

“Chope” a study space at UTown through Chope@NUS!

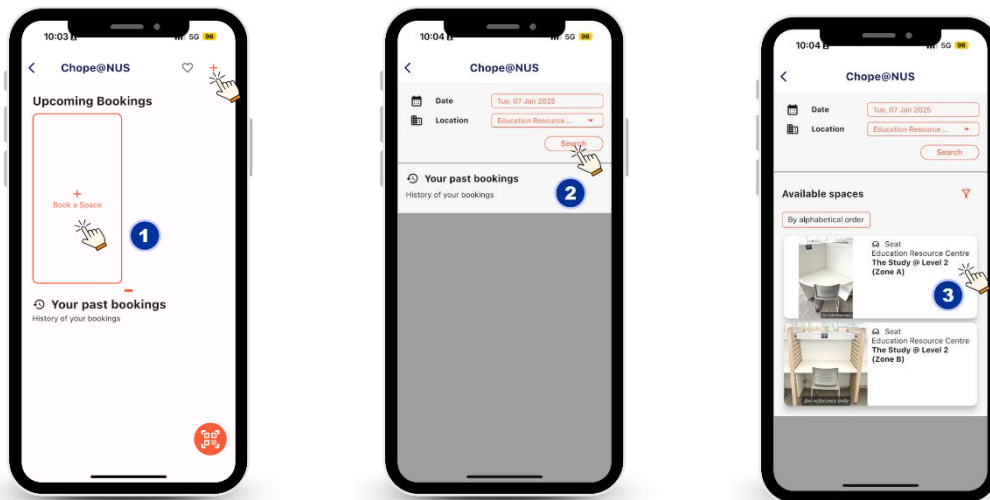
Chope@NUS is a feature within the uNivUS app that allows NUS students and staff to book study spaces. The feature has been in use in NUS Libraries since December 2023.

Acknowledging the success of the feature, UTown Management will be piloting Chope@NUS at selected study carrels/cubicles at The Study, level two of the Education Resource Centre, starting from 11 February 2025.

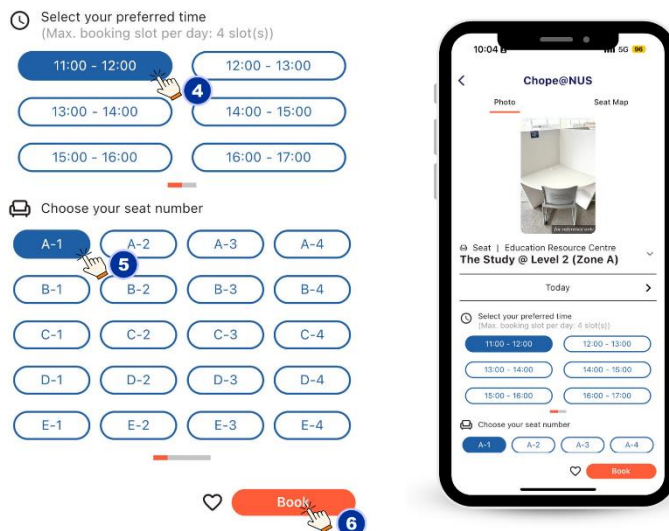
How to Use

Important: Please install/update your uNivUS app before you start!

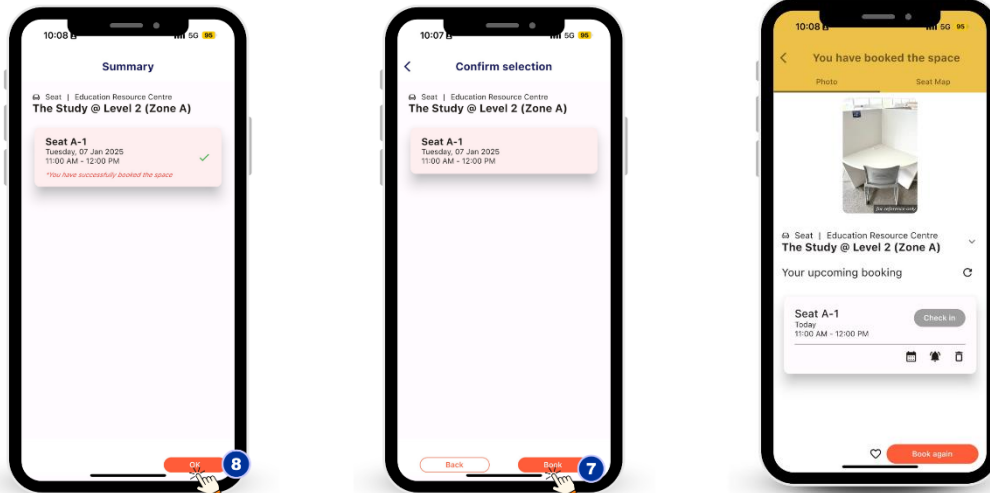
1. Searching for study carrels/cubicles at The Study



2. Selecting your desired study carrels / cubicles & time slots



3. Confirming your booking



Frequently Asked Questions

1) How long can I chope a seat for?

You can chope a maximum of four one-hour slots per day, either in discrete and separate one-hour slots or in a single four-hour block.

2) Why is there a four-hour limit?

As there are limited spaces, a time limit would help to manage demand, especially during peak periods. Nevertheless, we shall monitor the usage and adjust the limit, if necessary.

3) How come there is a minimum slot of one hour?

This would be similar to bookings for other bookable spaces within the university. Nevertheless, we shall monitor the usage and adjust the limit, if necessary.

4) How far in advance can I chope a seat?

You may chope a seat up to 3 days in advance.

5) Would Chope @ NUS be operating throughout the year?

It would operate only from 9 am till 10 pm during term time. Chope @ NUS shall not operate on vacations/public holidays/university-declared holidays.

6) How do I know if a seat has been chopped?

If you're at the seat, just scan the QR code on the table to check if that timeslot is available. If you're booking in advance, the app will show you which seats are available.

7) What happens if I can't show up for my chopped time slot, or I am late?

If you did not check-in, your booking will be released after a grace period of 15 minutes. If you arrive within the first hour of your booking and the 15-minute grace period has lapsed, please proceed to find an unoccupied seat in the Study or other study clusters within UTown. You can only book a seat for the next hour onwards, subject to availability.

8) I'm in The Study now, and although the empty seat I'm interested in is booked, it doesn't seem to be occupied. Can I take the seat?

You can occupy an empty seat if it's booked, but you will have to vacate the seat if the user with the reservation shows up and scans the QR code within its 15-minute grace period.

9) I've chopped a seat but I need to step out for a while. Can I just leave my stuff there?

We do understand that users might leave the seat for toilet breaks, answer a call or take a breather. However, users are strongly encouraged to bring along their belongings as the university will not be liable for any loss/damage. If you do leave your stuff at your booked seat, please keep in mind that it might be removed after an extended period, and/or it's another user's turn to use the space.

10) Can I not leave my stuff at my chopped seat if I must step away?

We do encourage you not to leave your belongings unattended as the university is not liable for lost unattended items. In the event your seat is taken up by others, as long as your booking is still valid, you have the right to ask them to relinquish the seat to you. You might also want to consider leaving a note on the table to let other users know you've stepped away and will be back shortly.

11) Why aren't there more seats available for booking in UTown?

This is a test run and please be assured that based on what we learn, we will be assessing how best to roll this out to the rest of the indoor study clusters in UTown.

Terms and Conditions

- Users with a valid Chope@NUS booking will have priority use of the selected seat.
- If you do not show up and check-in for your selected timeslot, the booking will be released after a grace period of 15 minutes.
- No food and drinks are allowed in The Study; plain water is fine.
- Please refrain from moving the furniture out of The Study.
- Items placed unattended for an extended period might be removed.

For any further questions, please feel free to contact us at utown@nus.edu.sg.