

Handbook on Academic Advising for Postgraduate Students

August 2020

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Disclaimer

Every effort has been made to ensure that information contained in this Handbook is correct. Changes may be made from time to time and the University reserves the right to make amendments to any information contained in this Handbook without prior notice.

In the event of inconsistency between information contained in this Handbook and any University or Programme policies and regulations or where an interpretation of the Handbook is required, the decision of the University shall be final.

The most up-to-date version of the Handbook will always be published on the website of Graduate School at www.eduhk.hk/gradsch/. Students are strongly advised to check this website for updated information and revised editions.

CHAPTER 1: INTRODUCTION OF ACADEMIC ADVISING SYSTEM

1.1 Background

Academic Advising (AA) System at the University aims at providing guidance to students not only on academic matters but also on other areas of all-round development.

AA plays an important role in the academic success and progression of students, and is a process in which students are provided with support for identifying their academic, and career goals, devising plans to achieve these goals, and evaluating their own progress.

Under the AA System, whenever students feel in need, Academic Advisors will provide assistance in developing study plans, identifying career goals as well as referring them to appropriate supporting units.

1.2 Objectives

The major objectives of the AA System are as follows:

- Assist students in clarifying and attaining their educational goals, and developing specific study plans with the help of academic advisors
- Assist students in drawing their study roadmaps that suit their own developmental and professional needs and choices
- Empower students to make informed decisions as they develop study plans compatible with their potential, and their career and life goals, and take responsibility for their own learning

CHAPTER 2: THE SYSTEM OF ACADEMIC ADVISING

2.1 Appointment of Academic Advisors

Every postgraduate (PG) student is to be assigned to an Academic Advisor, who can be:

- the thesis supervisor in the case of Research Postgraduate (RPg) and Doctor of Education (EdD) students who are in the thesis stage, and
- the Programme Director / Programme Leader / Area Coordinator in the case of Taught Postgraduate (TPg) students.

For those TPg programmes / Areas of Focus in a TPg programme with a large number of students, the respective Department may consider nominating one more representative to assist the Programme Director / Programme Leader / Area Coordinator in providing support to students.

Contact information of the Academic Advisors should be sent to the students concerned by respective programme at the beginning of the academic year.

2.2 Role of Academic Advisors

The main roles of an Academic Advisor are to:

- provide advice on academic issues such as the development of study plans, course selection, adaptation to University learning modes;
- discuss with students about their academic progress;
- become a resource person and provide information or refer students to suitable units on other whole-person development opportunities, advice on students' holistic development and, if appropriate, future career development; and
- foster a supportive relationship with students.

2.3 Support for Academic Advisors

Assistance given to Academic Advisors includes, but is not limited to:

- Faculty/Department – being a referral point for programme administration and logistics, etc.;
- Graduate School (GS) – as a contact point for enquiry about the General Academic Regulations (GAR) for TPg Programmes, GAR for the Research Component of the RPg and Professional Doctorate Programmes, Code of Practice (CoP) for RPg Programmes, CoP for EdD Programme, CoP for TPg Programmes etc.;
- Registry (REG) – as a contact point for enquiry about academic regulations and Registry services, etc.;

- Student Affairs Office (SAO) – as a contact point for counselling services and career advice, campus life, leadership / service programmes and other student services for postgraduate students;
- Centre of Language in Education (CLE) – as a contact point for language enhancement and support;
- Estates Office (EO) – as a contact point for on-campus accommodation and transportation, etc.;
- Finance Office (FO) – as a contact point for fee-related matters; and
- Other academic support units, e.g. Library (LIB), Office of the Chief Information Officer (OCIO), Centre for Learning, Teaching and Technology (LTTC), etc.

2.4 Responsibilities of Students

There are no requirements on the meeting timelines between the advisor and the PG students. It is not compulsory for students to submit their study plan, except for students in research degrees (RPg and EdD, etc.). As a more mature entity, PG students are expected to take active role in seeking advice from their advisors whenever they feel the need.

The responsibilities of PG students are as follows:

- Take the initiative to contact the Academic Advisor when they face difficulties during their studies and turn up punctually for the scheduled appointment with the advisor;
- Be well-prepared for each advising meeting (think before the meeting about their educational goals, check the prerequisites for courses they intend to take, prepare a list of questions or concerns, etc.);
- Familiarize themselves with the requirements of their programme;
- Be open to share information about their academic progress, strengths, interests and goals with the advisor; and
- Accept responsibility for decisions and take ownership of their academic plans.

CHAPTER 3: ASSISTANCE FROM THE UNIVERSITY

3.1 DegreeWorks



AA System is supplemented by DegreeWorks (DW), an electronic tool allowing online tracking of the academic performance of students. Its “degree audit” function provides a systematic interface on which advisors are able to monitor and review their students’ academic progress, and students can develop their study plans. Additionally, DW enables students to foresee their prospective academic progress if they want to change their major or programme of study with the “what-if” and “look-ahead” functions. DW not only simplifies the academic advising processes, but also provides useful data for the planning of course offering and timetabling.

Staff and students can gain access to DW via The Portal (<http://portal.eduhk.hk>) as follows:

Login The Portal → e-SIS → Student Services → DegreeWorks

The Registry has prepared two sets of DegreeWorks user guides for students and advisors (<https://www.eduhk.hk/advising/>). Hands-on training workshops on DW can be arranged for individual departments upon request. Briefing sessions for new students on DW can also be arranged during orientations and other meetings.

DW is open for use by all students of all levels, from doctorate to higher diploma level (except Professional Development Programmes), regardless of whether AA System is adopted in their programme or not.

3.2 List of Academic and Supporting Units

Unit	Student-related Matters	Contact Information	Website
Graduate School (GS)	<ul style="list-style-type: none"> • Issues relating to PhD, MPhil, EdD and MEd programmes • GAR for TPg programmes, GAR for the Research Component of the RPg and Professional Doctorate Programmes, CoP for RPg Programmes, CoP for EdD Programme 	Tel: 2948 6611 Email: gradsch@eduhk.hk Location: B4-G/F-02	www.eduhk.hk/gradsch
Faculty of Education and Human Development (FEHD)	<ul style="list-style-type: none"> • Issues relating to programmes offered by FEHD 	Tel: 2948 8576 E-mail: fehd@eduhk.hk Location: D1-G/F-02	www.eduhk.hk/fehd
Faculty of Humanities (FHM)	<ul style="list-style-type: none"> • Issues relating to programmes offered by FHM 	Tel: 2948 7237 E-mail: fhm@eduhk.hk Location: B4-1/F-51	www.eduhk.hk/fhm
Faculty of Liberal Arts and Social Sciences (FLASS)	<ul style="list-style-type: none"> • Issues relating to programmes offered by FLASS 	Tel: 2948 7151 Email: flass@eduhk.hk Location: B2-G/F-04	www.eduhk.hk/flass
Assessments, Records and Systems Section, Registry (REG)	<ul style="list-style-type: none"> • Student records • Examination • Timetabling • Students' appeal • Student disciplinary matters 	Tel: 2948 6710 Email: exam@eduhk.hk Location: A-G/F-11	https://www.eduhk.hk/re/

Unit	Student-related Matters	Contact Information	Website
Admissions and Registrations Section, Registry (REG)	<ul style="list-style-type: none"> • Student registrations (including transfer of programme/subject for new students) • Student discipline 	Tel: 2948 6886 Email: admission@eduhk.hk Location: A-G/F-11	www.eduhk.hk/acadprog
Information Centre, Registry (REG)	<ul style="list-style-type: none"> • Handling enquiries <ul style="list-style-type: none"> • Receiving applications for: <ul style="list-style-type: none"> - Credit Transfer - Change of Area of Focus - Mode of Study - Deferment of Studies - Withdrawal - Change of Personal Particulars - Replacement of EdU Card - Academic Documents - Academic Transcripts - Graduation Documents • Obtaining prospectus and application forms 	Tel: 2948 6177 E-mail: siec@eduhk.hk Location: A-G/F-11	https://www.eduhk.hk/re/
Estates Office (EO)	<ul style="list-style-type: none"> • On-campus accommodation for students in TPg programmes • Transport to and from EdUHK / School Bus Services 	Tel: 2948 6714 Email: webmaster@eo.eduhk.hk Location: A-2/F-01	www.eduhk.hk/eo/
Global Affairs Office (GAO)	<ul style="list-style-type: none"> • Visa-related matters for students in the Greater China region (Mainland, Taiwan, Macau) and international students 	Tel: 2948 7654 Email: gao@eduhk.hk Location: A-G/F-10	https://www.eduhk.hk/gao/en/index.php
Financial Accounting and Treasury, Finance Office (FO)	<ul style="list-style-type: none"> • Student tuition fees 	Tel: 2948 7440 / 6109 Email: fo@eduhk.hk Location: A-3/F-09	www.eduhk.hk/fo

Unit	Student-related Matters	Contact Information	Website
Student Affairs Office (SAO)	<ul style="list-style-type: none"> • Student Service for Postgraduate Students: <ul style="list-style-type: none"> - Counselling Service - Career Development Support - Leadership & Service Learning - Financial Assistance - Health Service - Student Achievement • On-campus accommodation for RPg students 	Tel: 2948 6720 Email: saoemail@eduhk.hk For counselling and career services: Tel: 2948 6245 Email: saocs@eduhk.hk For on-campus accommodation: Tel: 2948 6868 Email: hall-sao@eduhk.hk Location: A-1/F / B4-G/F-01 (Wofoo Whole Person Development Centre)	www.eduhk.hk/sao

Unit	Student-related Matters	Contact Information	Website
Centre for Language in Education (CLE)	<ul style="list-style-type: none"> • Mandatory and optional language enhancement programmes • Self-directed learning facilities and services 	<p>Chinese / Putonghua Enhancement Programmes: Tel: 2948 7896 Email: cle@eduhk.hk Location: B2-G/F-03</p> <p>English Enhancement Programme: Tel: 2948 7029 / 8044 Email: cle@eduhk.hk Location: B2-G/F-03</p> <p>Arthur Samy Language Learning Centre (ASLLC): Tel: 2948 7402 Email: asllc@eduhk.hk Location: B3-G/F-05</p>	<p>www.eduhk.hk/cle</p> <p>ASLLC: https://www.eduhk.hk/cle/en/asllc/welcome</p>
Centre for Learning, Teaching and Technology (LTTC)	<ul style="list-style-type: none"> • ePortfolio/Mahara • Moodle and Turnitin • IT ePortfolio Checking 	<p>Tel: 2948 7047 Email: lttc@eduhk.hk Location: E-1/F-01</p>	<p>www.eduhk.hk/lttc</p>

Unit	Student-related Matters	Contact Information	Website
Library (LIB)	<ul style="list-style-type: none"> • Lending service • Printing, photocopying and scanning facilities • 7 x 24 Learning Centre • Print and online information resources • Inter-library loan service • Library workshops 	<p>For general enquiries, reference services, research support, library classes:</p> <p>Tel: 2948 6653</p> <p>Email: libinfo@eduhk.hk</p> <p>For borrowing and return, room booking, lost and found, library membership:</p> <p>Tel: 2948 6658</p> <p>Email: libcir@eduhk.hk</p> <p>Location: C-G/F</p>	<p>www.eduhk.hk/lib</p>
Office of the Chief Information Officer (OCIO)	<ul style="list-style-type: none"> • Computer accounts for access to various online services • Anti-virus software for home use • AV equipment/ laptop loan services • Technical Issues (e.g. Student Portal [The Portal] / Email / Passwords / IT Service / SPSS Network version) 	<p>Tel: 2948 6601</p> <p>Email: helpdesk@ocio.eduhk.hk</p> <p>Location: C-LP-20</p>	<p>www.eduhk.hk/ocio</p>
Research and Development Office (RDO)	<ul style="list-style-type: none"> • Issues on ethical review 	<p>Tel: 2948 6708</p> <p>Email: rdo@eduhk.hk</p> <p>Location: D4-1/F-21</p>	<p>www.eduhk.hk/rdo/index.html</p>

3.3 List of Departments

Department	Email
Department of Chinese Language Studies (CHL)	chl@eduhk.hk
Department of Cultural and Creative Arts (CCA)	cca@eduhk.hk
Department of Curriculum and Instruction (C&I)	ci@eduhk.hk
Department of Early Childhood Education (ECE)	ece@eduhk.hk
Department of Education Policy and Leadership (EPL)	epl@eduhk.hk
Department of English Language Education (ELE)	ele@eduhk.hk
Department of Health and Physical Education (HPE)	hpe@eduhk.hk
Department of International Education (IE)	ie@eduhk.hk
Department of Linguistics and Modern Language Studies (LML)	lml@eduhk.hk
Department of Literature and Cultural Studies (LCS)	lcsdept@eduhk.hk
Department of Mathematics and Information Technology (MIT)	mit@eduhk.hk
Department of Psychology (PS)	ps@eduhk.hk
Department of Science and Environmental Studies (SES)	dses@eduhk.hk
Department of Special Education and Counselling (SEC)	secenq@eduhk.hk
Department of Social Sciences and Policy Studies (SSPS)	ssps@eduhk.hk

Information about the department is available at: <https://www.eduhk.hk/main/academics/faculties-school-departments/>.

3.4 List of Research Centres

Research Centres	Email
Analytics\Assessment Research Centre (ARC)	arc@eduhk.hk
Centre for Child and Family Science (CCFS)	ccfs@eduhk.hk
Centre for Educational and Developmental Sciences (CEDS)	ceds@eduhk.hk
Centre for Excellence in Learning and Teaching (CELT)	celt@eduhk.hk
Centre for Environment and Sustainable Development (CESD)	cesd@eduhk.hk
Resource Centre for Interdisciplinary Studies and Experiential Learning	rcisel@eduhk.hk
Centre for Psychosocial Health (CPH)	cph@eduhk.hk
Centre for Religious and Spirituality Education (CRSE)	crse@eduhk.hk
Centre for Research on Chinese Language and Education (CRCLE)	rcrle@eduhk.hk
Centre for Research on Linguistics and Language Studies (CRLLS)	crls@eduhk.hk
Centre for Special Educational Needs and Inclusive Education (CSENIE)	csenie@eduhk.hk
Christian Faith and Development Centre (CFDC)	christianfaith@eduhk.hk
Integrated Centre for Wellbeing (I-WELL)	iwell@eduhk.hk
International Research Centre for Cultural Studies (IRCCS)	irccs@eduhk.hk
Research Centre for Chinese Literature and Literary Culture (RCCLLC)	rccllc@eduhk.hk
Research Centre for the Transmission of Cantonese Opera (RCTCO)	rctco@eduhk.hk

The Academy of Hong Kong Studies (AHKS)	ahahks-admin@eduhk.hk
The Joseph Lau Luen Hung Charitable Trust Asia Pacific Centre for Leadership and Change (APCLC)	apclc@eduhk.hk

Information of the Research Centres and Professional Development Centres is available at:
<https://www.eduhk.hk/main/research/research-centres/>

3.5 Useful Links and Materials

Issues	Unit(s) for Enquiry	Location	Email / Website
Application for: - Change of Personal Particulars - Academic Transcripts and Certificates - Statement of Results (SoR)	Registry (REG)	A-G/F-11	Email: siec@eduhk.hk Website: www.eduhk.hk/re/
Application for: - Research Support/ - Conference, Workshop or Immersion Visit Support - Deferment of Studies - Withdrawal - Testimonial - Supervisory Arrangement - Academic / Annual Leave	Graduate School (GS)	B4-G/F-02	Email: rpg@eduhk.hk Website: www.eduhk.hk/gradsch/
Tuition Fees/Extension Fees	Finance Office (FO)	A-3/F-09	Email: fees@eduhk.hk Website: www.eduhk.hk/fo/
Transportation	Estates Office (EO)	A-2/F-01	Email: webmaster.eo@eduhk.hk Website: www.eduhk.hk/eo/
On-campus Accommodation	Student Affairs Office (SAO)	A-2/F-01	Email: shostel@eduhk.hk Website: https://www.eduhk.hk/sao/info/student_halls/
Student Service for Postgraduate Students - Counselling Service - Career Development Support - Leadership & Service Learning - Financial Assistance - Health Service - Student Achievement	Student Affairs Office (SAO)	A-1/F	Email: saoemail@eduhk.hk Website: www.eduhk.hk/sao
Moodle / Turnitin	Centre for Learning, Teaching and Technology (LTTC)	E-1/F-01	Email: lttc@eduhk.hk Website: www.lttc.eduhk.hk/
Technical Issues (e.g. Student Portal [The Portal] / Email / Passwords / IT Service / SPSS Network version)	Office of the Chief Information Officer (OCIO)	C-LP-20	Email: helpdesk.ocio@eduhk.hk Website: www.eduhk.hk/ocio/
Other Fees - Student card replacement - Academic Transcripts - Replacement of Certificate - Graduation fee - Visa application and administration fee for Non-Local students	Registry	A-G/F-11	Email: siec@eduhk.hk Website: https://www.eduhk.hk/re/student_handbook/

Academic / Programme Related Information

1. Academic Calendar

<https://www.eduhk.hk/re/modules/content/item.php?categoryid=6&itemid=11>

2. General Academic Regulations for Taught Postgraduate Programmes

<https://www.eduhk.hk/gradsch/index.php/policies.html>

3. General Academic Regulations for Research Component of the Research Postgraduate and Professional Doctorate Programmes

<https://www.eduhk.hk/gradsch/index.php/policies.html>

4. Code of Practice

[Research Postgraduate Programmes](#)

[Doctor of Education Programme](#)

[Taught Postgraduate Programmes](#)

5. University's Guidelines on Ethics in Research

www.eduhk.hk/rdo/human.html

6. Student Portal (The Portal)

<http://portal.eduhk.hk/>

- Viewing Personal Timetable Login *The Portal* → e-SIS → Student Services → Personal Timetable
- Viewing Student's Electronic Bill Login *The Portal* → e-SIS → Student Services → Student Account → Account Summary
- Viewing Assessment Grades Login *The Portal* → Teaching & Learning → Grade Enquiry

7. Student Webmail

<https://webmail.eduhk.hk/>

8. EdUHK Moodle

<https://moodle.eduhk.hk/>

9. Special Class Arrangements during Bad Weather

www.eduhk.hk/reg/student_handbook/

Please refer to "Chapter 15: Class/Examination Arrangements during Tropical Cyclone/Rainstorm".

10. Kowloon Tong Satellite Study Centre (KTSSC) and Tseung Kwan O Study Centre (TKOSC)

<https://www.eduhk.hk/eo/study-centres>