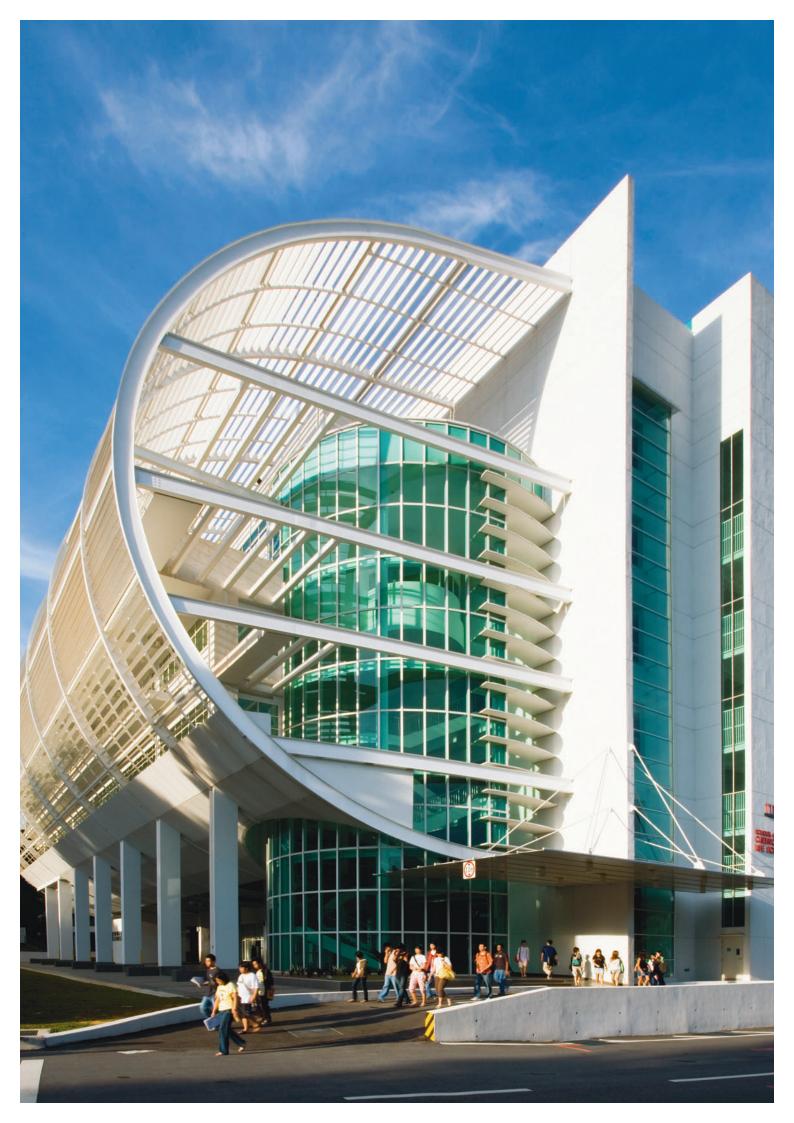# making the organisation great

{ Building a world-class organisation by investing in people, services and infrastructure }

EXCELLENT INFRASTRUCTURE

Library Initiatives

At the Library, new initiatives were rolled out to enhance its services and learning spaces to meet the needs of students and support the academic staff in their teaching.

In April 2006, the Library launched the Project Advisory Service to assist final-year students doing project work.

Leveraging the power of IT, the Library rolled out several new initiatives to improve efficiency. The ELISER system was enhanced with the addition of the Metasearch, a federated search feature to provide fast and convenient searching of information across several e-databases simultaneously. The introduction of RSS feeds to the system enabled users to subscribe to notifications on announcements of events, new resources, services and facilities.

Also launched during the year was MyBlog@SP Library, an interactive communication channel that highlighted useful resources and library activities and allowed users to post comments and suggestions.

Beyond just delivering information resources, the Library also enhanced the learning environment for students. The Reference Reading area was reorganised to create more reading space for users.

With the sponsorship of the Singapore Press Holdings Foundation, the Newspaper Corner was set up to encourage students to read the daily newspapers and keep abreast with current affairs. To meet the demand for more media facilities, the Library added 13 individual viewing stations and two group viewing rooms for cable television and documentary programmes.

Material loans, library visits and the number of students trained in user instruction sessions continued to grow but the greatest growth was in e-resources. Total usage of e-databases, e-journals, e-books, digitised exam papers and student projects, online guides and tutorials leapt to 1,110,688 compared to 403,576 the previous year.

1. Enhancements to the Library's ELISER system to serve students and staff better.

2. Achieving a growing number of library users.

User satisfaction surveys continued to be carried out for the student and staff user groups. The surveys showed that 97.8 percent of the students and 98.2 percent of the staff surveyed were satisfied with the overall quality of library services.

Focus group meetings were also held for the first time with students from the different academic schools to gather their feedback and suggestions.
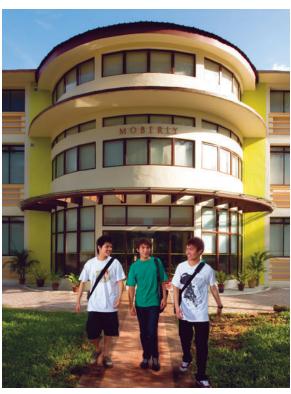
Campus Infrastructure

The Department of Estates & Development played an instrumental role in rejuvenating the physical landscape with the goal of creating a vibrant campus environment.

Resulting from the Department's efforts, the School of Chemical & Life Sciences moved into its new home at Teaching Block 11A in April 2006. This new six-storey building had become an icon in Singapore Polytechnic's landscape.

A second phase in progress would see the completion of Teaching Block 11B as a mirror image of Teaching Block 11A. This new building would house the School's remaining facilities, with an annexe between the two buildings for the upcoming Food Innovation and Resource Centre.

Campus upgrading moved into its third phase, which involved modernising Teaching Blocks 19 to 22.

A new hub for student activities at the Moberly Block.

By June 2006, the Moberly Block had been completely transformed into a Student Hub for the Department of Student & Alumni Affairs. The historic building was refurbished to provide student, staff and alumni with a place to socialise, relax or study.

To make the campus experience an even greater one, the campus was spruced up both aesthetically and functionally. Two stretches of covered linkways flanked by bio-streams offered a safe, comfortable and seamless walk from Dover MRT Station to the eastern and western ends of the campus.

Information Technology Services

Several major initiatives were taken by the Department of Computer & Information Systems to improve the quality and efficiency of the Polytechnic's IT infrastructure, information and communication systems and services.

The new Singapore Polytechnic website was rolled out with an improved user-centric information architecture to enhance users' website experience.

The year also saw the launch of the Intelligent FAQ (iFAQ) system that allowed prospective students and the general public to search for frequently asked questions on admissions matters and courses offered.

Within campus, the Department upgraded the server infrastructure hosting the student administration, financial and human resource systems to improve system performance and service availability.

1. Covered linkway for a safe and comfortable walk.

2. Improved system performance with upgrading of server infrastructure.

Corporate Communications

The Department of Corporate Communications ensured that Singapore Polytechnic maintained a regular stream of communication with stakeholders such as students, alumni, industry partners and the general public.

A five-page supplement was published in the Straits Times and a microsite was created in conjunction with Graduation 2006. Another five-page supplement was published in Business Times to commemorate the School of Business' 20th anniversary celebrations. And to attract school leavers to consider courses at Singapore Polytechnic, a 32-page supplement 'My First Choice' was published with The New Paper.

Singapore Polytechnic was featured during the year on FM93.8 Positive Business Minutes, Channel 5's IWhiz Show, Channel 8's Fact or Fiction, Channel News Asia's Specialist Courses and Channel U's Project Y. A recorded coverage on Singapore Polytechnic also made its way to Jaya TV in Chennai, India.

Campus on 93.8 LIVE at Singapore Polytechnic.

Singapore Polytechnic also hosted the Campus on 93.8 LIVE radio programme in November 2006.

Financial Review

For 2006-2007, the operating expenditure of Singapore Polytechnic was $179.9 million comprising $130.5 million for staff costs and $49.4 million for other operating expenditure. In addition, $11.3 million was spent on campus and facilities development.

Revenue totalled $188.1 million. Of this, $152.5 million was provided through a government block grant, $35.6 million was collected from fees and other income.

The operating cost of training per student in FY 2006-2007 was $13,265 which was 2.5% higher than that in FY 2005-2006 due mainly to higher operating costs such as utilities and teaching materials in FY 2006-2007. The operating cost of training per student including depreciation was $15,352.