage your child to participate actively in the countless arts, sports or student leadership events organised by his/her school or Office of the Dean of Students. The wealth of co-curricular experiences are essential elements of SMU's holistic undergraduate education.



ACADEMIC YEAR-END EXAMINATIONS

As the examination period approaches once more, remind your child to look after his or her physical and mental well-being.

Take a breather

While studying and revising should be the main focus during this time, do keep a lookout that your child gets adequate rest, eats meals, takes regular breaks and is not overly anxious. Even during intensive study, students should set aside time to do wholesome activities to allow them to unwind or relax.

However, if coping is an issue, there are resources that you can turn to as outlined previously. Keep in mind though that everyone's coping mechanism differs, but you will need to pay attention to your child's habits, behaviours or emotional needs.



SUMMER BREAK!

The three-month mid-year holiday season/end-of-academic-year holidays is known as the Summer Break within the SMU community.

After celebrating to mark the end of examinations, students should make a conscious effort to remind themselves that following a well-deserved rest period, the long Summer Break should not be wasted.

Level-up the holidays

Students can enrol for summer courses, and depending how our society copes and responds to the Covid-19 situation, use the holiday season as an opportunity to upskill or continue to learn experientially through SMU's co-curricular offerings. They can engage in exchange programmes, business and cultural study trips, get involved in community service projects or take up internship positions to chalk up real working experience. In the scenario that official travel restrictions persist in light of Covid-19 health and safety measures, SMU will look at ways to provide alternative opportunities for global exposure of equal quality and diversity.

By the time an SMU student graduates, he/she would have gone on an average of two to six internship placements. Employers today do look beyond paper qualifications and take notice of graduates with well-balanced and enriched student experiences. Advise your child to check their online student portals for updates on various placements or other learning opportunities.

Finally, students can also sign up to be the following year's orientation camp facilitators, or join organising committees for upcoming events. These committees work through the summer break to make sure that the next batch of freshmen will gain an equally enriching and memorable first year at SMU!

Welcome SMU Parent!

PARENTAL RESOURCES – AT A GLANCE

Parental support is crucial as your child enters university. Among the many ways you can support your child is by empowering him/her to make decisions as he/she journeys through SMU. This is key to your child's personal development.

We encourage you to look through the information we have put together in this guide book so that you can advise your child when the need arises. We have also included fact sheets from each school so you can gain an insight to what our various schools offer. SMU highly values our partnership with parents; it is through this partnership that the full potential of your child will be realised.

We hope you will stay connected with us, tap on our resources and reach out to us should you need to.

FAMILY GUIDE – This guide is meant to support and guide you through your child's SMU journey.

SUGGESTED READINGS – Adjustments to a new life at SMU can result in some level of stress and anxiety at home. As such, we have curated a variety of helpful books to aid with this transition:

- Your Freshman is Off to College: A Month-by-Month Guide to the First Year (Hazard and Carter)
- The Parents' Survival Guide to Freshman Year of College (Borden, Burlinson and Kearns)
- Letting Go: A Parents' Guide to Understanding the College Years (Coburn & Treeger)
- When Your Kid Goes to College: A Parents' Survival Guide (Barkin)
- You're On Your Own (But I'm Here if You Need Me): Mentoring Your Child During the College Years (Savage)
- Success and Sanity of the College Campus: A Guide for Parents (Trevouledes and Grieger)
- A Father's Letters to His College Daughters (Courtier)
- Don't Tell Me What to Do, Just Send Money: The Essential Parenting Guide to the College Years (Johnson & Schelhas-Miller)

STAY CONNECTED WITH US!

SMU is a globally connected institution with many resources for both you and your child. Being an informed parent is a great way for you to support your child's SMU journey. Stay connected with what we are doing. For more details, please scan:



TUITION FEES

Your child's university tuition fees are heavily subsidised by the Singapore Government. We guarantee that fees will remain unchanged with our fixed fee model, throughout the normal duration of study (four years) at SMU. Students who receive a Tuition Grant are able to pay subsidised tuition fees for their course of study.

Annual Tuition Fees for AY 2020/21 Entering Freshmen (Regular Term 1 and Term 2)

Undergraduate programme	Annual subsidised fees payable by Singapore Citizens*	Annual subsidised fees payable by Singapore Permanent Residents*	Annual subsidised fees payable by International Students (inclusive of 7% GST)	Annual non-subsidised fees (inclusive of 7% GST)
• Accountancy • Business Management • Economics • Information Systems • Social Science	S\$11,450	S\$16,000	S\$24,500	S\$44,770
• Law	S\$12,650	S\$17,700	S\$27,050	S\$47,320

*Subsidised fees for Singapore Citizens and Permanent Residents shown are without GST, which is separately funded by the Singapore Government. For tuition fees financing schemes, please scan:



PAYMENT MODES

Your child may make payment for his/her tuition fees via **Interbank GIRO*** or **online debit/credit card (Visa and Mastercard only)** with reference to the Statement of Account (available for viewing on SMU's student portal OASIS <http://oasis.smu.edu.sg>). Nett fees payable is obtained via Fee Payment or the Student Financial Aid Calculator.

*All completed GIRO application forms received by 31 July 2020 will be sent to the account holder's bank for processing, and approval may take up to 60 days. Kindly make alternative payment arrangements for Term 1 fees payment if your GIRO application status is not yet "Approved". Students can check via OASIS for the Paying Bank status before GIRO deduction dates. GIRO deductions will only be made if there is outstanding amount for the current term. GIRO deduction dates will be broadcast separately.

In light of Covid-19, your child can also send the completed form by mail. Please send to: *Singapore Management University, Administration Building, 81 Victoria Street, Singapore 188065 Attn: Office of Finance (Accounts Receivables Team)*

Do note that outstanding fees must be paid within 30 days from bill date (approximately two weeks after the start of term), as penalties can be imposed for late payment. For more information, please scan:



FINANCIAL SUPPORT

No deserving and qualified student will be denied an SMU education. Find out more about the range of bursaries and financial aid schemes available for students, and use the online Student Financial Needs Calculator to check your child's eligibility.

- Tuition Fee Loans/Subsidies
- Educational Loans
- Computer/Notebook Loans
- Study Abroad Loans
- Bursaries
- Grants (emergencies)
- Grants/Scholarships/Subsidies (global exposure)
- Grants/Subsidies (other student activities)
- Book Allowances

To apply for financial assistance, please scan:



STUDENT SUPPORT AND WELLBEING SERVICES



STUDENT SERVICES HUB

Located at Basement 1 Concourse of SMU's Li Ka Shing Library, our Student Services Hub (SSH) is a one-stop resource for student services and a knowledge centre for our students. Here at SSH, your child will be able to conveniently complete his/her university transactions, obtain information on SMU, our programmes, policies, or just about any other student-related issue.

We have specially developed a student-centric and technologically rich service model to deliver accurate and efficient student-related services in a comfortable and supportive environment. Our friendly student peer advisors are on hand to provide students with first level assistance in navigating through various transactions, resources and services. Additionally, our counter service staff are trained to handle more complex enquiries and transactions.

You may also be delighted to know that SSH offers a series of empowering workshops known as the THRIVE Programme to support your child and make his/her SMU journey successful. Do encourage your child to attend the complimentary workshops which promote active lifelong learning in today's uncertain and complex world.

ARTIFICIAL INTELLIGENCE (AI) IN SSH

A first in the higher education space in Singapore, we have deployed an AI-driven chatbot "AskSmooSmoo" as our first line of contact to handle simple frequently asked questions and requests as a channel of communication. This also ensures that your child will receive 24/7 support as well as an enhanced interactive experience that increases in accuracy as it learns from each response across the SMU community.

"Innovation and interaction have been the fulcrum of SMU's pedagogy right from its inception. The launch of The Student Services Hub is yet another step towards effectively equipping our community for student life and beyond. We've been fortunate to be able to give our input right from the planning stages and learn from the best practices of other universities. By streamlining services and having a unique online presence through a chatbot, SSH will further enhance the SMU student experience while augmenting our curriculum by providing us with the avenue to learn essential life skills through the THRIVE programme."

TOSHIN CANUTE SEQUEIRA
School of Economics



THE HUB'S OPERATING HOURS:

Mondays – Fridays,
10am – 5pm
(excluding public holidays)



VISIT US AT: LI KA SHING LIBRARY

70 Stamford Road #B1–38,
Singapore 178901
Tel: +65 6828 9696
Email: sshelps@smu.edu.sg

To find out more, please scan:



STUDENT INSURANCE SCHEMES

SMU provides basic medical and travel insurance coverage for all students. As the level of insurance coverage is a personal preference, parents can consider purchasing their own additional insurance policies for higher and/or additional coverage for your child.

For international students who would be deferring their travel to Singapore and taking their lessons online, it is recommended that they review their insurance needs in their home country for Covid-19 (and other medical needs) and purchase their own home country personal medical insurance so that they are adequately covered.

MEDICAL INSURANCE – BY NTUC INCOME INSURANCE

Here's a quick glance at the benefits of each medical insurance plan:

GROUP OUTPATIENT PRIMARY CARE (GP)

- As charged for consultation and standard medicine
- Show your e-card at panel clinics for cashless visit
- Covers treatment at polyclinics
- Covers non-panel clinics up to \$30 per visit and 2 visits per year
- Covers A&E treatment up to \$100

GROUP OUTPATIENT SPECIALIST CARE (SP)

- Covers treatment by a Specialist (referral required by GP) in a Government Restructured Hospital/SOC*
- Includes outpatient mental health treatment
- Up to \$1,000 per year

GROUP HOSPITAL & SURGICAL (GHS)

- Covers local students up to B2 ward with sub-limits per stay
- Covers international students up to B1 ward and \$30,000 per year
- Covers hospitalisation/surgery expenses incurred in a Government Restructured Hospital/SOC* including:
 - Alexandra Hospital
 - Changi General Hospital
 - Khoo Teck Puat Hospital
 - KK Women's and Children's Hospital
 - National University Hospital
 - Tan Tock Seng Hospital
 - Ng Teng Fong General Hospital
 - Sengkang General Hospital
 - Singapore General Hospital

GROUP PERSONAL ACCIDENT (GPA)

- Covers bodily injuries caused solely by accident
- Up to \$5,000 per accident for outpatient and inpatient medical expenses
- Treatment by physiotherapist/ chiropractor (referral required by GP) and TCM up to sub-limit of \$750
- \$35,000 for accidental death
- Up to \$52,500 for permanent disablement
- Worldwide coverage



ANY QUERIES?

Contact NTUC Income Insurance's representative, MYCG
Email: smu@mycg.com.sg
Hotline: +65 8118 6924 (office)
+65 9762 2062 (Loh May Yee)
24hr medical emergency hotline:
+65 9336 0159

Find out more about the medical insurance at:



*SOC – Specialist Outpatient Clinic.

TRAVEL INSURANCE – BY CHUBB INSURANCE

With the introduction of the Global Exposure Initiative, it is expected that all students would travel on an SMU-sanctioned trip at least once during their time in SMU.

To support this exciting initiative, SMU provides all SMU students with basic travel insurance coverage during these SMU-sanctioned trips. Students on official overseas trips have round-the-clock access to International SOS (ISOS), which provides global assistance on security, medical and personal issues, such as loss of passport and medical prescription.

Your child is covered up to a maximum 60 consecutive or accumulated days of personal deviation immediately before, during or immediately after an authorised trip, and within the applicable territorial limits that the insured is covered.

GROUPCARE@INCOME MOBILE APP & PORTAL

As part of our care for the environment, all students can access and file their claims via the Groupcare@Income Mobile App or Portal at their convenience.

1. Your child may download the “Groupcare@Income” app from the [Apple App Store](#) or [Google Play Store](#) using his/her mobile phone*.
2. Or log in* via the [“Groupcare@Income” portal](#).

App users can:

- | | |
|--|---|
| – View e-card (for cashless visit at panel GP clinics) | – Track claims status |
| – View list of panel GP clinics | – Apply for Letter of Guarantee |
| – Submit claims | – Submit queries via an online chat service |

This page provides a summary of benefits only. Coverage is subject to Income's policy terms and conditions.

*First time users will need to register before using the app or portal.



To find out more about travel insurance, please scan:



WELLNESS SERVICES

Your child's well-being is of priority to us. We endeavour to support our students through difficult personal and academic issues that they may face through the course of their educational journey at SMU.

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.

We invite you to partner with us in looking out for signs of distress in your child through his/her university life. Should any form of assistance in the area of wellness be required, do encourage your child to 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.



MRS WONG KWOK LEONG STUDENT WELLNESS CENTRE'S OPERATING HOURS:

Mondays – Thursdays,
9.30am – 5.30pm;
Fridays, 9.30am – 3.30pm
Tel: +65 6828 0786
Email: counselling@smu.edu.sg
Online Appointment Booking:
<https://booking.smu.edu.sg/wklswc>

To find out more about student wellness, please scan:



DISABILITY 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 Diversity, Inclusion & Integration (DII) 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 to access campus services and facilities
- Student assistants

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

To learn more about our services and campus accessibility, please scan:



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.



FOR URGENT OR EMERGENCY SITUATIONS:

Do contact SMU's Campus Security (6828 0343), or inform the Singapore Police (999) immediately.

To learn more about our Voices@SMU services, please scan:



OUR LIBRARIES AND FACILITIES

SMU Libraries provides services through its two libraries, Li Ka Shing Library and Kwa Geok Choo Law Library and online via various web-based services. Both libraries provide digital resources and innovative learning spaces to support students' learning, research and community activities. Expert librarians are on hand in the libraries as well as virtually to guide students on how to do research and provide consultations.

Our students love the facilities at the SMU Libraries. Voted as the most preferred space for studying, there is always a buzz of students using the variety of learning spaces and 24/7 Learning Commons for individual and collaborative learning.

LI KA SHING LIBRARY

Centrally located on campus, students from across SMU enjoy facilities such as the Investment Studio, a dedicated space where they can utilize financial-industry databases such as Bloomberg, EIKON, Capital IQ and WIND, self-service stations and learning booths with LCD panels. Here, students can find inspiration from the art@level4 collection, a selection of local and regional art.

KWA GEOK CHOO LAW LIBRARY

The School of Law houses the Kwa Geok Choo Law Library, which is specially designed for law students but is open to other students too. This library focuses on special collections in commercial law, dispute resolution and ASEAN law, amongst other areas.

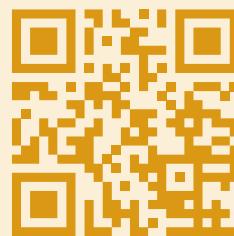
VISIT US AT:
LI KA SHING LIBRARY

70 Stamford Road,
Singapore 178901

KWA GEOK CHOO LAW LIBRARY

55 Armenian Street,
Singapore 179943

For virtual tour, please scan:



STUDENT SPACES, FACILITIES AND F&B OUTLETS

SMU boasts a variety of study and co-curricular spaces on campus. These are exclusively for use by SMU matriculated students, exchange students, bridging students, as well as staff and faculty.

Most arts and sports facilities like the Arts and Cultural Centre, Music and Drama Lab, dance studios, TV and radio production studio (managed exclusively by SMU Broadcast & Entertainment), basement studio and SMU Gymnasium are located at the SMU Basement Concourse and the vicinity, while the swimming pool and sports hall are located at the SMU Administration Building.

Students can book study rooms for project discussions and presentations, while certain arts and sports spaces are reserved for bookings by CCA clubs for co-curricular purposes. SMU Alumni can also opt to be members of the SMU Gymnasium.

Students may be required to present their SMU Student Pass to access some of these spaces and facilities or to validate their identities.

SMU has a running track located at Campus Green, which is open to the public. There are also a number of F&B outlets – including a foodcourt – scattered throughout campus, which are open to students and the public.

ACCOMMODATION

Prinsep Street Residences (PSR) provide a home away from home for your child studying in SMU. Located within walking distance to SMU and situated in the heart of the city, it is accessible across Singapore via various modes of public transportation.

PSR will provide your child with the unique experience living with fellow students in a safe environment steps away from SMU campus, allowing him or her to learn independence while making life-long connections. A gated community, PSR is designed with open spaces of living and interaction to allow residents to co-live, co-work and co-learn with others from diverse backgrounds and talents, while retaining individual privacy in single or twin-sharing bedrooms, all in clean, modern, self-sufficient apartments.

As a PSR resident, your child will have the freedom to live on his/her own, adapt and grow, as well as participate in specially-curated academic programmes, social events and community projects. PSR's proximity to community partners, volunteer organisations, educational and public institutions provides an opportunity for your child to embark on entrepreneurial or community service collaborations which can help cultivate leadership and communication skills, and the value of working collaboratively in teams. Through PSR, your child can also pursue his/her passions in a group setting with a diverse community of peers, and springboard his/her innovation and business ideas to the larger SMU community. This synthesis of academic learning, entrepreneurship, community engagement and social responsibility, which SMU so strongly advocates, will hone your child into an all-rounded and competent young adult and citizen.

Other accommodation is also available. These are:

- Dwell @ Selegie, which is a 10-minute walk from SMU
- yo:HA Hostel @ Pearl's Hill, located in the heart of Chinatown, is four bus stops away from SMU

*PSR accommodation is for full-time SMU undergraduates only.

To find out more about PSR,
please scan:



To find out more about our other
student accommodation, please scan:



GIVING OUR STUDENTS A COMPETITIVE EDGE



CAREER SERVICES

SMU weaves career preparation intricately into the educational journey of our students.

The Dato' Kho Hui Meng Career Centre (DKHMCC) facilitates this objective through partnerships with leading business organisations for your child's career success. The Centre develops programmes and hosts activities to groom students for the professional world and these include:

RECRUITMENT & INDUSTRY TALKS – The Centre regularly hosts recruitment talks by companies keen to recruit our students for internships and graduate roles. Industry leaders and practitioners are often invited to lecture and share their experiences to deepen your child's understanding of different career paths.

INTERNSHIPS – The Centre facilitates internships through its wide network of employers across different industries to maximise your child's opportunities and allow them to gauge their interest and aptitude while experiencing work culture before graduation. You may be interested to know that most of our students embark on two to six internships during the course of their studies at SMU. Starting AY 2019-2020, one Course Unit (CU) will be awarded to students (excluding students in the Bachelor of Laws programme) upon successful completion of internship requirements. For students in the Bachelor of Laws programme, internship is a non-credit bearing graduation requirement.

FINISHING TOUCH – This mandatory programme imbues important points on discovering one's personality type and preferences to allow students to assess their suitability to a variety of careers along with offering guidance on crafting an excellent resume, cover letter and LinkedIn profile. Your child will also benefit from interview skills training and tips on leveraging social media for building a professional image.

CAREER COACH – Each SMU student will have a dedicated career coach assigned to him/her for their entire duration of study at SMU. This career coach will be available to the student for one-on-one consultation on all matters pertaining to career planning, resume and cover letter writing, mock interviews and job search strategies.



FIND:
**DATO' KHO HUI MENG
CAREER CENTRE**
SMU Administration Building, L7

To find out more, please scan:



100% GLOBAL EXPOSURE

Every student joining SMU from August 2018 will be required to embark on at least one global exposure programme before graduation. To prepare for and enable students with this opportunity, exciting programmes and activities are developed to provide students with a variety of options to choose from. These include student exchanges, overseas internships, study missions, short-term study programmes and community projects*.

Students who have embarked on an International Student Exchange Programme (ISEP) or a Short-term Study Programme (SSP) bring back with them life skills that will differentiate them from others. They were able to:

Broaden and gain global perspectives



Acquire soft skills to navigate effectively across diverse cultures



Develop confidence as a global citizen



Establish invaluable contacts and networks



*In the scenario that official travel restrictions persist in light of Covid-19 health and safety measures, SMU will look at ways to provide alternative opportunities for global exposure of equal quality and diversity.

“Being able to interact personally with local business owners to appreciate the opportunities and challenges they face made it easier for us to understand the concepts taught in class. My interactions with UGM lecturers and students lent a local perspective to issues discussed in class, which added depth to my learning experience.”

MOHAMED ASHIQ BIN ABDUL AZIZ

Lee Kong Chian School of Business

On his Short-term Study Programme (SSP) to Gadjah Mada University, Indonesia

To ensure that no one misses out on the invaluable global exposure experience, SMU has put in place an extensive range of university-funded and donor-supported financial assistance schemes for students with varying financial needs to tap from. For more information, please scan:



An Overseas Student Programme (OSP) Loan scheme, which has no income criterion is also available for Singaporean SMU students. For more details, please scan:



SMU-X COURSES

PROJECT-BASED EXPERIENTIAL LEARNING

SMU-X provides students opportunities to combine academic with experiential learning by collaborating with local or global universities and organisations across industries on real-world projects. These projects form an integral component of SMU-X curricula and this multi-perspective approach allow students to better appreciate the applicability and relevance of SMU-X courses to their future careers.

Over a semester, students learn to analyse issues and apply their interdisciplinary knowledge and skills to solve real-world challenges presented to them by clients who are also their project champions. Moreover, working in diverse teams with peers from different disciplines and backgrounds, enhance students' intercultural understanding and communication.

Students also attain greater learner autonomy when they assume the role of consultants and work to co-define project goals and benchmarks in consultation with their project champions. They are actively mentored by supervising SMU faculty and project champions throughout the project to ensure proposed solutions are both practical and implementable.

Mentoring promotes students' involvement in learning while project champions' authentic feedback help them develop their business acumen. Students eventually present and submit their final recommendations to their respective project sponsors and many students are offered internship opportunities following successful completion of their projects.

SMU-X OVERSEAS PROGRAMME

The SMU-X Overseas (SMU-XO) Programme sees students and faculty embark on overseas experiential projects which allow them to create meaningful impact beyond Singapore.

Students will get a chance to learn, conduct fieldwork and study market conditions and then devise relevant business solutions to challenges faced by overseas organisations. The world thus becomes their classroom and they learn to be critical thinkers, problem solvers, team players and international citizens attuned to global challenges and issues.

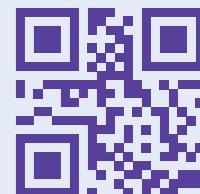
SMU-X courses provide students with invaluable opportunities for active and collaborative learning, interactive experiences, access to subject-matter experts from academia and industry, peer and social exchanges, and deepened understanding of diversity and interconnectedness. In the process, they gain necessary skills to deal with the demands of a VUCA (Volatile, Uncertain, Complex and Ambiguous) global environment.

SMU recognises the importance of experiential learning in our educational pedagogy and has made SMU-X mainstream and accessible to students across all schools. The University is committed to ensuring that all students have the option to take at least one SMU-X course before graduation. Currently SMU offers nearly 70 SMU-X courses across all disciplines.

Hear what our faculty, partner organisations and students have to say about their SMU-X experiences by scanning this:



For more information, please scan:



or connect with us via e-mail smux@smu.edu.sg. Parents who wish to offer projects and collaborate with our SMU-X courses may write to us as well.

Be aware of the connections and differences across disciplines and integrate knowledge to explore issues or meet challenges



Adapt to new or unfamiliar environments and exercise leadership



Think creatively and critically when solving problems



Make sound decisions while managing complex situations



Work collaboratively and productively as a team



STUDENT/ CAMPUS LIFE



COMMUNITY SERVICE

Community service has notably been a part of SMU's DNA since our university's inception in 2000 and is a graduation requirement under the Communities pillar of the SMU Core Curriculum. All our students are required to complete a minimum of 80 hours in community service. Students matriculated from AY2019-20 onwards will undergo an enhanced community service programme that incorporates a deliberate structure to help students better understand and apply their learning so as to provide more impactful and sustainable service to the community.

One Course Unit (CU) will be awarded to students (excluding students in the Bachelor of Laws programme), upon successful completion of the community service requirements. For students in the Bachelor of Laws programme, community service is a non-credit bearing graduation requirement.

Many of our students volunteer beyond what is required of them as they realise the positive impact that their service brings to the beneficiaries and to themselves. To date, SMU students have devoted more than 3.3 million community service hours.

"Our mission is to produce bold, articulate students, visionary leaders with a fine sense of ethics and social responsibility, for the good of the community."

MR HO KWON PING
Chairman, SMU Board of Trustees

ABOUT SMU'S CENTRE FOR SOCIAL RESPONSIBILITY (C4SR)

C4SR oversees the community service initiatives of SMU undergraduates and guides students in utilising their skill strengths to help with capacity building and empowerment of the beneficiary communities. Students may source for their own community service projects with non-profit and community organisations or refer to emailers from C4SR on possible volunteer opportunities. All students are also urged to complete their community service graduation requirement by the end of their second Academic Year.

"The greatest learning point from my personal experience was how short-term volunteerism develops the volunteer, while long-term volunteerism aids the beneficiaries. In the past six to seven months since I've been at YWCA, I felt that I have benefited more than I have given. I have developed more patience and understanding when working with unique individuals with different personalities and become more empathetic to the less privileged in my society. Social work is by no means a short-term project, so moving forward, my hope is that by being committed to volunteering, I can support the staff at YWCA to help them in their efforts and begin to truly make a positive impact to the lives of these children."

TAN WEI RONG
Lee Kong Chian School of Business

**1ST
UNIVERSITY
IN SINGAPORE**

to introduce
community service
as graduation
requirement

SMU students have served more than
3.3 MILLION HOURS
to date

**681
PROJECTS**

were undertaken across
18 countries in 2019

'EDUCATIONAL INSTITUTION' WINNER
of the President's Volunteerism &
Philanthropy Awards 2016

Our last graduating batch in 2020
contributed an average of
**134 HOURS OVER THEIR 4 YEARS
OF STUDY IN SMU**

SMU's community service experience gives your child valuable avenues for personal development and a sense of social responsibility. Check out SMU's varied projects at:



STUDENT/CAMPUS LIFE

We encourage all students to make the most of university life by joining co-curricular activity (CCA) clubs or events. With the extraordinary times we find ourselves in, many CCAs have pivoted towards the digital realm to continue to deliver a meaningful out-of-classroom experience.

The University has close to 150 recreational, competitive, and student service clubs that span the arts, sports, student leadership and special interests areas; as well as the many school-based interest clubs. Students are welcome to join these - on either recreational or competitive levels.

SMU also offers a plethora of local and overseas community service projects, many of which collaborate with community partners and non-governmental organisations. These projects and partnerships create experiences which enable students to better understand themselves, the communities they live in and the world they are part of. More crucially, these experiential platforms provide avenues of learning and opportunities for students to recognise how their unique talents can be invaluable resources to make meaningful contributions back to society.

SMU students can choose to step up to leadership roles by joining and leading their peers in student organising committees which conceptualise, manage and execute major university events.

Many students also participate in eye-opening cultural immersion programmes and internships.

Whatever the choices, active engagement with SMU's vibrant and compelling student life will ensure new skills, passions, talents and bonds are honed through a multitude of experiences that ultimately transform into invaluable lessons in life, for life.



"There is more to student life in SMU than just studying and project work. Having gone for numerous camps during my freshmen year, joining the organising committee for some of them, to finally being elected as vice president in a school executive committee, the bonds I've formed with my camp mates and teammates are really special to me, and I would not exchange this for any other university experience. Student life is an important aspect of university for me and it forms an integral part of the entire university experience."

KENNETH WONG
Lee Kong Chian School of Business

To find out more about SMU's CCAs, please scan:



INTERNATIONAL STUDENT EXPERIENCE

SMU students come from all over the world. Here are some special events and programmes for international students:

SOCIAL AND ORIENTATION PROGRAMMES

These activities help integrate your child with the university community and enhance his/her overall SMU experience.

One of the first touch points is the peer-led SMU Buddy Programme where freshmen are mentored by senior undergraduates. This allows your child to get better acquainted with senior students. The programme also introduces him/her to key aspects of SMU and Singapore culture.

When term starts, your child will also have an opportunity to be part of the Host Programme, where he/she will be assigned to gracious and hospitable hosts for a year.

All international students are members of International Connections (ICON), a student group that promotes cultural integration and ensures the well-being of international students. ICON and its 12 cultural clubs organise more than 80 cultural events every year to showcase and celebrate diversity on campus. Your child can join activities or choose to take on ICON leadership roles.

To find out more about SMU's International Student Experience, please scan:



SAFETY, SECURITY AND PERSONAL DATA

SAFETY & SECURITY AT OUR UNIVERSITY

The safety and security of the SMU community and its guests are of paramount importance to the University, and a principal responsibility of the Office of Safety & Security. The office oversees the safety, security and emergency readiness of SMU, as well as the effective coordination and implementation of the relevant policies, operating procedures and practices. The office is supported by a campus security team which operates 24 hours daily and stands ready to assist or respond to campus emergencies.

Your child/ward is also able to gain 24/7 access to useful safety resources that can be found on our website. For more information, please scan:



SAFETY MANAGEMENT FOR STUDENT-RELATED ACTIVITIES

Safety is also a top priority in students' daily activities. All official student-related events must undergo a stringent risk assessment and management process where staff and student leaders ensure that participating students' physical and emotional safety aspects are looked after.

Students on official overseas trips have round-the-clock access to International SOS (ISOS), which provides global assistance on security, medical and personal issues such as loss of passport or medical prescriptions, among others.

EMERGENCY CONTACTS

For official student-related events, a contact person(s) will be identified and your child should give an emergency contact list to you prior to his/her commencement of activities. These are our school contact numbers, in the event of an emergency.

Office/Department	Contact number
Security Command Centre	+65 6828 0343 (24 hours)
School of Accountancy	+65 6828 0632*
Lee Kong Chian School of Business	+65 6828 9565*
School of Economics	+65 6828 0847*
School of Information Systems	+65 6808 7960*
School of Law	+65 6828 0502*
School of Social Sciences	+65 6808 5152*

*Phone operating hours: Mondays to Fridays, 8.30am – 5.30pm.

SMU POLICY: CONFIDENTIALITY

SMU adheres to the provisions and principles of the Personal Data Protection Act 2012 set by the Singapore Government. Under this Act, all information regarding your child is considered as private and confidential. While we understand that you would like to allay your concerns regarding your child, we regret to inform you that we will not be able to accede to your requests to disclose any information, including your child's grades and outstanding fees and loans, to you.

To better understand our position on all personal data protection matters, please scan:



GLOSSARY OF TERMS

As your child steps into a new experience, you will find him/her using terms that are just acronyms to SMU-related processes or events that our students use on a daily basis. Here are some of the popular ones that you might hear students, staff and faculty members use around campus.

Term/Acronym	What it means
BOSS (Bidding Online System)	Our undergraduates register for their classes via this bidding system. Each term, your child will be given credits to bid for courses. This empowers students to draw up their own timetable based on personal choices and study plans, subject to the constraints of curriculum requirements, and the supply and demand of classes.
CSP/OCSP	Community Service Project, Overseas Community Service Project.
e-Learn	SMU's online learning management system.
OASIS	Online Access to Student Information System.
SUMMA CUM LAUDE, MAGNA CUM LAUDE, CUM LAUDE (Latin honours adopted from the US system.)	These honours can be translated as “with Highest Distinction”, “with High Distinction” and “with Distinction” respectively. At SMU, students are awarded their honours according to the level of academic distinction that they have achieved, as reflected in the final cumulative GPA that they attain.
AYOC (Academic Year Opening Ceremony)	A processional ceremony to welcome faculty, staff and students back to school.
COMMENCEMENT	Our SMU graduation ceremony.
FOMO	Freshmen Orientation Moves Online.
VIVACE	SMU's annual CCA bazaar featuring more than 150 student clubs and organisations.
FACI	Facilitator.
RA	Research Assistant.
TA	Teaching Assistant.
GSR, SR, CR	Group Study Room, Seminar Room, Classroom.
LKCSB, SIS, SOA, SOE, SOL, SOSS	SMU's six schools: Lee Kong Chian School of Business; School of Information Systems; School of Accountancy; School of Economics; School of Law and School of Social Sciences.
MRA (Mochtar Riady Auditorium)	One of two auditoriums on the SMU campus. With a seating capacity of over 300, this is where many distinguished leaders in the global public and private sectors meet and interact with SMU faculty members and students.
SMU HALL	Located at the School of Law building, the SMU Hall boasts a flexible seating capacity for up to 1,000 people and is the main venue for many key SMU events.
SMUSA	SMU Students' Association.

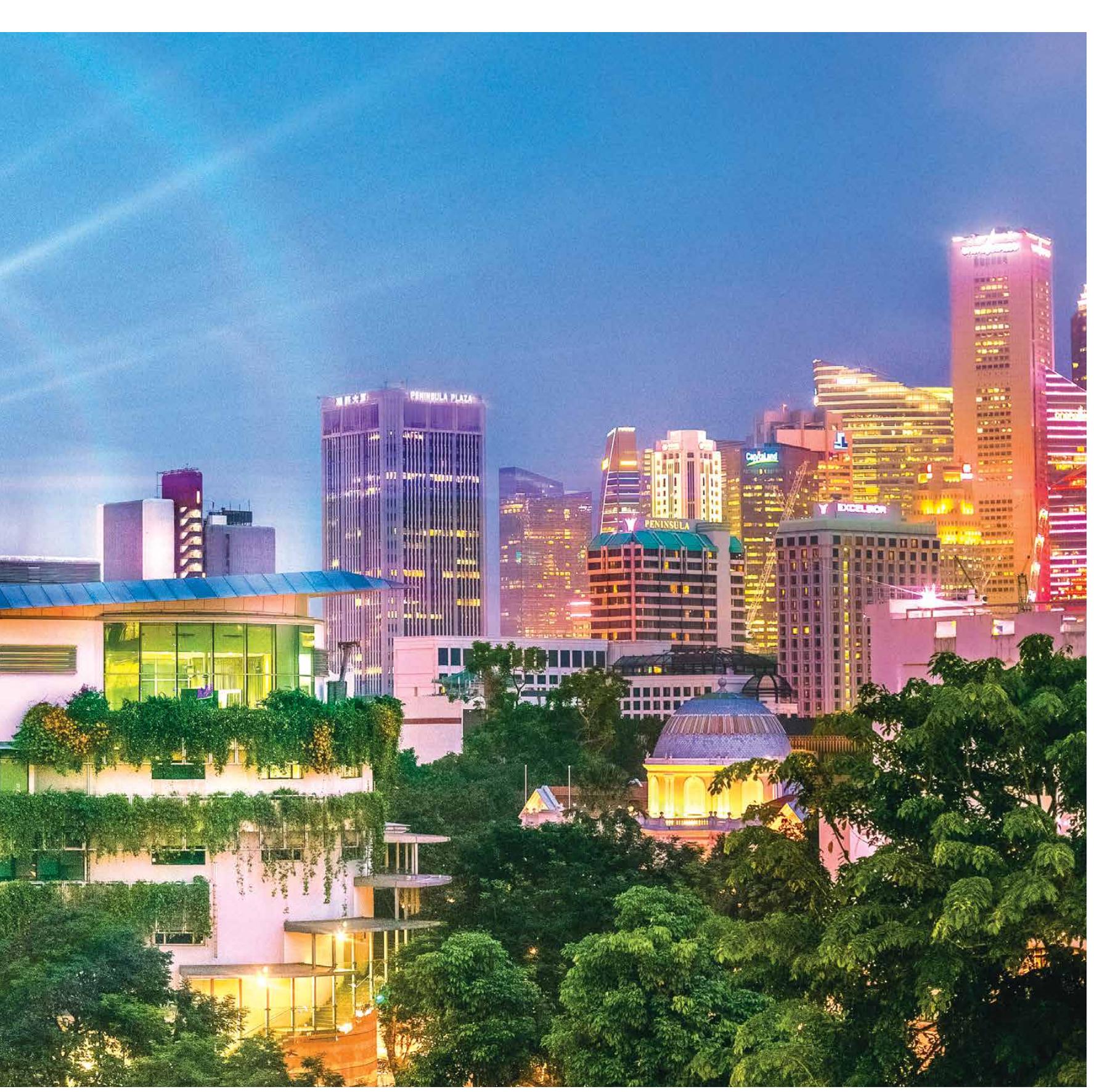
ACADEMIC MATTERS

EVENTS

ROLES

VENUES







**Student Services Hub
Li Ka Shing Library**

70 Stamford Road #B1–38, Singapore 178901
Contact: +65 6828 9696
Email: sshelps@smu.edu.sg