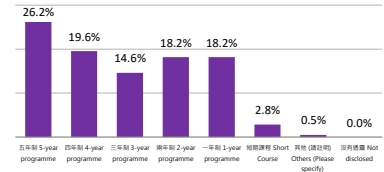


The 2021-22 Student Survey conducted by OCIO in April 2022 was well received by students with 424 responses. The result are listed as follows:

Section 1 - 個人資料 Personal Information

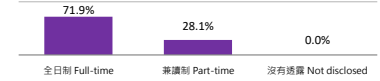
1.1 修讀課程 Programme

五年制 5-year programme	26.2%	(111)
四年制 4-year programme	19.6%	(83)
三年制 3-year programme	14.6%	(62)
兩年制 2-year programme	18.2%	(77)
一年制 1-year programme	18.2%	(77)
短期課程 Short Course	2.8%	(12)
其他 (請註明) Others (Please specify)	0.5%	(2)
沒有透露 Not disclosed	0.0%	(0)
合共 Total:	100%	424



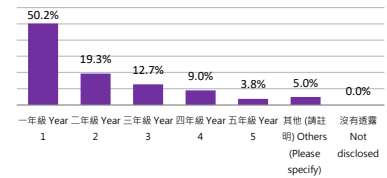
1.2 修讀模式 Mode of study

全日制 Full-time	71.9%	(305)
兼讀制 Part-time	28.1%	(119)
沒有透露 Not disclosed	0.0%	(0)
合共 Total:	100%	424



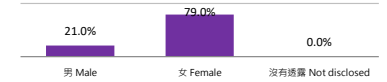
1.3 修讀年級 Year of study

一年級 Year 1	50.2%	(213)
二年級 Year 2	19.3%	(82)
三年級 Year 3	12.7%	(54)
四年級 Year 4	9.0%	(38)
五年級 Year 5	3.8%	(16)
其他 (請註明) Others (Please specify)	5.0%	(21)
沒有透露 Not disclosed	0.0%	(0)
合共 Total:	100%	424



1.4 性別 Gender

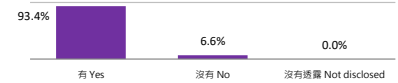
男 Male	21.0%	(89)
女 Female	79.0%	(335)
沒有透露 Not disclosed	0.0%	(0)
合共 Total:	100%	424



1.5 你是否擁有筆記簿型電腦作學習之用?

Do you own a notebook computer for your study?

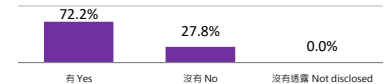
有 Yes	93.4%	(396)
沒有 No	6.6%	(28)
沒有透露 Not disclosed	0.0%	(0)
合共 Total:	100%	424



1.6 你是否擁有平板電腦作學習之用?

Do you own a tablet computer for your study?

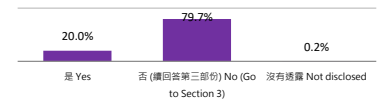
有 Yes	72.2%	(306)
沒有 No	27.8%	(118)
沒有透露 Not disclosed	0.0%	(0)
合共 Total:	100%	424



Section 2 - 學生宿舍 Student Hostels

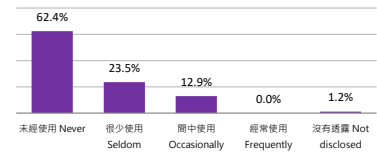
2.1 你是否學生宿舍的宿生？

Are you a resident of the Student Hostels?		
是 Yes	20.0%	(85)
否 (請回答第三部份) No (Go to Section 3)	79.7%	(338)
沒有透露 Not disclosed	0.2%	(1)
合共 Total:	100%	424



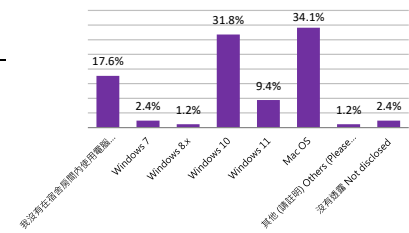
2.2 你曾否使用宿舍電腦室的設施？

Have you ever used any facilities in computer rooms at Student Hostels?		
未經使用 Never	62.4%	(53)
很少使用 Seldom	23.5%	(20)
間中使用 Occasionally	12.9%	(11)
經常使用 Frequently	0.0%	(0)
沒有透露 Not disclosed	1.2%	(1)
合共 Total:	100%	85



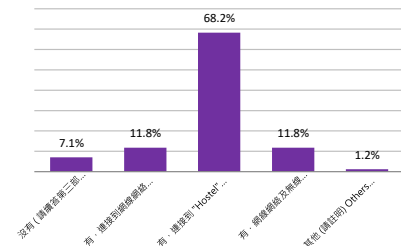
2.3 你在宿舍房間內使用的電腦安裝了以下那種操作系統？

Which operating system do you use on your computer at the hostel?		
我沒有在宿舍房間內使用電腦 I don't have a computer in student hostel	17.6%	(15)
Windows 7	2.4%	(2)
Windows 8.x	1.2%	(1)
Windows 10	31.8%	(27)
Windows 11	9.4%	(8)
Mac OS	34.1%	(29)
其他 (請註明) Others (Please specify)	1.2%	(1)
沒有透露 Not disclosed	2.4%	(2)
合共 Total:	100%	85



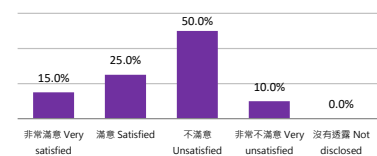
2.4 你有沒有把房間內的電腦連接到學生宿舍網絡？

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)	7.1%	(6)
有 · 連接到網絡網絡 Yes, via the wired network	11.8%	(10)
有 · 連接到 "Hostel" 無線網絡 (請回答 2.6 題) Yes, via the Wi-Fi network using "Hostel" (Please go to 2.6)	68.2%	(58)
有 · 網絡網絡及無線網絡皆曾使用 Yes, sometimes via the wired network and sometimes via the Wi-Fi network	11.8%	(10)
其他 (請註明) Others (Please specify)	1.2%	(1)
合共 Total:	100%	85



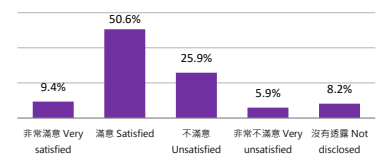
2.5 你對學生宿舍網絡網絡服務的滿意程度是：

Are you satisfied with the wired service provided in the Student Hostel Network?		
非常滿意 Very satisfied	15.0%	(3)
滿意 Satisfied	25.0%	(5)
不滿意 Unsatisfied	50.0%	(10)
非常不滿意 Very unsatisfied	10.0%	(2)
沒有透露 Not disclosed	0.0%	(0)
合共 Total:	100%	20



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	9.4%	(8)
滿意 Satisfied	50.6%	(43)
不滿意 Unsatisfied	25.9%	(22)
非常不滿意 Very unsatisfied	5.9%	(5)
沒有透露 Not disclosed	8.2%	(7)
合共 Total:	100%	85

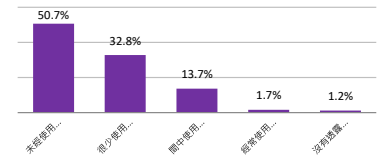


Section 3 - OCIO 提供之服務和設施-電腦室 OCIO Services and Facilities (Computer Rooms)

3.1 你曾否使用電腦室的設施？

Have you ever used any facilities in OCIO computer rooms?

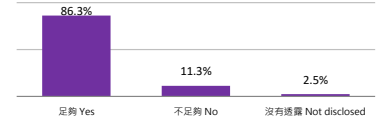
未經使用 (續回答第四部份) Never (Go to Section 4)	50.7%	(215)
很少使用 Seldom	32.8%	(139)
間中使用 Occasionally	13.7%	(58)
經常使用 Frequently	1.7%	(7)
沒有透露 Not disclosed	1.2%	(5)
合共 Total:	100%	424



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?

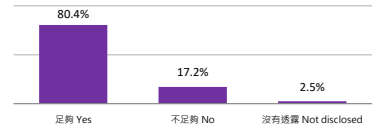
足夠 Yes	86.3%	(176)
不足夠 No	11.3%	(23)
沒有透露 Not disclosed	2.5%	(5)
合共 Total:	100%	204



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?

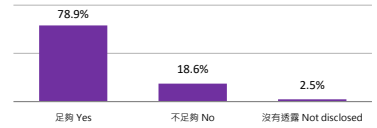
足夠 Yes	80.4%	(164)
不足夠 No	17.2%	(35)
沒有透露 Not disclosed	2.5%	(5)
合共 Total:	100%	204



3.4 你認為 OCIO 的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?

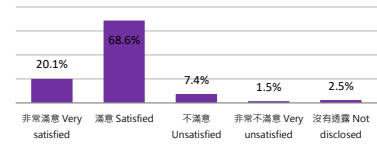
足夠 Yes	78.9%	(161)
不足夠 No	18.6%	(38)
沒有透露 Not disclosed	2.5%	(5)
合共 Total:	100%	204



3.5 你對 OCIO 的列印服務的滿意程度是：

Are you satisfied with the printing services?

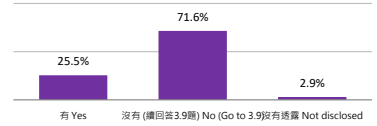
非常滿意 Very satisfied	20.1%	(41)
滿意 Satisfied	68.6%	(140)
不滿意 Unsatisfied	7.4%	(15)
非常不滿意 Very unsatisfied	1.5%	(3)
沒有透露 Not disclosed	2.5%	(5)
合共 Total:	100%	204



3.6 你曾否向學生輔導員 (Student Consultant) 尋求協助？

Have you ever sought help from our Student Consultants?

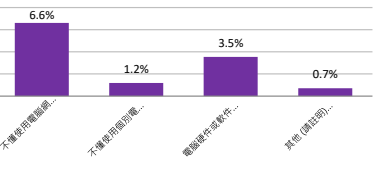
有 Yes	25.5%	(52)
沒有 (續回答3.9題) No (Go to 3.9)	71.6%	(146)
沒有透露 Not disclosed	2.9%	(6)
合共 Total:	100%	204



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)

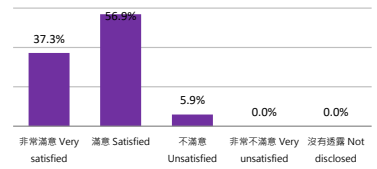
不懂使用電腦網絡服務 (如 Network Printers 及 Emails) Do not know how to use network services (e.g., Network Printers and Emails)	6.6%	(28)
不懂使用個別電腦軟件 Do not know how to use certain software	1.2%	(5)
電腦硬件或軟件出現故障 Hardware or software problems	3.5%	(15)
其他 (請註明) Others (Please specify)	0.7%	(3)



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?

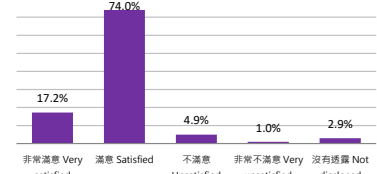
非常滿意 Very satisfied	37.3%	(19)
滿意 Satisfied	56.9%	(29)
不滿意 Unsatisfied	5.9%	(3)
非常不滿意 Very unsatisfied	0.0%	(0)
沒有透露 Not disclosed	0.0%	(0)
合共 Total:	100%	51



3.9 你對 OCIO 的電腦室整體的滿意程度是：

Are you satisfied with OCIO computer rooms as a whole?

非常滿意 Very satisfied	17.2%	(35)
滿意 Satisfied	74.0%	(151)
不滿意 Unsatisfied	4.9%	(10)
非常不滿意 Very unsatisfied	1.0%	(2)
沒有透露 Not disclosed	2.9%	(6)
合共 Total:	100%	204

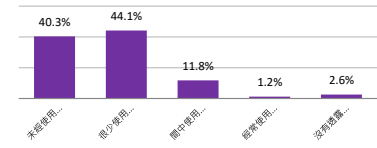


Section 4 -OCIO 提供之服務和設施 - IT Help Desk OCIO Services and Facilities (IT Help Desk)

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 (請回答第五部份) Never (Go to Section 5)	40.3%	(171)
很少使用 Seldom	44.1%	(187)
間中使用 Occasionally	11.8%	(50)
經常使用 Frequently	1.2%	(5)
沒有透露 Not disclosed	2.6%	(11)
合共 Total:	100%	424

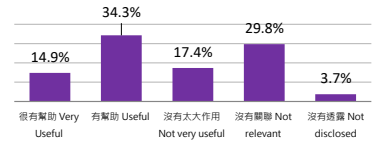


4.2 你認為以下項目對你的學習是否有幫助：

Do you find the following useful to your study?

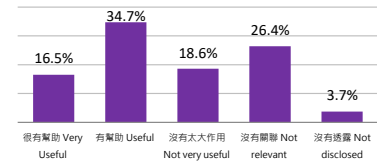
1. 借用影音器材 AV Equipment Loan

很有幫助 Very Useful	14.9%	(36)
有幫助 Useful	34.3%	(83)
沒有太大作用 Not very useful	17.4%	(42)
沒有關聯 Not relevant	29.8%	(72)
沒有透露 Not disclosed	3.7%	(9)
合共 Total:	100.0%	(242)



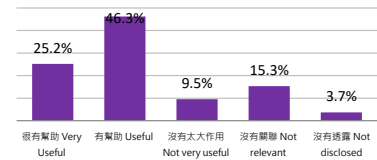
2. 借用筆記簿型電腦 One-Day Notebook Loan

很有幫助 Very Useful	16.5%	(40)
有幫助 Useful	34.7%	(84)
沒有太大作用 Not very useful	18.6%	(45)
沒有關聯 Not relevant	26.4%	(64)
沒有透露 Not disclosed	3.7%	(9)
合共 Total:	100.0%	(242)



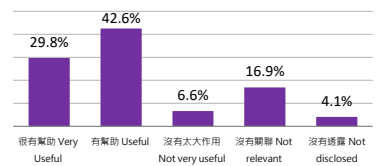
3. 八達通付款機 Octopus Payment Machine (OPM)

很有幫助 Very Useful	25.2%	(61)
有幫助 Useful	46.3%	(112)
沒有太大作用 Not very useful	9.5%	(23)
沒有關聯 Not relevant	15.3%	(37)
沒有透露 Not disclosed	3.7%	(9)
合共 Total:	100.0%	(242)



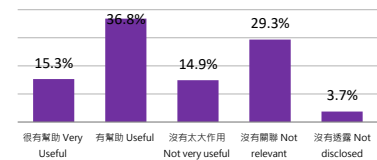
4. 流動裝置充電服務 Mobile Charging Station

很有幫助 Very Useful	29.8%	(72)
有幫助 Useful	42.6%	(103)
沒有太大作用 Not very useful	6.6%	(16)
沒有關聯 Not relevant	16.9%	(41)
沒有透露 Not disclosed	4.1%	(10)
合共 Total:	100.0%	(242)



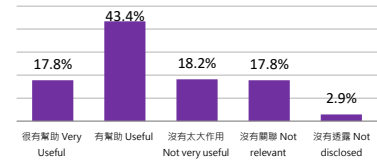
5. 照片和視頻工作轉室 Photo and Video Studio

很有幫助 Very Useful	15.3%	(37)
有幫助 Useful	36.8%	(89)
沒有太大作用 Not very useful	14.9%	(36)
沒有關聯 Not relevant	29.3%	(71)
沒有透露 Not disclosed	3.7%	(9)
合共 Total:	100.0%	(242)



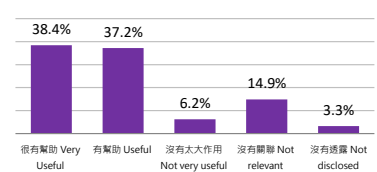
6. 更改密碼 Resetting passwords

很有幫助 Very Useful	17.8%	(43)
有幫助 Useful	43.4%	(105)
沒有太大作用 Not very useful	18.2%	(44)
沒有關聯 Not relevant	17.8%	(43)
沒有透露 Not disclosed	2.9%	(7)
合共 Total:	100.0%	(242)



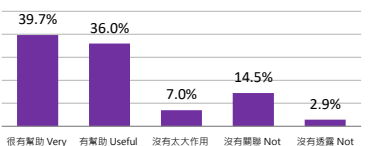
7. 釘裝 / 過膠 / 切紙 Binding/ lamination/ trimming

很有幫助 Very Useful	38.4%	(93)
有幫助 Useful	37.2%	(90)
沒有太大作用 Not very useful	6.2%	(15)
沒有關聯 Not relevant	14.9%	(36)
沒有透露 Not disclosed	3.3%	(8)
合共 Total:	100.0%	(242)



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	39.7%	(96)
有幫助 Useful	36.0%	(87)
沒有太大作用 Not very useful	7.0%	(17)
沒有關聯 Not relevant	14.5%	(35)
沒有透露 Not disclosed	2.9%	(7)

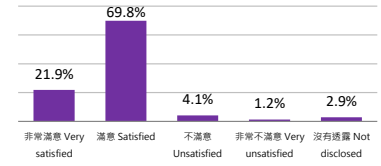


沒有透露 Not disclosed	2.9%	(7)
合共 Total:	100.0%	(242)

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	21.9%	(53)
滿意 Satisfied	69.8%	(169)
不滿意 Unsatisfied	4.1%	(10)
非常不滿意 Very unsatisfied	1.2%	(3)
沒有透露 Not disclosed	2.9%	(7)
合共 Total:	100.0%	242

Useful Not very useful relevant disclosed

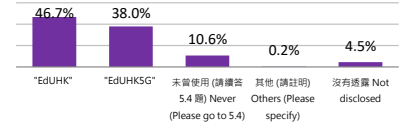


Section 5 - OCIO 提供之服務和設施 - 無線網絡 OCIO Services and Facilities (Wi-Fi service)

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)?

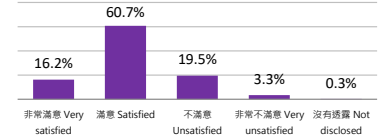
"EduHK"	46.7%	(198)
"EduHKSG"	38.0%	(161)
未曾使用 (請續答 5.4 題) Never (Please go to 5.4)	10.6%	(45)
其他 (請註明) Others (Please specify)	0.2%	(1)
沒有透露 Not disclosed	4.5%	(19)
合共 Total:	100%	424



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 service stability on campus (excluding Student Hostel)?

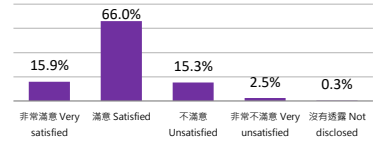
非常滿意 Very satisfied	16.2%	(58)
滿意 Satisfied	60.7%	(218)
不滿意 Unsatisfied	19.5%	(70)
非常不滿意 Very unsatisfied	3.3%	(12)
沒有透露 Not disclosed	0.3%	(1)
合共 Total:	100%	359



5.3 你對校園內無線網絡服務(非宿舍範圍)的網絡速度滿意程度是:

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

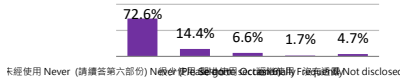
非常滿意 Very satisfied	15.9%	(57)
滿意 Satisfied	66.0%	(237)
不滿意 Unsatisfied	15.3%	(55)
非常不滿意 Very unsatisfied	2.5%	(9)
沒有透露 Not disclosed	0.3%	(1)
合共 Total:	100%	359



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?

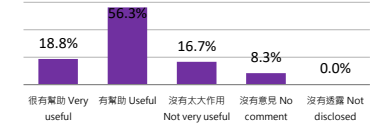
未經使用 Never (請續答第六部份) Never (Please go to section 6)	72.6%	(308)
很少使用 Seldom	14.4%	(61)
間中使用 Occasionally	6.6%	(28)
經常使用 Frequently	1.7%	(7)
沒有透露 Not disclosed	4.7%	(20)
合共 Total:	100%	424



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	18.8%	(18)
有幫助 Useful	56.3%	(54)
沒有太大作用 Not very useful	16.7%	(16)
沒有意見 No comment	8.3%	(8)
沒有透露 Not disclosed	0.0%	(0)
合共 Total:	100%	96

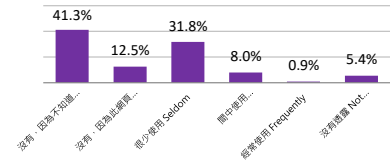


Section 6 - OCIO 提供之服務和設施 - 其他服務及設施 OCIO Services and Facilities (Others)

6.1 你曾否瀏覽 OCIO 之網頁?

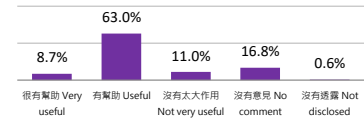
Have you ever visited the OCIO Website
(<http://www.eduhk.hk/ocio/>)?

沒有，因為不知道 OCIO 有網頁 (續回答6.6題) Never. I do not know that there is an OCIO Website (Go to 6.6)	41.3%	(175)
沒有，因為此網頁沒有我需要的資訊 (續回答6.6題) Never. OCIO website does not contain the information I need (Go to 6.6)	12.5%	(53)
很少使用 Seldom	31.8%	(135)
間中使用 Occasionally	8.0%	(34)
經常使用 Frequently	0.9%	(4)
沒有透露 Not disclosed	5.4%	(23)
合共 Total:	100%	424



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 the Student FAQ on OCIO website useful?

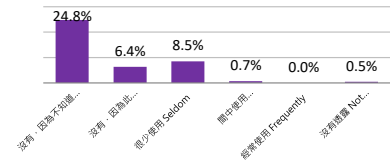
很有幫助 Very useful	8.7%	(15)
有幫助 Useful	63.0%	(109)
沒有太大作用 Not very useful	11.0%	(19)
沒有意見 No comment	16.8%	(29)
沒有透露 Not disclosed	0.6%	(1)
合共 Total:	100%	173



6.3 你曾否瀏覽 OCIO 網頁的ChatBot?

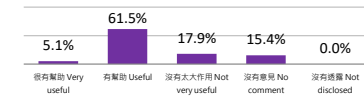
Have you ever used ChatBot on OCIO Website

沒有，因為不知道 ChatBot是什麼 (續回答6.5題) Never. I do not know about ChatBot (Go to 6.5)	24.8%	(105)
沒有，因為此ChatBot沒有我需要的資訊 (續回答6.5題) Never. ChatBot does not contain the information I need (Go to 6.5)	6.4%	(27)
很少使用 Seldom	8.5%	(36)
間中使用 Occasionally	0.7%	(3)
經常使用 Frequently	0.0%	(0)
沒有透露 Not disclosed	0.5%	(2)
合共 Total:	41%	173



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?

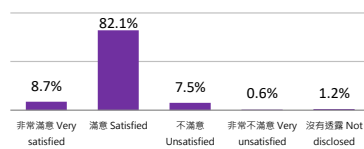
很有幫助 Very useful	5.1%	(2)
有幫助 Useful	61.5%	(24)
沒有太大作用 Not very useful	17.9%	(7)
沒有意見 No comment	15.4%	(6)
沒有透露 Not disclosed	0.0%	(0)
合共 Total:	100%	39



6.5 你對 OCIO 網頁的滿意程度是:

Are you satisfied with OCIO website?

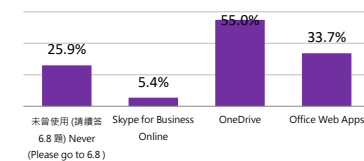
非常滿意 Very satisfied	8.7%	(15)
滿意 Satisfied	82.1%	(142)
不滿意 Unsatisfied	7.5%	(13)
非常不滿意 Very unsatisfied	0.6%	(1)
沒有透露 Not disclosed	1.2%	(2)
合共 Total:	100%	173



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)

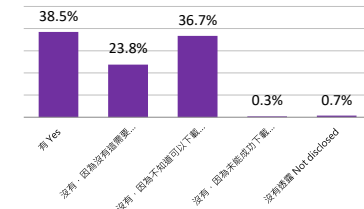
未嘗使用 (請續答 6.8 題) Never (Please go to 6.8)	25.9%	(110)
Skype for Business Online	5.4%	(23)
OneDrive	55.0%	(233)
Office Web Apps	33.7%	(143)



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?

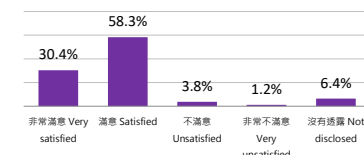
有 Yes	38.5%	(110)
沒有，因為沒有這需要 Never. It is not necessary.	23.8%	(68)
沒有，因為不知道可以下載 Never. I do not know that there is such a service.	36.7%	(105)
沒有，因為未能成功下載 Never. I cannot download successfully.	0.3%	(1)
沒有透露 Not disclosed	0.7%	(2)
合共 Total:	100%	286



6.8 你對學生電郵 (Google Gmail) 之滿意程度是:

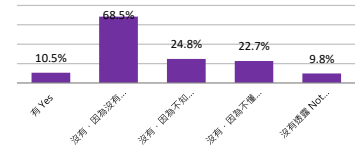
Are you satisfied with the Student Webmail (Google Gmail) service?

非常滿意 Very satisfied	30.4%	(129)
滿意 Satisfied	58.3%	(247)
不滿意 Unsatisfied	3.8%	(16)
非常不滿意 Very unsatisfied	1.2%	(5)
沒有透露 Not disclosed	6.4%	(27)
合共 Total:	100%	424



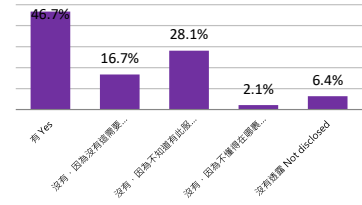
6.9 你曾否下載 ESET (防毒軟件) 在家中或宿舍使用 ?
Have you ever downloaded ESET(anti-virus software) for your home or hostel use?

有 Yes	10.5%	(30)
沒有 · 因為沒有這需要 Never. It is not necessary.	68.5%	(196)
沒有 · 因為不知道有此服務 Never. I do not know that there is such a service.	24.8%	(105)
沒有 · 因為不懂得在哪裏可以下載 Never. I do not know where to download.	22.7%	(65)
沒有透露 Not disclosed	9.8%	(28)
合共 Total:	136%	424



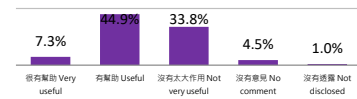
6.10 你曾否使用MyEdUHK 手機應用程式
Have you ever used MyEdUHK mobile app?

有 Yes	46.7%	(198)	
沒有 · 因為沒有這需要 (續回答6.12題) not necessary. (Go to 6.12)	Never. It is	16.7%	(71)
沒有 · 因為不知道有此服務 (續回答6.12題) not know that there is such a service. (Go to 6.12)	Never. I do	28.1%	(119)
沒有 · 因為不懂得在哪裏可以下載 (續回答6.12題) not know where to download. (Go to 6.12)	Never. I do	2.1%	(9)
沒有透露 Not disclosed		6.4%	(27)
合共 Total:	100%	424	



6.11 你認為MyEdUHK 手機應用程式對同學是否有幫助 ?
Do you find MyEdUHK mobile app useful?

很有幫助 Very useful	7.3%	(31)
有幫助 Useful	44.9%	(89)
沒有太大作用 Not very useful	33.8%	(67)
沒有意見 No comment	4.5%	(9)
沒有透露 Not disclosed	1.0%	(2)
合共 Total:	92%	198



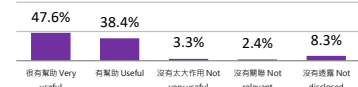
6.12 你認為以下的工具及服務是否有幫助？

Do you find the following tools and services useful?

i. Zoom - Online Meeting Software

很有幫助 Very useful	47.6%	(202)
有幫助 Useful	38.4%	(163)
沒有太大作用 Not very useful	3.3%	(14)
沒有關聯 Not relevant	2.4%	(10)
沒有透露 Not disclosed	8.3%	(35)

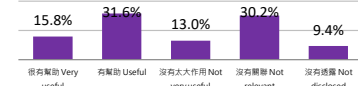
合共 Total:



ii. Qualtrics

很有幫助 Very useful	15.8%	(67)
有幫助 Useful	31.6%	(134)
沒有太大作用 Not very useful	13.0%	(55)
沒有關聯 Not relevant	30.2%	(128)
沒有透露 Not disclosed	9.4%	(40)

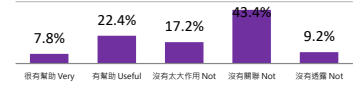
合共 Total:



iii. Catchbox - Throwable Microphone

很有幫助 Very useful	7.8%	(33)
有幫助 Useful	22.4%	(95)
沒有太大作用 Not very useful	17.2%	(73)
沒有關聯 Not relevant	43.4%	(184)
沒有透露 Not disclosed	9.2%	(39)

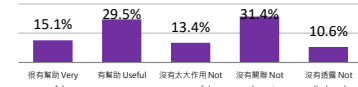
合共 Total:



iv. Sound Booth

很有幫助 Very useful	15.1%	(64)
有幫助 Useful	29.5%	(125)
沒有太大作用 Not very useful	13.4%	(57)
沒有關聯 Not relevant	31.4%	(133)
沒有透露 Not disclosed	10.6%	(45)

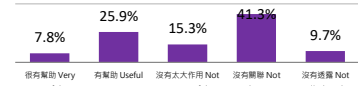
合共 Total:



v. Interactive Flat Panel (IFP)

很有幫助 Very useful	7.8%	(33)
有幫助 Useful	25.9%	(110)
沒有太大作用 Not very useful	15.3%	(65)
沒有關聯 Not relevant	41.3%	(175)
沒有透露 Not disclosed	9.7%	(41)

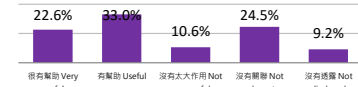
合共 Total:



vi. Virtual Private Network (VPN) for general users (portal: "vpn.eduhk.hk")

很有幫助 Very useful	22.6%	(96)
有幫助 Useful	33.0%	(140)
沒有太大作用 Not very useful	10.6%	(45)
沒有關聯 Not relevant	24.5%	(104)
沒有透露 Not disclosed	9.2%	(39)

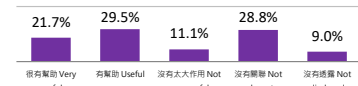
合共 Total:



vii. Virtual Private Network (VPN) for general users (portal: "121.37.2.190")

很有幫助 Very useful	21.7%	(92)
有幫助 Useful	29.5%	(125)
沒有太大作用 Not very useful	11.1%	(47)
沒有關聯 Not relevant	28.8%	(122)
沒有透露 Not disclosed	9.0%	(38)

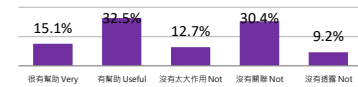
合共 Total:



viii. Padlet Backpack

很有幫助 Very useful	15.1%	(64)
有幫助 Useful	32.5%	(138)
沒有太大作用 Not very useful	12.7%	(54)
沒有關聯 Not relevant	30.4%	(129)
沒有透露 Not disclosed	9.2%	(39)

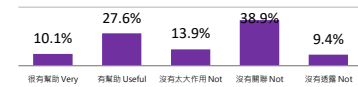
合共 Total:



ix. Flipgrid

很有幫助 Very useful	10.1%	(43)
有幫助 Useful	27.6%	(117)
沒有太大作用 Not very useful	13.9%	(59)
沒有關聯 Not relevant	38.9%	(165)
沒有透露 Not disclosed	9.4%	(40)

合共 Total:



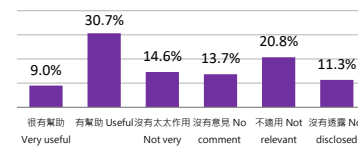
6.13 你認為迎新工作坊能否幫助你認識OCIO的設施和服務？(僅適用於新生)

Do you find the workshop "Introduction to IT Services"

useful in getting to know OCIO services? (For New Students only)

很有幫助 Very useful	9.0%	(38)
有幫助 Useful	30.7%	(130)
沒有太大作用 Not very useful	14.6%	(62)
沒有意見 No comment	13.7%	(58)
不適用 Not relevant	20.8%	(88)
沒有透露 Not disclosed	11.3%	(48)

合共 Total:

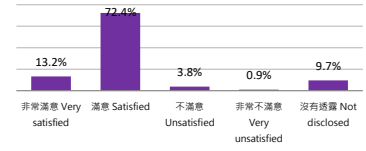


Section 7 - 總評及其他意見 Overall & Other Comments

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	13.2%	(56)
滿意 Satisfied	72.4%	(307)
不滿意 Unsatisfied	3.8%	(16)
非常不滿意 Very unsatisfied	0.9%	(4)
沒有透露 Not disclosed	9.7%	(41)
合共 Total:	100%	424



Major Individual Comments collected from Student Survey 2021-22

Comments from Students	Response from OCIO
<p>Student Hostel Network</p> <ul style="list-style-type: none"> • 宿舍網絡信號不穩定，有時網速非常慢。在宿舍內移動時網絡連接不穩定，如從房間走到 Pantry 的過程中，網絡會斷開，再重新連接。在上下樓的過程中亦是如此（走樓梯從六樓到一樓的過程中基本上連接不到網絡） • Signal strength and connection speed are slow and unstable. Often times I was disconnected from meetings or even classes, which is irritating. • The connection in the toilet and the bathrooms are not good. Sometimes the hostel network breaks as I walk from my dorm to the pantry. 	<p>Plans were in place to upgrade the Wi-Fi network at student hostels in the summer of 2023. We believe connectivity and speed will improve afterwards.</p> <p>Plans were in place to upgrade the Wi-Fi network at student hostels in the summer of 2023. We believe connectivity and speed will improve afterwards.</p> <p>Due to the humid environment, it is not suitable to install APs in toilets and bathrooms. OCIO has installed APs in the pantries and we will continue monitoring the network service and make adjustments as appropriate.</p>
<p>Computer Room</p> <ul style="list-style-type: none"> • 經常有壞機，一些電腦的 ssd 已經達到壽命傳輸速度受限也不更換，屏幕損壞偏色嚴重 • 提供更多軟件 lisence 下載 	<p>OCIO performs regular check on the conditions of PCs and printers at computer rooms. The replacement of IT equipment is conducted in accordance with the product life cycle. If students find any problems with the equipment, please contact IT Help Desk for immediate assistance.</p> <p>OCIO makes available a number of software for learning and teaching purposes. The list of available software is reviewed regularly based on the needs and budget. For details, please visit the OCIO website https://www.eduhk.hk/ocio/network-</p>

<ul style="list-style-type: none"> • 增加 printing quota • 可以下载一些语言翻译软件帮助一些母语非英语的学生快速适应教学环境 • Some of the keyboards of the computer rooms are pretty dirty. Maybe it's better to clean them a little bit. • try to understand students problems, all the problems cant be solved through emails 	<p>teaching-software. Nonetheless, students are welcome to send their suggestions to OCIO for consideration.</p> <p>OCIO benchmarks against other local institutions annually on the provision of print quota. EdUHK's provision is comparable to others. We recommend students to use electronic documents as far as possible and help protect the environment. Students could also choose to print duplex or multiple pages per paper to save print quota. Please note that the free print quota is not designed to meet all printing needs. Instead, it aims to save the hassles that students need to rush to buy print quota at the beginning of the academic year.</p> <p>There are many free online translation tools available online. Users can choose according to individual needs.</p> <p>EO conducts cleaning at computer rooms on a daily basis. Please contact IT Help Desk for immediate assistance.</p> <p>Besides emails, students can contact us via the hotline at 2948 6601 and in person at the service counter at C-LP-20 during office hours. We are happy to assist you any way we can.</p>
<p>IT Help Desk</p> <ul style="list-style-type: none"> • 有時八達通付款機不太 work,有次想用支付寶付款但不成功! • 就兼讀制學生，可否把辦工時間延長至 6:30? 特別是學期初，要領取學生證的日子，謝謝! • 希望服務台人員態度更有耐心 	<p>Please report any malfunction of the Octopus Payment Machine (OPM) to OCIO with details like location, date and time so we could follow up promptly.</p> <p>The normal working hours of the IT Help Desk is from 8:30am to 6:30pm, Monday to Friday, and from 8:30am to 5:00pm on Saturday. The opening hours have been reduced in Mar and Apr during the fifth wave of the pandemic and service has resumed normal from 21 Apr 2022.</p> <p>OCIO strives to provide professional and quality services to our users. We will remind our colleagues and student helpers of the importance of quality services, and conduct additional training from time to time.</p> <p>We will conduct additional training from time to time.</p>

<ul style="list-style-type: none"> 學生職員可以更加熟習器材。曾經試過借器材借過連續3次也取得錯誤的器材 	
<p>Campus Wi-Fi Service</p> <ul style="list-style-type: none"> library 不同地方速度不同，可能需要加密使用人數較多之處的 AP 數量和頻寬 especially in the middle of online class 無線網絡 VPN 信號和網速不錯，但是有時出現無法登陸的情況，沒有辦法連接。還是很影響使用，最近一次是4月10日至今，一直無法連接，對於用圖書館 databases 還是有很多不便。希望改善 VPN 連接的問題。 wifi 死角位置非常多，例如廁所，一些重點地區容量嚴重不足，例如 C-LP。eduroam 在一些地區只能以職員帳號使用，學生不能使用，實在不公 	<p>OCIO will conduct a thorough study on the Wi-Fi signal and strength at the Library after the renovation works are completed.</p> <p>Continued efforts have been made to monitor and enhance network services at the University. Users are recommended to contact IT Help Desk instantly to report network problems so follow up actions can be more targeted.</p> <p>Due to the humid environment, it is not suitable to install APs in toilets. Upgrade of APs on the Tai Po campus is in progress and will be completed by the end of 2022. We believe connectivity and speed will improve afterwards. Both staff and students are eligible to access eduroam. Users are recommended to contact IT Help Desk should they have any problem accessing eduroam.</p>
<p>Comments or suggestion</p> <ul style="list-style-type: none"> 既然有提供 microsoft，建議使用 ms team 取代 zoom，zoom 的畫質和音質欠佳，讓人上堂意欲下降 很多學生對資訊科技方面很多內容不甚了解，建議是否可以將一些了解如何使用資 	<p>There are a number of online meeting software (Zoom, MS Teams and Google Meet) available for staff and students, and users can choose according to their needs. For details, please visit https://www.eduhk.hk/ocio/online-meeting-tools.</p> <p>OCIO services are promoted via various channels, namely new student orientations, OCIO website, OCIO Express, Facebook page, announcements on The Portal, posters as well as video footages on campus TVs. We will continue to explore new ways to promote our services.</p>

<p>訊方面的東西做成視頻，以郵件的形式發給學生。</p> <ul style="list-style-type: none"> • 應像其他學校一樣，購買更多軟件，如 Grammarly,ai 給有需要的同學 • Sound booth cannot sound proof. I can still hear the television sound and chatting outside in the sound booth C And privacy is very low • Moodle keeps crashing. Please stop it. Internet connection is very unstable. Need fixing. • eduhk 的 app 不能自动登录……记住账号之后还是会自动退出。个人课表那里不知有无完整版一页展示呢？ • Card renewal service should be provided proactively for readmitted students. There should be at least a notification sent. 	<p>Grammarly is currently provided to designated users of the Faculties (i.e. FLASS, FEHD and FHM) and Graduate School (GS). For details, please visit https://www.eduhk.hk/ocio/grammarly.</p> <p>OCIO makes available a number of software for learning and teaching purposes. The list of available software is reviewed regularly based on the needs and budget. For details, please visit the OCIO website https://www.eduhk.hk/ocio/network-teaching-software. Nonetheless, students are welcome to send their suggestions to OCIO for consideration.</p> <p>Sound Booth C is located right next to a TV set and we will work with EO to adjust the volume accordingly. The glass is partially tinted for safety and security reasons. There are other venues on campus to meet different needs.</p> <p>OCIO is now reviewing the hardware platform of Moodle.</p> <p>The MyEdUHK app’s authentication mechanism is different and separate login is required. The timeout mechanism is implemented for security reasons. The full-page Personal Timetable can be found in e-SIS on a desktop browser??.</p> <p>Student EdU cards are issued by the Registry. OCIO will relay the suggestion to the Registry.</p>
<p>OCIO overall</p> <ul style="list-style-type: none"> • -多個學校部門網頁介面非常簡陋，其版面設計比較舊，應作更新。 	<p>Comments on individual departmental website should be sent to respective department.</p>

<p>-各部門網頁可增設中文</p> <ul style="list-style-type: none">• 可參考其他大學一樣考慮增設流動充電租借機。• Too often requires password changing. Better if I have option to not change it.• OCIO website too many buttons that leads to different landing pages and always require login	<p>The suggestions will be studied.</p> <p>Since users can use the account and password to log into various network services such as email, library system, The Portal and other online services and access critical personal information. It is of utmost importance to safeguard the password and one of the ways to do so is for users to change the password regularly. Users are obliged to follow the requirements of the Password Policy.</p> <p>Thank you for the comment. OCIO will review the website design and update the interface if needed.</p>
---	--