YOUR UCEAP NETWORK

EAP Online
Bookmark your Participants program page; it contains vital resources and requirements you need to know before you go abroad, including the Predeparture Checklist, UCEAP Guide to Study Abroad, Program Calendar, EAP Student Budgets and Payment Vouchers, and policies.

Local EAP Support

Campus EAP Office
The Campus EAP Office coordinates recruitment, student selection, orientation, and academic advising, and serves as your primary contact during the application process.

UCEAP Systemwide Office
The UCEAP Systemwide Office establishes and operates programs and coordinates EAP administration for all UC campuses from its headquarters in Goleta, California. You will work closely with the following Systemwide Office staff:

- **Program Advisors** communicate program information, both academic and operational, to students and campuses, and coordinate and provide academic and administrative support in all aspects of your participation.
- **Operations Specialists** coordinate the logistics of the program. Document requirements, visa application instructions, health and safety precautions, placement and acceptance by the host institution, arrival and on-site orientation, and housing arrangements are examples of program details the Operations Specialists coordinate.
- **Academic Specialists** advise on academic policies; review and record courses taken abroad for UC credit; process student registrations, petitions, and grades; and document and maintain students’ academic records.
- **Student Finance Accountants** assist primarily with EAP statements, program fee collection, and financial aid disbursements (in conjunction with your campus Financial Aid Office).

Contact Information

Program Advisor
Mirjana Hall
Phone: (805) 893-6152; E-mail: mhall@eap.ucop.edu

Operations Specialist
May Pothongsunun
Phone: (805) 893-6152; E-mail: mpothongsunun@eap.ucop.edu

Academic Specialist
Eva Bilandzia
Phone: (805) 893-2598; E-mail: ebilandzia@eap.ucop.edu

Student Finance Accountant
Sylvia Martin
Phone: (805) 893-4778; E-mail: studentfinance@eap.ucop.edu

UCEAP Systemwide Office
6950 Hollister Avenue, Suite 200
Goleta, CA 93117-5823
Phone: (805) 893-4762; Fax: (805) 893-2583

To get this guide on your smart phone, scan the QR code above.
Study Center Abroad

Programs are managed by an EAP Administrative Coordinator and a National University of Singapore faculty member serving as the EAP Liaison Officer. They advise EAP students on academic matters, coordinate cultural activities, assist with program logistics, and provide support for personal matters. NUS student affairs units also provide a wide range of services such as orientation, housing, and student activities.

Prof. Albert Teo, Liaison Officer
Ms. Daisy Ling, Administrative Coordinator
EAP Singapore Study Center
National University of Singapore

Phone (calling from the U.S.): (011 65) 6874-5246
Phone (calling from Singapore): 6874-5246
E-mail: daisyling.sg@eap.ucop.edu

Phone Number Codes

U.S. international code .............011
(dial this to call from the U.S.)
Singapore code ....................65

Approximate Time Difference

April–October: Add 15 hours
November–March: Add 16 hours
Academic Information

Academic Culture
You will be fully immersed into academic and social life at the National University of Singapore (NUS). Become actively engaged in a variety of academic programs and live, attend classes, and spend leisure time among local students.

Relationship with Faculty
Adjustment to and appreciation of different pedagogy and learning styles are part of studying abroad. Teachers in Singapore are highly respected, and relationships between students and teachers are different from those at UC. Students are expected to be polite, never confrontational or demanding. At the same time, however, many professors in Singapore have been trained in U.S. and European universities; if you approach them after class, you probably will find them friendly and interested in providing help. If you have a difference of opinion or want to make suggestions, speak respectfully with the professor privately, out of class.

Courses (Modules)
NUS courses are called modules. Most courses at NUS are 5 credits (6 UC quarter units). Each module has a unique code consisting of a two- or three-letter discipline prefix and four digits; the first digit indicates the course level:

- 1000 level-one modules are awarded UC lower-division credit
- 2000 level-two and 3000 level-three modules are awarded upper-division credit (except for language courses)
- 4000 level modules are graduate level and are not open to undergraduates

The majority of courses are conducted over a semester, with an exam at the end of the semester; however, there are some year-long courses with an exam at the end of the academic year. If you are in the fall program be sure you do not enroll in year-long courses.

Instruction is in English, except in studies that have language prerequisites (for example, Chinese studies). Courses are academically solid and you will need strong academic skills and writing ability as well as personal initiative and independence. Most courses are comprised of lectures and required tutorials or discussion sections. Syllabi and reading lists are normally provided; the use of PowerPoint is widespread and students frequently bring laptops to class. More out-of-class reading is required than UC courses and the reading is of a greater breadth than you may be accustomed to at UC. Attendance and paper writing are important components of the courses. Participation is expected in the tutorials and is considered in the final grade, although local students may not be as eager to respond to instructors’ questions as UC students.

NUS requires more student group work than UC. This may require meetings in the evening and on weekends. Out of respect for your NUS counterparts, take this work and time commitment seriously. Be available to meet with fellow students as needed.

“EAP STUDENTS SAY...
There's a joke that an NUS professor likes to tell at the start of the year to welcome the numerous exchange students in his class: 'There's a crucial difference between Western students and Singaporean students. If you walk into a class full of Western students and wish them a good morning, their first response is to argue with you. What makes it a good morning? How did I come to my conclusion that this was a good morning? How can I impose my definition of a good morning on them? When you walk into a class full of Singaporean students and wish them a good morning, they write it down.'

The exam system is different. Exams take place in huge rooms with hundreds of students from different courses.

The professor-student relationship was rewarding. Professors were excited to have international students in class and were eager to help.

”
Exams and Grading

Most exams at NUS are two-hour essay exams. Be prepared to write many essays quickly and cogently. Multiple-choice exams are rare. Exams can be either open or closed book. The writing styles of UC and NUS students are different. NUS students typically rely on memorization and support their topics with many facts, charts, and graphs. Instructors are not just looking for broad concepts; they want specifics.

Final course grades depend heavily upon the results of a final exam. Exams are given in large halls with up to 2,000 students and are graded by examiners, not necessarily the course instructor. You must attend tutorials and sign up for the finals according to NUS procedures. If you miss 20 percent or more of a class, you will not be permitted to take the final exam and your course grade will reflect that failure.

You may look up past exams on file at the library, study the questions, and request feedback from the teaching staff. It is important for you to request such feedback early in the semester, as the teaching staff is likely to be less sympathetic and responsive just before the exams. Instructors generally do not give you the feedback, evaluation, and explanation of grading to which you are accustomed at UC.

Fall grades are usually available in early February and spring grades are usually available in early August.

For additional information about grades, see the Academic Information chapter of the UCEAP Guide to Study Abroad.
“EAP STUDENTS SAY...”

NUS incorporates state-of-the-art facilities with invaluable resources to ensure our academic well-being. You can expect the courses to be stimulating and the academic atmosphere intensely competitive with the kiasu spirit!

There were a variety of interesting courses as well as courses to complement my major. The personable approach of our tutorial discussion was fantastic. I got a chance to know my professors on a one-on-one basis. Tutorial discussions gave me the opportunity to be more involved with the course.

Classes are challenging. Professors encourage cooperation among the students and there are many group assignments. I worked closely with my classmates and ended the semester with a lot of good memories.

Participating in tutorials was perhaps the most important aspect. I learned so much about student-teacher relations, student culture, and university culture. The group projects were fulfilling.

Program Description

Required:

- Attendance at on-site orientation
- Minimum of 21 UC quarter units each term; the normal load is four NUS modules (courses) of 6 UC quarter units each
- Concentration in your major field of study (although not exclusively)
- A strong record of class attendance (to be eligible to sit for final exams)
- NUS and MyEAP course registration

Course Registration

Before departure you will complete an NUS application that includes a list of the courses you wish to take. UC students are accepted into faculties based on the classes they request and those approved by NUS. You may take courses outside your major provided the courses were noted and approved in the NUS application.

Certain courses or departments have restrictions. For example, business and economics courses are limited to students in related majors and EAP students in the year program can take business courses in only one of the two semesters; restrictions apply especially in computing, medicine, and law. See the explanations on the NUS website.

When listing classes on the NUS application, select as broadly as possible and sign up for at least ten (10) classes you want to take, then drop courses later. The classes should be in as many different faculties as you are considering taking classes, but the majority should be in the faculty where you are planning to register because it is better to take classes within one faculty. The faculties are independent—each has its own class and exam schedules. In the past, EAP students have taken classes from as many as three faculties at one time, but they found that this prevented them from sharing the camaraderie of close-knit study groups.

You must follow NUS procedures for class registration. Directions are provided in the NUS admission letter.

Acceptance into classes (modules) is not automatic; UC students often have to provide proof that they have achieved good grades in prerequisite courses. Take your most recent transcript with you to Singapore to verify completed coursework. In addition you must be able to provide documentation for the UC classes that you have taken recently that are not on the transcript submitted with your application. A letter of introduction from a UC faculty member in your home department could be useful to help in securing a space in an oversubscribed course.
"EAP STUDENTS SAY...

The classes in the physical sciences at NUS seem more challenging than at UC, but they are more fulfilling because of the class interaction. You’re expected to work both independently and in groups in the tutorial sessions where students work on homework problems on the board in front of the class. This helps keep you focused on doing homework every week.

My academic experience was challenging. One class was very competitive and required that I keep up with assignments because a paper was due every week. Another was a seminar modeled after American business classes; the professor was never satisfied with a simple answer to his questions—students always had to explain the reason behind their answers. Prepared students were rewarded by receiving good marks for class participation.

University Scholars Programme

Regular courses at NUS are already demanding; however, if you are seeking truly challenging and exciting interdisciplinary study, consider first-tier modules (courses) in the University Scholars Programme. This program provides a rigorous multidisciplinary curriculum for active learners who like to think and write critically and make connections among different disciplines. Courses are offered in the humanities and social sciences, visual and performing arts, and sciences and technology. A list of first-tier modules is on the University Scholars Programme website.

Additional Interdisciplinary Programs

NUS offers a number of innovative study opportunities that are not available at UC. For example, you may take part in a program on information and communications management that combines the arts with information technology. There are also multidisciplinary studies that combine business and law, and a “technopreneurship” program that trains science and engineering students to take advantage of commercial opportunities.

Research Opportunities

Undergraduate Research Opportunities Programs (UROP) are offered by the School of Computing, the Faculty of Engineering, and the Faculty of Science. You can view the available research projects on the NUS website but cannot register for a particular project until after you arrive at NUS and obtain a matriculation number. You should, however, e-mail the project supervisor and request written approval for a space in the UROP. You then submit this approval as part of the application documents. If you obtain an approved reservation, contact the supervisor personally upon arrival at NUS to officially register in the UROP course.

MBA Program

The NUS Business School MBA Program has been ranked among the top three in the Asia-Pacific region by Asia, Inc. UC graduate students admitted as exchange students will participate in the second year of the MBA program and take the elective courses. The curriculum is characterized by an Asian focus and offers concentrations in the areas of accounting, finance, management, marketing, logistics and operations management, and decision sciences. Additional information is available on the NUS MBA website."
EXTENDING EAP PARTICIPATION

Plan Ahead to Extend

Extending your EAP participation is possible. If you are considering extension to the spring program, submit a Departmental and College Pre-Approval to Extend (DPA) form prior to departure. Once abroad, make an appointment with the EAP Liaison Officer to initiate the extension process. The Liaison Officer must submit a Request for Final Approval (RFA) form to the EAP Systemwide Office by the deadline indicated on the form. If you do not submit an approved DPA before departure, then you must submit a Petition to Extend form, which requires campus and department approval, and can take up to eight weeks to process.

UCEAP must approve your extension request. Approval is based on a number of factors including program criteria, academic performance, the support of your UC campus department, and available space.

Once your extension has been approved, notification will be sent to your UC campus registrar, Financial Aid Office, and Campus EAP Office. For information about the steps you need to take with regard to finances, see the Extension of Participation chapter of the UCEAP Guide to Study Abroad.
CULTURAL AWARENESS

Educate Yourself
Get acquainted with Singapore and its culture before you leave the U.S. Travel guides and travel-related websites such as Lonely Planet are excellent resources.

Keep up with current events by reading articles in newspapers, magazines, and journals. You will also need to understand the local culture and history. These sources will help you prepare.

Websites
www.gothere.com.sg
Like Mapquest for Singapore except that it will tell you how to get to different places using public transport and how long it will take. Especially useful for students who are worried about where to go upon arriving in Singapore; you can look up your dorms within the university.

www.yoursingapore.com
Site set up for tourists by the Singapore tourism board. It has all the attractions and dining in Singapore and allows you to arrange them into a handy itinerary and gives a great description of each place. Great for people who have not purchased a guidebook for Singapore as it gives you most of the same info for free online.

Recommended Reading


The Singapore Story: Memoirs of Lee Kuan Yew, Singapore; New York: Prentice-Hall, 1998. This is a great book for those who are interested in a complete history of modern day Singapore. Written by Lee Kuan Yew, the first prime minister of the republic of Singapore from the perspective of the Peoples Action Party.


EAP STUDENTS SAY...

Singapore is a multicultural city. It’s not that difficult to adjust.
If you do chew gum, do not spit it on the ground. There are huge penalties for spitting.
Remember to be open, tolerant, and respectful of other cultures and you will have the time of your life!

Social Conduct

In Singaporean society, public good may take precedence over personal rights. You must take Singaporean laws and regulations seriously. The following are examples of Singapore laws.

Illegal Substances

Do not engage in drug use, possession, or trafficking. Drug-related offenses have serious penalties throughout Southeast Asia. For example, possession of more than 500g of marijuana in Singapore is considered evidence of trafficking, which is punishable by death. There is a maximum of 10 years’ imprisonment or a fine of $20,000 or both for unauthorized consumption of any quantity of drugs.

Smoking

NUS is a smoke-free campus. Smoking is prohibited in public buses, taxis, lifts, theaters, cinemas, government offices, air-conditioned restaurants, and shopping centers. First offenders may be fined up to a maximum of S$1,000.

Chewing Gum

There has been some misconception on the restriction of chewing gum in Singapore. The biggest myth is that chewing gum is illegal. While you can chew gum, it is not for sale in Singapore. Local law forbids the sale, import, and manufacture of chewing gum. Do not bring large quantities of chewing gum into Singapore or you may be mistaken as a seller.

Littering

Singapore’s clean and green image is the result of decades of public education campaigns and strict laws against litter. Littering of any kind is subject to a maximum fine of up to S$1,000 for first offenders and up to S$2,000 for repeat offenders.

Vandalism

Regulations regarding vandalism were initially formed to stop the spread of communist graffiti following Singaporean independence. However, it is an all-encompassing act that prohibits destroying or damaging public or private property. Possible penalties for vandalism include corporal punishment.

Media Censorship

Though the regulations are slowly loosening, there are still some forms of media censorship. Do not take materials with violent or sexual themes into Singapore.
Cultural Differences

The external Western appearance of Singapore contradicts the deep cultural influences that exist at the core of the country’s cultural mores and expectations. Singapore’s cultural diversity combines at least three ancient cultures: Chinese, Malay, and Indian. Important distinctions exist within each of these cultures and religious practices.

Common cultural distinctions include the following:

- Singaporeans tend to have strong loyalties to their country, companies, and any associated groups.
- Public displays of affection are often frowned upon. Aside from shaking hands, people of the opposite sex generally do not touch. However, it may be common to see friends of the same sex walking arm in arm.
- It is considered rude to use your foot for pointing, especially when pointing at a person. It is also disrespectful to show the soles of your feet or shoes. The foot is considered unclean.
- Do not use your forefinger to point or signal someone. This will be considered an insult.

Singlish

The four official languages of Singapore are Mandarin, Malay, Tamil, and English. English use is widespread and considered the language that unites the various ethnic groups. English spoken by locals may have unique accents or syntax that can lead to misunderstandings.

Singlish is a local dialect derived from clipped forms of English mixed with Chinese and Malay. Previous participants mention that it can take some time to adjust to Singlish. Refer to A Dictionary of Singlish and Singapore English.

Relationships

Local Friendships

Many previous participants had the first impression that local students are shy and distant. It is uncommon in local culture to greet strangers; therefore, taking the first step to get to know someone is difficult. In order to socially, academically, and culturally integrate into the local student population, you must pursue local friendships and participate in student activities. While it may take some time and effort, EAP students have been invited to homes of fellow NUS students, treated with great hospitality, and made lifelong friendships.

GLBT

The Singapore government holds a conservative view on same-sex relationships and maintains historic laws criminalizing sexual acts. There is a growing social level of tolerance, however. Various resources are available to gay, lesbian, bisexual, and transgender (GLBT) students in Singapore:

- People Like Us is an informal group focusing on advocacy and offering support through online discussion groups.
- Oogachaga is a nonprofit organization providing counseling and support groups.
ARRIVAL & ORIENTATION

Passport and Student Pass
A valid passport is required to enter Singapore. Although U.S. citizens are not required to obtain a visa to enter Singapore, all students are required to apply for the Student Pass after registering at NUS. The Student Pass serves a similar purpose to a visa by granting permission to reside in Singapore for the purpose of study. The Student Pass is issued by the Immigration and Checkpoints Authority of Singapore.

Special Travel Notifications
If you are not a U.S. citizen, special travel restrictions or entry requirements may affect you. Contact the Singapore Consulate-General in San Francisco for details.

Male Singapore citizens and permanent residents are liable for compulsory military service. If you hold dual U.S. and Singapore citizenship you are also subject to this law. If this situation applies to you, research this further with the Singapore Consulate-General in San Francisco and the Singapore Ministry of Defense.

U.S. Travel Registration
As soon as you know your flight plans prior to departure, register online with the U.S. Department of State. Registration is free and allows for the nearest U.S. embassy or consulate to be a source of assistance and information in case of difficulty or an emergency while traveling abroad.

Photocopies
It is easier to replace lost or stolen documents when you have photocopies. Photocopy all important documents in duplicate, including passport photo pages, visa pages, vaccination certificates, travelers checks receipts, airline tickets, student ID, birth certificate, credit cards (front and back), etc., then leave a copy at home with a parent or guardian and pack a set in various pieces of luggage. Spending a few moments copying documents now will save you time if you lose important documents in Singapore.
“EAP STUDENTS SAY...

Sunscreen is expensive in Singapore, so invest in a huge, economy-sized sunscreen that will last you for your stay abroad.

Bring photos, posters, and mementos from home. You’re going to need something to decorate your bare room with when you arrive.

If you are a typical exchange student in Singapore, you will visit other countries in Southeast Asia. Do yourself a favor and bring a good travel backpack.

Bring clothes that won't show sweat. You will sweat a lot for the first couple of weeks until your body gets used to the humidity.

You can buy bed linens and towels in Singapore, but do bring at least one towel and maybe a small bed sheet. You likely won’t be able to go shopping your first day.

The EAP Student Budget does not include funds for the purchase of clothing abroad.

Packing Tips

Singapore is well developed in terms of the availability of consumer goods. Therefore, limit your baggage to a reasonable amount. You are also advised to identify each item of luggage on the inside and outside with your name, home address, and destination.

Essential

- A casual and easy-to-care-for wardrobe
- Flip-flops and comfortable walking shoes
- One formal outfit for dinners and special events
- Swimsuit, sunglasses, and sunscreen
- Personal care and hygiene products, e.g., deodorant (especially if you have preferred brands)
- First Aid Kit
- Vitamins and medications (see the Health chapter for more information)

Optional

- Bed linens and towels
- Camera
- Unlocked cell phone
- Laptop
- Converter and plug adapters
- Gifts for foreign hosts and new friends (suggestions: Frisbees, T-shirts, UC pens or decals, California pistachios/almonds or scenic calendars)
- Pictures of home, family, and friends
- Small backpack or travel bag

Do Not Pack

- Cigarette and pocket lighters
- Controlled drugs and substances
- Endangered species of wildlife and their byproducts
- Firecrackers
- Obscene articles and publications
- Reproductions of copyrighted publications, videotapes, DVDs, CDs, or cassettes
- Toy coins and currency notes

Climate and Dress

Singapore’s climate includes uniformly warm temperatures, humidity, and abundant rainfall due to the maritime exposure of the island and its close proximity to the equator. Most campus buildings are air-conditioned, so you may need to dress for both the warm weather and chilly air-conditioned buildings.

Despite the hot and humid conditions, Singaporeans dress conservatively. Avoid excessively revealing clothing. Sleeveless and backless tops with low necklines or clothing with vulgar words and pictures are unacceptable.

Electrical Items

The electrical current in Singapore is 230V/50Hz; therefore, American electrical items running on 120V/60Hz will not work without an adapter.
Official EAP Start Date
You must arrange for transportation to Singapore and arrive at NUS by the official EAP start date. The official EAP start date is provided in the program calendar on the EAP website. If you fail to appear on the official EAP start date, you are subject to dismissal from the program (Student Agreement, Section 10).

If program dates change due to unforeseen circumstances, you are responsible for modifying your travel itinerary. You are responsible for reserving and purchasing your tickets (even if you are on full financial aid). Your Financial Aid Office will not do this for you. You are strongly urged to purchase changeable airline tickets, which are usually cheaper than two one-way tickets. Standby tickets are not appropriate. EAP is not responsible for any unrecoverable transportation charges you may incur for independent travel arrangements.

Detailed arrival instructions and maps are included in the EAP online Predeparture Checklist.

Financial Aid Students
Your financial aid package is based partly on the EAP Student Budget for the program. The estimated round-trip airfare amount is based on the cost of a changeable student fare to Singapore. If your independent travel costs are greater than the airfare estimate in the EAP Student Budget, notify your financial aid counselor. Neither EAP nor the Financial Aid Office can guarantee that the additional cost will be funded by financial aid.

On-site Orientation
At the beginning of your program, you will attend an orientation that covers information related to the National University of Singapore as well as EAP. Participation in all orientation sessions is mandatory.

The following topics are covered:

- academic affairs, including MyEAP course registration
- banking
- transportation
- medical care
- safety
- social activities
EAP STUDENTS SAY...

Although without a car, I was able to travel everywhere in Singapore thanks to the cheap and efficient transportation system.

Transportation was excellent! Buses and MRT (subway) systems were great.

LOCAL TRANSPORTATION

Travel within Singapore

An efficient public transportation network of taxis, buses, and the modern mass transit system ensures that getting around is hassle-free and affordable.

Past students recommend obtaining an Ez-Link transportation card upon arrival in Singapore. It can be used to pay for buses, the MRT, and some taxis. You can also use it for purchases on campus and print/copy services.

Buses

SBS Transit manages most of the bus services in Singapore. Bus fares will range based on distance and type. You will need exact change or an Ez-Link transportation card.

MRT

The Mass Rapid Transit (MRT) is a modern, air-conditioned passenger train service with stations all over the island. This MRT system is one of the most modern in the world.

There are currently six main lines that operate at regular intervals daily. The train system extends north-south and east-west with trains every two to eight minutes daily (5:30 a.m.–12:30 a.m.). You can purchase an Ez-Link transportation card at MRT stations and reload your card at TransitLink machines in every station.

Visit the TransitLink website for additional information.

Taxis

Taxis are available everywhere in Singapore and can be flagged down 24 hours a day on most roads. Major shopping centers and hotels have well marked taxi stands. All taxis are metered with a basic fee, but there may be surcharges for certain circumstances (e.g., late-night rides).
It is important that you carefully read all of the information available in the UCEAP Guide to Study Abroad and discuss it with the person who will assist you with your finances while you are abroad.

FINANCIAL INFORMATION

Understanding Your Finances
Understanding your finances before, during, and after EAP is crucial to having a successful time abroad. The following list outlines just a few of the many things you will need to know before departure.

Detailed information on the following topics can be found in the Money Matters chapter of the UCEAP Guide to Study Abroad:

- Contact information for finance questions
- How to estimate the cost of your program
- Budget instructions and information
- How to and who can make payments to EAP
- EAP student account information
- Banking before and after arrival
- Fees and penalties
- Loan information
- How financial aid works while on EAP (how do I get my financial aid from my home campus and how are my fees paid)
- Various forms (e.g., direct deposit, etc.)

MyEAP Student Account
Your MyEAP Student Account is similar to your home campus Financial account. It will be available as soon as you are selected for your program in MyEAP. The fees that you owe UCEAP are posted to your account, and you can make payments through this account using e-checks or credit cards (MasterCard or Discover). Fees will be applied after your program predeparture withdrawal date, which is listed in MyEAP.

EAP Student Budget
Carefully review your UCEAP Student Budget.

Your UCEAP Student Budget lists the fees you will pay to UCEAP and an estimate of the personal expenses you will need to plan for. It does not include the cost of recreational travel or personal entertainment. The fees due to UCEAP will be posted to your MyEAP Student Account after your program predeparture withdrawal date. Program fees are subject to change. View your EAP Student Budget frequently.

Instructions
- Download and print your EAP Student Budget and Payment Vouchers.
- Note the deadlines on the Payment Vouchers.
- Give the EAP Student Budget and Payment Vouchers to the person responsible for paying your EAP bills. Sign them up for Third Party Authorization so they can make payments online.

For further information see the Money Matters chapter of the UCEAP Guide to Study Abroad and the Money Matters tab of your Participants Portal. If you are on financial aid, see also the EAP Financial Information web page.
Handling Money Abroad
Before departing, exchange U.S. $300 into Singaporean dollars. Besides providing an opportunity to become familiar with the currency, the funds will be useful for transportation and other purchases immediately after arrival. You can arrange to purchase foreign currency through your local U.S. bank, although the process may take a week or more. You can also easily exchange money upon arrival at Changi Airport.

After orientation, you will learn where to obtain good exchange rates and you can begin using banks and money changing facilities located near NUS. Take enough cash or travelers checks to cover your initial expenses while you decide where to open an account.

ATM Card
Students often use their ATM card and PIN from a U.S. bank to withdraw money in Singapore. ATMs are available in banks, MRT stations, shopping centers, and other locations throughout Singapore. Check with your bank prior to departure regarding service charges and networks; the Cirrus or Plus networks are the most common.

Credit Cards
It is a good idea to take a credit card abroad. Major international credit cards, such as Visa and MasterCard, are widely accepted. Credit cards can be used at most hotels, restaurants, and department stores, as well as for cash advances. Check with your bank and credit card providers to determine fees and services that will be available to you abroad.

Transfer of Funds
Most students also use ATM cards to transfer money. However, travelers checks and telegraphic transfers are other secure options. You may process funds using international bank drafts made out in Singaporean dollars. These can be credited to accounts and withdrawn in several days. EAP discourages using personal checks to transfer money.

Banking Facilities
Many banks in Singapore offer a wide range of services and are located within a 15-minute bus ride from campus. Examples include the Development Bank of Singapore, a Post Office Savings Bank, Overseas Union Bank Ltd., and United Overseas Bank Ltd.

The following table lists each bank, location, and minimum balance:

<table>
<thead>
<tr>
<th>Bank</th>
<th>Location</th>
<th>Minimum Balance*</th>
</tr>
</thead>
<tbody>
<tr>
<td>DBS</td>
<td>Block 43 Holland Drive #01-53/59</td>
<td>S$500</td>
</tr>
<tr>
<td>POSB</td>
<td>Block 449 Clementi Avenue 3 #01-243</td>
<td>S$100</td>
</tr>
<tr>
<td>OCBC</td>
<td>Block 445 Clementi Avenue 3 #01-153/155</td>
<td>S$500</td>
</tr>
<tr>
<td>UOB</td>
<td>Block 443 Clementi Avenue 3 #01-65/69</td>
<td>S$100</td>
</tr>
</tbody>
</table>

*Rates are subject to change.
EAP STUDENTS SAY...

Bug your friends and family members to get a free Internet calling service. Then you can hear their beautiful, wonderful voices from the other side of the globe.

COMMUNICATIONS ABROAD

Mail

The Chinese system of putting family (last) names first when addressing mail is standard practice. All mail that is addressed to you should read “[Last name], [First name]” or have your last name underlined. In the past, the mail sorters at the residence hall have not known which box to put mail into, resulting in mail being returned to the senders.

Phone Service

Dial 100 for 24/7 English directory and operator assistance.

In Singapore almost everyone has a cell phone, also known as a hand phone. You can purchase a cell phone after arrival or bring your unlocked cell phone to use with a local SIM card. SIM cards for use in Singapore are sold at the Changi Airport.

Pay phones are widely available on campus. Phone cards can be purchased in multiple denominations and are sold at post offices, the co-op store on campus, convenience stores, newsstands, and other authorized agencies. After you register at NUS and receive your Student Pass, you can request private phone service in your room.

Voiceover Internet Protocol (VoIP), the technology for transmitting voice conversations via the Internet, is popular with students who take a laptop abroad. Students and travelers of all kinds use social networking software such as Skype to make free or low-cost calls over the Internet.

Computer Access and Use

You will have access to the NUS Computer Center, NUSNET, and several computer labs on campus. NUSNET is a campus-wide network that interconnects 104 academic departments at NUS. It provides a wealth of network services with gateways to the Internet, e-journal, NUScast, newsfeed, CD-ROM databases, and more. In addition, you will receive an NUS e-mail account.
HOUSING & MEALS

Where Will I Live?

Most students live in NUS-arranged housing either on or off campus. You also have the option of securing housing independently off campus.

On-campus housing assignments cannot be guaranteed.

Q: How do I apply?

A: The housing application is incorporated into the NUS online student application. You will find additional instructions in the EAP online Predeparture Checklist.

Q: What are the on-campus housing options?

A: The following on-campus housing options are available:

- Eusoff Hall
- Sheares Hall
- Kent Ridge Hall
- Temasek Hall
- King Edward VII Hall
- Prince George’s Park Residences
- Raffles Hall
- University Town (scheduled to open August 2011)

The halls generally offer more interaction with local students and the opportunity to participate in campus activities. Detailed descriptions and costs are posted on the NUS Residential Services website.

Q: What are the off-campus housing options?

A: Off-campus housing options arranged by NUS vary. Past students have stayed at Commonwealth Hostel, where rooms are air-conditioned and about 15 minutes from campus. Free shuttle buses are available in the mornings and evenings to transport students between Commonwealth and NUS.

You can find more information at the yo:HA@Commonwealth Hostel website. You also have the option of securing your own housing independently. Refer to the NUS Residential Services Long-Term Stay web page for a list of off-campus options.

Q: When will I be notified about my housing assignment?

A: You will be notified of your housing assignment about one month prior to the program. Notification is sent directly from the NUS via e-mail. If you have inquiries about your housing application status, e-mail stu_accom@nus.edu.sg

Once you receive your housing notification, you are required to accept the housing assignment, register, and submit a payment; or decline the offer by their stipulated deadlines. NUS is very strict with housing deadlines. Miss one deadline and your housing assignment will be given to another student.

You will receive an e-mail from the NUS housing office if you did not get an on-campus assignment as well. In this situation, they will provide you with information about arranged off-campus housing, or you may opt for your own independent housing.
EAP STUDENTS SAY...

Living in the dorms is an honor, and local residents have to earn the right to stay there each year.

The housing I ended up with was not one of my top choices, but it worked out just fine. The quality of the accommodations exceeded that of my UC campus.

Q: What are the check-in date and move-in procedures?
A: If you are assigned on-campus accommodations, the check-in date and move-in procedures will be included in the housing notification email. You may also contact your assigned residence hall for additional details (www.nus.edu.sg/osa/housing/contact_HallsResidences.html). Arrive during regular business hours for an easy check-in process.

If you are securing off-campus housing arrangements, you will need to ask about the check-in date and move-in procedures in advance. Move-in dates may vary based on location.

Q: May I request a residence hall on campus? What is the chance I will get my preferred housing?
A: Due to a shortage of on-campus housing, NUS determines housing assignments; you may not indicate a housing preference. Student enrollment and demand for on-campus housing has been steadily increasing at NUS. NUS receives more applications for housing than available spaces. Continuing local students are granted priority for housing assignments. Exchange applicants are not guaranteed on-campus housing; however, assistance will be provided for applicants needing alternate housing arrangements.

Q: Which private hostels are closest to NUS?
A: See the NUS list of private hostels in Singapore. The hostels located closest to NUS include:

- Bukit Timah Hostel
- Pasir Panjang Inn
- Praisehaven Foreign Students’ Hostel
- Singapore Hostel One66

Q: When and how do I pay my rent?
A: Payment for the entire semester is due at the beginning of the program. Payments are only accepted in Singapore dollars. Rent can generally be paid with cash, international bank draft, or NETS. Credit cards are not accepted. Payment instructions and details will be included in the NUS housing allocation email.

Q: Will I have Internet access in my room?
A: Internet is available in both on-campus and off-campus dorm rooms, as well as throughout the NUS campus.

Q: Are linens and pillows provided?
A: Linens and pillows are not provided. You can take your own or buy them in Singapore.

Q: How do I get from the residence hall to classes?
A: Halls vary in distance but there is a good campus shuttle system that runs continuously every few minutes, so it is easy to get around campus. There is no charge for using the campus shuttle.
Q: What hotels are in the NUS vicinity?
A: There are several hotels near NUS if you arrive early, need temporary accommodation until you complete an off-campus housing search, want to invite family and friends to visit you, etc.:

- Carlton Hotel, 76 Bras Basah Rd.
- Copthorne Orchid Hotel, 214 Dunearn Rd.
- Fragrance Hotel–Waterfront, 418 Pasir Panjang Rd.
- Fragrance Hostel, 63 Dunlop St.
- Garden Hotel Singapore, 14 Balmoral Rd.
- Hotel Grand Central, 22 Cavenagh
- Hotel Royal Singapore, 36 Newton Rd.
- Orchard Hotel, 442 Orchard Rd.
- Peninsula Excelsior Hotel, 5 Coleman St.

Meals

Q: What kinds of foods are available in Singapore?
A: Singapore is a culinary heaven and is considered the food capital of Asia. Tasty Chinese, Indian, Malay, Indonesian, and Western foods are sold from the many street stalls at reasonable prices. Singapore is also home to many fine, expensive restaurants as well as many American fast-food restaurants.

A normal meal in a “hawker center” (food stall on the street) costs about as much as a snack in the U.S. Food in the canteens at NUS costs even less; a few dollars will buy a hearty meal. You can try out many varieties of food, such as prata and laksa, as well as other varieties that cannot be found anywhere else.

Q: Where do I eat?
A: You can prepare your own food in the housing kitchenettes. You can also eat in the numerous canteens on campus, at hawker centers, or in the cafeterias.

With the exception of Prince George’s Park Residences, students living on campus must enroll in a mandatory meal plan, which includes breakfast and dinner.

There are five canteens and two take-away kiosks on campus. All of the canteens and cafés operate on a self-serve system, so be sure you deposit your plates and cutlery after meals in the appropriate trolleys.

Q: What if I am a vegetarian?
A: There are several vegetarian food stalls on campus. If you are a strict vegetarian, contact the NUS Office of Housing Services and specifically request PGP, which does not have a meal plan.

Q: Do I tip when I eat out at restaurants?
A: Tipping is not a customary practice; it is superseded by a 10 percent service charge and a 7 percent Goods and Services Tax (GST) at restaurants and hotels that is included in the bill.
“EAP STUDENTS SAY...”
Volunteering was one of the most rewarding activities. Not only do you meet a lot of amazing people outside of NUS, you are also exposed to another side of Singapore that isn’t the government-promoted, squeaky-clean image of economic prosperity and racial harmony.

I often socialized with my Singaporean peers. That’s the best way to get to know the country; they show you their culture.

The NUS student I was paired with showed me many of the sights in Singapore and even took me as a guest to a Malay wedding in Malay attire.

All of the students are involved in service committees, culture groups, and sports teams. The students have tremendous spirit; during our intramural basketball games, the whole dorm would come to watch.

Pay attention to the festivals held near the Singapore River. I attended the Buskers’ Festival, which had street performers from all over the world. Just before I left, I also got to see the annual duck race, which had 10,000 rubber ducks float in the river. It was quite a sight.

If you love jazz, check out the monthly jazz concert at Chijmes.

EXTRACURRICULAR ACTIVITIES

Get Involved
Participating in extracurricular cultural and social activities while on EAP is an excellent way to meet people and integrate more fully into the community. Join sports, musical, theater, or arts groups; volunteer at local organizations; attend lectures and receptions held in academic and community circles; and get the most out of your time abroad!

Community Projects
The National Volunteer and Philanthropy Centre organizes and recruits volunteers for community projects. The EAP Liaison Officer is also actively involved with several local volunteer projects and can provide you with additional information.

Student Societies and Organizations
There are several NUS student societies for recreational, religious, and cultural purposes. Examples include Outdoor Activities Club, Catholic Students Society, and Southeast Asian Studies Society. A complete listing is provided on the NUS Office of Student Affairs website.

Host Family and Buddy Programs
The NUS Office of Student Affairs offers a host family program to assist with adapting to the Singaporean lifestyle and culture. The host family program offers relationship-building opportunities with local hosts and access to cultural exchange activities.

There is also a buddy program that pairs you with a local NUS student.

Residence Hall Activities
The residence halls organize a variety of activities that range from team sports to acting in a play. These are excellent ways for you to integrate into the local student culture. NUS students express a great deal of enthusiasm about participating in residence hall activities.

Local Attractions
Singapore has many local attractions worth exploring, including world-renowned botanical gardens and several ethnic neighborhoods. The Study Center coordinates field trips to local attractions.

Festivals
Singapore celebrates a number of festivals and events throughout the year. Festivals are a wonderful opportunity to experience the Chinese, Hindu, and Muslim cultures that come together in Singapore. Most celebrations are based on a lunar calendar, so the dates vary. For a current calendar of events, refer to the Singapore Tourism Board website.

Performing Arts
Esplanade hosts a variety of performing arts events. Jazz enthusiasts should also look into the monthly jazz concerts at Chijmes, which are usually held every third Sunday of the month. The University Symphony accepts qualified students for those hoping to be directly involved in a music activity.
SINGAPORE, 2011-12

EXTRACURRICULAR ACTIVITIES

“EAP STUDENTS SAY...

Singapureans are active in sports. There are a great variety of sports you can choose from, and most of the teams welcome exchange students. There are judo, tae kwon do, wushu, taichi, soccer, track and field, volleyball, basketball, tennis, swimming, diving, kayaking, biking, handball, triathlon, biathlon, and more.

From Suntec City to Sentosa Island and Little India, there are always fun things to do in Singapore!

Singapore is an international hub where you can find many bargains for travel to other countries.

”

Sports and Outdoor Activities

The NUS Sports and Recreation Centre offers over 70 recreational and competitive sport activities including basketball, rugby, and windsurfing.

Swimming and water sport activities are also easily accessible along the beaches. There are several parks and nature reserves, such as Bukit Timah, that are optimal locations for hiking and mountain biking.

Travel

It is relatively easy and inexpensive to travel from Singapore to other destinations in Southeast Asia. Previous participants have found the following travel books to be particularly useful: Lonely Planet Malaysia, Singapore and Brunei; Lonely Planet Southeast Asia on a Shoestring; The Rough Guide to Southeast Asia; and To Asia with Love: A Connoisseurs’ Guide to Cambodia, Laos, Thailand and Vietnam.

The EAP Student Budget does not include funds for recreational travel abroad. Refer to the EAP Student Travel Policy.
In addition to the following, read the Health chapter of the **UCEAP Guide to Study Abroad**.

**HEALTH**

**Physical Health**

Observe basic hygiene standards:

- Wash your hands often with soap and water.
- Drink bottled water.
- Protect yourself from insect bites (mosquito-borne diseases are a nationwide and year-round risk).

You may also experience difficulties adjusting to dense urban living—increased petty crimes, lack of privacy, and pollution.

If you feel sick or have a medical emergency, seek medical attention and contact the Study Center immediately. Study Center staff can recommend health care facilities to visit, help you complete the necessary medical insurance claim forms, and assist with arrangements if you expect to be absent from classes for an extended period of time.

**Health Care Facilities**

Good medical care is widely available. Doctors and hospitals expect immediate payment for health services by credit card or cash. The Study Center specifically recommends two health care facilities, the NUS Health Clinic and National University Hospital.

The NUS Health Clinic, open during regular business hours, offers services such as medical examinations, general health screenings, lab tests, and women’s wellness. After hours, you can go to the Clementi Clinic, which is located 15 minutes from campus and operates 24 hours a day, seven days a week.

- **NUS Health Clinic**
  20 Lower Kent Ridge Road
  Singapore 119080
  **Phone:** (65) 6776-1631
  **E-mail:** uhc_health@nus.edu.sg
  **Web:** [www.nus.edu.sg/uhc](http://www.nus.edu.sg/uhc)

If you experience a **medical emergency**, go to National University Hospital. It is located approximately 15 minutes from NUS.

- **National University Hospital**
  5 Lower Kent Ridge Road
  **Phone:** (65) 6779-5555
  **24-Hour Hotline:** (65) 6772-5000
  **Fax:** (65) 6779-5678
  **E-mail:** enquiries@nuh.com.sg
  **Web:** [www.nuh.com.sg](http://www.nuh.com.sg)

**Dental care** services are available at NTUC Denticare Clinics.

- **NTUC Denticare Clinic**
  Blk 431 Clementi Ave 3, #01-304
  **Phone:** (65) 6773-4533
  **Fax:** (65) 6773-4534
  **Web:** [www.ntuchealth.com.sg/group/denticare](http://www.ntuchealth.com.sg/group/denticare)
Ambulance Services
Public and private ambulance services are professional and well equipped in Singapore. To contact a public ambulance service, dial 995.

Medical Records
Privacy laws pertaining to medical records differ from those in the U.S. The Ministry of Health auditors may, under certain circumstances, grant permission to retrieve a patient’s medical records without the consent of the patient.

Medical Report
The Singapore Immigration and Security Checkpoints Authority requires a medical report to issue specific immigration documents for students studying in Singapore for more than six months (i.e., year program participants). An HIV and TB chest X-ray test are compulsory components of the medical report.

While you have the option of completing the medical report at the NUS University Health and Wellness Center upon arrival in Singapore, it is better for you to complete the medical report in the U.S. before departure in order to receive your Student Pass immediately upon registration at NUS and avoid hassle. The Singapore Immigration and Security Checkpoints Authority views medical reports as valid for three months after completion. Do not complete the medical report more than three months prior to your arrival at NUS.

Health Risks
- The Government of Singapore requires proof of yellow fever vaccination if traveling from endemic zones.

For more information about health risks while in Singapore and any other travel destination, visit the U.S. Centers for Disease Control and Prevention Travelers’ Health website.

If you plan on traveling to neighboring countries, consider vaccinations and health risks specific to the areas you will be visiting.

Infectious Diseases
UCEAP continually reviews information from the CDC and World Health Organization, works closely with medical experts on the UC campuses, and monitors local host university and country health resources. Avoid poultry farms, contact with animals in live food markets, any surfaces that appear to be contaminated with feces or fluids from poultry or other animals, and eat only thoroughly cooked poultry products. Refer to additional information on the UCEAP website and on the NUS website.

Mosquito Bites
Mosquitoes may transmit diseases such as dengue fever and malaria. While the Singapore Ministry of Environment has an active mosquito abatement program, you are strongly urged to take precautions against mosquito bites. Use insect repellent containing DEET or similar chemicals, wear appropriate clothing, and take malaria prophylactic pills if visiting high-risk areas. For more information, refer to the U.S. CDC website.
Emotional/Psychological Health

Speak with returnees and gather as much information as possible before you leave for Singapore.

Culture shock and homesick feelings are normal. It is easy to become worn down from physical and mental stress due to the vastly different environment. To counter this, eat well, stay hydrated, get plenty of rest, share concerns with the Study Center, and be open and accepting of the differences you encounter. It will make your stay more enjoyable as you adapt to the new environment.

NUS Counselling and Psychological Services (CPS) offers a variety of services including individual assessment and counseling, group workshops, crisis intervention, and training events.

- NUS Counselling and Psychological Services
  Level 2, University Health Centre
  20 Lower Kent Ridge Road
  Phone: (65) 6516-2376
  E-mail: counselling@nus.edu.sg
  Web: www.nus.edu.sg/uhc/cps

There is also a dedicated phone line, LifeLine NUS, maintained by CPS for crisis management and life-threatening emergencies. The LifeLine NUS phone number is (65) 6516-7777.

The Singapore American Community Action Council (SACAC) is a nonprofit organization providing services to the local and expatriate community. SACAC offers psychological counseling, mental health resources, and support groups. They have counselors who were trained and licensed in the U.S. and practice different areas of expertise.

- SACAC Counseling
  The American Club
  10 Claymore Hill
  Phone: (65) 6733-9249
  Fax: (65) 6733-9321
  E-mail: sacaccomprog@pacific.net.sg
  Web: www.sacac.com
Prescription Medications
Plan ahead and verify that your prescription medications are legal in Singapore. Contact the UCEAP travel assistance provider, Europ Assistance, by phone at (866) 451-7606 or e-mail at OPS@europassistance-usa.com. The Singapore Health Science Authority determines medication regulations.

Health Sciences Authority
11 Biopolis Way #11-03 Helios
Singapore 138667
Phone: (65) 68663522
E-mail: hsa_info@hsa.gov.sg
Web: www.hsa.gov.sg

If your prescriptions do not contain banned substances, you may take a three-month supply to Singapore.

You are required to take a copy of the prescription or letter from your physician with a detailed explanation (including the generic name, dosage, and purpose) for any prescription medication entering Singapore. All medications should always be packed in your carry-on luggage. You are not required to declare medicines on arrival in Singapore; however, medications and related documents may be inspected by customs authorities.

If you need additional medication or prescription refills after arrival in Singapore, seek guidance from a local pharmacist or physician. Pharmacies are generally located in all hospitals. Over-the-counter medications are available in chain drug stores throughout Singapore.

Medical Insurance
In addition to the mandatory UCEAP Insurance Plan, NUS requires all students to have a specified amount of medical insurance coverage. You must pay the premium for the insurance policy offered through NUS, Group Medical Insurance Scheme (GMIS). Additional information is provided with the NUS Offer Package.

Students with Disabilities
The Disabled People’s Association of Singapore is a nonprofit organization that coordinates services, promotes awareness, and publishes useful information about disability accommodations.

Disabled People’s Association of Singapore
#04-77 German Centre
25 International Business Park
Singapore 609916
Phone: (65) 6899-1220
Fax: (65) 6899-1232
E-mail: dpa@dpa.org.sg
Web: www.dpa.org.sg

The National Council of Social Services sponsors the Disability Portal, a comprehensive resource for persons with disabilities and service providers.

Also refer to the Students with Disabilities chapter of the UCEAP Guide to Study Abroad.
SAFETY

In addition to the following, read the Safety chapter of the UCEAP Guide to Study Abroad.

Crime
Singaporeans enjoy a high standard of living and the government vigorously promotes a sense of civic responsibility that helps deter crime. Strict legal penalties for even minor offenses and excellent policing also serve as significant crime deterrents. Pick-pocketing and petty theft occur, but are not widespread problems. This is especially the case in tourist areas, such as hotels and airports. Hand phones (cell phones) have in the past been the primary target for robbers and snatch thieves. The Singapore Police Force (SPF) advised that hand phone-related crimes dropped due to increased public education and stricter enforcement against used hand phone dealers who break laws or regulations. The SPF Commercial Affairs Department has implemented an online database of the International Mobile Equipment Identity (IMEI) numbers of stolen hand phones for easy screening by purchasers. Observing logical security precautions will minimize crime threats. The SPF advises that most phone scams in Singapore attempt to persuade people to make advance payments to claim a prize. Sometimes the prize used to lure victims may be the promise of a luxury car and other valuables. Scammers contact victims via SMS messages to inform them that they won a “lucky draw.”

Violent crime is rare, and criminals rarely target Westerners. Burglaries, robberies, and vehicle thefts are uncommon. Crime in Singapore is generally non-confrontational, and usually opportunistic in nature. If you are the victim of a crime while in Singapore, immediately report it to the Study Center, local police, and U.S. embassy.

Police Response
The police are consistently professional and any report involving a crime incident will be handled in accordance with the prescribed regulations. Police harassment is not a problem in Singapore, and assistance can be readily obtained by dialing the standard emergency number, 999. Every district within Singapore has a dedicated neighborhood police center, and you can file a police report in any neighborhood police center—not just in the district where the crime took place.

Drugs
There are severe penalties for narcotics trafficking—up to and including the death penalty.

Terrorist Threats
According to the U.S. Department of State, terrorist organizations are present in Southeast Asia and Singapore may be a target of interest. Terrorist organizations have previously demonstrated the capability for transnational attacks in this region. Exercise particular caution during large public events and at places frequented by foreigners.
Transportation Safety

Singapore has a highly developed and well-maintained road and highway network. Driving is done on the left-hand side of the road, which is the opposite of the U.S. driving system, so pedestrians should be extra careful. Public transportation and taxis are abundant, inexpensive, and reliable.

Do not drive a motorized vehicle of any kind. Involvement in a traffic accident can lead to major safety, legal, and financial problems.

Strict law enforcement and well-developed public transportation systems make travel by public transportation in Singapore very secure. Regardless, maintain general security precautions while using buses, trains, and subways. Buses, commuter trains, the subway, and their associated stations attract thieves, pickpockets and purse-snatchers. Carry all bags and purses in front of you and keep an eye on luggage at all times.

Taxis provide an extremely secure means of transport.

Travel Warnings and UCEAP Policy

Refer to the current travel warnings with the U.S. Department of State and the EAP Student Travel Policy.
Emergency Contacts

What Constitutes an Emergency?
Emergencies are circumstances out of the ordinary, unplanned, or unexpected, which threaten the health, safety, and well-being of you and/or your fellow students. The following are considered true emergencies:

- Any situation that places a student or students at risk, including illness or harm, or other traumatic incidents that require immediate response
- A student who has been arrested
- Civil unrest or a natural disaster in the host country

In an Emergency
Contact local emergency services first and then contact the following:

If you are in the U.S.
- During office hours (8 a.m.–5 p.m. Pacific Time): Contact the Operations Specialist at the EAP Systemwide Office
- After office hours: Call the 24-hour emergency phone number at (805) 893-4762

If you are abroad
Carry the local emergency contact information at all times:

- Ambulance .................. 995
- Fire .......................... 995
- Police ......................... 999

U.S. Embassy in Singapore
American Citizen Services
27 Napier Road
Singapore 258508

Phone: (65) 6476-9100
Fax: (65) 6476-9232
Regular Hours:
- 8:30 a.m.–noon (Monday–Friday);
- 1:30–3 p.m. (Monday–Friday, except Thursday)

E-mail: singaporeacs@state.gov
Web: singapore.usembassy.gov

If you have a health or safety emergency and do not have access to local or Study Center emergency contact information, call the EAP 24-hour emergency phone number.