Student Survey on OCIO Services 2017-18

Office of the Chief Information Officer
資 訊 科 技 總 監 辦 公 室

The 2017-18 Student Survey conducted by OCIO in March 2018 was well received by students with 1096 responses. The result are listed as follows:

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

1.1 修讀課程 Programme

五年制 5-year programme	29.6%	(	324)
四年制 4-year programme	23.4%	(	256)
三年制 3-year programme	11.3%	(	124)
兩年制 2-year programme	22.5%	(	247)
一年制 1-year programme	10.2%	(	112)
短期課程 Short Course	1.2%	(	13)
其他 Others	1.7%	(	19)
沒有透露 Not disclosed	0.1%	(	1)
合共 Total:	100%		1096
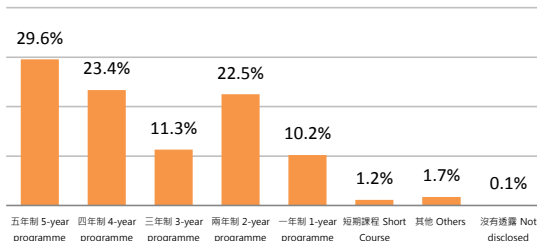
1.2 修讀模式 Mode of study

全日制 Full-time	77.2%	(	846)
兼讀制 Part-time	22.8%	(	250)
合共 Total:	100%		1096

1.3 修讀年級 Year of study

一年級 Year 1	34.4%	(	377)
二年級 Year 2	25.6%	(	281)
三年級 Year 3	18.0%	(	197)
四年級 Year 4	13.0%	(	143)
五年級 Year 5	5.8%	(	64)
其他 Others	3.0%	(	33)
沒有透露 Not disclosed	0.1%	(	1)
合共 Total:	100%		1096
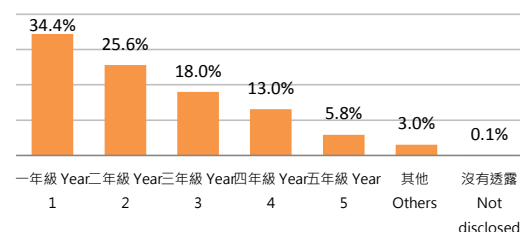
1.4 性別 Gender

男 Male	22.2%	(	243)
女 Female	77.8%	(	853)
合共 Total:	100%		1096
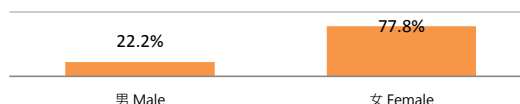
1.5 是否擁有筆記簿型電腦作學習之用？
Do you own a notebook computer for your study?

有 Yes	90.1%	(	988)
沒有 No	9.8%	(	107)
沒有透露 Not disclosed	0.1%	(	1)
合共 Total:	100%		1096

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	28.9%	(	317)
否 No	71.1%	(	779)
合共 Total:	100%		1096
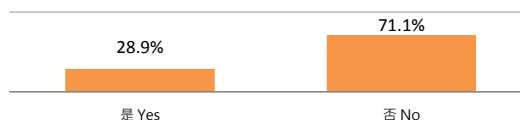
2.2 你曾否使用宿舍電腦室的設施？
Have you ever used any facilities in computer rooms at Student Hostels?

未經使用 Never	44.5%	(	141)
很少使用 Seldom	34.1%	(	108)
間中使用 Occasionally	18.3%	(	58)
經常使用 Frequently	3.2%	(	10)
合共 Total:	100%		317
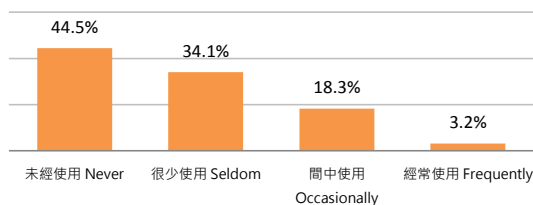
2.3 你在宿舍房間內使用的電腦安裝了以下那種操作系統?
Which operating system do you use on your own computer?

我沒有在宿舍房間內使用電腦 I don't have a computer in student hostel	5.4%	(	17)
Windows 7	9.5%	(	30)
Windows 8.x	4.1%	(	13)
Windows 10	35.0%	(	111)
Mac OS	45.7%	(	145)
其他 Others	0.3%	(	1)
合共 Total:	100%		317
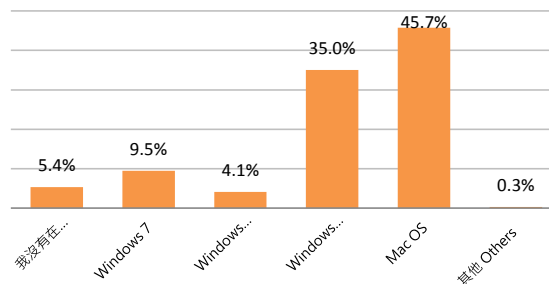
2.4 你有沒有把房間內的電腦連接到學院網絡?
Do you connect your computer to the Student Hostel Network?

沒有 No	4.1%	(	13)
有，連接到網線網絡 Yes, via the wired network	8.5%	(	27)
有，連接到 "Hostel" SSID的無線網絡 Yes, via the Wi-Fi network using "Hostel"	74.4%	(	236)
有，網線網絡及無線網絡皆曾使用 Yes, sometimes via both	12.9%	(	41)
合共 Total:	100%		317
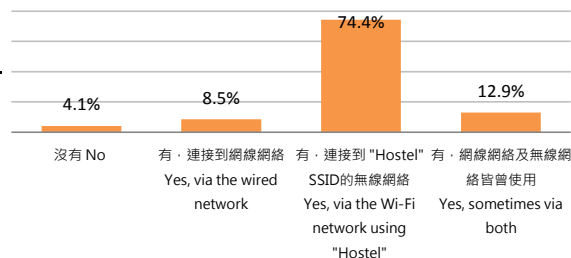
2.5 你對學生宿舍網線網絡服務的滿意程度是：
Are you satisfied with the wired service provided in the Student Hostel Network?

非常滿意 Very satisfied	5.0%	(	16)
滿意 Satisfied	59.3%	(	188)
不滿意 Unsatisfied	24.6%	(	78)
非常不滿意 Very unsatisfied	5.4%	(	17)
沒有透露 Not disclosed	5.7%	(	18)
合共 Total:	100%		317
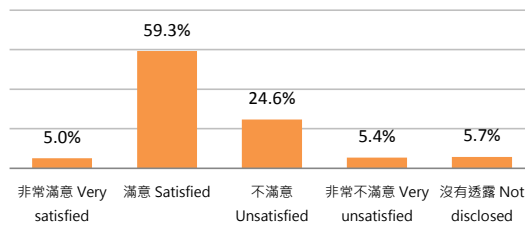
2.6 你對學生宿舍無線網絡服務的滿意程度是：
Are you satisfied with the Wi-Fi service provided in the Student Hostel Network?

|			
非常滿意 Very satisfied	4.7%	(	15)
滿意 Satisfied	51.4%	(	163)
不滿意 Unsatisfied	30.3%	(	96)
非常不滿意 Very unsatisfied	9.1%	(	29)
沒有透露 Not disclosed	4.4%	(	14)
合共 Total:	100%		317
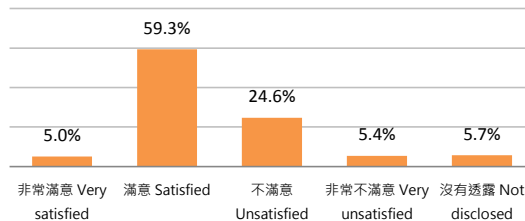
Section 3 - OCIO 提供之服務和設施-電腦室 OCIO Services and Facilities (Computer Rooms)

3.1 你曾否使用電腦室的設施?
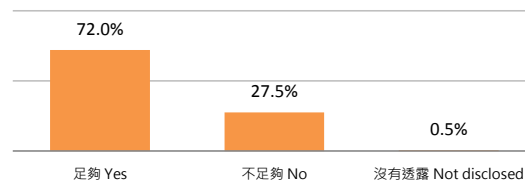Have you ever used any facilities in OCIO computer rooms?

未經使用 Never	25.6%	(	281)
很少使用 Seldom	35.4%	(	388)
間中使用 Occasionally	32.4%	(	355)
經常使用 Frequently	6.6%	(	72)
合共 Total:	100%		1096
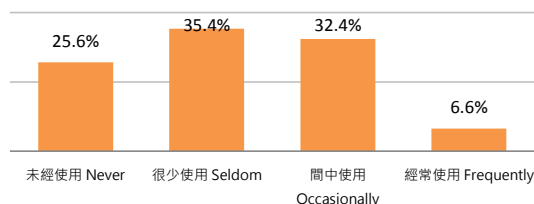
3.2 你認為 OCIO 之電腦室有足夠的電腦給同學使用嗎?
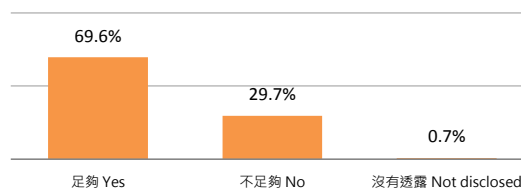Do you think that there are sufficient computers in OCIO computer rooms?

足夠 Yes	72.0%	(	587)
不足夠 No	27.5%	(	224)
沒有透露 Not disclosed	0.5%	(	4)
合共 Total:	100%		815

3.3 你認為 OCIO 之電腦室有足夠的電腦軟件給同學使用嗎？
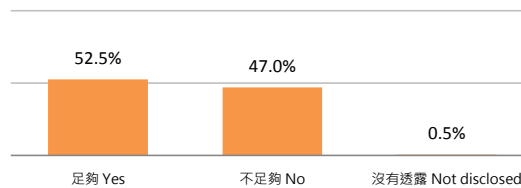Do you think that there is sufficient software in OCIO computer rooms?

足夠 Yes	69.6%	(	567)
不足夠 No	29.7%	(	242)
沒有透露 Not disclosed	0.7%	(	6)
合共 Total:	100%		815

3.4 你認為 OCIO 之電腦室有足夠的印表機給同學使用嗎？
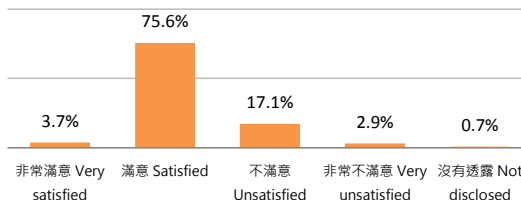Do you think that there are sufficient printers in OCIO computer rooms?

足夠 Yes	52.5%	(	428)
不足夠 No	47.0%	(	383)
沒有透露 Not disclosed	0.5%	(	4)
合共 Total:	100%		815

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	3.7%	(	30)
滿意 Satisfied	75.6%	(	616)
不滿意 Unsatisfied	17.1%	(	139)
非常不滿意 Very unsatisfied	2.9%	(	24)
沒有透露 Not disclosed	0.7%	(	6)
合共 Total:	100%		815

3.6 你曾否向學生輔導員尋求協助？
Have you ever sought help from our Student Consultants?

有 Yes	31.8%	(	259)
沒有 No	67.5%	(	550)
沒有透露 Not disclosed	0.7%	(	6)
合共 Total:	100%		815
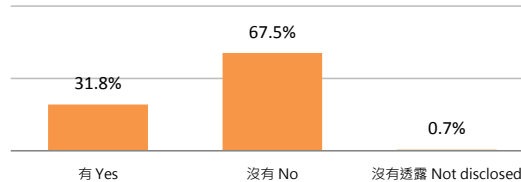
3.7 你向學生輔導員尋求協助的原因是：
Why do you seek help from our Student Consultants?

不懂使用電腦網絡服務 Do not know how to use network services	5.0%	(	41)
不懂使用個別電腦軟件 Do not know how to use certain software	3.9%	(	32)
電腦硬件或軟件出現故障 Hardware or software problems	24.0%	(	196)
其他 Others	7.9%	(	25)
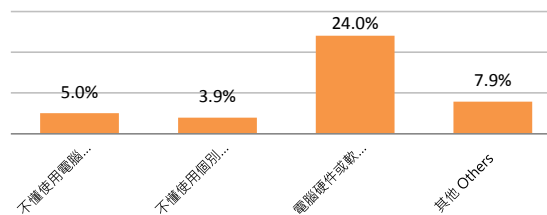
3.8 你對學生輔導員的滿意程度是：
Are you satisfied with the services provided by Student Consultants?

非常滿意 Very satisfied	15.8%	(	41)
滿意 Satisfied	80.3%	(	208)
不滿意 Unsatisfied	3.5%	(	9)
非常不滿意 Very unsatisfied	0.4%	(	1)
合共 Total:	100%		259
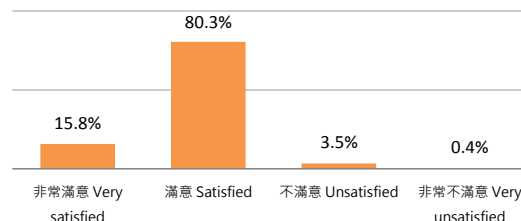
3.9 你對 OCIO 的電腦室整體服務的滿意程度是：
Are you satisfied with the services provided by OCIO computer rooms as a whole?

|			
非常滿意 Very satisfied	4.9%	(	40)
滿意 Satisfied	82.1%	(	669)
不滿意 Unsatisfied	10.2%	(	83)
非常不滿意 Very unsatisfied	0.7%	(	6)
沒有透露 Not disclosed	2.1%	(	17)
合共 Total:	100%		815
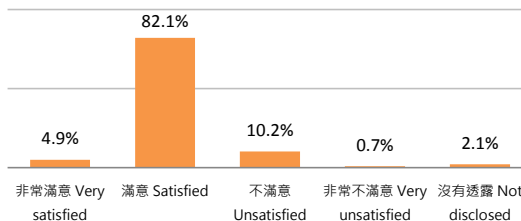
Section 4 –OCIO 提供之服務和設施 – IT Help Desk OCIO Services and Facilities (IT Help Desk)

4.1 你曾否使用資訊科技支援站的服務？
Have you ever used any services provided by
IT Help Desk?

未經使用 Never	32.5%	(	356)
很少使用 Seldom	39.4%	(	432)
間中使用 Occasionally	24.9%	(	273)
經常使用 Frequently	3.1%	(	34)
沒有透露 Not disclosed	0.1%	(	1)
合共 Total:	100%		1096
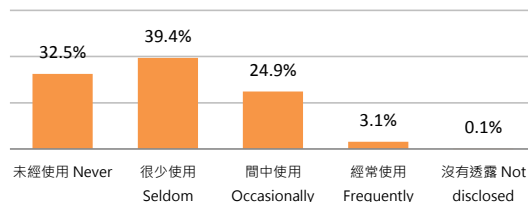
4.2 你曾經使用資訊科技支援站的服務包括：
Which services have you ever used in IT Help Desk?

借用影音器材 Borrowing AV equipment	14.1%	(	154)
借用筆記簿型電腦 One-Day Notebook Loan	25.5%	(	279)
使用八達通付款機 Octopus Payment Machine (OPM)	18.3%	(	201)
使用流動裝置充電服務 Mobile Charging Station	1.6%	(	17)
一般查詢 General enquiry	48.3%	(	394)
更改密碼 Resetting passwords	5.9%	(	65)
釘裝 / 過膠 / 切紙 Binding/ lamination/ trimming	40.0%	(	438)
使用多功能影印機作掃瞄 / 傳真 Scanning/ faxing with the photocopier	12.9%	(	141)
其他 Others	1.2%	(	13)
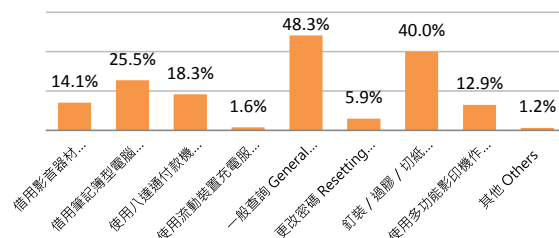
4.3 你曾否使用流動裝置充電服務？
Have you ever used the Mobile Charging Station?

沒有，因為沒有這需要 Never. It is not necessary	34.8%	(	257)
沒有，因為不知道可以使用 Never. I do not know that there is such a service	52.8%	(	390)
沒有，因為數量不足，未曾成功使用 Never. It is full whenever I try to use	1.1%	(	8)
很少使用 Seldom	7.0%	(	52)
間中使用 Occasionally	3.1%	(	23)
經常使用 Frequently	0.5%	(	4)
沒有透露 Not disclosed	0.7%	(	5)
合共 Total:	100%		739
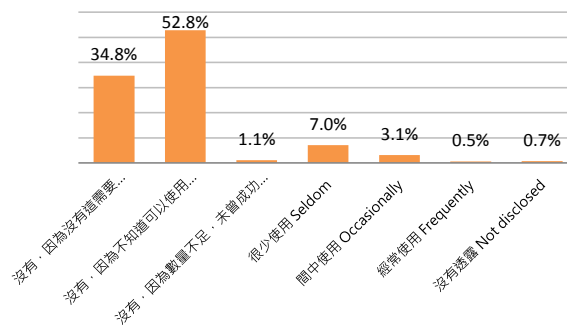
4.4 你曾否使用筆記簿型電腦借用服務？
Have you ever used the One-Day Notebook Loan service?

沒有，因為沒有這需要 Never. It is not necessary	46.1%	(	341)
沒有，因為不知道可以使用 Never. I do not know that there is such a service	9.1%	(	67)
沒有，因為數量不足，未曾成功使用 Never. It is full whenever I try to use	0.8%	(	6)
很少使用 Seldom	27.6%	(	204)
間中使用 Occasionally	13.8%	(	102)
經常使用 Frequently	1.9%	(	14)
沒有透露 Not disclosed	0.7%	(	5)
合共 Total:	100%		739
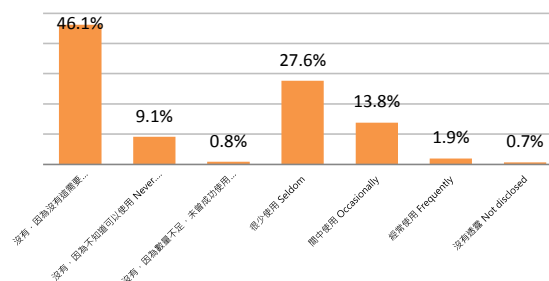
4.5 你認為筆記簿型電腦借用服務對你的學習有幫助嗎？
Do you find the One-Day Notebook Loan service
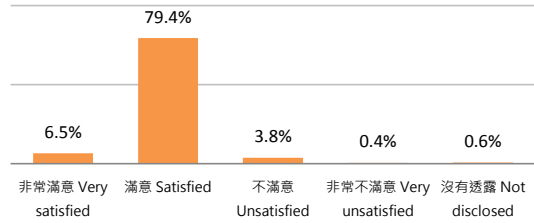useful to your study?

很有幫助 Very useful	18.4%	(	59)
有幫助 Useful	61.6%	(	197)
沒有太大作用 Not very useful	16.6%	(	53)
沒有意見 No comment	3.4%	(	11)
合共 Total:	100%		320
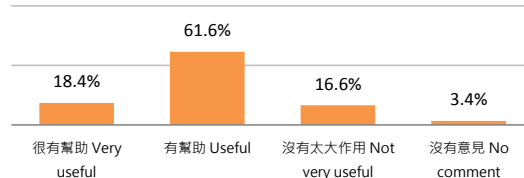
4.6 你對資訊科技支援站的服務滿意程度是：
Are you satisfied with the services provided by
IT Help Desk?

|		
非常滿意 Very satisfied	6.5% (	53)
滿意 Satisfied	79.4% (	647)
不滿意 Unsatisfied	3.8% (	31)
非常不滿意 Very unsatisfied	0.4% (	3)
沒有透露 Not disclosed	0.6% (	5)
合共 Total:	91%	739

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

"EdUHK" or "eduroam" (安全及持久的連接 secured & persistent connection)	71.3% (	781)
"Wi-Fi.HK via EdUHK" (2小時連接 2 hours connection)	21.0% (	230)
我不知道 I don't know	6.8% (	75)
其他 Others	0.9% (	10)
合共 Total:	100%	1096
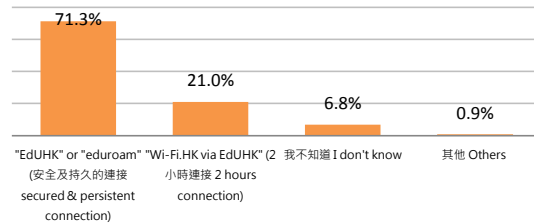
5.2 你曾否使用"EdUHK" or "eduroam"連接校園內的無線網絡服務？
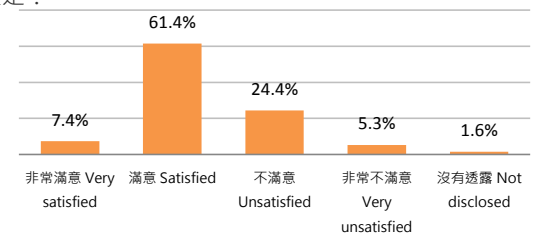Have you ever used the Wi-Fi service via "EdUHK" or
"eduroam" SSID on campus?

未經使用 Never	8.6% (	94)
很少使用 Seldom	12.3% (	135)
間中使用 Occasionally	18.8% (	206)
經常使用 Frequently	60.1% (	659)
沒有透露 Not disclosed	0.2% (	2)
合共 Total:	100%	1096
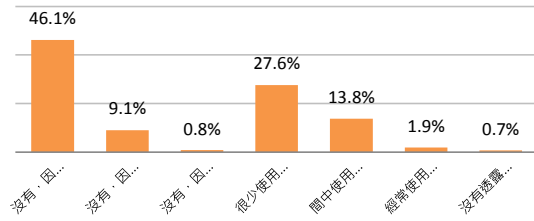
5.3 你對經"EdUHK" or "eduroam" 連接校園內無線網絡服務的滿意程度是：
Are you satisfied with the Wi-Fi service via "EdUHK" or
"eduroam" SSID on campus?

非常滿意 Very satisfied	7.4% (	81)
滿意 Satisfied	61.4% (	673)
不滿意 Unsatisfied	24.4% (	267)
非常不滿意 Very unsatisfied	5.3% (	58)
沒有透露 Not disclosed	1.6% (	17)
合共 Total:	100%	1096

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	59.9% (	656)
很少使用 Seldom	22.1% (	242)
間中使用 Occasionally	12.3% (	135)
經常使用 Frequently	5.5% (	60)
沒有透露 Not disclosed	0.3% (	3)
合共 Total:	100%	1096
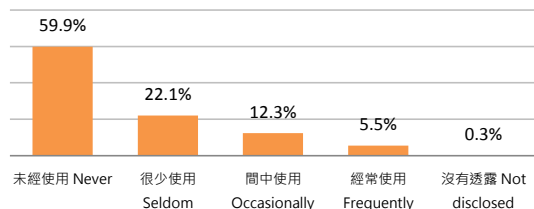
5.5 你認為 "eduroam" 校外無線網絡服務對同學是否有幫助？
Do you find the "eduroam" Wi-Fi service outside
campus useful?

|		
很有幫助 Very useful	13.9% (	152)
有幫助 Useful	28.6% (	313)
沒有太大作用 Not very useful	17.1% (	187)
沒有意見 No comment	40.1% (	439)
沒有透露 Not disclosed	0.5% (	5)
合共 Total:	100%	1096
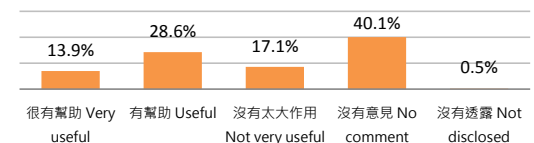
Section 6 – OCIO 提供之服務和設施 – 其他服務及設施 OCIO Services and Facilities (Others)

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 Never. I do not know that there is an OCIO Website	44.1%	(	483)
沒有，因為此網頁沒有我需要的資訊 Never. OCIO website does not contain the information I need	18.2%	(	199)
很少使用 Seldom	30.7%	(	336)
間中使用 Occasionally	6.3%	(	69)
經常使用 Frequently	0.5%	(	6)
沒有透露 Not disclosed	0.3%	(	3)
合共 Total:	100%		1096
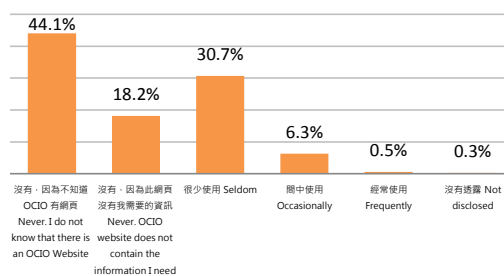
6.2 你認為 OCIO 網頁的資訊對同學是否有幫助？
Do you find the information at OCIO website useful?

很有幫助 Very useful	5.8%	(	24)
有幫助 Useful	47.0%	(	193)
沒有太大作用 Not very useful	13.4%	(	55)
沒有意見 No comment	32.4%	(	133)
沒有透露 Not disclosed	1.5%	(	6)
合共 Total:	100%		411
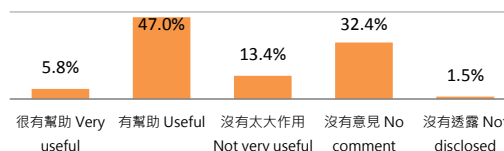
6.3 你對OCIO 網頁的滿意程度是：
Are you satisfied with the OCIO website?

非常滿意 Very satisfied	4.9%	(	20)
滿意 Satisfied	86.4%	(	355)
不滿意 Unsatisfied	6.3%	(	26)
非常不滿意 Very unsatisfied	0.5%	(	2)
沒有透露 Not disclosed	1.9%	(	8)
合共 Total:	100%		411
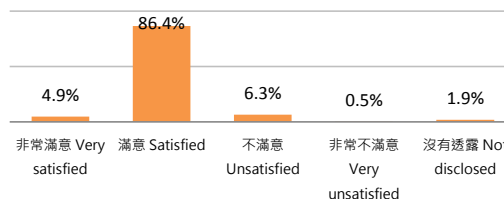
6.4 你曾否使用 Microsoft Office 365 for Students？
Have you ever used Microsoft Office 365 for Students?

沒有使用 Never	48.8%	(	535)
Skype for Business Online	5.3%	(	58)
OneDrive	30.7%	(	336)
Office Web Apps	31.1%	(	341)
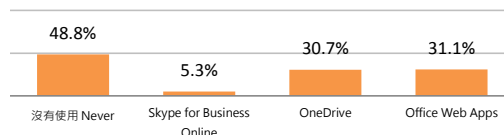
6.5 你曾否從 Office 365 網站下載免費的 Office 365 ProPlus？
Have you ever downloaded the free Office 365 ProPlus from Office 365 website?

有 Yes	62.2%	(	349)
沒有，因為沒有這需要 Never. It is not necessary.	11.4%	(	64)
沒有，因為不知道可以下載 Never. I do not know that there is such a service.	25.0%	(	140)
沒有，因為未能成功下載 Never. I cannot download successfully.	0.9%	(	5)
沒有透露 Not disclosed	0.5%	(	3)
合共 Total:	100%		561
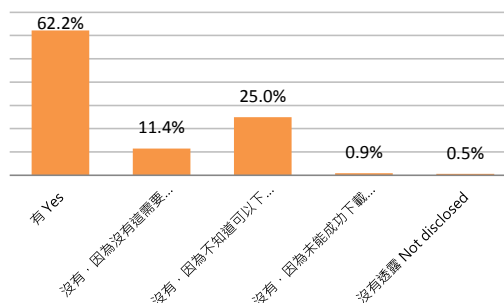
6.6 你對 Student Webmail（Google Gmail）之滿意程度是：
Are you satisfied with the Student Webmail (Google Gmail) service?

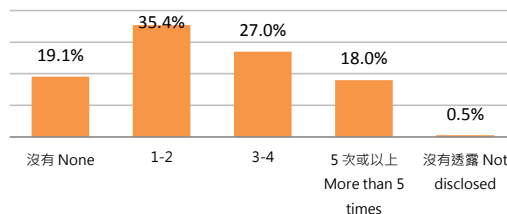|			
非常滿意 Very satisfied	22.2%	(	243)
滿意 Satisfied	70.9%	(	777)
不滿意 Unsatisfied	5.3%	(	58)
非常不滿意 Very unsatisfied	0.5%	(	6)
沒有透露 Not disclosed	1.1%	(	12)
合共 Total:	100%		1096
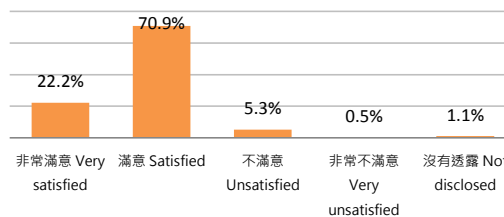
6.7 你平均每天收到多少次垃圾郵件？
How many junk mails do you receive on average every day?

沒有 None	19.1% (	209)
1-2	35.4% (	388)
3-4	27.0% (	296)
5 次或以上 More than 5 times	18.0% (	197)
沒有透露 Not disclosed	0.5% (	6)
合共 Total:	100%	1096

6.8 你收到的垃圾郵件主要的來源是？
What is the main source of those junk mails?

互聯網廣告 Advertisements from the Internet	24.1% (	264)
教職員及校方組織 Staff and University organizations	31.5% (	345)
屬會和學生組織 Student societies	33.0% (	362)
個別同學 Individual students	1.2% (	13)
受病毒感染的電腦 Infected computers	0.5% (	5)
其他(請註明) Others	3.0% (	33)
沒有透露 Not disclosed	6.8% (	74)
合共 Total:	100%	1096
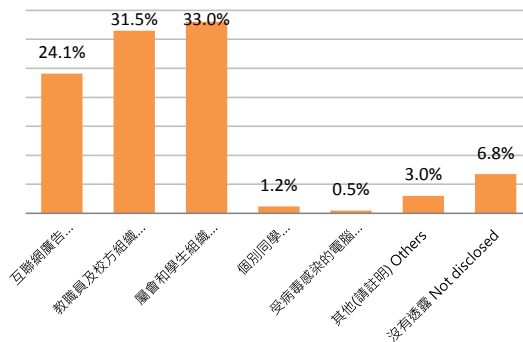
6.9 你曾否在中國內地使用 VPN 來連接學院的網頁或學生電郵？
Have you ever connected EdUHK websites or Student Webmail by Virtual Private Network from the Mainland?

有 Yes	63.6% (	357)
沒有，因為沒有這需要 Never. It is not necessary.	86.5% (	485)
沒有，因為不知道可以下載 Never. I do not know that there is such a service.	38.0% (	213)
沒有，因為未能成功下載 Never. I cannot download successfully.	6.2% (	35)
沒有透露 Not disclosed	1.1% (	6)
合共 Total:	195%	1096
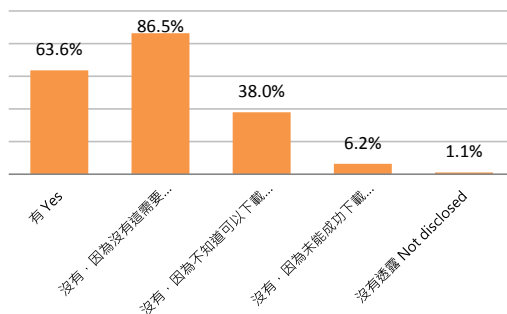
6.10 你曾否下載 ESET（防毒軟件）在家中或宿舍使用？
Have you ever downloaded ESET(anti-virus software) for your home or hostel use?

有 Yes	36.5% (	205)
沒有，因為沒有這需要 Never. It is not necessary.	49.9% (	280)
沒有，因為不知道可以下載 Never. I do not know that there is such a service.	81.3% (	456)
沒有，因為未能成功下載 Never. I cannot download successfully.	27.1% (	152)
沒有透露 Not disclosed	0.5% (	3)
合共 Total:	195%	1096
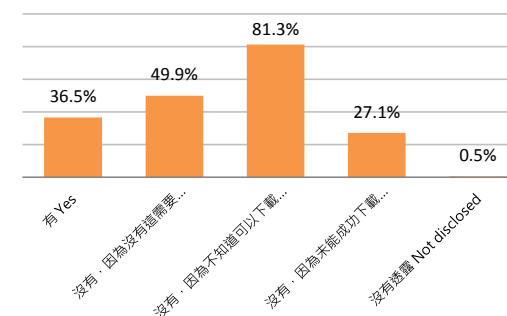
Section 7 - 申領「教大通」學生證及迎新工作坊 Student EdU Card & Orientation Workshop
(只適用於一年級或短期課程同學填寫 Applicable for Year 1 or Short Course students only)

7.1 你對申領「教大通」學生證程序之滿意程度是：
Are you satisfied with the procedure for issuing Student EdU Card as a whole?

非常滿意 Very satisfied	21.3% (	84)
滿意 Satisfied	67.3% (	266)
不滿意 Unsatisfied	7.8% (	31)
非常不滿意 Very unsatisfied	0.8% (	3)
沒有透露 Not disclosed	2.8% (	11)
合共 Total:	100%	395
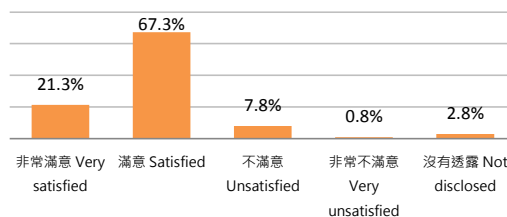
7.2 你認為迎新工作坊能否幫助你認識 OCIO 的設施和服務？
   Do you find the workshop "Introduction to IT Services"
   useful in getting to know OCIO services?

很有幫助 Very useful	8.4%	(	33	)
有幫助 Useful	38.0%	(	150	)
沒有太大作用 Not very useful	26.1%	(	103	)
沒有意見 No comment	24.8%	(	98	)
沒有透露 Not disclosed	2.8%	(	11	)
合共 Total:	100%		395	
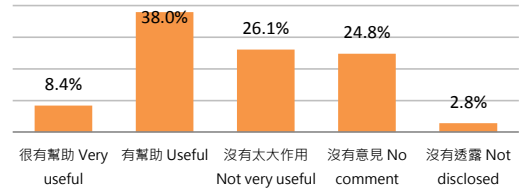
Section 8 - 總評及其他意見 Overall & Other Comments

8.1 你對 OCIO 的整體服務滿意程度是：
   Are you satisfied with the services provided by OCIO
   as a whole?

非常滿意 Very satisfied	6.1%	(	67	)
滿意 Satisfied	87.1%	(	955	)
不滿意 Unsatisfied	5.7%	(	63	)
非常不滿意 Very unsatisfied	0.4%	(	4	)
沒有透露 Not disclosed	0.6%	(	7	)
合共 Total:	100%		1096	
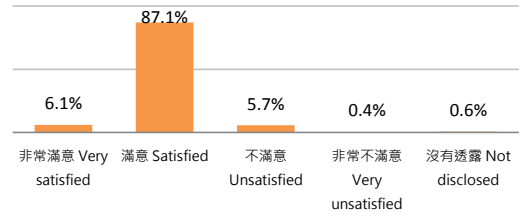
Major Individual Comments collected from Student Survey 2018

	OCIO Responses
<u>Hostel Network Services</u> • Unstable Wi-Fi service with poor connection and limited coverage area (very weak signal in common areas) • Slow internet speed, e.g. loading videos or website from China <u>Campus Wi-Fi Services</u> • Unable to connect "EdUHK" and "eduroam" • Weak connection from block to block on campus • Extend the coverage and enhance connection speed of Campus Wi-Fi • Cannot connect with Android • Do not know about "eduroam" service available outside campus	Continued efforts have been made to monitor and enhance network services at the University. Users are recommended to report Wi-Fi problems in a timely manner with the exact location so follow up actions can be more targeted. Users can now report online at https://www.eduhk.hk/reportwifiproblem/ or contact IT Help Desk at 29486601 or helpdesk@ocio.eduhk.hk. OCIO is now studying a more efficient way for users to send us testing reports that include BSSID of the AP, the SSID used, some performance testing results, date and time easily. With the more detailed data, OCIO can then follow up to find the exact reason for poor performance, and possible solutions, if any. OCIO is also studying a new model of Wi-Fi AP which may help improve Wi-Fi performance. We will also enhance the monitoring system so we can be alerted in the event an AP is down. Nonetheless, Internet connectivity with the network depends on many factors, such as Internet traffic, service quality provided by the target website's Internet Service Provider, interference in the vicinity, if any. Users are advised to contact IT Help Desk should they have any problems connecting to the network.
<u>Computer Room</u> • PC malfunction, check more frequent • PCs work slowly, especially when starting up • Upgrade and improve PC performance • Replace old PCs, mouse and keyboards • In-room hygiene and ventilation issue	OCIO performs checks and replacement on the computing equipment on a regular basis. Students who find any problem with the equipment are suggested to contact IT Help Desk for assistance. For hygiene and ventilation issues, we will relay the comments to the Estates Office for follow up.

	OCIO Responses
Printing Services • Printers always jam, no printouts after sending the jobs • Repair the printer with problem and resume services as soon as possible • Add more Print-N-Go stations and printers • Empty trays or toner, especially in weekends • Add more free print quotas • Provide Wi-Fi printing	OCIO arranges regular checks and paper/toner refill on the printers to ensure proper service provision. Besides, we replace the printers on a regular basis. Recently, we replaced two printers with newer models in Mar 2018, and we plan to replace two other printers in the next few months. We will monitor the usage and will increase the number of printers when necessary. If students find any problem with the printing service (e.g. printer was faulty or print quota was deducted wrongly), they are suggested to contact IT Help Desk for assistance and follow up. We will arrange print quota refund as appropriate. 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. For additional printing needs, users need to buy additional print quota. OCIO currently provides wireless printing from user's notebook computers to a specific printer in the Learning Commons. Please see https://www.eduhk.hk/ocio/wi-fi-printing-service-notebook-computer-users for details.
Help Desk and Loan Services • Extend One-Day Notebook loan period • Upgrade notebook to the latest model with better performance • Upgrade the AV equipment for loan	For fair usage, it is not feasible at this stage 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 the number of students who could loan a notebook. The one-day notebook loan service for students aims to address the ad hoc needs for notebook computers for learning purposes on campus. We expect students to return the notebook computers on the same day so other users can loan them on the next day. Again, notebook computers for loan are replaced on a regular basis and we plan to replace about 50 of them in the next few months.
Other comment • Do more promotions on IT services, e.g. Mobile Charging Station, eduroam WiFi, VPN, Office365, Anti-Virus software for home use • Add more stationeries and binding equipment like staplers, in Learning Commons	OCIO services are promoted via various channels, namely new students orientations, OCIO website, OCIO Express, Facebook page, announcements on The Portal, posters and etc. We will continue to explore new ways to promote our services. We have reviewed the provision of stationery and have recently improved the service by making available a few common stationeries in the Learning Commons.