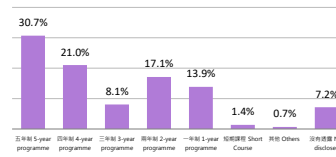


The 2020-21 Student Survey conducted by OCIO in March 2021 was well received by students with 433 responses. The result are listed as follows:

Section 1 - 個人資料及背景 Personal and Background Information

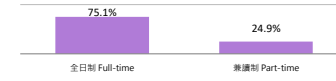
1.1 修讀課程 Programme

五年制 5-year programme	30.7%	(133)
四年制 4-year programme	21.0%	(91)
三年制 3-year programme	8.1%	(35)
兩年制 2-year programme	17.1%	(74)
一年制 1-year programme	13.9%	(60)
短期課程 Short Course	1.4%	(6)
其他 Others	0.7%	(3)
沒有透露 Not disclosed	7.2%	(31)
合共 Total:	100%	433



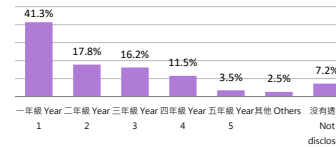
1.2 修讀模式 Mode of study

全日制 Full-time	75.1%	(302)
兼讀制 Part-time	24.9%	(100)
合共 Total:	100%	402



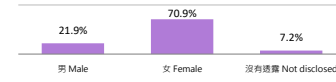
1.3 修讀年級 Year of study

一年級 Year 1	41.3%	(179)
二年級 Year 2	17.8%	(77)
三年級 Year 3	16.2%	(70)
四年級 Year 4	11.5%	(50)
五年級 Year 5	3.5%	(15)
其他 Others	2.5%	(11)
沒有透露 Not disclosed	7.2%	(31)
合共 Total:	100%	433



1.4 性別 Gender

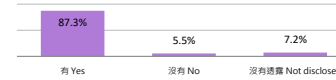
男 Male	21.9%	(95)
女 Female	70.9%	(307)
沒有透露 Not disclosed	7.2%	(31)
合共 Total:	100%	433



1.5 是否擁有筆記簿型電腦作學習之用?

Do you own a notebook computer for your study?

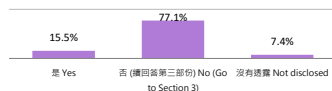
有 Yes	87.3%	(378)
沒有 No	5.5%	(24)
沒有透露 Not disclosed	7.2%	(31)
合共 Total:	100%	433



Section 2 - 學生宿舍 Student Hostels

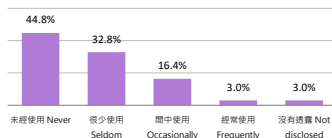
2.1 你是否學生宿舍的宿生？

Are you a resident of the Student Hostels?	
是 Yes	15.5% (67)
否 (請回答第三部份) No (Go to Section 3)	77.1% (334)
沒有透露 Not disclosed	7.4% (32)
合共 Total:	100% 433



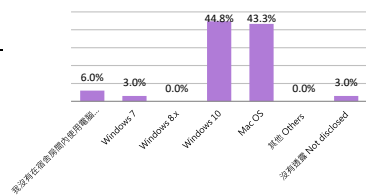
2.2 你曾否使用宿舍電腦室的設施？

Have you ever used any facilities in computer rooms at Student Hostels?	
未經使用 Never	44.8% (30)
很少使用 Seldom	32.8% (22)
間中使用 Occasionally	16.4% (11)
經常使用 Frequently	3.0% (2)
沒有透露 Not disclosed	3.0% (2)
合共 Total:	100% 67



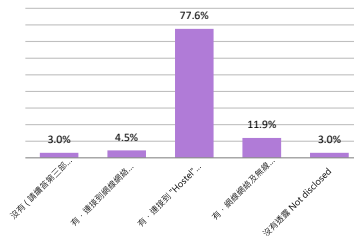
2.3 你在宿舍房間內使用的電腦安裝了以下那種操作系統？

Which operating system do you use on your own computer?	
我沒有在宿舍房間內使用電腦 I don't have a computer in student hostel	6.0% (4)
Windows 7	3.0% (2)
Windows 8.x	0.0% (0)
Windows 10	44.8% (30)
Mac OS	43.3% (29)
其他 Others	0.0% (0)
沒有透露 Not disclosed	3.0% (2)
合共 Total:	100% 67



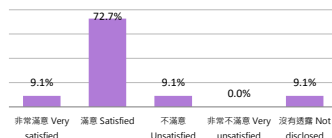
2.4 你有沒有把房間內的電腦連接到學院網絡？

Do you connect your computer to the Student Hostel Network?	
沒有 (請回答第三部份) No (Please go to Section 3)	3.0% (2)
有，連接到網線網絡 Yes, via the wired network	4.5% (3)
有，連接到 "Hostel" 無線網絡 (請回答2.6 節) Yes, via the Wi-Fi network using "Hostel" (Please go to 2.6)	77.6% (52)
有，網線網絡及無線網絡皆會使用 Yes, sometimes via the wired network and sometimes via the Wi-Fi network	11.9% (8)
沒有透露 Not disclosed	3.0% (2)
合共 Total:	100% 67



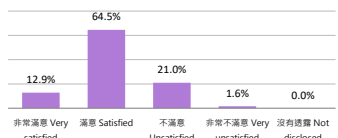
2.5 你對學生宿舍網線網絡服務的滿意程度是：

Are you satisfied with the wired service provided in the Student Hostel Network?	
非常滿意 Very satisfied	9.1% (1)
滿意 Satisfied	72.7% (8)
不滿意 Unsatisfied	9.1% (1)
非常不滿意 Very unsatisfied	0.0% (0)
沒有透露 Not disclosed	9.1% (1)
合共 Total:	100% 11



2.6 你對學生宿舍無線網絡服務的滿意程度是：

Are you satisfied with the Wi-Fi service provided in the Student Hostel Network?	
非常滿意 Very satisfied	12.9% (8)
滿意 Satisfied	64.5% (40)
不滿意 Unsatisfied	21.0% (13)
非常不滿意 Very unsatisfied	1.6% (1)
沒有透露 Not disclosed	0.0% (0)
合共 Total:	100% 62

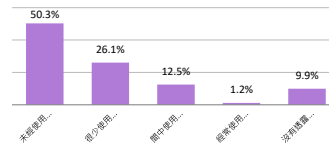


Section 3 - OCIO 提供之服務和設施-電腦室 OCIO Services and Facilities (Computer Rooms)

3.1 你曾否使用電腦室的設施？

Have you ever used any facilities in OCIO computer rooms?

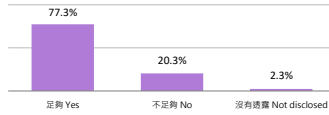
未經使用 (續回答第四部份) Never (Go to Section 4)	50.3%	(218)
很少使用 Seldom	26.1%	(113)
間中使用 Occasionally	12.5%	(54)
經常使用 Frequently	1.2%	(5)
沒有透露 Not disclosed	9.9%	(43)
合共 Total:	100%	433



3.2 你認為 OCIO 之電腦室有足夠的電腦給同學使用嗎？

Do you think that there are sufficient computers in OCIO computer rooms?

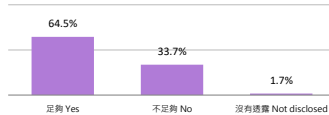
足夠 Yes	77.3%	(133)
不足夠 No	20.3%	(35)
沒有透露 Not disclosed	2.3%	(4)
合共 Total:	100%	172



3.3 你認為 OCIO 之電腦室有足夠的電腦軟件給同學使用嗎？

Do you think that there is sufficient software in OCIO computer rooms?

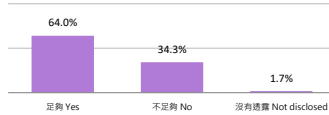
足夠 Yes	64.5%	(111)
不足夠 No	33.7%	(58)
沒有透露 Not disclosed	1.7%	(3)
合共 Total:	100%	172



3.4 你認為 OCIO 之電腦室有足夠的印表機給同學使用嗎？

Do you think that there are sufficient printers in OCIO computer rooms?

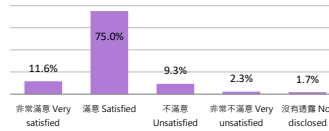
足夠 Yes	64.0%	(110)
不足夠 No	34.3%	(59)
沒有透露 Not disclosed	1.7%	(3)
合共 Total:	100%	172



3.5 你對 OCIO 的列印服務的滿意程度是：

Are you satisfied with the printing services?

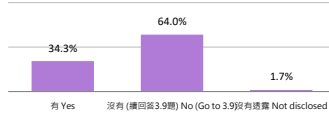
非常滿意 Very satisfied	11.6%	(20)
滿意 Satisfied	75.0%	(129)
不滿意 Unsatisfied	9.3%	(16)
非常不滿意 Very unsatisfied	2.3%	(4)
沒有透露 Not disclosed	1.7%	(3)
合共 Total:	100%	172



3.6 你曾否向學生輔導員尋求協助？

Have you ever sought help from our Student Consultants?

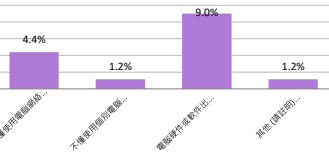
有 Yes	34.3%	(59)
沒有 (續回答3.9題) No (Go to 3.9)	64.0%	(110)
沒有透露 Not disclosed	1.7%	(3)
合共 Total:	100%	172



3.7 你向學生輔導員尋求協助的原因是 (可選一項或以上)：

Why do you seek help from our Student Consultants? (Select all that apply)

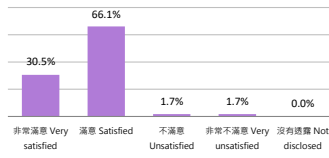
不懂使用電腦網絡服務 (如 Network Printers 及 Emails) Do not know how to use network services (e.g., Network Printers and Emails)	4.4%	(19)
不懂使用個別電腦軟件 Do not know how to use certain software	1.2%	(5)
電腦硬件或軟件出現故障 Hardware or software problems	9.0%	(39)
其他 (請註明) Others (Please specify)	1.2%	(5)



3.8 你對學生輔導員的滿意程度是：

Are you satisfied with the services provided by Student Consultants?

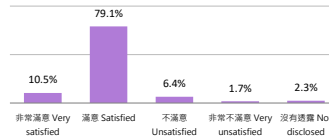
非常滿意 Very satisfied	30.5%	(18)
滿意 Satisfied	66.1%	(39)
不滿意 Unsatisfied	1.7%	(1)
非常不滿意 Very unsatisfied	1.7%	(1)
沒有透露 Not disclosed	0.0%	(0)
合共 Total:	100%	59



3.9 你對 OCIO 的電腦室整體服務的滿意程度是：

Are you satisfied with the services provided by OCIO computer rooms as a whole?

非常滿意 Very satisfied	10.5%	(18)
滿意 Satisfied	79.1%	(136)
不滿意 Unsatisfied	6.4%	(11)
非常不滿意 Very unsatisfied	1.7%	(3)
沒有透露 Not disclosed	2.3%	(4)
合共 Total:	100%	172

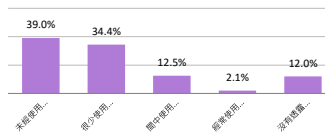


Section 4 – OCIO 提供之服務和設施 - IT Help Desk OCIO Services and Facilities (IT Help Desk)

4.1 你曾否使用資訊科技支援站 (IT Help Desk) 的服務？

Have you ever used any services provided by IT Help Desk?

未經使用 (續回答第五部份) Never (Go to Section 5)	39.0%	(169)
很少使用 Seldom	34.4%	(149)
間中使用 Occasionally	12.5%	(54)
經常使用 Frequently	2.1%	(9)
沒有透露 Not disclosed	12.0%	(52)
合共 Total:	100%	433

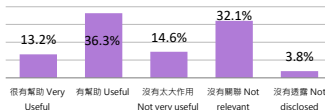


4.2 你認為以下項目對你的學習是否有幫助：

Do you find the following useful to your study?

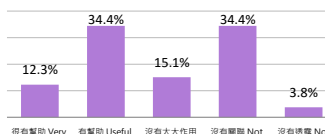
1. 借用影音器材 AV Equipment Loan

很有幫助 Very Useful	13.2%	(28)
有幫助 Useful	36.3%	(77)
沒有太大作用 Not very useful	14.6%	(31)
沒有關聯 Not relevant	32.1%	(68)
沒有透露 Not disclosed	3.8%	(8)
合共 Total:	100.0%	(212)



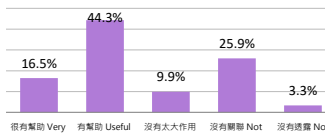
2. 借用筆記簿型電腦 One-Day Notebook Loan

很有幫助 Very Useful	12.3%	(26)
有幫助 Useful	34.4%	(73)
沒有太大作用 Not very useful	15.1%	(32)
沒有關聯 Not relevant	34.4%	(73)
沒有透露 Not disclosed	3.8%	(8)
合共 Total:	100.0%	(212)



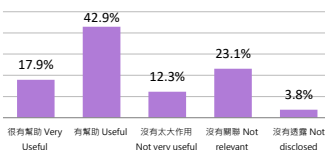
3. 八達通付款機 Octopus Payment Machine (OPM)

很有幫助 Very Useful	16.5%	(35)
有幫助 Useful	44.3%	(94)
沒有太大作用 Not very useful	9.9%	(21)
沒有關聯 Not relevant	25.9%	(55)
沒有透露 Not disclosed	3.3%	(7)
合共 Total:	100.0%	(212)



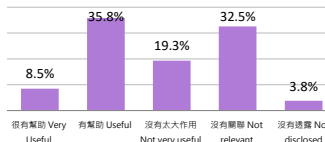
4. 流動裝置充電服務 Mobile Charging Station

很有幫助 Very Useful	17.9%	(38)
有幫助 Useful	42.9%	(91)
沒有太大作用 Not very useful	12.3%	(26)
沒有關聯 Not relevant	23.1%	(49)
沒有透露 Not disclosed	3.8%	(8)
合共 Total:	100.0%	(212)



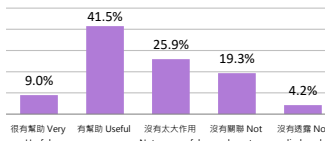
5. 照片和視頻工作轉室 Photo and Video Studio

很有幫助 Very Useful	8.5%	(18)
有幫助 Useful	35.8%	(76)
沒有太大作用 Not very useful	19.3%	(41)
沒有關聯 Not relevant	32.5%	(69)
沒有透露 Not disclosed	3.8%	(8)
合共 Total:	100.0%	(212)



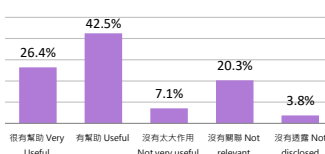
6. 更改密碼 Resetting passwords

很有幫助 Very Useful	9.0%	(19)
有幫助 Useful	41.5%	(88)
沒有太大作用 Not very useful	25.9%	(55)
沒有關聯 Not relevant	19.3%	(41)
沒有透露 Not disclosed	4.2%	(9)
合共 Total:	100.0%	(212)



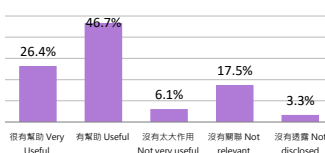
7. 釘裝 / 過膠 / 切紙 Binding/ lamination/ trimming

很有幫助 Very Useful	26.4%	(56)
有幫助 Useful	42.5%	(90)
沒有太大作用 Not very useful	7.1%	(15)
沒有關聯 Not relevant	20.3%	(43)
沒有透露 Not disclosed	3.8%	(8)
合共 Total:	100.0%	(212)



8. 以多功能影印機掃描/傳真 Scanning/ Faxing with the all-in-one photocopier

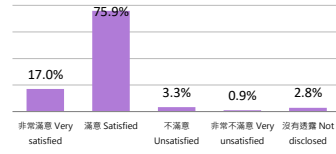
很有幫助 Very Useful	26.4%	(56)
有幫助 Useful	46.7%	(99)
沒有太大作用 Not very useful	6.1%	(13)
沒有關聯 Not relevant	17.5%	(37)
沒有透露 Not disclosed	3.3%	(7)
合共 Total:	100.0%	(212)



4.3 你對資訊科技支援站的服務滿意程度是：

Are you satisfied with the services provided by IT Help Desk?

非常滿意 Very satisfied	17.0%	(36)
滿意 Satisfied	75.9%	(161)
不滿意 Unsatisfied	3.3%	(7)
非常不滿意 Very unsatisfied	0.9%	(2)
沒有透露 Not disclosed	2.8%	(6)
合共 Total:	100.0%	212

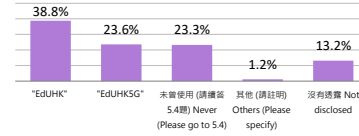


Section 5 - OClO 提供之服務和設施 - 無線網絡 OClO Services and Facilities (Wi-Fi service)

5.1 你較常使用哪一個SSID 連接到校園內的無線網絡 (非宿舍範圍) ?

Which SSID do you normally use to access the Wi-Fi network on campus? (in areas other than Student Hostel)?

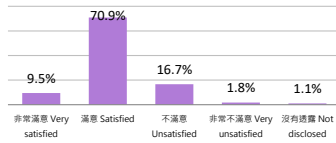
"EdUHK"	38.8%	(168)
"EdUHKSG"	23.6%	(102)
未曾使用 (請續答5.4題) Never (Please go to 5.4)	23.3%	(101)
其他 (請註明) Others (Please specify)	1.2%	(5)
沒有透露 Not disclosed	13.2%	(57)
合共 Total:	100%	433



5.2 你對校園內無線網絡服務(非宿舍範圍)的穩定性滿意程度是？

Are you satisfied with the Wi-Fi stability on campus (excluding Student Hostel)?

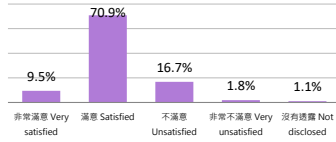
非常滿意 Very satisfied	9.5%	(26)
滿意 Satisfied	70.9%	(195)
不滿意 Unsatisfied	16.7%	(46)
非常不滿意 Very unsatisfied	1.8%	(5)
沒有透露 Not disclosed	1.1%	(3)
合共 Total:	100%	275



5.3 你對校園內無線網絡服務(非宿舍範圍)的速度滿意程度是？

Are you satisfied with the Wi-Fi speed on campus (excluding Student Hostel)?

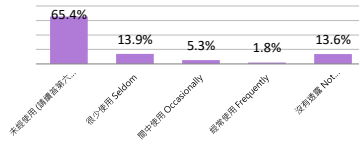
非常滿意 Very satisfied	9.5%	(26)
滿意 Satisfied	70.9%	(195)
不滿意 Unsatisfied	16.7%	(46)
非常不滿意 Very unsatisfied	1.8%	(5)
沒有透露 Not disclosed	1.1%	(3)
合共 Total:	100%	275



5.4 你曾否在校外使用 "eduroam" 提供的無線網絡服務？

Have you ever used the "eduroam" Wi-Fi service outside campus?

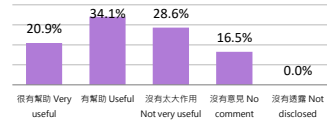
未經使用 (請續答第六部份) Never (Please go to section 6)	65.4%	(283)
很少使用 Seldom	13.9%	(60)
間中使用 Occasionally	5.3%	(23)
經常使用 Frequently	1.8%	(8)
沒有透露 Not disclosed	13.6%	(59)
合共 Total:	100%	433



5.5 你認為 "eduroam" 校外無線網絡服務對同學是否有幫助？

Do you find the "eduroam" Wi-Fi service outside campus useful?

很有幫助 Very useful	20.9%	(19)
有幫助 Useful	34.1%	(31)
沒有太大作用 Not very useful	28.6%	(26)
沒有意見 No comment	16.5%	(15)
沒有透露 Not disclosed	0.0%	(0)
合共 Total:	100%	91

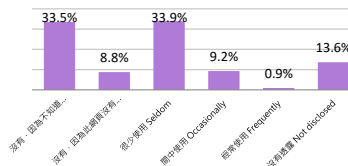


Section 6 - OCIO 提供之服務和設施 - 其他服務及設施 OCIO Services and Facilities (Others)

6.1 你曾否瀏覽 OCIO 之網頁？

Have you ever visited the OCIO Website (<http://www.eduhk.hk/ocio/>)?

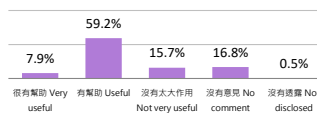
沒有：因為不知道 OCIO 有網頁 (請續回答6.6題) Never. I do not know that there is an OCIO Website (Please go to 6.6)	33.5%	(145)
沒有：因為此網頁沒有我需要的資訊 (請續回答6.6題) Never. OCIO website does not contain the information I need (Please go to 6.6)	8.8%	(38)
很少使用 Seldom	33.9%	(147)
間中使用 Occasionally	9.2%	(40)
經常使用 Frequently	0.9%	(4)
沒有透露 Not disclosed	13.6%	(59)
合共 Total:	100%	433



6.2 你認為 OCIO 網頁的學生常見問題部份對同學是否有幫助？

Do you find Student FAQ on OCIO website useful?

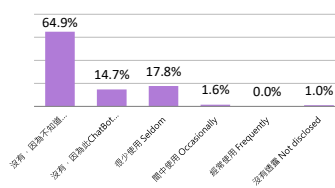
很有幫助 Very useful	7.9%	(15)
有幫助 Useful	59.2%	(113)
沒有太大作用 Not very useful	15.7%	(30)
沒有意見 No comment	16.8%	(32)
沒有透露 Not disclosed	0.5%	(1)
合共 Total:	100%	191



6.3 你曾否瀏覽 OCIO 網頁的 ChatBot?

Have you ever used ChatBot on OCIO website?

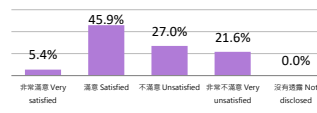
沒有：因為不知道 ChatBot 是什麼 (請續回答6.5題) Never. I do not know about ChatBot (Please go to 6.5)	64.9%	(124)
沒有：因為此 ChatBot 沒有我需要的資訊 (請續回答6.5題) Never. ChatBot does not contain the information I need (Please go to 6.5)	14.7%	(28)
很少使用 Seldom	17.8%	(34)
間中使用 Occasionally	1.6%	(3)
經常使用 Frequently	0.0%	(0)
沒有透露 Not disclosed	1.0%	(2)
合共 Total:	100%	191



6.4 你認為 OCIO 網頁的 ChatBot 對同學是否有幫助

Do you find ChatBot on OCIO website useful?

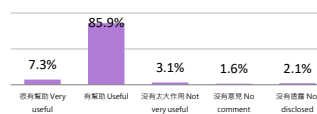
非常滿意 Very satisfied	5.4%	(2)
滿意 Satisfied	45.9%	(17)
不滿意 Unsatisfied	27.0%	(10)
非常不滿意 Very unsatisfied	21.6%	(8)
沒有透露 Not disclosed	0.0%	(0)
合共 Total:	100%	37



6.5 你對 OCIO 網頁的滿意程度是：

Are you satisfied with the OCIO website?

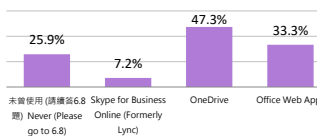
很有幫助 Very useful	7.3%	(14)
有幫助 Useful	85.9%	(164)
沒有太大作用 Not very useful	3.1%	(6)
沒有意見 No comment	1.6%	(3)
沒有透露 Not disclosed	2.1%	(4)
合共 Total:	100%	191



6.6 你曾否使用 Microsoft Office 365 for Students (可選一項或以上)？

Have you ever used Microsoft Office 365 for Students? (Select all that apply)

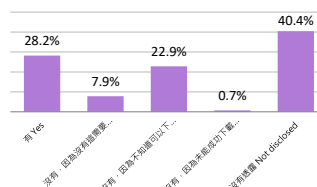
未曾使用 (請續答6.8題) Never (Please go to 6.8)	25.9%	(112)
Skype for Business Online (Formerly Lync)	7.2%	(31)
OneDrive	47.3%	(205)
Office Web Apps	33.3%	(144)



6.7 你曾否從 Office 365 網站下載免費的 Office 365 ProPlus？

Have you ever downloaded the free Office 365 ProPlus from Office 365 website?

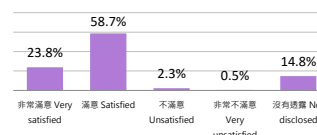
有 Yes	28.2%	(122)
沒有：因為沒有這需要 Never. It is not necessary.	7.9%	(34)
沒有：因為不知道可以下載 Never. I do not know that there is such a service.	22.9%	(99)
沒有：因為未能成功下載 Never. I cannot download successfully.	0.7%	(3)
沒有透露 Not disclosed	40.4%	(175)
合共 Total:	100%	433



6.8 你對學生電郵 (Google Gmail) 之滿意程度是：

Are you satisfied with the Student Webmail (Google Gmail) service?

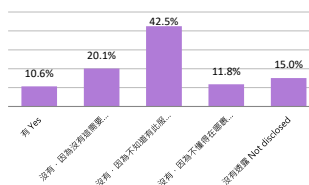
非常滿意 Very satisfied	23.8%	(103)
滿意 Satisfied	58.7%	(254)
不滿意 Unsatisfied	2.3%	(10)
非常不滿意 Very unsatisfied	0.5%	(2)
沒有透露 Not disclosed	14.8%	(64)
合共 Total:	100%	433



6.9 你曾否下載 ESET (防毒軟件) 在家中或宿舍使用 ?

Have you ever downloaded ESET(anti-virus software) for your home or hostel use?

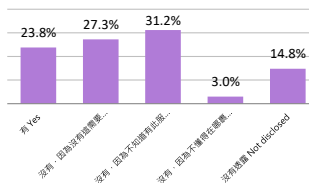
有 Yes	10.6%	(46)
沒有，因為沒有這需要 Never. It is not necessary.	20.1%	(87)
沒有，因為不知道有此服務 Never. I do not know that there is such a service.	42.5%	(184)
沒有，因為不懂得在哪裏可以下載 Never. I do not know where to download.	11.8%	(51)
沒有透露 Not disclosed	15.0%	(65)
合共 Total:	100%	433



6.10 你曾否使用MyEdUHK手機應用程式?

Have you ever used the MyEdUHK mobile app?

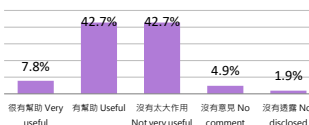
有 Yes	23.8%	(103)
沒有，因為沒有這需要 Never. It is not necessary.	27.3%	(118)
沒有，因為不知道有此服務 Never. I do not know that there is such a service.	31.2%	(135)
沒有，因為不懂得在哪裏可以下載 Never. I do not know where to download.	3.0%	(13)
沒有透露 Not disclosed	14.8%	(64)
合共 Total:	100%	433



6.11 你認為MyEdUHK手機應用程式對同學是否有幫助?

Do you find the MyEdUHK mobile app useful?

很有幫助 Very useful	7.8%	(8)
有幫助 Useful	42.7%	(44)
沒有太大作用 Not very useful	42.7%	(44)
沒有意見 No comment	4.9%	(5)
沒有透露 Not disclosed	1.9%	(2)
合共 Total:	100%	103

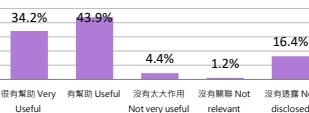


6.12 你認為以下工具及服務是否有幫助:

Do you find the following tools and services useful?

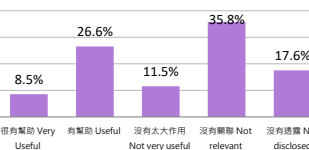
1. Zoom - Online Meeting Software

很有幫助 Very Useful	34.2%	(148)
有幫助 Useful	43.9%	(190)
沒有太大作用 Not very useful	4.4%	(19)
沒有關聯 Not relevant	1.2%	(5)
沒有透露 Not disclosed	16.4%	(71)
合共 Total:	100.0%	(433)



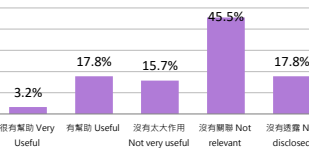
2. Qualtrics

很有幫助 Very Useful	8.5%	(37)
有幫助 Useful	26.6%	(115)
沒有太大作用 Not very useful	11.5%	(50)
沒有關聯 Not relevant	35.8%	(155)
沒有透露 Not disclosed	17.6%	(76)
合共 Total:	100.0%	(433)



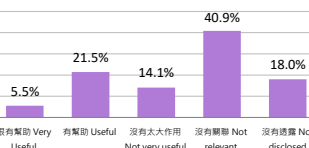
3. Catchbox - Throwable Microphone

很有幫助 Very Useful	3.2%	(14)
有幫助 Useful	17.8%	(77)
沒有太大作用 Not very useful	15.7%	(68)
沒有關聯 Not relevant	45.5%	(197)
沒有透露 Not disclosed	17.8%	(77)
合共 Total:	100.0%	(433)



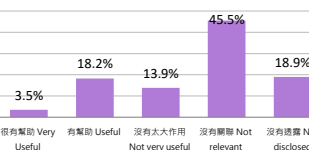
4. Sound Booth

很有幫助 Very Useful	5.5%	(24)
有幫助 Useful	21.5%	(93)
沒有太大作用 Not very useful	14.1%	(61)
沒有關聯 Not relevant	40.9%	(177)
沒有透露 Not disclosed	18.0%	(78)
合共 Total:	100.0%	(433)

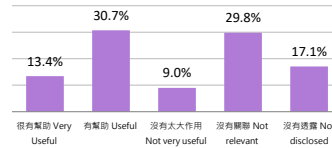


5. Interactive Flat Panel (IFP)

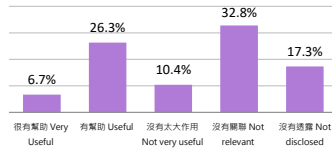
很有幫助 Very Useful	3.5%	(15)
有幫助 Useful	18.2%	(79)
沒有太大作用 Not very useful	13.9%	(60)
沒有關聯 Not relevant	45.5%	(197)
沒有透露 Not disclosed	18.9%	(82)
合共 Total:	100.0%	(433)



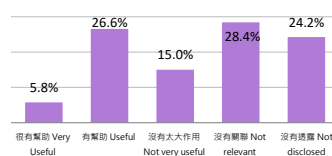
6. Virtual Private Network (VPN) for general users (portal: "vpn.eduhk.hk")		
很有幫助 Very Useful	13.4%	(58)
有幫助 Useful	30.7%	(133)
沒有太大作用 Not very useful	9.0%	(39)
沒有關聯 Not relevant	29.8%	(129)
沒有透露 Not disclosed	17.1%	(74)
合共 Total:	100.0%	(433)



7. Virtual Private Network (VPN) for general users (portal: "121.37.2.190")		
很有幫助 Very Useful	6.7%	(57)
有幫助 Useful	26.3%	(114)
沒有太大作用 Not very useful	10.4%	(45)
沒有關聯 Not relevant	32.8%	(142)
沒有透露 Not disclosed	17.3%	(75)
合共 Total:	93.5%	(433)

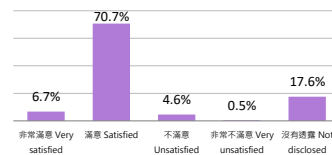


6.13 你認為迎新工作坊能否幫助你認識OCIO的設施和服務? Do you find the workshop "Introduction to IT Services" useful in getting to know OCIO services?		
很有幫助 Very Useful	5.8%	(25)
有幫助 Useful	26.6%	(115)
沒有太大作用 Not very useful	15.0%	(65)
沒有關聯 Not relevant	28.4%	(123)
沒有透露 Not disclosed	24.2%	(105)
合共 Total:	100.0%	(433)



Section 7 - 總評及其他意見 Overall & Other Comments

7.1 你對 OCIO 的整體服務滿意程度是： Are you satisfied with the services provided by OCIO as a whole?		
非常滿意 Very satisfied	6.7%	(29)
滿意 Satisfied	70.7%	(306)
不滿意 Unsatisfied	4.6%	(20)
非常不滿意 Very unsatisfied	0.5%	(2)
沒有透露 Not disclosed	17.6%	(76)
合共 Total:	100%	433



Major Individual Comments collected from Student Survey 2020-21

Comments from Students	Response from OCIO
<p>Student Hostel Network</p> <ul style="list-style-type: none"> • Please provide coverage within the bathrooms, kitchens, and toilets as well. Sometimes I need to reply to urgent messages or watch some videos but the network isn't working. • Personal routers should be allowed in hostels 	<p>Access Points (APs) will be installed in the kitchens at hostels by the end of Jun this year. However, due to the humid environment, it is not suitable to install APs in bathrooms and toilets. We will look into other ways to improve the strength of the Wi-Fi signal instead. Personal routers will interfere with the signals of our Wi-Fi network and may pose security risks. Thus, personal routers are not allowed in hostels.</p>
<p>Campus Wi-Fi Service</p> <ul style="list-style-type: none"> • Wi-fi is choppy and sometimes is slow especially in the middle of online class • The Wi-Fi is too weak to use even it is in the campus 	<p>We have upgraded the Wi-Fi controllers on Tai Po Campus and at TKO Study Centre in late Mar 2021. All APs will be replaced with models that support Wi-Fi6 with better coverage and performance by the end of 2021.</p>
<p>Computer Room</p> <ul style="list-style-type: none"> • 只有少部份電腦有放大字體功能，而這些電腦經常被一些沒有 SEN 需要的同學長期佔用作打機，令有需要的 SEN 學生不能使用 • 電腦登入時間較長，有時電腦會壞機登入不到。繁忙時間列印機常沒有紙 有時碳粉不足而影響圖片質素，對於製作 portfolio，因色差有時需要重印 • Lc 電腦室空氣通風不足，經常傳出異味 	<p>The magnifier is a Windows built-in function. Please approach IT Help Desk when needed and our colleagues are happy to show students how to use this function.</p> <p>OCIO performs regular check on the PCs and printers. If students find any problem with the equipment, they are suggested to contact IT Help Desk for assistance.</p> <p>We have reported the case to the Estates office and will request to have the air-conditioner filters replaced more often.</p>
<p>IT Help Desk</p> <ul style="list-style-type: none"> • Digital equipment needs to updated such as camera • 數碼相機的型號太舊，應作更換 	<p>OCIO reviews and adds/replaces the equipment for loan on a regular basis. We will buy a few new digital cameras soon to replace some obsolete ones.</p>