Section 1 - Personal and Background Information
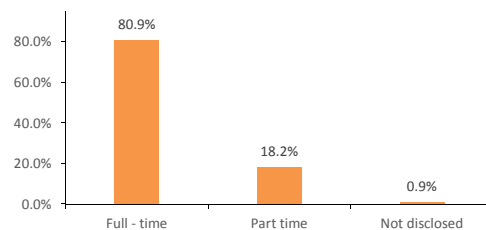
Q 1.1 Programme

a.	5 - year programme	32.4%	(294)
b.	4 - year programme	27.3%	(248)
c.	3 - year programme	10.8%	(98)
d.	2 - year programme	19.4%	(176)
e.	1 - year programme	8.4%	(76)
f.	Short Course	0.7%	(6)
g.	Others (please specify)	0.8%	(7)
h.	Not disclosed	0.2%	(2)
	Total:	100.0%	907
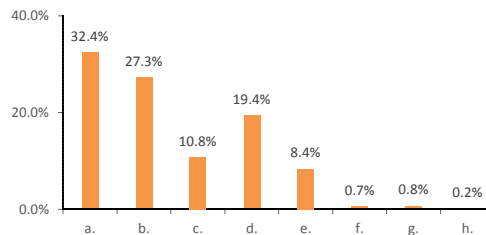
Q 1.2 Mode of study

a.	Full - time	80.9%	(734)
b.	Part time	18.2%	(165)
c.	Not disclosed	0.9%	(8)
	Total:	100.0%	907

Q 1.3 Year of study

a.	Year 1	36.1%	(327)
b.	Year 2	23.5%	(213)
c.	Year 3	19.5%	(177)
d.	Year 4	11.4%	(103)
e.	Year 5	6.1%	(55)
f.	Others (please specify)	2.6%	(24)
g.	Not disclosed	0.9%	(8)
	Total:	100.0%	(907)

Q 1.4 Gender

a.	Male	21.3%	(193)
b.	Female	77.6%	(704)
c.	Not disclosed	1.1%	(10)
	Total:	100.0%	(907)
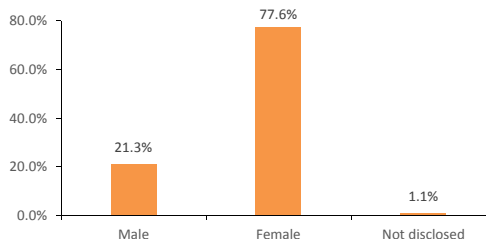
Q 1.5 Do you own a notebook computer for your study?

a.	Yes	90.6%	(822)
b.	No	8.9%	(81)
c.	Not disclosed	0.4%	(4)
	Total:	100.0%	(907)
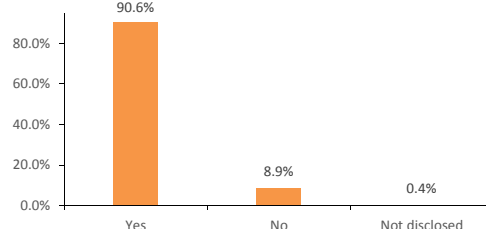
Section 2 - Student Hostels

Q 2.1 Are you resident of the Student Hostels?

a. Yes	31.2%	(	283)
b. No	67.8%	(	615)
c. Not disclosed	1.0%	(	9)
Total:	100.0%	(	907)
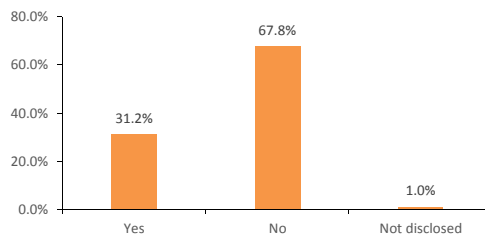
Q 2.2 Have you ever used any facilities in computer rooms at Student Hostels?

a. Never	51.6%	(	146)
b. Seldom	31.4%	(	89)
c. Occasionally	13.8%	(	39)
d. Frequently	3.2%	(	9)
e. Not disclosed	0.0%	(	0)
Total:	100.0%	(	283)
(excluding 624 non-residents)			
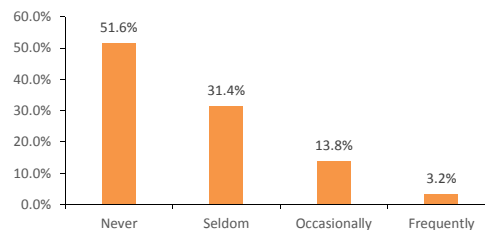
Q 2.3 Which operating system do you use on your own computer?

a. I do not have a computer at the student hostel	7.8%	(	22)
b. Windows 10	30.4%	(	86)
c. Windows 7	13.4%	(	38)
d. Mac OS	37.8%	(	107)
e. Windows 8.x	7.8%	(	22)
f. Windows Vista	0.7%	(	2)
g. Others (please specify)	1.8%	(	5)
h. Not disclosed	0.4%	(	1)
Total:	100.0%	(	283)
(excluding 624 non-residents)			
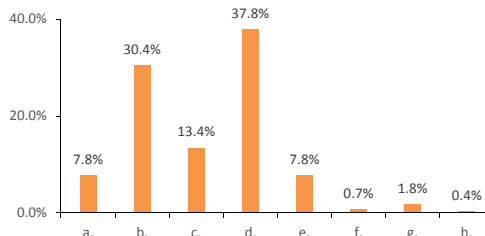
Q 2.4 Do you connect your computer to the Student Hostel Network?

|			
a. No	4.2%	(	12)
b. Yes, via the wired network	4.9%	(	14)
c. Yes, via the Wi-Fi network using "Hostel" SSID	77.7%	(	220)
d. Yes, sometimes via the wired network and sometimes via the Wi-Fi network	12.7%	(	36)
e. Not disclosed	0.4%	(	1)
Total:	100.0%	(	283)
(excluding 624 non-residents)			
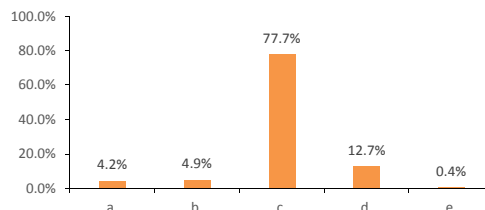
Q 2.5 Are you satisfied with the broadband service provided in the Student Hostel Network?

|			
a. Very satisfied	4.1%	(	11)
b. Satisfied	49.3%	(	133)
c. Unsatisfied	32.2%	(	87)
d. Very dissatisfied	14.4%	(	39)
e. Not disclosed	0.0%	(	0)
Total:	100.0%	(	270)
(among 270 students who have used the student hostel network)			
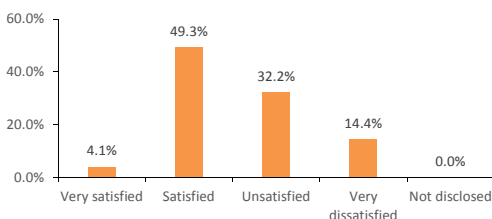
Section 3 - OCIO Services and Facilities (OCIO Computer Rooms)

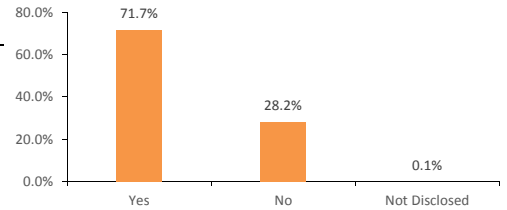Q 3.1 Have you ever used any facilities in OCIO computer rooms?

a. Never	26.1%	(	237)
b. Seldom	34.6%	(	314)
c. Occasionally	32.5%	(	295)
d. Frequently	6.4%	(	58)
e. Not disclosed	0.3%	(	3)
Total:	100.0%	(	907)
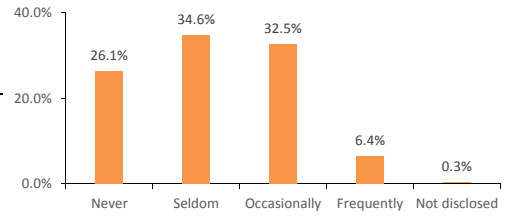
Q 3.2 Do you think that there are sufficient computers in OCIO computer rooms?

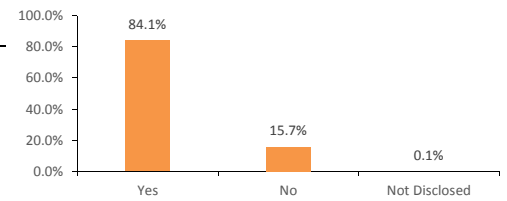|			
a. Yes	71.7%	(	478)
b. No	28.2%	(	188)
c. Not Disclosed	0.1%	(	1)
Total:	100.0%	(	667)
(excluding 240 students who have never used this service)			

Q 3.3 Do you think that there is sufficient software in OCIO computer rooms?

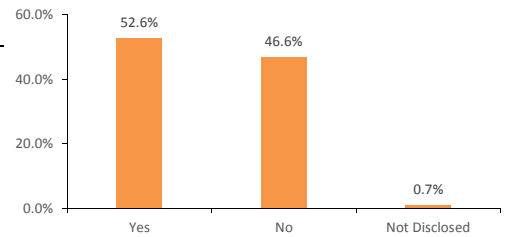|			
a. Yes	84.1%	(	561)
b. No	15.7%	(	105)
c. Not Disclosed	0.1%	(	1)
Total:	100.0%	(	667)
(excluding 240 students who have never used this service)			

Q 3.4 Do you think that there are sufficient printers in OCIO computer rooms?

a. Yes	52.6%	(	351)
b. No	46.6%	(	311)
c. Not Disclosed	0.7%	(	5)
Total:	100.0%	(	667)
(excluding 240 students who have never used this service)			

Q 3.5 Are you satisfied with the printing services?

|			
a. Very satisfied	4.5%	(	30)
b. Satisfied	81.3%	(	542)
c. Unsatisfied	12.7%	(	85)
d. Very dissatisfied	1.2%	(	8)
e. Not disclosed	0.3%	(	2)
Total:	100.0%	(	667)
(excluding 240 students who have never used this service)			
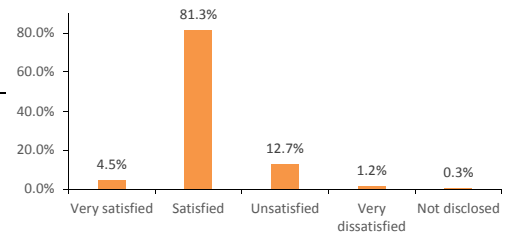
Q 3.6 Are you satisfied with the services provided by OCIO computer rooms as a whole?

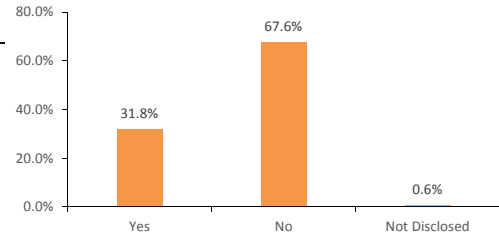|			
a. Very satisfied	4.6%	(	31)
b. Satisfied	87.7%	(	585)
c. Unsatisfied	6.3%	(	42)
d. Very dissatisfied	0.3%	(	2)
e. Not disclosed	1.0%	(	7)
Total:	100.0%	(	667)
(excluding 240 students who have never used this service)			
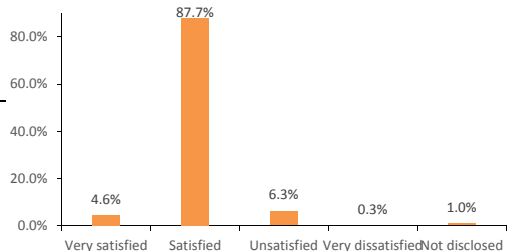
Q 3.7 Have you ever sought help from our Student Consultants?

|		
a. Yes	31.8%	(212)
b. No	67.6%	(451)
c. Not Disclosed	0.6%	(4)
Total:	100.0%	(667)

(excluding 240 students who have never used this service)

Q 3.8 Why do you seek help from our Student Consultants? (Select all that apply)

|		
a. Do not know how to use network services (e.g., network printers and emails)	21.2%	(45)
b. Do not know how to use certain software	17.9%	(38)
c. Hardware or software problems	67.0%	(142)
d. Others (please specify)	11.8%	(25)

(among 212 students who sought help from Student Consultants)
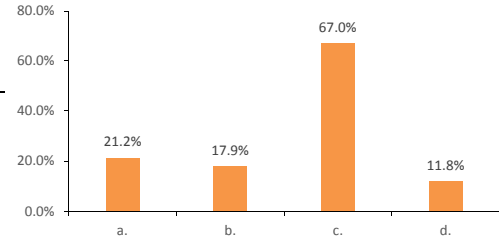
Q 3.9 Are you satisfied with the services provided by Student Consultants?

|		
a. Very satisfied	16.0%	(34)
b. Satisfied	79.7%	(169)
c. Unsatisfied	3.8%	(8)
d. Very dissatisfied	0.0%	(0)
e. Not disclosed	0.5%	(1)
Total:	100.0%	(212)

(among 212 students who sought help from Student Consultants)
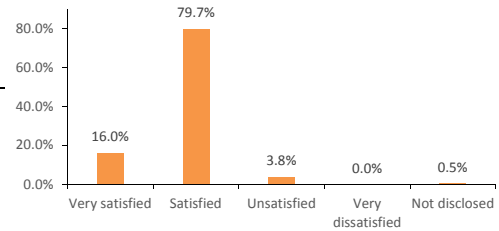
Section 4 - OCIO Services and Facilities (IT Help Desk)

Q 4.1 Have you ever used any services provided by IT Help Desk?

a. Never	25.6%	(232)
b. Seldom	41.0%	(372)
c. Occasionally	27.7%	(251)
d. Frequently	5.0%	(45)
e. Not disclosed	0.8%	(7)
Total:	100.0%	(907)
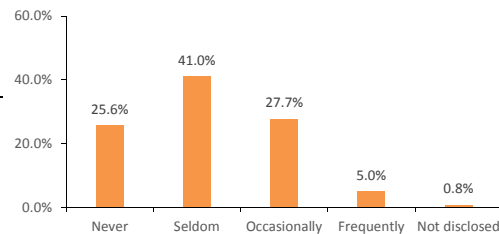
Q 4.2 Which services have you ever used in IT Help Desk? (Select all that apply)

a. Borrowing AV equipment	24.4%	(163)
b. One-Day Notebook Loan	36.1%	(241)
c. General Enquiry	56.1%	(375)
d. Resetting passwords	5.7%	(38)
e. Binding/ lamination/ trimming	57.9%	(387)
f. Scanning/ faxing with the all-in-one colour photocopier	17.1%	(114)
g. Others (please specify)	2.7%	(18)

(excluding 239 students who have never used IT Help Desk)
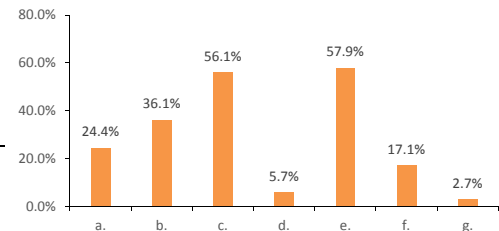
Q 4.3 Have you ever used the One-Day Notebook Loan service?

|		
a. Never. It is not necessary	42.2%	(282)
b. Never. I do not know that there is such a service	6.1%	(41)
c. Never. All notebooks are loaned out whenever I try to borrow one	1.2%	(8)
d. Seldom	30.7%	(205)
e. Occasionally	17.7%	(118)
f. Frequently	1.3%	(9)
g. Not disclosed	0.7%	(5)
Total:	100.0%	668

(excluding 239 students who have never used IT Help Desk)
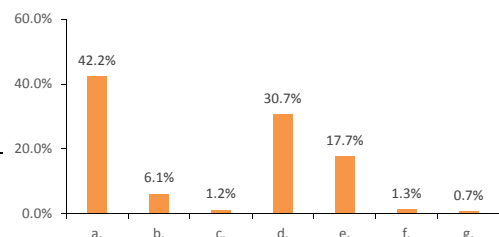
Q 4.4 Do you find the One-Day Notebook Loan service useful to your study?

|			
a. Very useful	6.3%	(	57)
b. Useful	23.7%	(	215)
c. Not very useful	4.7%	(	43)
d. No comment	1.8%	(	16)
e. Not disclosed	0.1%	(	1)
Total:	36.5%		332

(among 332 students who have used this service)
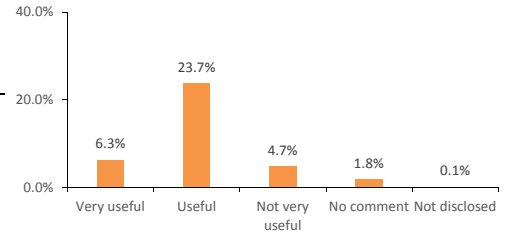
Q 4.5 Are you satisfied with the services provided by IT Help Desk?

|			
a. Very satisfied	8.1%	(	54)
b. Satisfied	85.9%	(	574)
c. Unsatisfied	3.9%	(	26)
d. Very dissatisfied	0.1%	(	1)
e. Not disclosed	1.9%	(	13)
Total:	100.0%		668

(excluding 239 students who have never used IT Help Desk)
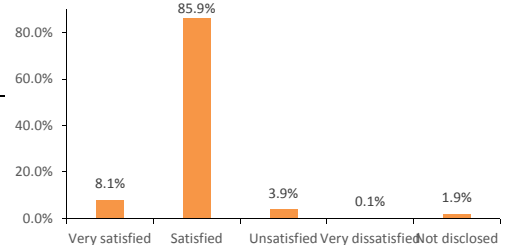
**Section 5 - OCIO Services and Facilities (Wi-Fi Services)**

Q 5.1 Which SSID do you normally use to access the Wi-Fi network on campus (excluding Student Hostel)?

a. "EdUHK" or "eduroam" (secured & persistent connection)	74.6%	(	677)
b. "Wi - Fi.HK via EdUHK" (2 hours connection)	18.4%	(	167)
c. Others (please specify)	0.7%	(	6)
d. I don't know	5.2%	(	47)
e. Not disclosed	1.1%	(	10)
Total:	100.0%		907
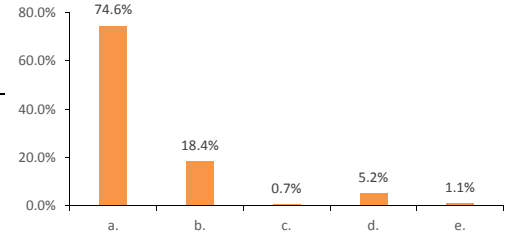
Q 5.2 Have you ever used the Wi-Fi service via "EdUHK" or "eduroam" SSID on campus?

a. Never	9.7%	(	88)
b. Seldom	13.8%	(	125)
c. Occasionally	19.4%	(	176)
d. Frequently	55.9%	(	507)
e. Not disclosed	1.2%	(	11)
Total:	100.0%		907
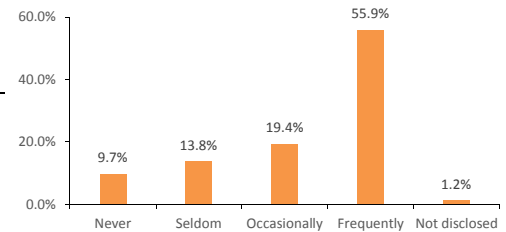
Q 5.3 Are you satisfied with the Wi-Fi service via "EdUHK" or "eduroam" SSID on campus?

a. Very satisfied	6.9%	(	63)
b. Satisfied	59.4%	(	539)
c. Unsatisfied	18.9%	(	171)
d. Very dissatisfied	4.6%	(	42)
e. Not disclosed	10.1%	(	92)
Total:	100.0%		907
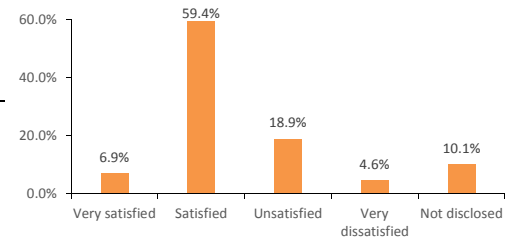
Q 5.4 Have you ever used the "eduroam" Wi -Fi service outside campus?

a. Never	66.0%	(	599)
b. Seldom	17.6%	(	160)
c. Occasionally	12.0%	(	109)
d. Frequently	2.9%	(	26)
e. Not disclosed	1.4%	(	13)
Total:	100.0%		907
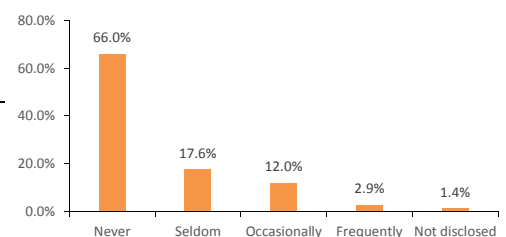
Q 5.5 Do you find the "eduroam" Wi -Fi service outside campus useful?

a. Very useful	25.8%	(	76)
b. Useful	45.4%	(	134)
c. Not very useful	18.3%	(	54)
d. No comment	8.8%	(	26)
e. Not disclosed	1.7%	(	5)
Total:	100.0%		295
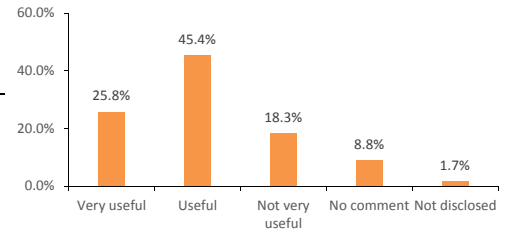
Section 6 - OCIO Services and Facilities (Others)

Q 6.1 Have you ever visited OCIO Website (http://www.eduhk.hk/ocio)?

a. Never. I do not know that there is an OCIO Website	46.1%	(	418)
b. Never. OCIO website does not contain the information I need	16.0%	(	145)
c. Seldom	30.3%	(	275)
d. Occasionally	6.5%	(	59)
e. Frequently	0.3%	(	3)
f. Not disclosed	0.8%	(	7)
	99.2%		907
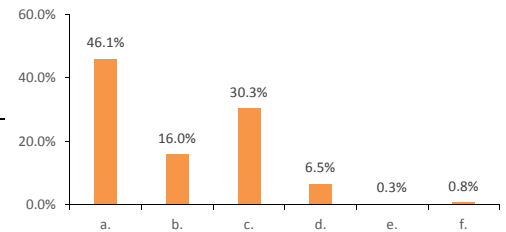
Q 6.2 Do you find Student FAQ in OCIO website useful?

a. Very useful	3.9%	(	13)
b. Useful	49.0%	(	165)
c. Not very useful	15.7%	(	53)
d. No comment	31.2%	(	105)
e. Not disclosed	0.3%	(	1)
Total:	100.0%		337

(excluding 570 students who have never visited OCIO Website)
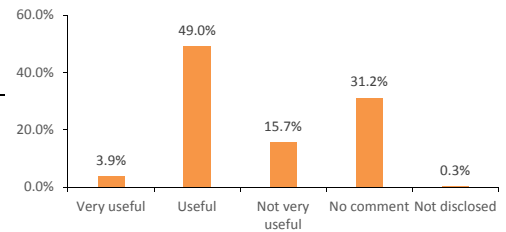
Q 6.3 Are you satisfied with OCIO website?

a. Very satisfied	4.2%	(	14)
b. Satisfied	89.9%	(	303)
c. Unsatisfied	4.5%	(	15)
d. Very dissatisfied	0.3%	(	1)
e. Not disclosed	1.2%	(	4)
Total:	100.0%		337

(excluding 570 students who have never visited OCIO Website)
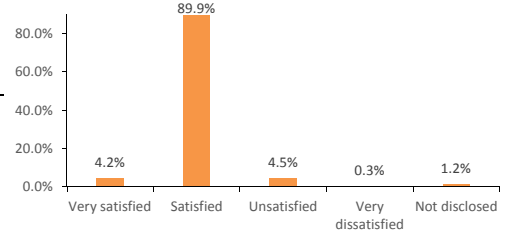
Q 6.4 Have you ever used Microsoft Office 365 for students? (select all that apply)

a. Never	55.0%	(	499)
b. Skype for Business Online (Formerly Lync)	3.2%	(	29)
c. OneDrive	26.5%	(	240)
d. Office Web Apps	25.4%	(	230)
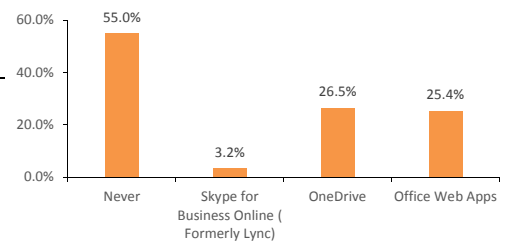
Q 6.5 Have you ever downloaded the free Office 365 ProPlus from Office 365 website?

a. Yes	26.9%	(	244)
b. No. It is not necessary.	10.4%	(	94)
c. No. I don't know that there is such a service.	17.2%	(	156)
d. I can't download successfully.	1.0%	(	9)
e. Not disclosed	44.5%	(	404)
Total:	100.0%		907
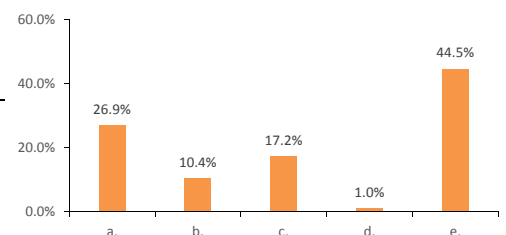
Q 6.6 Are you satisfied with Student Webmail (Google Gmail) service?

a. Very satisfied	23.6%	(214)
b. Satisfied	70.5%	(639)
c. Unsatisfied	3.2%	(29)
d. Very dissatisfied	0.8%	(7)
e. Not disclosed	2.0%	(18)
Total:	100.0%	907
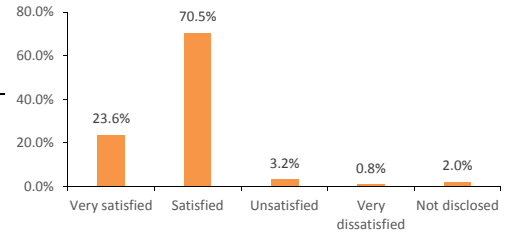
Q 6.7 How many junk mails do you receive on average everyday?

a. None	23.3%	(211)
b. 1 - 2 times	39.3%	(356)
c. 3 - 4 times	19.7%	(179)
d. More than 5 times	16.0%	(145)
e. Not disclosed	1.8%	(16)
Total:	100.0%	907
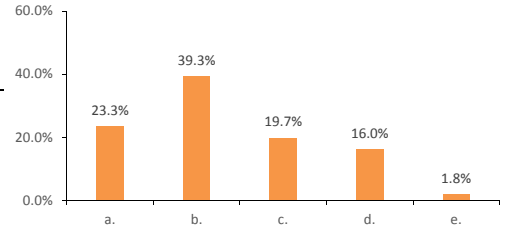
Q 6.8 What is the main source of those junk mails?

a. Advertisements from the Internet	22.3%	(202)
b. Staff and University organization	33.4%	(303)
c. Student societies	27.2%	(247)
d. Individual students	1.2%	(11)
e. Infected computers	0.3%	(3)
f. Others (please specify)	3.3%	(30)
g. Not disclosed	12.2%	(111)
Total	100.0%	907
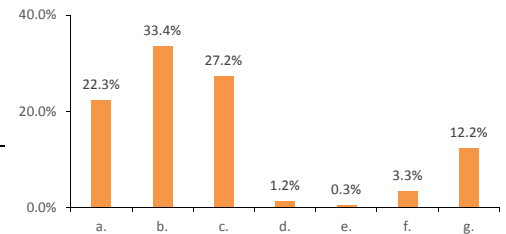
Q 6.9 Have you ever connected EdUHK websites or Student Webmail by Virtual Private Network (VPN) from the Mainland?

a. Yes	30.8%	(279)
b. Never. It is not necessary.	46.2%	(419)
c. Never. I do not know that there is such a service.	16.8%	(152)
d. Never. I cannot connect successfully.	3.6%	(33)
e. Not disclosed	2.6%	(24)
Total	100.0%	907
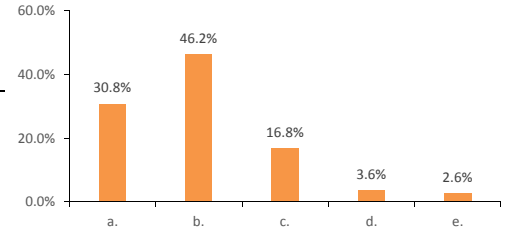
Q 6.10 Have you ever downloaded ESET (anti-virus software) for your home or hostel use?

a. Yes	24.3%	(220)
b. Never. It is not necessary.	25.4%	(230)
c. Never. I do not know that there is such a service.	33.7%	(306)
d. Never. I do not know where to download.	14.0%	(127)
e. Not disclosed	2.6%	(24)
Total	100.0%	907
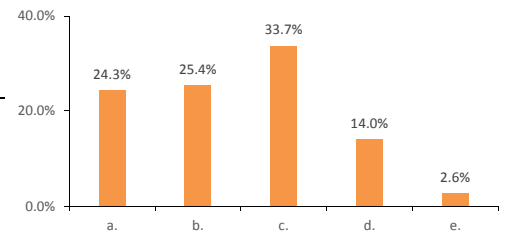
Section 7 -EdUHK Go Mobile

Q 7.1 "EdUHK Notifications" (formerly launched as HKIED Notifications) provides mobile app notification function to EdUHK users.
Have you heard of the app? If yes, how did you know about it?

a.	Yes, through University Announcments	16.2%	(147)
b.	Yes, through Newsletters	9.5%	(86)
c.	Yes, through posters	11.9%	(108)
d.	Yes, from fellow students or staff	12.6%	(114)
e.	No, I have not heard about it	47.1%	(427)
f.	Others (see below)	1.0%	(9)
g.	No Answer	1.8%	(16)
	Total:	100.0%	(907)

Others:

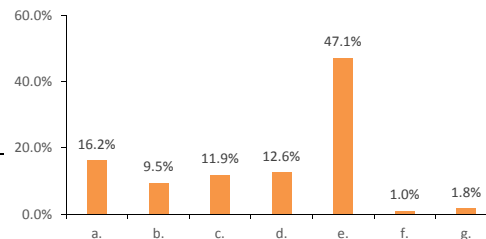|	
Search from app store	3
Search from google pay	1
Throught emails	1
Throught posters	1
Throught student orientation	1
User earch by their own	1

Q 7.2 Are you a current user of the "EdUHK Notifications" app? If not, What is the reason you do not use the app?

|			
a.	Yes, I am a current user	12.0%	(109)
b.	No, I don't realize there is such as app	42.4%	(385)
c.	No, the messages are not useful to me	32.3%	(293)
d.	No, the app is difficult to use	5.5%	(50)
e.	No, the message are a nuisance to me	5.0%	(45)
f.	Others (see below)	0.8%	(7)
g.	No Answer	2.0%	(18)
	Total:	100.0%	(907)
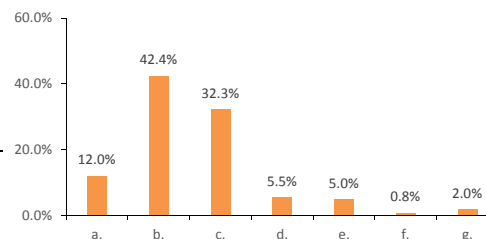
Others:

The app is not useful to me	3
The messages are not useful to me	2
Not enough memory	1

Q 7.3 What kind of information would you like to receive from the app? You may select more than one options.

a.	Programme related	53.7%	(487)
b.	Course related	31.3%	(284)
c.	Transportation related	49.7%	(451)
d.	Hostel related	10.8%	(98)
e.	Fee Payment reminder	54.0%	(490)
f.	SAO activity reminder	11.2%	(102)
g.	Announcements posted on The Portal	23.4%	(212)
h.	Important university news/ messags	24.8%	(225)
i.	All of the above	20.2%	(183)
j.	None of above	3.3%	(30)
k.	Others (see below)	1.1%	(10)
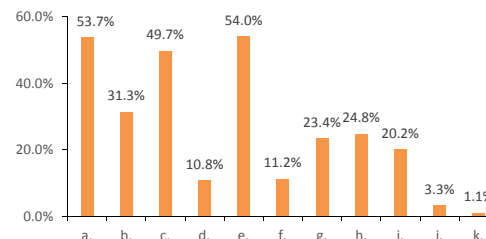
Others:

Career Information	2
School activities	1
iWork	1
Special offers for students	1
Scholarship	1

Q 7.4 Which of the following app(s) do you think that EdUHK should develop? You may select more than one options.

a.	EdUHK Notifications (already in use)	20.2%	(183)
b.	Student and/ staff course timetable	78.2%	(709)
c.	University Announcements	32.7%	(297)
d.	Telephone/ Email Directory	29.7%	(269)
e.	Survey	6.9%	(63)
f.	Others (see below)	1.8%	(16)
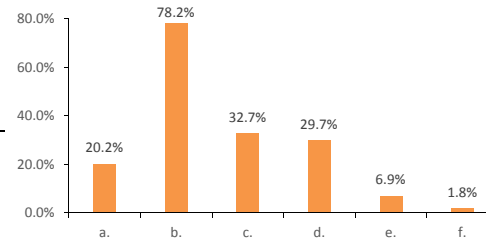
Others:

Career Information	1
School activities	1
iWork	1
Timetable	1
EdU Secrets	1
No ideas	2
Free Wi - Fi hotspots app	1
The estimated time of arrival for the public transport	2
Food order app	1
Actual driving time for the shuttle bus	1
iBooking	1

Section 8 - Learning Commons

Q 8.1 Which of the following facilities have you ever used in Learning Commons? (Select all that apply)

a.	None	30.5%	(277)
b.	OCIO computer room	21.7%	(197)
c.	Learning Technologies Corner	18.4%	(167)
d.	Audio-Visual Room	2.4%	(22)
e.	Group Discussion Room	48.7%	(442)
f.	Multipurpose Room	7.2%	(65)
g.	Open Discussion Area	46.2%	(419)
h.	Others	0.0%	(0)
	Total:		
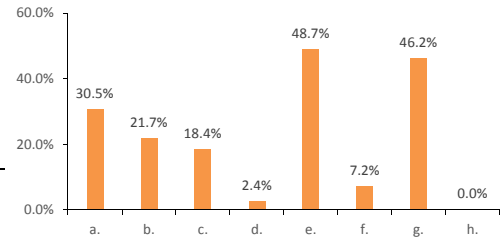
Q 8.2 Have you ever used the iMac computer in the Learning Technologies Corner?

a.	Never	56.0%	(353)
b.	Yes, I used Mas OS	19.8%	(125)
c.	Yes, I used Windows	10.6%	(67)
d.	Yes, I used Mac OS and Windows at different occasions	10.8%	(68)
e.	Not disclosed	2.7%	(17)
	Total	100.0%	630

(excluding 277 students who have never used Learning Commons)
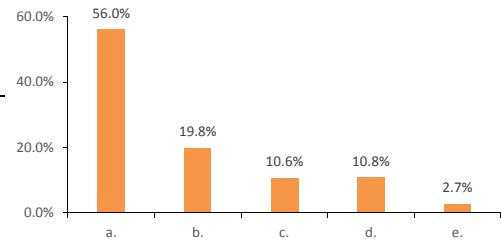
Q 8.3 Do you find Learning Commons useful to your study?

a.	Very useful	13.0%	(82)
b.	Useful	60.8%	(383)
c.	Not very useful	12.2%	(77)
d.	No comment	11.3%	(71)
e.	Not disclosed	2.7%	(17)
	Total:	100.0%	630

(excluding 277 students who have never used Learning Commons)
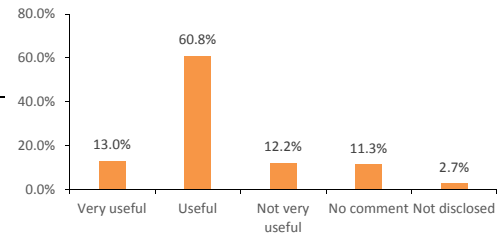
Section 9 - Student EdU Card & Orientation Workshop (Applicable for Year 1 or Short Course students only)

Q 9.1 Are you satisfied with the procedure for issuing Student EdU Card as a whole?

a.	Very satisfied	26.8%	(22)
b.	Satisfied	64.6%	(53)
c.	Unsatisfied	1.2%	(1)
d.	Very unsatisfied	0.0%	(0)
e.	Not disclosed	7.3%	(6)
	Total:	100.0%	82

(among 82 Year - 1 and short course students)
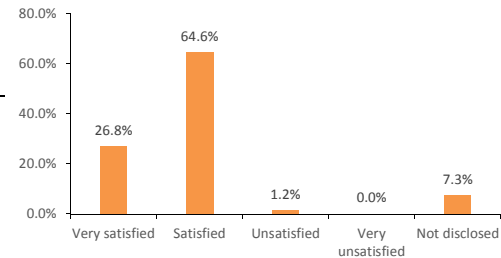
Q 9.2 Do you find the workshop "Introduction to IT Services" useful in getting to know OCIO services?

a.	Very useful	19.5%	(16)
b.	Useful	42.7%	(35)
c.	Not very useful	15.9%	(13)
d.	No comment	15.9%	(13)
e.	Not disclosed	6.1%	(5)
	Total:	100.0%	82

(among 82 Year - 1 and short course students)
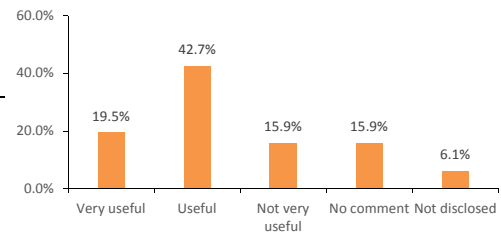
Section 10 - Overall & Other Comments

Q10.1 OCIO is responsive and efficient in general.

a. Strongly agree	5.6%	(	51)
b. Agree	61.1%	(	554)
c. Neutral	28.4%	(	258)
d. Disagree	1.8%	(	16)
e. Strongly disagree	0.1%	(	1)
f. Not disclosed	3.0%	(	27)
Total:	100.0%		907
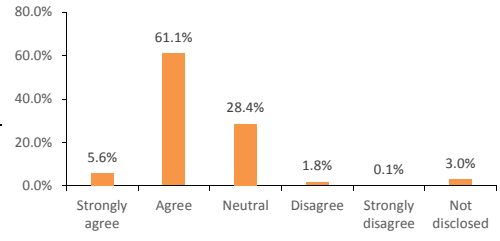
Q2.5 Student's elaboration on Hostel Network Services:	No of Student
Always disconnect from hostel network	38
Connection speed is very slow, especially during night peak hour	34
Sometimes cannot connect to the hostel network	32
The wifi network in hostels is unstable	23

Q3.3 Suggestions on software to be added:	No of Student
Adobe Photoshop	14
Video Editing Software	5
Chinses Input (e.g. Sogou, Pin Yin, Q9, etc)	5
Final Cut Pro	3
Adobe Illustrator	2
Adobe Flash	2
SPSS	2
Adobe Acrobat Professional	1
Scanner Software	1
Microsoft Project	1
Skype	1
FL Studio	1
Adobe Creative Cloud	1
Nvivo	1

Q3.5 Student's elaboration on Printing Services:	No of Student
Printers always malfunction	22
No printouts but print quotas are deducted	18
Add more network printers	17
Tray and toner empty, especially in the weekend	6
Boot up time of Print-N-Go workstation is too long	4
Paper jam	4
Separate the student printouts	3
Provide more free print quota	3
Always mix up with others document	3
Printer system is slow, take long time for the printouts	2
Cannot login to the computer	2
Perform regular check for the printers, especially during the non-office hour of IT Help Desk	1
Instruction of using printers is inadequate	1
Dirty printout	1
Add more photocopiers	1

Q3.6 Student's elaboration on Computer Room:	No of Student
Computers work slowly, especially when the software run from network	13
PC malfunction, please upgrade the computer	7
Cannot login to the computer	3
Instruction of using printers is inadequate	3
Add more network printers	3
Ventilation is poor, computer room is hot and smells bad	2
Update the version of software more often	1
Improve cleanliness	1
Add more scanners	1
Connection speed is slow	1
Reuse the printed papers	1

Q3.9 Student's elaboration on Student Consultants:	No of Student
Be more patient and professional when solving students' problem	3
Cannot solve the problems	3
Improve attitude of student consultants and should be more active to assist the other students	1

Q4.5 Student's elaboration on Help Desk Services:	No of Student
Improve the attitude of staff	7
Upgrade the One-day loan notebooks and add more for loan	3
Be more patient and professional when solving students' problem	3
Lengthen the duration of loan service, e.g. One day notebook loan	1
Extend the opening hour of IT Help Desk	1
Add more staplers and hole punchers	1
Update the software more often	1
Provide mouse for one day loan	1
Do more promotion on the IT Help desk services	1
e-SIS is unstable	1
Pass the personal items to Estates Office	1
Upgrade the equipment	1
Not enough battery of One day loan notebooks	1

Q5.3 Student's elaboration on Wi-Fi Network on campus:	No of Student
Weak connection on campus and may not be able to connect to the Wi-Fi network	141
Connection is sluggish at times	33
Stability of the campus Wi-Fi network is still room for improvemnet	22

Q9.1 Student's elaboration on issuance of EdU Student Card:	No of Student
Many applicants come at the same time, thus we have to wait for a long time	2
There are not complete school badage and school name on the student EdU card and the design is not artistic	1
Hope I can receive a student card instantly	1
I don't know what is Stduent smart card	1
The photo is out of the rectangle	1

Q10.1 Student's elaboration on OCIO's responsiveness and efficiency:	No of Student
Unsatisfactory with network services, please improve it as soon as possible	4
Improve attitude of staff	3
e-SIS is unstable	2
Do more promotion on the services	2
Cannot solve the problem efficiently	1
Monitor the sending of junk email	1

Q10.2 Other comments or suggestions for OCIO:	No of Student
Expend the Wi-Fi network coverage and improve stability	7
Add more printers	5
Improve working attitude of staff serving at counter	5
Good service, please keep it up	5
PC malfunction, please upgrade the computer	4
Extend the opening hour of IT help desk and one-day notebook loan service	3
Improve the printing and print quota system	2
Sometimes there is not enough staff/student helpers serving at the counter	2
All staff are helpful and effective	2
Cannot login to the computer	2
Provide loan service of Macbook and related accessories (e.g. cable and charger)	2
The computers run slowly	2
Improve the interface of portal	1
The EdUHK home page does not look properly with Macbook Pro	1
Mindful about attitude	1
Improve the systems	1
Improve VPN	1
Perform regular check for the computers	1
Keep software up-to-date	1
Cannot login to University Wi-Fi	1
Install the chinese input (e.g. sogou)	1
Install the advertisement block for web browser	1
Boot up time for print-n-go workstation is too long	1
Perform regular check for the printers	1
Add more computers	1
The notebooks run slow, please upgrade the notebook	1
Provide more video editing software	1
Replace the chair of computer room, learning commons and discussion room	1
Prepare some handbooks and conduct more workshops to let students know more about OCIO services	1
Ventilation is poor, computer room is hot and smells bad	1
The air-conditors of learning common is cold	1
Enhance the signal of Wi-Fi network at Block E (e.g. Gym Room)	1
Mouse or keyboard are missing or malfunction	1
VPN is unstable	1
Install the reborn card to Mac OS	1
Upgrade mahara	1

Major Individual Comments collected from Student Survey 2017

	OCIO Responses
Hostel Network - Always disconnect from hostel network; - Connection speed is very slow, especially during night peak hour - Sometimes cannot connect to the hostel network - The wifi network in hostels is unstable	- OCIO regularly monitors the performance of both wired and wifi network at the hostel. We are fine-tuning the network equipment to enhance network performance. - Users who have problems with the network are advised to contact IT Help Desk at 29486601 or helpdesk@ocio.eduhk.hk to provide further details for investigation.
Campus Wi-Fi Service - Weak connection on campus and may not be able to connect to the Wi-Fi network - Connection is sluggish at times - Stability of the campus Wi-Fi network still has room for improvement	- Again, OCIO regularly monitors the performance of both wired and wifi network on campus. A review on the wifi coverage will be conducted by Sep 2017. We will also upgrade and increase the number of Access Points to improve wifi signals on campus - Users who have problems with the network are advised to contact IT Help Desk at 29486601 or helpdesk@ocio.eduhk.hk to provide further details for investigation.
Computer Room - Computers work slowly, especially when the software run from network - PC malfunction, please upgrade the computer and etc.	OCIO performs regular checks and upgrades on our computers to meet users' needs. For instance, traditional harddisks were replaced and upgraded to solid state drives (SSD) for PCs in most computer rooms, including the 24 hours open access computer room, last year. Nonetheless, students are advised to contact IT Help Desk for immediate assistance.
Computer Software Suggestions to include Adobe Photoshop, video editing software, Chinese input, Final Cut Pro, Adobe Illustrator, Adobe Flash, SPSS, Adobe Acrobat Professional, Scanner software, Microsoft Project, Skype, FL Studio, Adobe Creative Cloud and Nvivo	OCIO provides a good collection of software packages for students. These software packages are either installed on the computers or are available via Network Teaching Software (NTS). Please visit https://www.eduhk.hk/ocio/standard-software-configurations-ocio-computer-rooms for the standard software configurations in OCIO computer rooms and major software packages available via NTS. In fact, some of the suggested software packages are available to students via NTS. Students are advised to approach IT Help Desk should they have any queries.
Printing Service - Printers always malfunction; Paper jam and etc.	OCIO regularly reviews the provision and quality of printers. We have recently replaced two colour multi-function printers.

	Students are advised to report to IT Help Desk for immediate follow ups in case of printer malfunction.
- No printouts but print quotas are deducted	In the event print quota was deducted due to printing errors, students can approach IT Help Desk for refunds.
- Add more network printers	Currently, there are 21 Print-N-Go stations (15 at the Learning Commons and 6 in the 7x24 Learning Centre in the Library) and 8 high speed printers (5 at the Learning Commons and 3 in the Library) on Tai Po campus. According to our statistics, the average printer utilization rate was not high. Please understand that there are specific periods of time when printing demand is high, like towards semester ends for assignment submission. Nonetheless, OCIO will continue to monitor the usage and review the provision of equipment as appropriate.
- Tray and toner empty, especially in the weekend	Thank you for raising the issue with us. We usually fill up the paper trays before Help Desk closes. We will make special arrangements to re-fill the trays on holidays when printing demand is high.
- Boot up time of Print-N-Go workstation is too long	We have upgraded traditional harddisks of the Print-N-Go stations with solid state drives (SSD) to enhance performance. We will continue to monitor the performance of the workstations.
Help Desk Service - Be more patient and professional when solving students' problem - Improve attitude of student consultants and should be more active to assist the other students - Improve the attitude of staff - Be more patient and professional when solving students' problem and etc	We strive to provide good IT support service to members of the University. We will remind our staff and student consultants of the importance of quality service.
EdUHK App Suggestions on student class timetable on Mobile	The suggestion was discussed between Registry and OCIO. As the University is reviewing the e-Student Information System setup which will affect the data source, we will revisit this issue when appropriate after the review.