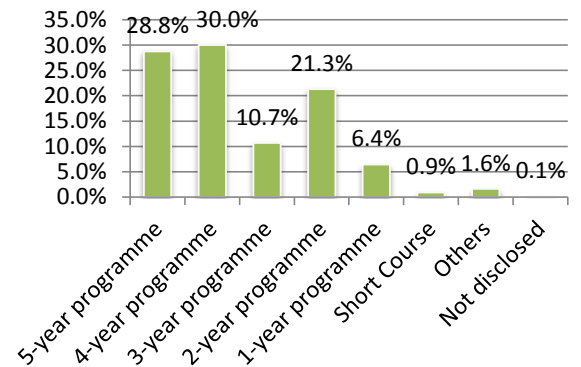


# Student Survey on OCIO Services 2015-16

## Section 1 - Personal and Background Information

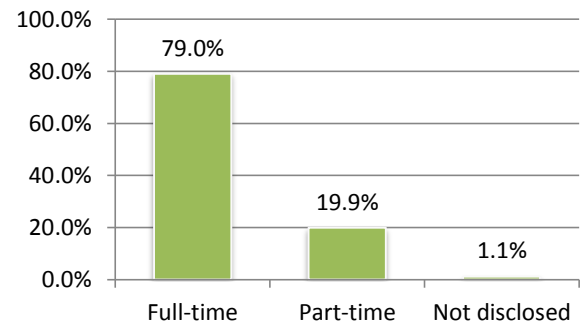
### Q1.1 Programme

	No. of Student	%
5-year programme	282	28.8%
4-year programme	294	30.0%
3-year programme	105	10.7%
2-year programme	209	21.3%
1-year programme	63	6.4%
Short Course	9	0.9%
Others	16	1.6%
Not disclosed	1	0.1%
Total	979	100.0%



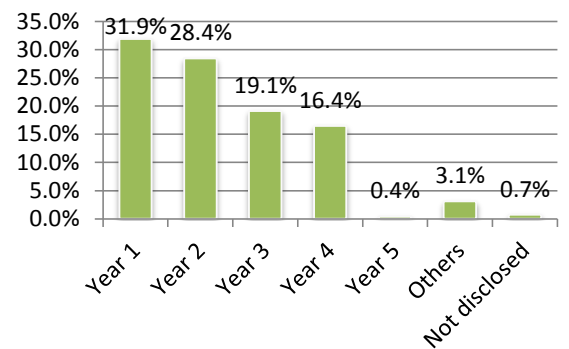
### Q1.2 Mode of study

	No. of Student	%
Full-time	773	79.0%
Part-time	195	19.9%
Not disclosed	11	1.1%
Total	979	100.0%



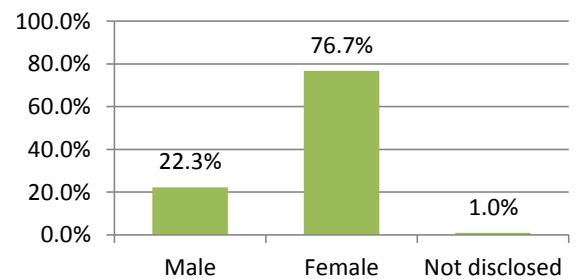
### Q1.3 Year of study

	No. of Student	%
Year 1	312	31.9%
Year 2	278	28.4%
Year 3	187	19.1%
Year 4	161	16.4%
Year 5	4	0.4%
Others	30	3.1%
Not disclosed	7	0.7%
Total	979	100.0%



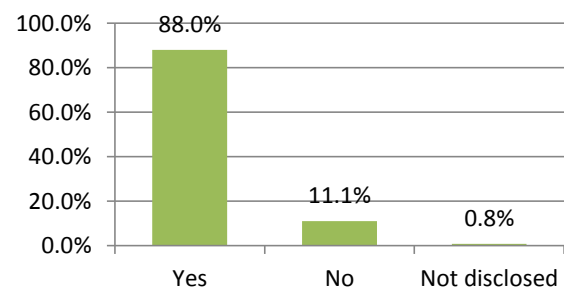
### Q1.4 Gender

	No. of Student	%
Male	218	22.3%
Female	751	76.7%
Not disclosed	10	1.0%
Total	979	100.0%



### Q1.5 Do you own a notebook computer for your study?

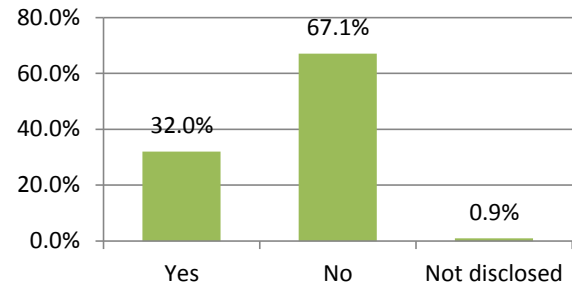
	No. of Student	%
Yes	862	88.0%
No	109	11.1%
Not disclosed	8	0.8%
Total	979	100.0%



## Section 2 - Student Hostels

Q2.1 Are you a resident of the Student Hostels?

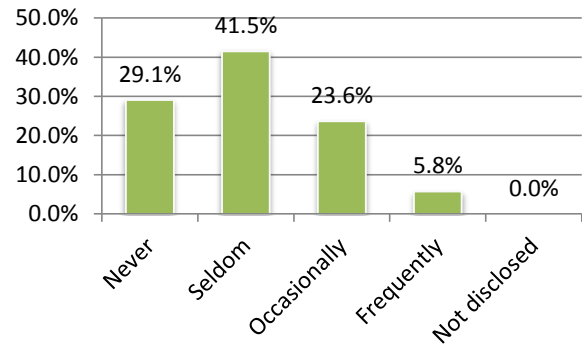
	No. of Student	%
Yes	313	32.0%
No	657	67.1%
Not disclosed	9	0.9%
Total	979	100.0%



Q2.2 Have you ever used any facilities in computer rooms at Student Hostels?

	No. of Student	%
Never	91	29.1%
Seldom	130	41.5%
Occasionally	74	23.6%
Frequently	18	5.8%
Not disclosed	0	0.0%
Total	313	100.0%

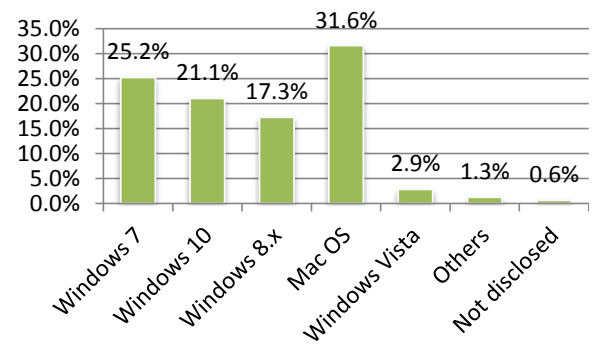
(excluding 666 non-residents)



Q2.3 Which operation system do you use in your own computer?

	No. of Student	%
Windows 7	79	25.2%
Windows 10	66	21.1%
Windows 8.x	54	17.3%
Mac OS	99	31.6%
Windows Vista	9	2.9%
Others	4	1.3%
Not disclosed	2	0.6%
Total	313	100.0%

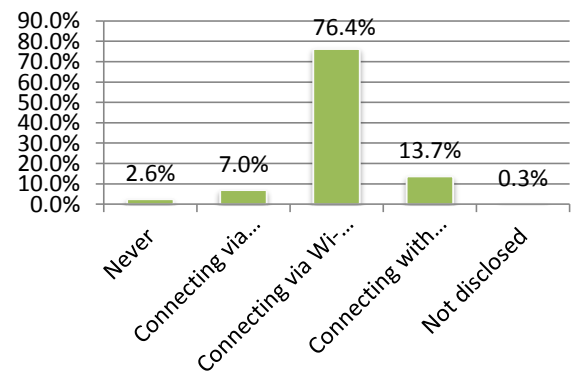
(excluding 666 non-residents)



Q2.4 Do you connect your computer to the Student Hostel Network?

	No. of Student	%
Never	8	2.6%
Connecting via wired network	22	7.0%
Connecting via Wi-Fi network using "Hostel" SSID	239	76.4%
Connecting with both network	43	13.7%
Not disclosed	1	0.3%
Total	313	100.0%

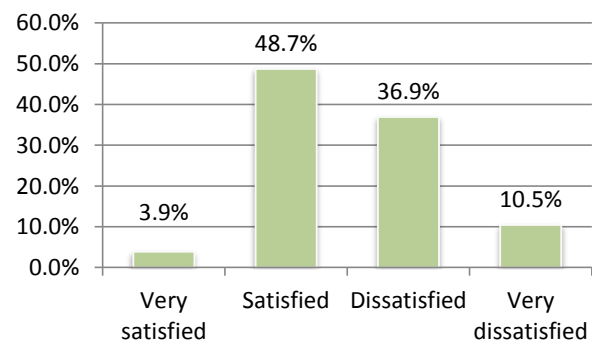
(excluding 666 non-residents)



Q2.5 Are you satisfied with the broadband service provided in the Student Hostel Network?

	No. of Student	%
Very satisfied	12	3.9%
Satisfied	149	48.7%
Dissatisfied	113	36.9%
Very dissatisfied	32	10.5%
Not disclosed	7	2.3%
Total	306	100.0%

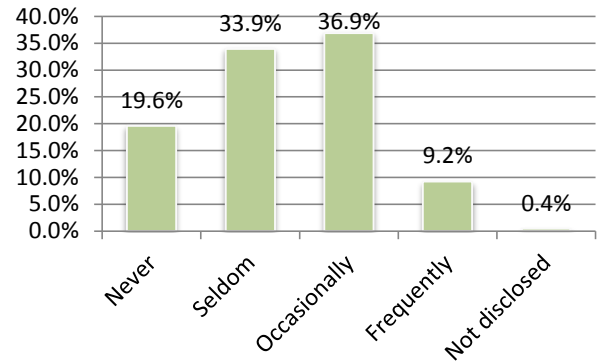
(excluding 658 non-residents who have never used this service)



## Section 3 - OCIO Services and Facilities - OCIO Computer Room

Q3.1 Have you ever used any facilities in OCIO computer rooms?

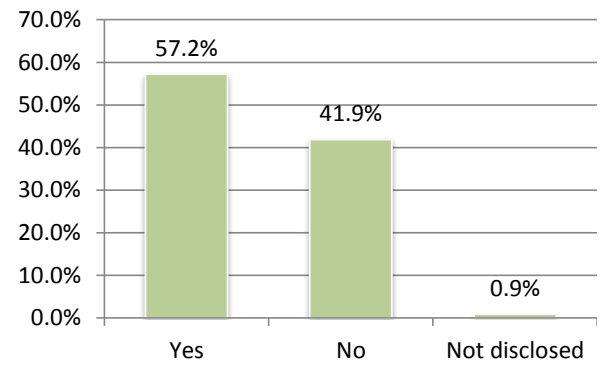
	No. of Student	%
Never	192	19.6%
Seldom	332	33.9%
Occasionally	361	36.9%
Frequently	90	9.2%
Not disclosed	4	0.4%
Total	979	100.0%



Q3.2 Do you think that there are sufficient computers in OCIO computer rooms?

	No. of Student	%
Yes	448	57.2%
No	328	41.9%
Not disclosed	7	0.9%
Total	783	100.0%

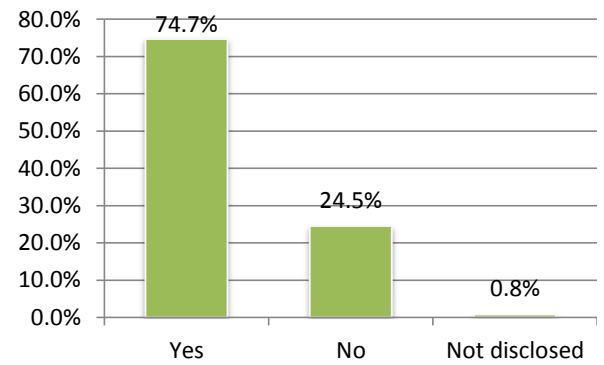
(excluding 196 students who have never used this service)



Q3.3 Do you think that there are sufficient software in OCIO computer rooms?

	No. of Student	%
Yes	585	74.7%
No	192	24.5%
Not disclosed	6	0.8%
Total	783	100.0%

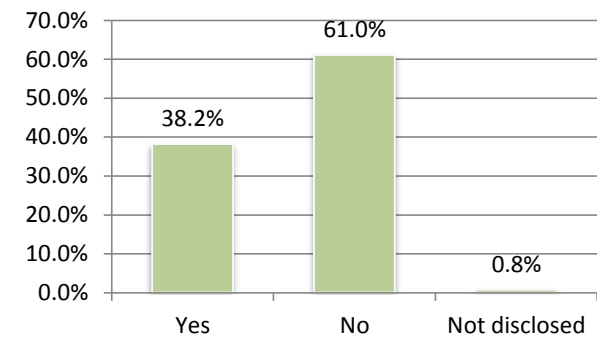
(excluding 196 students who have never used this service)



Q3.4 Do you think that there are sufficient printers in OCIO computer rooms?

	No. of Student	%
Yes	299	38.2%
No	478	61.0%
Not disclosed	6	0.8%
Total	783	100.0%

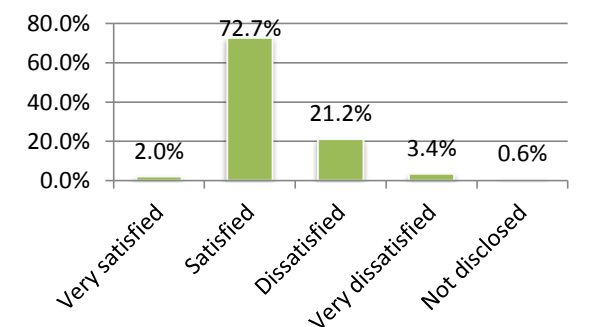
(excluding 196 students who have never used this service)



Q3.5 Are you satisfied with the printing services?

	No. of Student	%
Very satisfied	16	2.0%
Satisfied	569	72.7%
Dissatisfied	166	21.2%
Very dissatisfied	27	3.4%
Not disclosed	5	0.6%
Total	783	100.0%

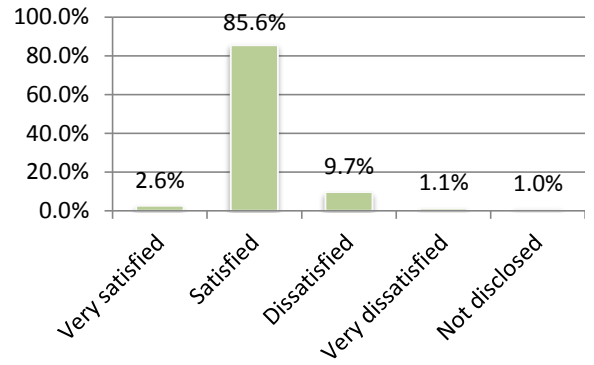
(excluding 196 students who have never used this service)



Q3.6 Are you satisfied with the services provided by OCIO computer rooms as a whole?

	No. of Student	%
Very satisfied	20	2.6%
Satisfied	670	85.6%
Dissatisfied	76	9.7%
Very dissatisfied	9	1.1%
Not disclosed	8	1.0%
Total	783	100.0%

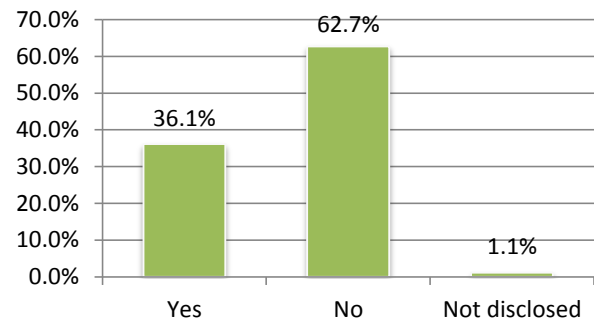
(excluding 196 students who have never used this service)



Q3.7 Have you ever sought help from our Student Consultants?

	No. of Student	%
Yes	283	36.1%
No	491	62.7%
Not disclosed	9	1.1%
Total	783	100.0%

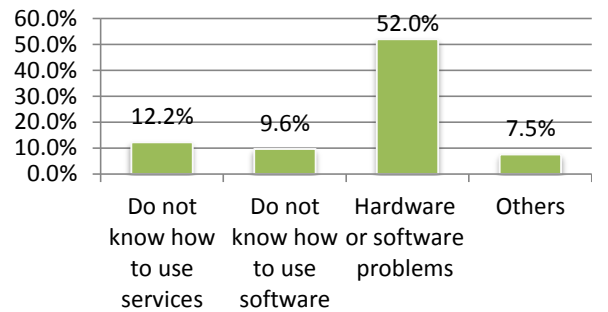
(excluding 196 students who have never used this service)



Q3.9 Why do you seek help from our Student Consultants?

	No. of Student	%
Do not know how to use services	52	12.2%
Do not know how to use software	41	9.6%
Hardware or software problems	221	52.0%
Others	32	7.5%

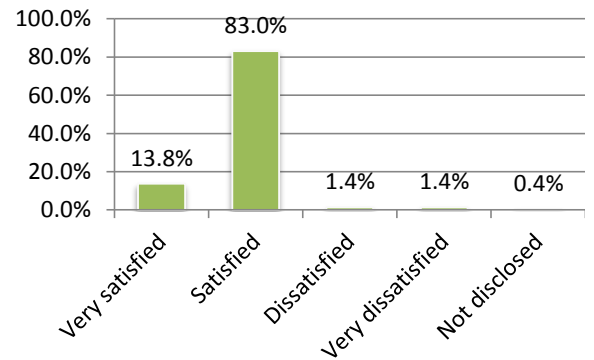
(among 283 students who sought help from Student Consultants)



Q3.10 Are you satisfied with the services provided by our Student Consultants?

	No. of Student	%
Very satisfied	39	13.8%
Satisfied	235	83.0%
Dissatisfied	4	1.4%
Very dissatisfied	4	1.4%
Not disclosed	1	0.4%
Total	283	100.0%

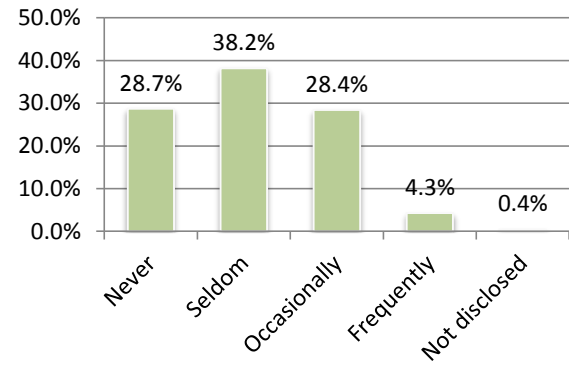
(among 283 students who sought help from Student Consultants)



## Section 4 - OCIO Services and Facilities (IT Help Desk)

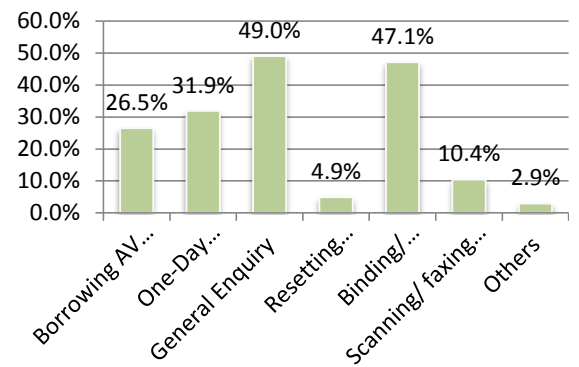
Q4.1 Have you ever used any facilities provided by IT Help Desk?

	No. of Student	%
Never	281	28.7%
Seldom	374	38.2%
Occasionally	278	28.4%
Frequently	42	4.3%
Not disclosed	4	0.4%
Total	979	100.0%



Q4.2 Which facilities have you ever used in IT Help Desk?

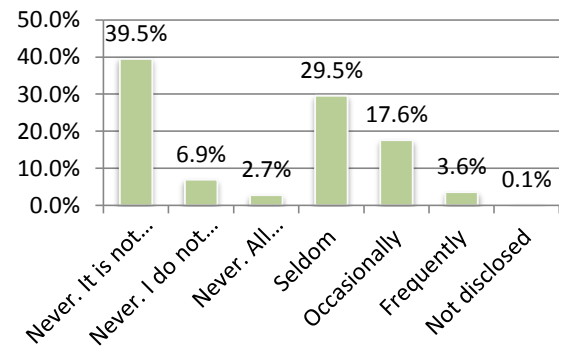
	No. of Student	%
Borrowing AV equipment	211	26.5%
One-Day Notebook Loan	254	31.9%
General Enquiry	390	49.0%
Resetting passwords	39	4.9%
Binding/ laminating/ trimming	375	47.1%
Scanning/ faxing with the all-in-one colour photocopiers	83	10.4%
Others	23	2.9%



(excluding 285 students who have never used IT Help Desk)

Q4.3 Have you ever used the One-Day Notebook Loan service?

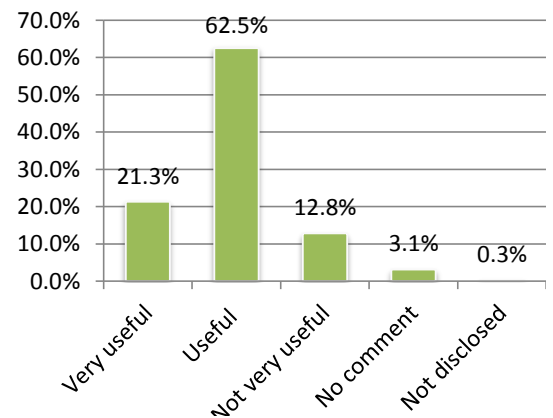
	No. of Student	%
Never. It is not necessary	274	39.5%
Never. I do not know that there is such a service	48	6.9%
Never. All notebooks are loaned out whenever I try to borrow one	19	2.7%
Seldom	205	29.5%
Occasionally	122	17.6%
Frequently	25	3.6%
Not disclosed	1	0.1%
Total	694	100.0%



(excluding 285 students who have never used IT Help Desk)

Q4.4 Do you find One-Day Notebook Loan service useful for your study?

	No. of Student	%
Very useful	75	21.3%
Useful	220	62.5%
Not very useful	45	12.8%
No comment	11	3.1%
Not disclosed	1	0.3%
Total	352	100.0%

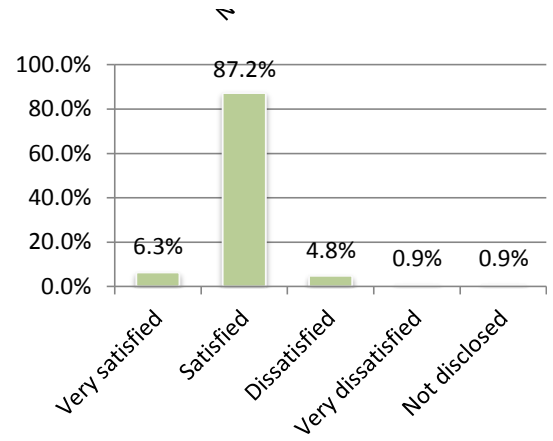


(among 352 students who used this service)

Q4.5 Are you satisfied with the services provided by IT Help Desk?

	No. of Student	%
Very satisfied	44	6.3%
Satisfied	605	87.2%
Dissatisfied	33	4.8%
Very dissatisfied	6	0.9%
Not disclosed	6	0.9%
Total	694	100.0%

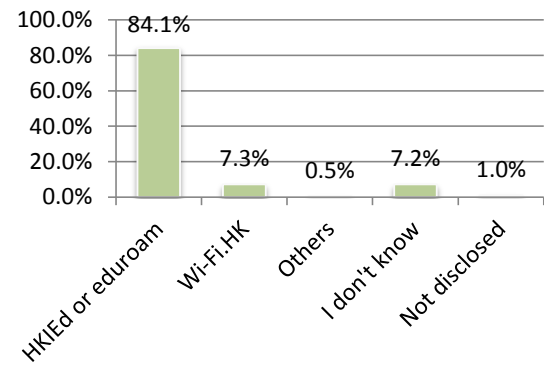
(excluding 285 students who have never used IT Help Desk)



Section 5 - OCIO Services and Facilities (Wireless network)

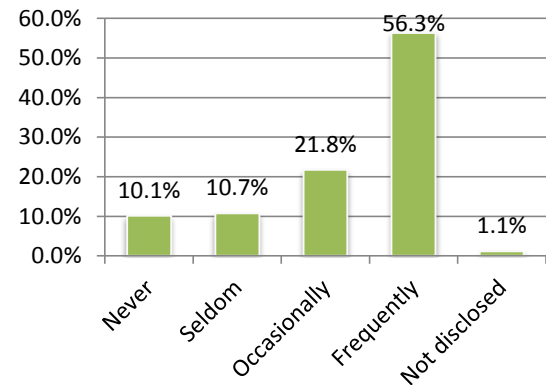
Q5.1 Which SSID do you normally use to access the Wi-Fi network on campus?

	No. of Student	%
HKIED or eduroam	823	84.1%
Wi-Fi.HK	71	7.3%
Others	5	0.5%
I don't know	70	7.2%
Not disclosed	10	1.0%
Total	979	100.0%



Q5.2 Have you ever used the Wi-Fi service via "HKIED" or "eduroam" SSID on campus?

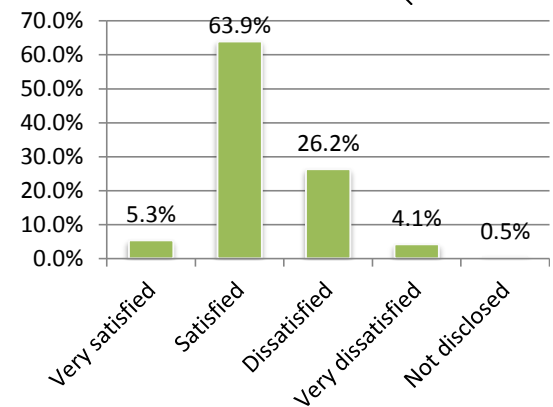
	No. of Student	%
Never	99	10.1%
Seldom	105	10.7%
Occasionally	213	21.8%
Frequently	551	56.3%
Not disclosed	11	1.1%
Total	979	100.0%



Q5.3 Are you satisfied with the Wi-Fi service via "HKIED" or "eduroam" SSID on campus?

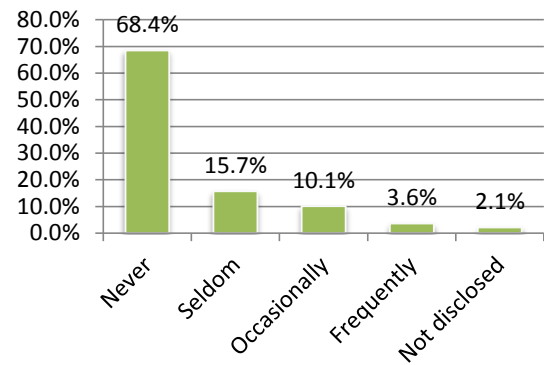
	No. of Student	%
Very satisfied	46	5.3%
Satisfied	555	63.9%
Dissatisfied	228	26.2%
Very dissatisfied	36	4.1%
Not disclosed	4	0.5%
Total	869	100.0%

(among 869 students who used this service)



Q5.4 Have you ever used the "eduroam" Wi-Fi service outside campus?

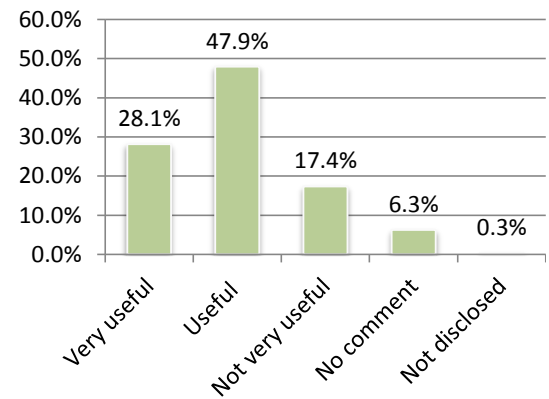
	No. of Student	%
Never	670	68.4%
Seldom	154	15.7%
Occasionally	99	10.1%
Frequently	35	3.6%
Not disclosed	21	2.1%
Total	979	100.0%



Q5.5 Do you find the "eduroam" Wi-Fi service outside campus useful?

	No. of Student	%
Very useful	81	28.1%
Useful	138	47.9%
Not very useful	50	17.4%
No comment	18	6.3%
Not disclosed	1	0.3%
Total	288	100.0%

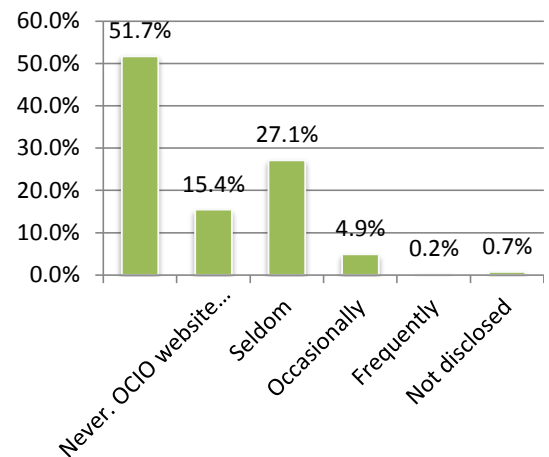
(among 288 students who used this service)



## Section 6 - OCIO Services and Facilities (Others)

Q6.1 Have you ever visited OCIO Website?

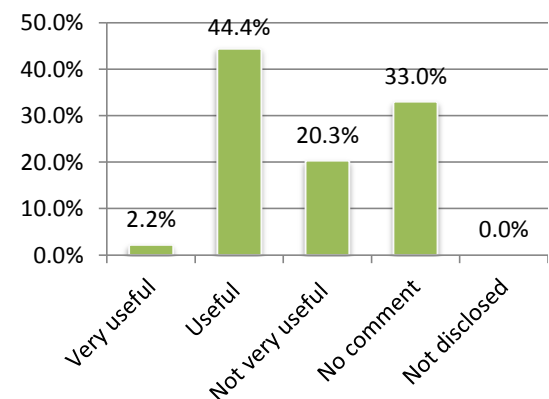
	No. of Student	%
Never. I do not know that there is an OCIO Website	506	51.7%
Never. OCIO website does not contain the information I need	151	15.4%
Seldom	265	27.1%
Occasionally	48	4.9%
Frequently	2	0.2%
Not disclosed	7	0.7%
Total	979	100.0%



Q6.2 Do you find Student FAQ in OCIO website useful?

	No. of Student	%
Very useful	7	2.2%
Useful	140	44.4%
Not very useful	64	20.3%
No comment	104	33.0%
Not disclosed	0	0.0%
Total	315	100.0%

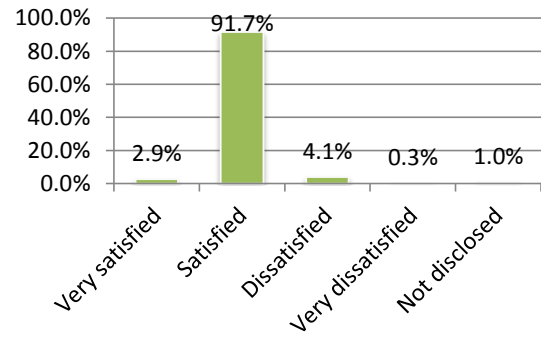
(excluding 664 students who have never visited OCIO Website)



Q6.3 Are you satisfied with OCIO website?

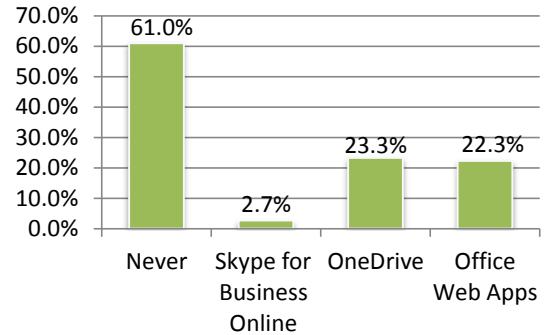
	No. of Student	%
Very satisfied	9	2.9%
Satisfied	289	91.7%
Dissatisfied	13	4.1%
Very dissatisfied	1	0.3%
Not disclosed	3	1.0%
Total	315	100.0%

(excluding 948 students who have never visited OCIO Website)



Q6.4 Have you ever used Microsoft Office 365 for Students?

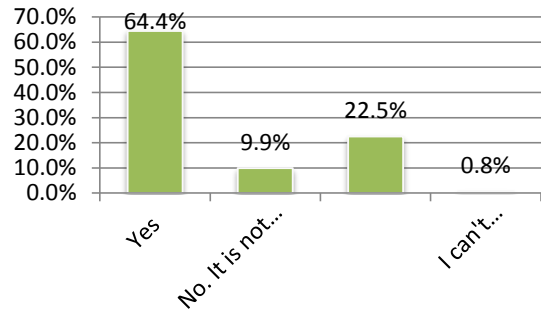
	No. of Student	%
Never	597	61.0%
Skype for Business Online	26	2.7%
OneDrive	228	23.3%
Office Web Apps	218	22.3%



Q6.5 Have you ever downloaded the free Office 365 ProPlus from Office 365 website?

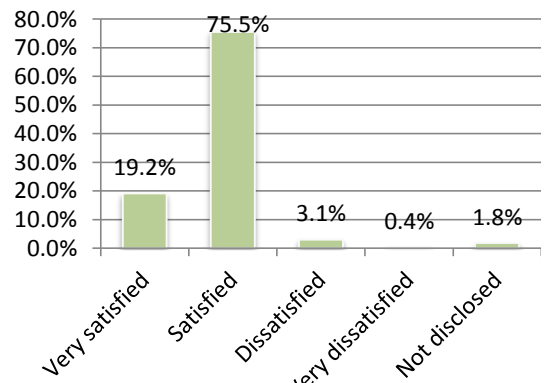
	No. of Student	%
Yes	246	64.4%
No. It is not necessary.	38	9.9%
No. I don't know that there is such a service.	86	22.5%
I can't download successfully.	3	0.8%
Not disclosed	9	2.4%
Total	382	100.0%

(excluding 597 students who have never used MS Office 365)



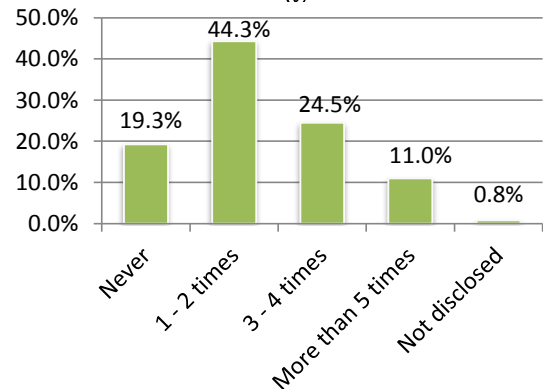
Q6.6 Are you satisfied with Student Webmail (Google Gmail) service?

	No. of Student	%
Very satisfied	188	19.2%
Satisfied	739	75.5%
Dissatisfied	30	3.1%
Very dissatisfied	4	0.4%
Not disclosed	18	1.8%
Total	979	100.0%



Q6.7 How many times do you receive junk mails on average per day?

	No. of Student	%
Never	189	19.3%
1 - 2 times	434	44.3%
3 - 4 times	240	24.5%
More than 5 times	108	11.0%
Not disclosed	8	0.8%
Total	979	100.0%

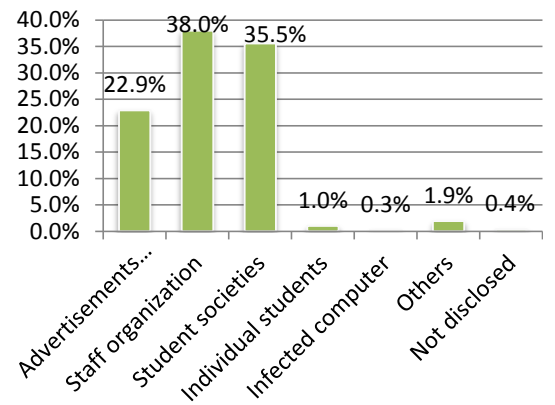




Q6.8 What is the main source of those junk mails?

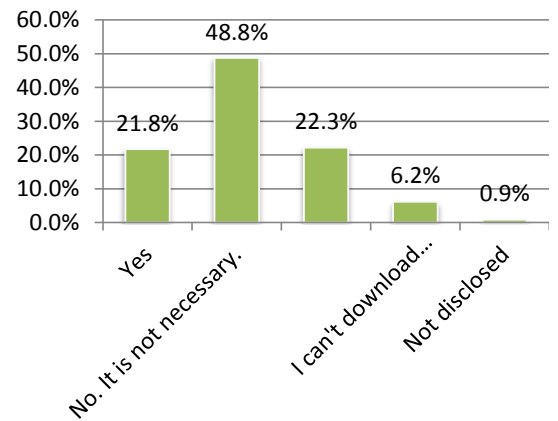
	No. of Student	%
Advertisements from the Internet	179	22.9%
Staff organization	297	38.0%
Student societies	278	35.5%
Individual students	8	1.0%
Infected computer	2	0.3%
Others	15	1.9%
Not disclosed	3	0.4%
Total	782	100.0%

(excluding 197 students who have never received junk mails)



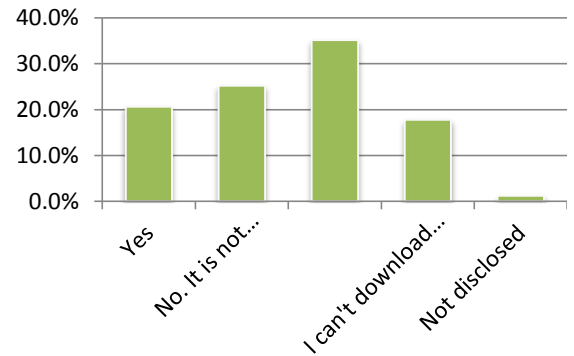
Q6.9 Have you ever connected HKIEd websites or Student Webmail by Virtual Private Network (VPN) from the Mainland?

	No. of Student	%
Yes	213	21.8%
No. It is not necessary.	478	48.8%
No. I don't know that there is such a service.	218	22.3%
I can't download successfully.	61	6.2%
Not disclosed	9	0.9%
Total	979	100.0%



Q6.10 Have you ever downloaded ESET (anti-virus software) for your home or hostel use?

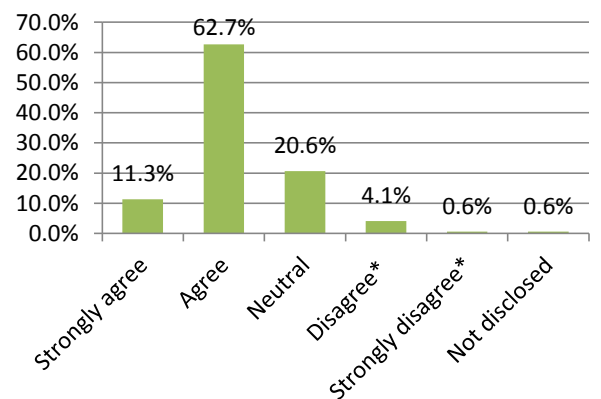
	No. of Student	%
Yes	202	20.6%
No. It is not necessary.	247	25.2%
No. I don't know that there is such a service.	344	35.1%
I can't download successfully.	174	17.8%
Not disclosed	12	1.2%
Total	979	100.0%



## Section 7 - e-Learning & IT Training

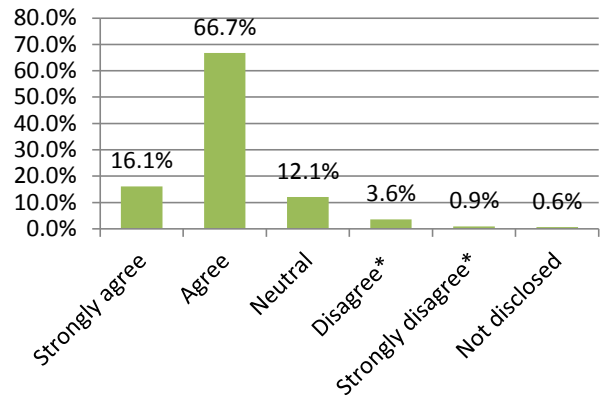
Q7.1 I am able to find teaching and learning related web pages (e.g. Moodle, Mahara) from the Institute's Intranet.

	No. of Student	%
Strongly agree	111	11.3%
Agree	614	62.7%
Neutral	202	20.6%
Disagree*	40	4.1%
Strongly disagree*	6	0.6%
Not disclosed	6	0.6%
Total	979	100.0%



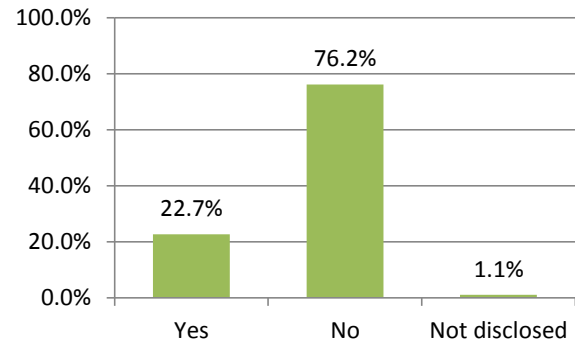
Q7.2 I am able to master the Institute's Moodle system for e-learning.

	No. of Student	%
Strongly agree	158	16.1%
Agree	653	66.7%
Neutral	118	12.1%
Disagree*	35	3.6%
Strongly disagree*	9	0.9%
Not disclosed	6	0.6%
Total	979	100.0%



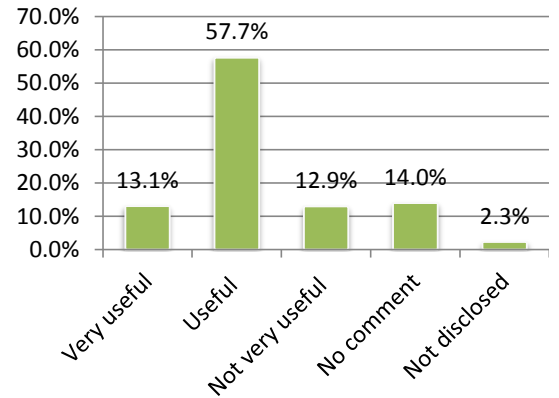
Q7.3 Have you ever participated in IT training offered by the Institute? (Note: IT training to students is provided by LTTTC)

	No. of Student	%
Yes	222	22.7%
No	746	76.2%
Not disclosed	11	1.1%
Total	979	100.0%



Q7.4 Do you find the IT training provided by LTTTC useful?

	No. of Student	%
Very useful	16	7.2%
Useful	119	53.6%
Not very useful	58	26.1%
No comment	20	9.0%
Useless	6	2.7%
Not disclosed	3	1.4%
Total	222	100.0%

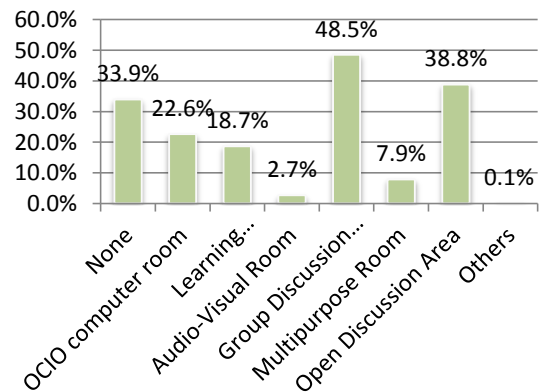


(among 222 students who have participated in IT training)

## Section 8 - Learning Commons

Q8.1 Which facilities have you ever used in Learning

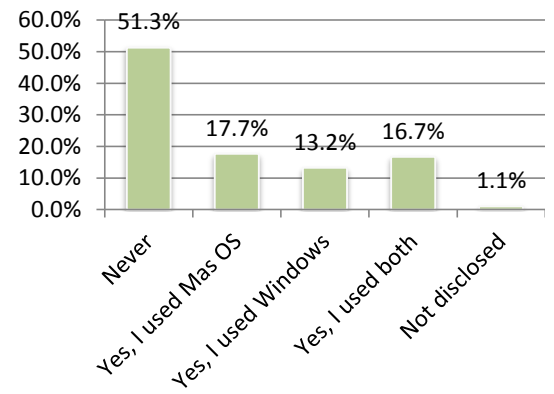
	No. of Student	%
None	332	33.9%
OCIO computer room	221	22.6%
Learning Technologies Corner	183	18.7%
Audio-Visual Room	26	2.7%
Group Discussion Room	475	48.5%
Multipurpose Room	77	7.9%
Open Discussion Area	380	38.8%
Others	1	0.1%



Q8.2 Have you ever used the iMac computer in Learning Technologies Corner?

	No. of Student	%
Never	337	51.3%
Yes, I used Mas OS	116	17.7%
Yes, I used Windows	87	13.2%
Yes, I used both	110	16.7%
Not disclosed	7	1.1%
Total	657	100.0%

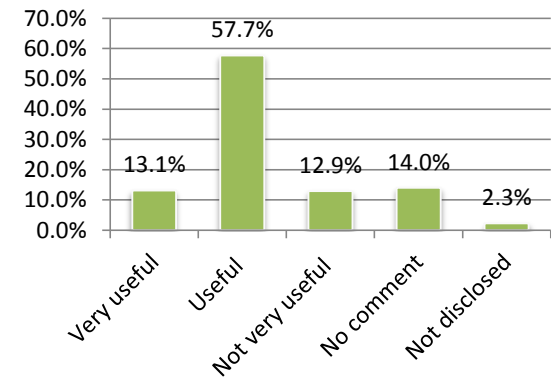
(excluding 273 students who have never used Learning Commons)



Q8.3 Do you find Learning Commons useful for your study?

	No. of Student	%
Very useful	86	13.1%
Useful	379	57.7%
Not very useful	85	12.9%
No comment	92	14.0%
Not disclosed	15	2.3%
Total	657	100.0%

(excluding 273 students who have never used Learning Commons)

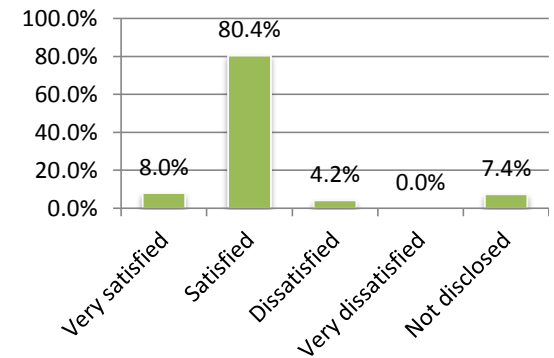


Section 9 - Student IEdSmart Card & Orientation Workshop

Q9.1 Are you satisfied with the procedure for issuing Student IEdSmart Card as a whole?

	No. of Student	%
Very satisfied	25	8.0%
Satisfied	251	80.4%
Dissatisfied	13	4.2%
Very dissatisfied	0	0.0%
Not disclosed	23	7.4%
Total	312	100.0%

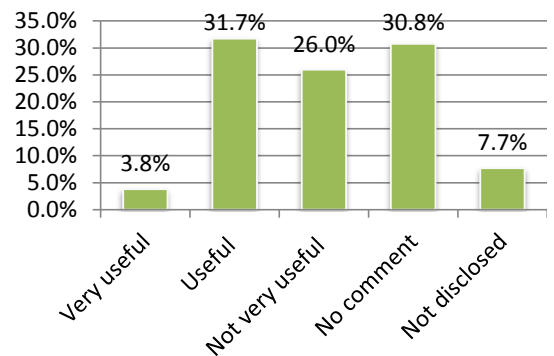
(among 312 Year-1 students)



Q9.2 Do you find IT Services Orientation useful in helping you use OCIO services?

	No. of Student	%
Very useful	12	3.8%
Useful	99	31.7%
Not very useful	81	26.0%
No comment	96	30.8%
Not disclosed	24	7.7%
Total	312	100.0%

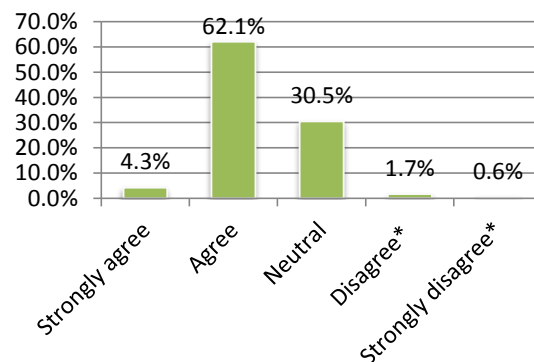
(among 312 Year-1 students)



## Section 10 - Other Comments

Q10.1 OCIO is responsive and efficient in general.

	No. of Student	%
Strongly agree	42	4.3%
Agree	608	62.1%
Neutral	299	30.5%
Disagree*	17	1.7%
Strongly disagree*	6	0.6%
Not disclosed	7	0.7%
Total	979	100.0%



Q2.5 Student's elaboration on Hostel Network Services:	No. of Student
Always disconnect from hostel network	68
Connection speed is very slow, especially during night	60
Cannot connect to the hostel network sometimes	35
The wifi network in hostels is unstable	8
Extend and enhance the wireless network	2
Network port is loose	1

Q3.3 Suggestions on software to be added:	No. of Student
Adobe Photoshop	43
Adobe Illustrator	11
Video Editing Software (e.g. Movie Maker, Final Cut Pro, etc)	10
Chinese Input (e.g. Pin Yin, Q9, etc)	8
Adobe Acrobat Professional	6
Finale	5
Sibelius	4
Google Chrome	4
Logic pro	2
Adobe Creative Cloud	2
Visual Studio	2
Bloomberg Terminal	2
Micro Station	1
InDesign	1
SPSS	1

Q3.5 Student's elaboration on Printing Services:	No. of Student
Printers always malfunction	69
Printer system is slow, take long time for the printouts	40
No printouts but print quotas are still deducted	32
Tray and toner empty, especially in the weekend	21
Add more network printers	20
Reduce the printing price or provide free printing service	5
Separate the student printouts effectively to reduce the waiting time	5
Provide more free print quota	2
Perform regular check for the printers, especially during the non-office hour of ITS Help Desk	2

Q3.6 Student's elaboration on Computer Room:	No. of Student
Computers work slowly, especially when the software starts up from Network Teaching Software	27
Add more computers	10
PC malfunction, please upgrade the computer	8
Update the version of software more often	5
Improve cleanliness	2
Ventilation is poor, computer room is hot and smells bad	2
Add more scanners	2
Clean the computers more often, especially the keyboard and mouse	2
Headsets are missing or malfunction	2

Q3.10 Student's elaboration on Student Consultants:	No. of Student
Be more patient and professional when solving students' problem	5
Improve attitude of student consultants and should be more active to assist the other students	3
Add the number of student helpers	1

Q4.5 Student's elaboration on Help Desk Services:	No. of Student
Upgrade the One-day loan notebooks and add more for loan	12
Improve attitude of staff	9
Lengthen the duration of loan service, e.g. One-day notebook loan	5
Extend the opening hour of IT Help Desk	4
Add more stationery (e.g. tape)	2
Add more staplers and hole punchers	2
Be more patient and professional when solving students' problem	2
Add more multi-function photocopiers	1

Q5.3 Student's elaboration on Wi-Fi Network on campus:	No. of Student
Stability of the campus Wi-Fi network is still room for improvement	109
Weak connection on campus and may not be able to connect to the Wi-Fi network	101
Connection is sluggish at times	62

Q7.4 Student's elaboration on IT training provided by LTTC:	No. of Student
The content and instruction are too simple	8
It is not very useful	4
The content is not clear and difficult	4
Better transform the workshop to video, so that student may review at home anytime	2
Purpose of the workshop is not clear, most of the information can be searched in the internet	1
Tutor should be more patient and professional when solving students' problem	1

Q9.1 Student's elaboration on issuance of IEdSmart Card:	No. of Student
Hope I can receive a student card instantly	3
Not just distribute the student card Tai Po campus	2
Allow students to update the photo after card issued	1
Recommend the use of softcopy instead	1
Many applicants come at the same time, thus we have to wait for a long time	1
Provide real-time photo taking service	1

Q10.1 Student's elaboration on OCIO's responsiveness and efficiency:	No. of Student
Extend the opening hour of IT Help Desk	4
Good service, please keep it up	3
Cannot login to University Wifi via Y5Zone	2
Do more promotion on the services	1
Provide more supporting services	1
Speed up the response time of Classroom services	1
Enhance the signal of Wi-Fi network at Gym Room and IEd Club	1
Improve the hygiene and environment at Learning Technology Corner	1
Follow up the Classroom Defect form	1
Unsatisfactory with network services, please improve it as soon as possible	1
Monitor the sending of junk email	1
Provide Chinese version for OCIO website and delete the outdated information from the page	1

Q10.2 Other comments or suggestions for OCIO:	No. of Student
Expand the Wi-Fi network coverage and improve stability	12
Improve the printing and print quota system	6
Appreciated the good work	5
Promote the OCIO website and services provided	4
Increase the number of computers, notebooks and printers	3
Keep software up-to-date	3
Function of Maraha and Moodle system partly overlapped	2
Improve the interface of internal system (e.g., iBooking and MyIEd)	2
Monitor the junk mails sending by student organizations	2
Extend opening hour of IT Help Desk to 10pm and also One-day Notebook Loan period to 6:30pm	2
Expand the services to TKO Student Centre	2
Provide more IT training	1
All staff are helpful and effective	1
Keep the existing domain while we got the U-title	1
Remove the "Reset" button from questionnaire	1
Fail to connect VPN in Mainland China	1
Network is very slow	1

## **OCIO Responses to Students' Comments**

Following are our responses to the comments collected in the student survey with many students' concerns (over 3 comments):

### Hostel Network

With the new "Hospitality Wi-Fi" (where Wi-Fi access points are installed inside the hostel rooms for better Wi-Fi signals) installed last summer together with the increase of network bandwidth for the Hostel network, the satisfaction rate of the Hostel network service has been significantly increased by about 25% when compared with the previous year. However, some students still found the service unstable and sluggish at times, especially during night time when a lot of users were using the service. OCIO will continue to monitor and improve the service where necessary, but we need students' help to report individual problem to IT Help Desk for follow up. Note also that there is limitation on the total network bandwidth that is subscribed. When one day the subscription does not meet the growth, students may choose to pay more for subscribing additional network bandwidth.

### Campus Wi-Fi Service

According to our monitoring records, the campus Wi-Fi network works properly most of the time. Network access to the Internet depends on a lot of factors, e.g. our network, our ISP, the target's ISP, the target's network and server, etc., and some of which are out of our control. Due to the nature of Wi-Fi signals which are electromagnetic waves, the service is easily affected by interference, e.g. tethering hotspot setup with mobile phone or private access point (AP). Having said that, we are aware that there is a growing need of using Wi-Fi and hence we will continue to monitor the service and upgrade the network equipment regularly to meet the demand. Note that we will focus our resources to provide good Wi-Fi service in the major areas on campus, such as the teaching venues, Library, Learning Commons and canteen.

### Computer Room

Regarding the request to increase the number of computers in our open access computer room, we need to strike a balance between space for Learning Commons where students could freely interact or filling the space with rows of desktop computers.

To address the issue, we have made available one-day notebook loan service so that now about 150 notebook computers are available for loan to students. Besides, there are iMac installed in Learning Commons which also run Windows, and there are also hundreds of open access computers in the Library. During peak period when assignment due dates are approaching, OCIO will open additional computer room 24 hours for open access (please watch out for Intranet announcement).

Regarding the problem with the computers (e.g. the computer was running slowly), students should report to IT Help Desk to follow up. Please note that most of the computers are within 4 years old and OCIO will upgrade them regularly. To further improve the PC performance, we plan to upgrade the traditional hard disks with solid state drives (SSD) for the PC in the 24 hours open access computer room in the near future.

Regarding the comment on ventilation and cleanliness, we will alert Estates Office to follow up.

Regarding software, OCIO will update the software packages available in the central computer rooms regularly. For instance, we plan to rollout the latest version of SPSS in the coming months.

Regarding the request for having the “Adobe Photoshop” and a few other additional software packages in OCIO computer rooms, please note that they used to be available through the Network Teaching Software. OCIO has been providing a good collection of software packages for students. These software packages are either installed on the computers or are available through Network Teaching software. Please visit <https://www.eduhk.hk/ocio/standard-software-configurations-ocio-computer-rooms> for the standard software configurations in OCIO computer rooms. Students can approach IT Help Desk for assistance if they have queries.

#### Printing Service

Regarding the problem with the multi-function printers (e.g. printer not working properly or the printing speed was slow), students are advised to report to IT Help Desk for prompt follow up.

Regarding printing error that print quota were deducted without getting printouts, students could approach IT Help Desk for refund.

Regarding the comment that the printers were running out of paper during weekends, we will pay attention to this. We usually will fill up the paper tray before Help Desk closes. For periods which usage is high, we will make special arrangement to re-fill the tray on holidays.

Regarding the request to increase the number of printers or the comment that there were not enough Print-N-Go stations, please note that we have increased the number of Print-N-Go station by 4 and the number of printers by 1 in the last few months. On Tai Po campus, there are now a total of 21 Print-N-Go stations: 15 in the Learning Commons and 6 in the 7x24 Learning Centre in the Library; and a total of 8 high speed printers: 5 in the Learning Commons and 3 in the Library. From our statistics, the average printer utilization was not heavy. The issue only happened during peak hours e.g. students rushed to complete their assignment when assignment due dates are approaching. To better use the available resources, students are encouraged to print at less busy hours. Besides, OCIO will continue to monitor the usage and increase the number of equipment when there is a need.



Regarding the request to increase the free print quota, please note that the free quota aims only to reduce the hassles that too many students rush to buy print quota at the beginning of the academic year, and it is not designed to meet all the printing needs. I am afraid students have to buy additional print quota when necessary. Students are also reminded to print ONLY when needed, and to save print quota (and also to save the environment), they are encouraged to print duplex or multiple pages per sheet of paper.

Regarding the request to separate the print out, we are sorry that the current high speed printers could not support it. Unless we have staff/student helpers to separate the print outs for the students, I am afraid it is not a good use of resources. We expect students could help themselves. In addition, we encourage students to print to the less busy printers so that the print outs can be collected quicker and easier.

#### Help Desk Service and Loan Service

Regarding the request to extend the opening hour of IT Help Desk, I am afraid we do not have resource to do so for the time being.

Regarding the comment on services provided by our staff or student consultants, we will remind them of the importance of providing good customer service.

Regarding the request for more notebooks for the one-day loan service, we will continue to monitor the usage and if budget allows, increase the number when there is a need.

Regarding the request to lengthen the duration of one-day notebook loan service, we need to strike a balance between the time students could get hold of the equipment and allow more students to use it. The one-day notebook loan service for students aims to address the ad hoc needs for notebook computers to support their learning on campus. We expect students to return the notebook computers on the same day so as to maintain our service for the next day.

#### IT Training provided by LTTC

We will relay the comments on the IT training to LTTC for her information.