



WELCOME TO UCI

Mr Koh Yan Leng,
Vice President (Campus Infrastructure)

In this edition of UCImpact, we dive into how AI is being integrated into our operations, explore green buildings across campus, and take a look at how we develop our people to support a more vibrant and future-ready campus. Find out how we are shaping our campus together today.



ENHANCING CAMPUS OPERATIONS WITH AI

Artificial intelligence (AI) is opening up new opportunities to enhance services and operations across campus. To turn ideas into action, we recently held two UCI AI Innovation Champion Workshops, bringing staff together to identify opportunities where AI and automation could make a meaningful difference. The workshops generated a range of ideas, several of which have now progressed into pilots and initiatives.

Using AI to Streamline Bill Processing at Kent Vale

The Housing team processes hundreds of bills, many of which require manual review and data entry. Scanned PDFs can also contain multiple bills, creating additional work to identify, separate, and process each document.

The team has developed a two-stage AI pipeline scheduled to go live by mid-October for Kent Vale, where the first stage uses visual analysis to identify and separate individual bills, and the second stage extracts key vendor and invoice information, checks numerical fields, and produces structured data for enterprise resource planning systems. The initiative demonstrates how **AI can help reduce repetitive data entry and make high-volume administrative processing faster and more consistent.**



Using AI to Turn Pest Control Reports into Actionable Insights

Pest control services are routinely deployed at Yusof Ishak House (YIH) canteen to ensure a clean and safe environment for the diners. However, service reports are currently manually reviewed individually, making it difficult to track recurring issues and identify trends over time.

A pilot launched in September 2026 uses ChatGPT to extract information from handwritten reports and consolidate it into an Excel register, together with an analysis report. With AI assistance, the Retail Dining Team can analyse the records to identify recurring issues, highlight areas requiring attention and draft management reports, with staff verifying the findings.

This demonstrates how **AI can turn routine service records into useful insights, reducing manual administrative work and supporting more proactive operational management** to maintain a safe and pleasant campus environment.



These initiatives show how AI can be applied in simple, practical ways to improve everyday work processes. By encouraging our staff to explore opportunities to address common challenges, we can gradually integrate AI into our operations to improve efficiency and better support the campus community.

GREEN BUILDINGS IN NUS

SPECIAL MENTION FOR BCA PROJECT OF THE YEAR

Valour House, NUS's first sports-themed student residence, received a Special mention in the Institutional Category at the BCA Project of the Year Award 2026. Designed to foster community, wellbeing and an active student experience, this recognition reflects the collective effort behind bringing Valour House to life. Congratulations and heartfelt thanks to all staff involved for their dedication, teamwork and commitment to excellence!



NEW SUPER LOW ENERGY BUILDINGS IN NUS

Awarded by the Building and Construction Authority, the certification recognises projects that demonstrate exceptional energy performance in design, retrofit and operation, where these buildings are the best-in-class energy performing Green Mark Buildings that achieve at least 60% energy savings compared to the 2005 baseline.



YUSOF ISHAK HOUSE

60% energy savings achieved compared to pre-renovation



NEW SUSTAINABILITY & RESILIENCE LABORATORY BUILDING

Designed with an Energy Usage Intensity (EUI) target of around 250 kWh/m² (BCA's laboratory EUI benchmark ranges from 300-500 kWh/m²)



THE RIDGE

Top quartile of BCA's benchmark for its building typology (Energy Usage Intensity of ≤200 kWh/m²/year)

COLLEGE GREEN, REFRESHED AND READY

The College Green upgrading project is now complete! Dating back to 1952, this charming residential estate has been thoughtfully refreshed with improvements to its roofs, façades, linkways, ceilings and building services, while preserving its heritage features.



BRINGING NEW IDEAS BACK TO CAMPUS

As a hub of expertise for campus infrastructure and operations, we continually seek opportunities to learn from industry developments beyond campus. Through industry visits and learning journeys, our staff gain fresh perspectives, explore emerging technologies and best practices, and exchange ideas with industry partners. These experiences help inspire new approaches to enhancing operational efficiency and creating a vibrant, conducive campus environment for our community.



LEARNING FROM LARGE-SCALE FOOD PRODUCTION

Housing Services, together with colleagues from across NUS, visited Commonwealth Capital Group's production facility to gain insights into large-scale food production and institutional dining. From food safety and quality assurance to production workflows, sustainability and operational strategies, the visit offered useful perspectives as the team continues exploring ways to enhance dining operations and experiences across NUS hostels.

EXPLORING THE POSSIBILITIES OF ROBOTICS

UCI's Digital Transformation Unit visited Weston Robot to learn about emerging applications of robotics and automation. The team explored technologies supporting autonomous delivery, patrol and inspection, cleaning, grounds maintenance, campus guidance and AI-enabled monitoring. The study trip broadened UCI's understanding of the evolving technology landscape and how emerging solutions could potentially support more efficient campus operations and enhance the campus experience.





EXPLORING THE FUTURE OF THE BUILT ENVIRONMENT

We visited The GEAR: Kajima Lab for an industry learning session. Staff explored developments and research projects spanning construction automation and new materials to space optimisation, sustainability and workplace wellbeing. Insights into areas such as hybrid cooling, lighting, temperature and humidity control provided fresh perspectives on designing and managing future-ready spaces for our campus community.

OUR PEOPLE, OUR COMMUNITY

Creating a vibrant and well-run campus starts with the people behind it. By supporting staff wellbeing, encouraging healthy living, and building stronger connections across teams, we cultivate an engaged and collaborative workforce that can continue delivering quality services and campus experiences for the NUS community.



CONNECTING THROUGH COMMUNITY SERVICE

UCI staff participated in the annual Day of Service at HWA @ Whampoa, contributing through gardening, general and wheelchair cleaning, and floor curling with residents. Beyond contributing to the wider community, the initiative provided a meaningful setting for colleagues to strengthen teamwork and connections, qualities that support collaboration in our work across campus.

ENCOURAGING WELLBEING THROUGH ACTIVE LIVING

We organised a Jalan Jalan Kakis walking event from Labrador Park Nature Reserve to HarbourFront Centre. The initiative encouraged an active lifestyle while providing an informal setting for colleagues across teams to connect. Supporting staff wellbeing and positive workplace relationships helps build resilient, collaborative teams that can better serve our campus community.



MEET OUR PEOPLE

OPERATIONS CONTROL AND COORDINATION ON CAMPUS

Lee Jansen,
Operations Control and Coordination
Campus Emergency and Security

What inspired you to join UCI?

After twenty years as a police officer, I was looking for a role where I could continue serving the community and making a practical difference. UCI stood out to me because it plays a key in keeping the campus safe and secure for everyone. My law enforcement background gave me strong skills in safety, operations, teamwork, and problem-solving, and I see this as a meaningful way to apply those strengths in a new environment.

What's a memorable moment from your work that stood out to you?

My office is located in a "colonial-style bungalow", surrounded by nature and a tranquil environment. What makes it even more special is the occasional sighting of animals, which adds to the charm and serenity of the workplace.

I found it especially rewarding to solve cases while working in a dynamic working environment that required adaptability and initiative. I had to rely on my experience, instinct, persistence, and creative problem-solving. It gave me a real sense of fulfilment knowing that I was able to make a meaningful difference through resourcefulness and determination.

What do you find most exciting or fulfilling about your work at UCI?

I am part of a team with shared working backgrounds and experiences. The common understanding makes collaboration smoother and creates a supportive working environment. I also appreciate the work-life balance at UCI, which helps me stay productive, motivated, and energized at work. Within UCI, there is a strong commitment to developing its staff, providing the guidance, exposure, and opportunities needed for both personal and professional growth.

