

Dear SMU Community

1. Given the advisories from the Ministry of Health and the Ministry of Education on Singapore's stepping up of risk assessment of the 2019 novel coronavirus situation from DORSCON Yellow to DORSCON Orange, the University has decided to implement enhanced precautionary measures to help safeguard your health and safety.
2. Our response takes into consideration the prevailing government advisories, prudent practice, conferring with the other universities and having the right capabilities in place. Through active monitoring of developments locally and within the SMU community via a combination of sources, including social media, the University, through the [Crisis Executive Group](#), seeks to strike a balance between ensuring the safety and wellness of our community and providing continuity to University processes in as prudent and practical a manner as possible. We have set up a dedicated [website](#) where you can find the latest updates on the University's policies, guidelines and measures.
3. Our measures are categorised in four areas:
 - (i) Care and Responsibility
 - (ii) Classes and Academic Matters
 - (iii) Student Activities
 - (iv) Events on Campus

4. Care and Responsibility

4.1 Daily Temperature taking

In line with the required measures with a step up from DORSCON Yellow to Orange, we will **require all students, faculty and staff to take their temperature twice per day** with effect from 10 Feb 2020 until further notice. You can find further information from the Ministry of Health here: <https://www.moh.gov.sg/news-highlights/details/risk-assessment-raised-to-dorscon-orange>.

You should prepare yourself by:

- (i) Locating your personal thermometers which were issued upon joining the University. If you do not have one, you can have your temperature taken at any of SMU's temperature taking stations. These stations are located at the main turnstiles area at LKCSB, SOA, SOL, SIS, SOE/SOSS, Li Ka Shing Library, Kwa Geok Choo Library, SMU Connexion lift lobby and the Administration Building lobby; and
- (ii) **Updating your contact details** via [OASIS](#) through the "Update Personal Data" link (for all Undergraduate and Postgraduate) / [INET](#) (for Faculty and Staff). This is to facilitate the broadcast of messages via the University's short messaging system (SMS). **Please do so by 15 February.**

You are required to take your temperature before 10am and after 3pm on a daily basis until further notice. After taking your temperature, you are to record your temperature at https://tempdeclar.intranet.smu.edu.sg/log_temp.asp. This needs to be done whether you are on campus or otherwise.

If you have any queries or concerns, please contact the Office of Safety and Security (OSS), at OSS@smu.edu.sg.

Thank you in advance for being responsible to yourself and the community.

4.2 Temperature taking for visitors

With effect from 10 February, we will require temperature screening for visitors. To do this effectively, all visitors will need to pass through a temperature screening station at level 1 of the buildings. This is done through a combination of reprogrammed lifts, disabling certain access doors, and signs. As a result, faculty, staff and students may experience some inconveniences but we seek your understanding and support that this is necessary in the current environment.

We will also need them to let us know how to contact them should the need arise. While signs will be put up to guide our visitors and minimize inconveniences, we urge you to do your part by keeping guests you are expecting informed of our requirements. More details on temperature taking for visitors can be found [here](#).

4.3 Enhanced Cleaning Regime

To ensure that the spaces on campus have a high standard of safety and hygiene, we are also increasing the cleaning frequency at common areas and of frequently touched surfaces with disinfectant, as well as the air conditioning system.

4.4 Enhanced Leave of Absence (LOA)

The LOA protocol will be strengthened for situations where a member of our community comes into contact with someone who is either a confirmed case or a suspected case of nCoV, or someone who is under quarantine. In these circumstances, LOAs will be required and this [link](#) will provide you with the details on how you can play your part.

4.5 Telecommute from home

During this period, we are making preparations to step up our business continuity plans to be prepared ahead of an escalated situation. As part of being prepared, you may consider working out with your supervisor arrangements to telecommute from home. Not only will this help increase social distance within our community, it will also help all of us be better prepared in the event that we would need to embark on split-team work arrangements. Click [here](#) for more details.

4.6 Split-Team Work arrangements

In the event that the situation evolves and stronger measures are called for, we are prepared to implement split-team work arrangements. Creating greater social distance within our community not only reduces the risks of transmission, it will ensure that the university is able to continue operating under a trying environment. This is not something that we will do now, but a possible plan we are making. More details can be found [here](#).

5. Classes and Academic Matters

5.1 Classes (measures starting 10 February)

Taking guidance from MOE's advisory to minimise congregation of students in large numbers, and in alignment with measures undertaken at other Autonomous Universities, we will move all courses that have enrolment of more than 50 students to an online mode, starting on Monday, 10 February 2020. Additionally, all SMU Core Curriculum and pre-assigned first year courses will also move online by 17 February 2020. These may be delivered through online active learning classes via WebEx, as well as videos and online resources uploaded on eLearn. Students and faculty who are affected by this measure will be informed separately.

Some courses, such as those using the SMU-X pedagogy as well as others, may involve non-SMU contributors. For these courses, we will take enhanced precautionary measures to protect our faculty, staff and students, including the use of tele-/video-conferencing in lieu of face-to-face sessions. If it is necessary for the non-SMU personnel to come to campus, please ensure that the same measures that apply to visitors are taken.

If the situation escalates

If the situation escalates further, we will move more targeted courses below 50 students to an online mode to further increase social distancing. We are currently reviewing the suitability of converting other courses online, especially those currently taken by our graduating cohort, and will provide updates when available. We are conscious that graduation plans should not be affected.

5.2 Mid-term assessments

As we enter Week 6 of the undergraduate calendar, many mid-term assessments have also been planned for the next few weeks. We will work with the Schools and all faculty involved to ensure that each assessment venue is capped to a maximum of 50 people. We will also explore how we could conduct some of the mid-term assessments online.

If the situation escalates

Should the situation worsen to the point where mid-term assessments need to be called off, the assessment weightage will be rebalanced accordingly across other assessment components. An announcement will be made to activate this if necessary.

6. Student Activities

The basic guidance is to follow the guidelines found in the next section on events on campus. More details will be made available shortly.

7. Events on Campus

In deciding whether to hold events on campus, we should take into consideration the scale of the event, ease of access and whether the attendees are internal, external or from overseas.

7.1 Large scale events (more than 50 pax)

Large scale events in the following venues should be cancelled, postponed, or replaced with virtual activities, unless they are deemed critical:

- (i) Concourse, T-Junction
- (ii) Mochtar Riady Auditorium (MRA), Ngee Ann Kongsi Auditorium (NAKA), SMU Hall
- (iii) University Lounge (U-Lounge), Li Ka Shing Library Quiet Area, Alcove and Student Study Lounges

If a particular event uses multiple venues on campus, they should also be cancelled, postponed, or replaced with virtual activities.

An event is deemed critical if there is significant detrimental impact on SMU's business and reputation if it is not run. Should you wish to proceed with organising the large scale event, please make a submission of intent and include your justification to the CEG (email to: corpcomms@smu.edu.sg). You can also write to the same email for any clarification on events.

Several examples of large scale events which are important to enhancing SMU's reputation but have been deferred include:

- (i) The Straits Times-SMU Education Forum (500 pax)
- (ii) Official Opening of SMU Connexion (300 pax)
- (iii) SMU City Dialogues on Culture (100 pax)
- (iv) Presidential Distinguished Lecturer Series (300 pax).

Two examples of events that will be turned into "virtual events" are:

- (i) Open House
- (ii) Careers Fair

7.2 Events with 50 pax and under

These are allowed to proceed provided the required measures are implemented (see below).

7.3 Mitigating actions

Should events proceed, mitigating actions will be taken according to the following framework:

- (i) vetting
- (ii) social distancing
- (iii) enhancing hygiene
- (iv) contact tracing
- (v) reassurances

For specific actions in each category, click [here](#) to see the table.

8. External Lessees

The University's measures can only be effective if external parties utilising our facilities also abide by them. External lessees therefore, will need to commit to deploy the measures identified for them through a signed declaration of undertaking.

9. We would also like to keep you informed that our tenant, The Clinic @ Campus, had on 3 February and 5 February respectively, called for an ambulance to pick up two patients who displayed symptoms and met the criteria set out in accordance to MOH's guidelines. In both cases, the patients were immediately isolated until their transfer to a hospital ambulance. The movement of patients from the clinic to the pick-up point was via a designated route to minimise exposure of the patient to others. The clinic immediately disinfected the relevant areas which had come in contact with the patient, and SMU's facilities management team followed up with sanitising the air-conditioning system and thorough cleaning of the clinic premise.

One of the patients is an SMU student, while the other is a member of the public. As of 6 February, we have been informed that the two patients are well. The SMU student has been given the all-clear by the hospital doctor and was discharged on the same day.

10. In sum, we would like to urge everyone to play their part so as to ensure the effectiveness of the enhanced measures mentioned earlier. We look forward to your continued support in keeping SMU healthy and safe. Let's work together as One SMU.

Thank you

SMU Crisis Executive Group