

Please ensure you complete the enrolment procedures in the Acceptance Form: https://wis.ntu.edu.sg/pls/webexe/adm_acceptance_form.login

You can refer to the Freshmen Guide to assist you on the administrative procedures required to complete your enrolment: <https://www.ntu.edu.sg/admissions/undergraduate/freshmen/freshmen-guide>

FAQ on NTU Enrolment Procedures

Arrival and Reporting to NTU /Hostel

1) When should I arrive in NTU ?What should I do upon arrival in NTU campus ?

Freshmen should start arriving in NTU from 22 July onwards should they wish to check into NTU hostel immediately upon arrival so that they have sufficient time to complete all essential enrolment matters before classes start. Upon arrival in NTU campus during normal office hours, please proceed to collect hostel keys from your designated Hall Office and check into hostel. All NTU offices are closed on Saturdays, Sundays and after normal office hours, public holidays. Should you choose to arrive after July, you may not have sufficient time to get your medical report in time for off-site enrolment.

2) When can I check into the NTU hostel?

The earliest date that you can check into the NTU Hostel is 22 July 2024.

Hence, for International Students, please plan to arrive in Singapore from 22 July 2024 onwards so that you will be able to move into your hostel.

If you were to arrive in Singapore before 22 July 2024, please note that you would have to arrange your own accommodation outside NTU campus.

3) When do I apply for the NTU hostel?

The hostel application period is from 4 June to 24 June 2024, 9am to 5pm. Please refer to the Student Housing Portal [here](#).

For students who are offered after 24 June 2024, they will be contacted directly by the Office of Campus Housing via email on the application procedures after accepting the offer.

4)What are the operating hours of Hall Offices here ?

Please visit <https://www.ntu.edu.sg/life-at-ntu/accommodation/undergraduate-housing/contact-us>

Student Pass/Health Screening

5) When can I apply for the Student Pass?

Please refer [here](#) for information before you begin your Student Pass application.

If you have requested for a change of programme, you are required to wait for the outcome before you submit your Student Pass application.

If you have submitted your student pass application with your current programme and you are offered another programme later after appeal, you will be required to submit a fresh student pass application and to pay the processing fee again.

If you are renewing your passport, DO NOT upload your old passport. You are to upload your new passport biodata page for your Student Pass application.

You can view the login details for the Student Pass application at the [Acceptance link](#) from 27 May 2024 onwards. This will serve as the Registration Acknowledgement Letter indicated at the ICA website.

Generally, it takes at least 2 weeks for Singapore Immigrations & Checkpoint Authority (ICA) to process your application.

Do check your email regularly (including junk email) to ensure that you are regularly monitoring any emails from ICA pertaining to your application. ICA will withdraw your application if you do not submit any clarification documents required within 14 days.

When your application has been 'approved in-principle' at the 'View Application Status' page at the ICA website, you can click on the 'Print Outcome Letter' to print your In-Principle Approval (IPA).

6) I have received my IPA. What do I do next?

Please bring along your IPA and your valid Passport when entering Singapore.

Your IPA serves as a one-time single entry visa to Singapore for visa-required countries. Visit https://www.ica.gov.sg/enter-transit-depart/entering-singapore/visa_requirements to check .

You are not required to apply for a separate visa to enter Singapore.

Do note that the validity date of your IPA is stated on your IPA Letter.

You must complete the whole student pass application process /formalities in Singapore within the validity period, before end August 2024.

7) Can I stay long term in Singapore with a valid IPA ?

No, IPA is only a document for single entry into Singapore. Without a valid Student Pass issued to you by ICA, you cannot stay long term in Singapore.

8) After entering Singapore, how long can I stay in Singapore while waiting for completion of ICA Off-Site Enrolment (OSE) ?

3 days before arrival in Singapore, all travellers must complete a SG Arrival card at https://www.ica.gov.sg/enter-transit-depart/entering-singapore/visa_requirements Upon arrival in Singapore, you will receive an electronic visit pass (ePass) through email from ICA. You must check the validity period of your ePass to see how long you are allowed to stay in Singapore.

You are to apply for an extension of your visit pass [here](#) if your visit pass does not allow you to stay in Singapore until the ICA Off-Site Enrolment (OSE) which will be in August 2024. **It is illegal to stay in Singapore without a valid pass.**

All international students must undergo a health screening at the Fullerton Healthcare @ NTU prior to admission to the University. You will receive a personalised email notification from Fullerton Healthcare from May 2024 onwards. Health Screening is strictly on an appointment basis.

You will need to complete the Health Screening Form (MC1) before you are able to access the booking link.

The Health Screening period is from 1 July to 6 August 2024.

You can email Fullerton Health at ntu@fullertonhealth.com for assistance if you encounter any issues.

As such, please be reminded NOT TO DO your Health Screening overseas.

9) Can I get my MC2 Medical Examination Report immediately after undergoing my health screening ?

No, typically it takes 3 or more work days for you to be issued your MC2 Report.

10) I have completed my Health Screening. What do I do next?

Check your email. NTU Fullerton Health will email to you your Medical Examination Report (MC2) form, which is required for uploading at the ICA portal, within 3 working days from the date of visit/submission of all results.

You are required to upload the **MC2 Medical Examination report form** together with the signed and completed **Terms & Conditions of STP** (Terms & Conditions) form(all pages) to your Student Pass application.

Do make sure that you obtain a Singapore mobile number that can receive SMS which is required for the completion of Student's Pass formalities to retrieve your digital Student's Pass. You can buy a Singapore SIM card at the phone shop at NTU campus, North Spine Plaza.

11) When will be the Off-Site Enrolment (OSE) for the completion of Student Pass formalities?

After you have made the payment of your issuance fee, you will see a 'Make Appointment' link made available. However, please do not click on the link to book the appointment at the ICA website.

The Completion of Student's Pass formalities is strictly through the OSE only.

OSE will be held from 12-16 August 2024 at NTU itself.

You will receive more details on the booking of appointment for the OSE closer to the OSE date via email.

Upon successful completion of formalities at the OSE, you will receive a login email from ICA and by following the required instructions, you will see your digital student's pass after login.

You will be required to register for Singpass after receiving your digital Student's Pass.

Matriculation

12) I have been offered a programme at NTU. How do I obtain a matriculation number?

You will receive your NTU matriculation number on the screen after acceptance of your NTU offer.

13) I have obtained a matriculation number. Do I still have to matriculate into NTU?

Yes. Matriculation is a formal process where a person registers for study at the University and officially becomes a member of the University student community.

The matriculation period is from 11 July to 16 July 2024, 10am to 10pm.

Matriculation is done online [here](#).

Do note that if you do not matriculate by given timeline, your name would not be in the University's register.

14) How do I matriculate into NTU if I am offered only from 17 July 2024 onwards?

You can matriculate online [here](#) two working days after you have created your network account.

15) How do I see my class time-table?

After you have matriculated successfully, you will be able to view and print your class timetable immediately.

16) If I have questions related to my timetable, who should I contact ?

The class timetable shows the courses and the class groups that have been registered for you based on your recommended curriculum plan and with careful planning to allow for a manageable study load. You are advised to not make any changes to your registered courses and classes. If you would like to make changes to your registered courses and classes, or add more courses, please consult your [School's Registration Advisors](#) first. Visit [here](#) for the course registration information and guide.

Email/Network Account

17) How do I obtain an NTU email and activate my NTU network account?

You are to select your NTU network account immediately after acceptance of offer and activate your account by the next working day. Do note that your network account must be activated before online matriculation.

You will only be able to use Studentlink e-services after you have completed the online matriculation exercise in July.

For any account or access problems, please contact Service Desk for assistance [here](#).

Financial Aid

18) As a Subsidised Tuition Fee student, how do I apply for NTU Financial Aid?

You can apply for the Tuition Fee Loan by 15 August 2024. Please download the application form at the [Financial Aid](#) website and submit the completed form at OCBC/DBS bank in Singapore if you are interested in applying for the scheme.

You can apply for the Study Loan by 30 June 2024. At the NTU Acceptance Form, please go to Financial Assistance Scheme to apply.

Tuition-Fees/Bank Account/GIRO Arrangement

19) For students admitted on Non-subsidised Tuition Fees, by when do they have to make the Semester 1 Tuition Fee payment?

By 5 July 2024.

From the Semester 1 Full Fee (FF) Tuition Fee amount that has been paid to NTU, S\$5,000.00 will be non-refundable. Only the remaining amount (after taking into account that S\$5,000.00 will be non-refundable) will be refunded back to the student in the event if he/she decides to withdraw before the end of teaching week 2. Hence, please note that you must be certain about joining NTU before you make the payment. The refund process will take more than 3 months after the academic term has started, and all exchange loss and admin fees will be incurred by the student.

20) For students admitted on Subsidised Tuition Fee, by when do they have to make the Semester 1 Tuition Fee payment?

By September 2024. NTU students will receive their Student Bills in the NTU Student portal in August 2024, informing them the amount payable and when payment is due.

21) When can I open a Bank Account/set-up GIRO arrangement?

After you have arrived in Singapore, you can open a bank account with the following documents: Letter showing Singapore residential address (from Hall officer when checking into NTU hostel), Passport, valid Student Pass, Money and NTU offer letter.

GIRO is a system of direct debiting and crediting of bank accounts in Singapore. You can apply for Interbank GIRO for payment of your fees and other expenses.

Complete the online form for Interbank GIRO AFTER you have opened a Bank account. Do refer [here](#) for more information.

Submit completed form to One Stop@SAC on the NTU campus. Even if you cannot submit the Inter-bank Giro form by given deadline, please submit after deadline. It will just means your Semester 1 outstanding fees will not be deducted via Giro but you will be advised on other payment modes in Semester 1.

OCBC -open bank account

You will need the following documents to open bank account at OCBC Bank:

- Passport
- Valid Student Pass
- a proof of your Singapore Residential address : Letter issued by your Hall Office or latest month Telco/Utility Bill or Tenancy Agreement

<https://www.frankbyocbc.com/products/accounts/frank-account>

DBS-open bank account

The following documents are required to open a bank account at DBS. You can apply online by downloading the [DBS digibank app](#) even before arriving in Singapore:

1. Original copy of passport
2. School acceptance letter OR In-Principle Approval by ICA
3. A document showing your residential address overseas (e.g. bank statement / telco bill / utility bill). You can update your address after securing your accommodation in Singapore.

<https://www.dbs.com.sg/personal/deposits/account-opening-guide-digibank.page?pid=sg-pweb-dbs-account-opening-guide-outreach-ntu>

Freshmen Orientation

22) Is it compulsory to attend orientations?

There are various kinds of orientation activities/events held in NTU. It is not compulsory to attend all. However, we will strongly encourage international freshmen to attend your School orientation. Also, do attend the Orientation briefing for international students on 7 August. Freshmen orientation is held from 22 July 2024 to 8 August 2024. You can refer [here](#) for more information in late June.

Academic Calendar

23) When does the NTU Academic Term start? When are my school holidays ?

The NTU Academic Term starts from 12 August onwards. Classes start from 12 August onwards and no make up class is held for any class you missed. Please refer [here](#) for more information.

Withdrawal from NTU

24) When is the latest date for withdrawal from NTU?

If you have not matriculated into NTU and not obtained your class timetable, you can send an email to adm_intnl@ntu.edu.sg with your reason for withdrawal.

If you have matriculated into NTU (in mid-July), you will need to submit your online withdrawal notification. You can refer [here](#) for more information.

25) If I withdraw from NTU after matriculating, am I liable for the payment of the tuition and miscellaneous fees?

Matriculated students who submit their withdrawal notification after Teaching Week 2 i.e. after 23 August 2024 will be liable for the payment of the tuition and miscellaneous fees for the entire semester.