

**ASIA-PACIFIC STUDENT SERVICES ASSOCIATION**  
**Institute of Student Affairs 2023-2024 Report**

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**Introduction**

The Institute of Student Affairs (ISA) is the training and development arm of the Asia Pacific Student Services Association (APSSA) that plans, initiates, promotes, and coordinates efforts for members' professional development. For the APSSA session 2023-2024, the following activity has been completed:

**2023 APSSA - ISA Study Tour**

1. Theme: Elevating Student Learning and Well-Being through Student Services: A Singapore Case Study

Participants explored student affairs practices in Singapore at the dawn of the post-pandemic era. Across the National University of Singapore (NUS), Nanyang Technological University (NTU), and Singapore Management University (SMU), participants identified distinguishing features each university adopted to maximize student success.

2. Program Outline

- Date: November 6 (Mon) - November 8 (Wed), 2023
- Host Venues: National University of Singapore  
Singapore Management University  
Nanyang Technological University
- Participants: 20 participants from 4 nations/region

3. Objectives

- 1) To learn about the organizational structure of student services across NUS, NTU, and SMU to support student learning and well-being.
- 2) To identify salient programs that help facilitate students' holistic development beyond the classroom and formal curriculum.

4. Possible Learning Outcomes

Participants will:

- 1) Appreciate the infrastructural support and facilities where student services are organized.
- 2) Understand the range of programs introduced towards supporting student well-being.
- 3) Identify specific programs designed to support students' holistic development, such as residential programs, co-curricular development toward student success, health and well-being programs, excellence in arts, culture, sports, and community impact.

## 5. Contents

DATE	CONTENTS	VENUE
November 5 <sup>th</sup>	-Check-in in NUS guest rooms situated at the student hostels.	NUS Hostels
November 6 <sup>th</sup>	<b>Visit to NUS</b> -Talk by Dean of Students -Visit to one of the residential colleges -Tour of facilities for sports, arts and culture. -Onsite talks by OSA staff.	NUS
November 7 <sup>th</sup>	-Transportation to NTU from NUS. (Depart at 9am) - <b>Visit to NTU (AM)</b> - To view the facilities that support student well-being. (9:30 to 12:30pm) -Dialogue session with representative from the Office of Student Affairs -Lunch at NTU (12:30 to 1:30pm) -Transportation to SMU from NTU (depart 1:30pm) - <b>Visit to SMU (PM)</b> - Promoting student success through co-curricular learning. (2-4pm) -Dialogue session between participants and the office of student affairs. (4-5pm).	NTU, SMU
November 8 <sup>th</sup>	-APSSA Exco Meeting (9-12pm) -Lunch (12-1pm) -Visit to the NUS Natural History Museum (1-3pm) -Departure (based on individual's itinerary)	NUS

## 6. Key Takeaways

### 6 Nov: Visit to NUS, Residential Colleges, and Sports & Arts facilities

The presentation and the visit to NUS highlighted comprehensive programs supporting student engagement, leadership, and well-being. The Office of Student Affairs (OSA) showcased NUS's holistic approach, focusing on fostering a supportive environment through various services. Key takeaways included the importance of the arts and sports as integral parts of student life, with initiatives such as the "Arts for All" framework, which emphasizes inclusive arts engagement, and a robust sports program to promote participation and excellence.

Community engagement is also a core focus. Initiatives encourage students to contribute meaningfully to society through various projects. These projects empower students to create social impact and address local and international community needs.

For residential life, NUS provides structured support to enhance student experiences within hostels, offering social and cultural activities that extend learning beyond the classroom. Student leadership development is strongly emphasized, with many resources and opportunities, including the Leadership Excellence and Development (LEAD) program and various scholarships supporting arts, sports, and community engagement leaders. NUS's initiatives reflect a commitment to nurturing well-rounded, socially responsible, and engaged graduates.

### 7 Nov: Visit to NTU, dialogues with student affairs practitioners

The NTU presentation covered vital initiatives to promote student well-being, support, and development across campus. NTU's University Wellbeing Office (UWO) emphasized its mission to build a supportive campus environment through the Peer Helping Program, Psychological First Aid training, and other community initiatives, encouraging students to support each other in times of need. The UWO introduced various awareness platforms, such as the Wellbeing Discovery Talk Series and the Wellbeing Mobile App "Intellect," which offers self-help tools, guided journaling, and live counseling.

Additionally, the presentation included NTU's comprehensive approach to student development, emphasizing holistic education, leadership, and community engagement. NTU supports students through academic and

co-curricular programs, fostering a vibrant campus culture with 230 student organizations. Leadership development is structured at foundational, emergent, and impactful levels, encouraging self-awareness, skill-building, and practical experience. Student well-being is further supported by various spaces and services, including inclusive programs for international and special needs students, promoting a connected, socially responsible campus community.

**7 Nov: Visit to SMU, dialogues with student affairs practitioners**

The Centre for Social Responsibility (C4SR) at Singapore Management University (SMU) presented its community engagement initiatives, focusing on empowering students as change agents. A vital element of this program is SMU's "Community Service Graduation Requirement," established in 2000, requiring all students to complete at least 80 hours of community service to graduate. This initiative encourages students to develop essential qualities such as purpose, empathy, and humility while enhancing their skills and understanding of societal issues. The program also exposes students to career paths in the nonprofit and CSR sectors, promoting leadership and resource mobilization skills that support sustainable community development.

The presentation highlighted projects such as "Bike4Change," which fosters social inclusion for seniors and individuals with disabilities; "Project Heartcode," which inspires underprivileged youth to explore careers in IT; and "Project Gazaab," a poverty alleviation initiative abroad. These projects are structured around local and global community needs and offer practical learning experiences aligned with the United Nations Sustainable Development Goals (SDGs), reinforcing SMU's commitment to cultivating socially responsible leaders.

ISA hopes to consider organizing similar programs in the future. At the same time, we are looking for individuals and organizations that would like to collaborate with APSSA/ISA to implement new programs.



(Retrieved from the APSSA website:

<https://apssa.co/apssa-isa-study-tour-singapore-extraordinary-general-meeting-2023/>)