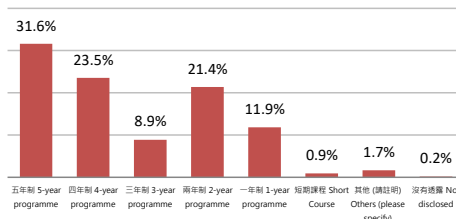


The 2018-19 Student Survey conducted by OCIO in March 2019 was well received by students with 1206 responses. The result are listed as follows:

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

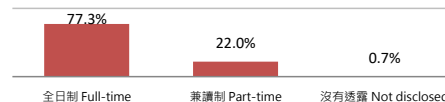
### 1.1 修讀課程 Programme

五年制 5-year programme	31.6%	( 381 )
四年制 4-year programme	23.5%	( 284 )
三年制 3-year programme	8.9%	( 107 )
兩年制 2-year programme	21.4%	( 258 )
一年制 1-year programme	11.9%	( 143 )
短期課程 Short Course	0.9%	( 11 )
其他 (請註明) Others (please specify)	1.7%	( 20 )
沒有透露 Not disclosed	0.2%	( 2 )
合共 Total:	100%	1206



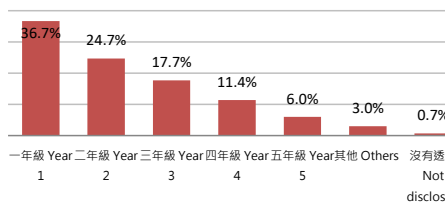
### 1.2 修讀模式 Mode of study

全日制 Full-time	77.3%	( 932 )
兼讀制 Part-time	22.0%	( 265 )
沒有透露 Not disclosed	0.7%	( 9 )
合共 Total:	100%	1206



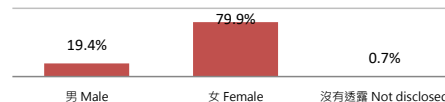
### 1.3 修讀年級 Year of study

一年級 Year 1	36.7%	( 442 )
二年級 Year 2	24.7%	( 298 )
三年級 Year 3	17.7%	( 213 )
四年級 Year 4	11.4%	( 137 )
五年級 Year 5	6.0%	( 72 )
其他 Others	3.0%	( 36 )
沒有透露 Not disclosed	0.7%	( 8 )
合共 Total:	100%	1206



### 1.4 性別 Gender

男 Male	19.4%	( 234 )
女 Female	79.9%	( 963 )
沒有透露 Not disclosed	0.7%	( 9 )
合共 Total:	100%	1206



### 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	92.1%	( 1111 )
沒有 No	7.8%	( 94 )
沒有透露 Not disclosed	0.1%	( 1 )
合共 Total:	100%	1206

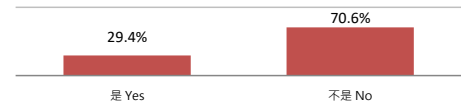


## Section 2 - 學生宿舍 Student Hostels

### 2.1 你是否學生宿舍的宿生？

Are you a resident of the Student Hostels?

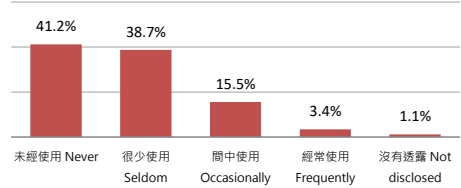
是 Yes	29.4%	( 354 )
不是 No	70.6%	( 852 )
合共 Total:	100%	1206



### 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?

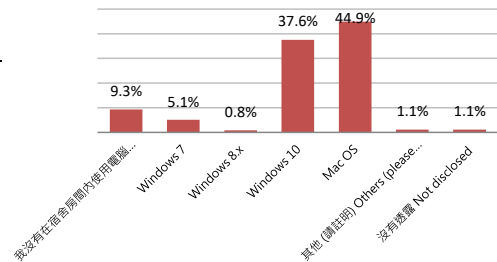
未經使用 Never	41.2%	( 146 )
很少使用 Seldom	38.7%	( 137 )
間中使用 Occasionally	15.5%	( 55 )
經常使用 Frequently	3.4%	( 12 )
沒有透露 Not disclosed	1.1%	( 4 )
合共 Total:	100%	354



### 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?

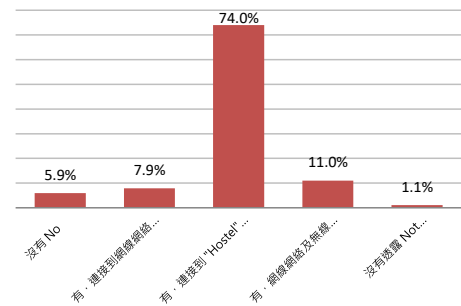
我沒有在宿舍房間內使用電腦 I don't have a computer in student hostel	9.3%	( 33 )
Windows 7	5.1%	( 18 )
Windows 8.x	0.8%	( 3 )
Windows 10	37.6%	( 133 )
Mac OS	44.9%	( 159 )
其他 (請註明) Others (please specify)	1.1%	( 4 )
沒有透露 Not disclosed	1.1%	( 4 )
合共 Total:	100%	354



### 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?

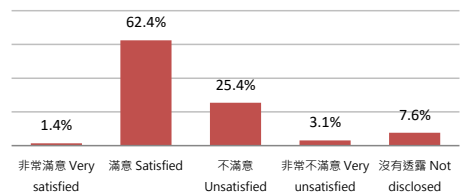
沒有 No	5.9%	( 21 )
有·連接到網線網絡 Yes, via the wired network	7.9%	( 28 )
有·連接到 "Hostel" SSID 的無線網絡 Yes, via the Wi-Fi network using "Hostel"	74.0%	( 262 )
有·網線網絡及無線網絡皆曾使用 Yes, sometimes via both	11.0%	( 39 )
沒有透露 Not disclosed	1.1%	( 4 )
合共 Total:	100%	354



### 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?

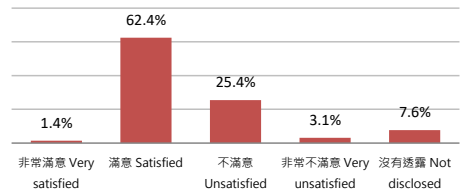
非常滿意 Very satisfied	1.4%	( 5 )
滿意 Satisfied	62.4%	( 221 )
不滿意 Unsatisfied	25.4%	( 90 )
非常不滿意 Very unsatisfied	3.1%	( 11 )
沒有透露 Not disclosed	7.6%	( 27 )
合共 Total:	100%	354



### 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	0.3%	( 1 )
滿意 Satisfied	53.7%	( 190 )
不滿意 Unsatisfied	31.6%	( 112 )
非常不滿意 Very unsatisfied	7.1%	( 25 )
沒有透露 Not disclosed	7.3%	( 26 )
合共 Total:	100%	354

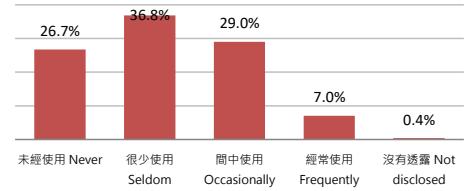


### Section 3 - OCIO 提供之服務和設施-電腦室 OCIO Services and Facilities (Computer Rooms)

#### 3.1 你曾否使用電腦室的設施？

Have you ever used any facilities in OCIO computer rooms?

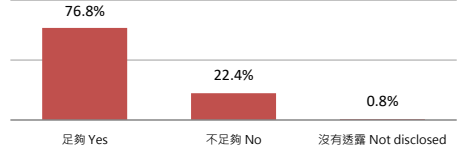
未經使用 Never	26.7%	( 322 )
很少使用 Seldom	36.8%	( 444 )
間中使用 Occasionally	29.0%	( 350 )
經常使用 Frequently	7.0%	( 85 )
沒有透露 Not disclosed	0.4%	( 5 )
合共 Total:	100%	1206



#### 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?

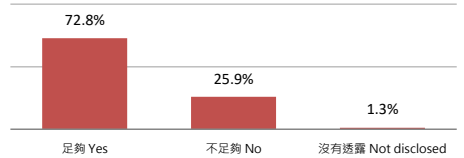
足夠 Yes	76.8%	( 675 )
不足夠 No	22.4%	( 197 )
沒有透露 Not disclosed	0.8%	( 7 )
合共 Total:	100%	879



#### 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?

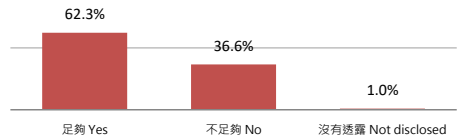
足夠 Yes	72.8%	( 640 )
不足夠 No	25.9%	( 228 )
沒有透露 Not disclosed	1.3%	( 11 )
合共 Total:	100%	879



#### 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?

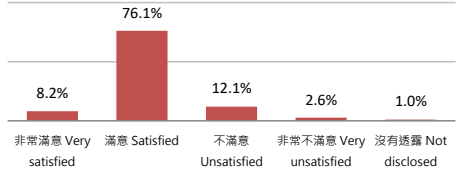
足夠 Yes	62.3%	( 548 )
不足夠 No	36.6%	( 322 )
沒有透露 Not disclosed	1.0%	( 9 )
合共 Total:	100%	879



#### 3.5 你對 OCIO 的列印服務的滿意程度是：

Are you satisfied with the printing services?

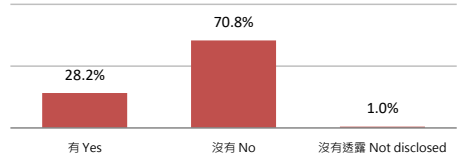
非常滿意 Very satisfied	8.2%	( 72 )
滿意 Satisfied	76.1%	( 669 )
不滿意 Unsatisfied	12.1%	( 106 )
非常不滿意 Very unsatisfied	2.6%	( 23 )
沒有透露 Not disclosed	1.0%	( 9 )
合共 Total:	100%	879



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

Have you ever sought help from our Student Consultants?

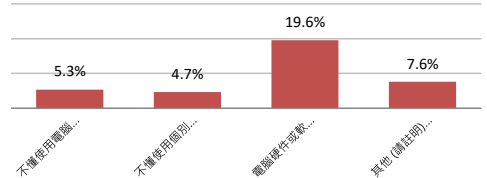
有 Yes	28.2%	( 248 )
沒有 No	70.8%	( 622 )
沒有透露 Not disclosed	1.0%	( 9 )
合共 Total:	100%	879



#### 3.7 你向學生輔導員尋求協助的原因是(可選一項或以上)：

Why do you seek help from our Student Consultants? (select all that apply)

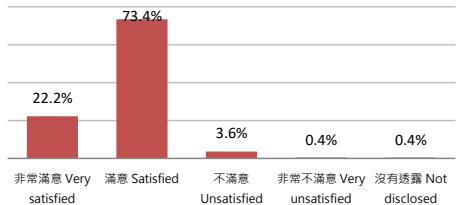
不懂使用電腦網絡服務 Do not know how to use network services	5.3%	( 47 )
不懂使用個別電腦軟件 Do not know how to use certain software	4.7%	( 41 )
電腦硬件或軟件出現故障 Hardware or software problems	19.6%	( 172 )
其他(請註明) Others (please specify)	7.6%	( 27 )



#### 3.8 你對學生輔導員的滿意程度是：

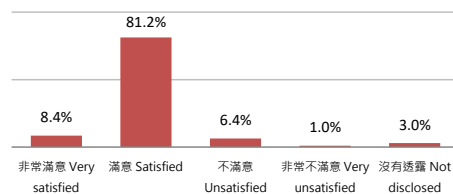
Are you satisfied with the services provided by Student Consultants?

非常滿意 Very satisfied	22.2%	( 55 )
滿意 Satisfied	73.4%	( 182 )
不滿意 Unsatisfied	3.6%	( 9 )
非常不滿意 Very unsatisfied	0.4%	( 1 )
沒有透露 Not disclosed	0.4%	( 1 )
合共 Total:	100%	248



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?

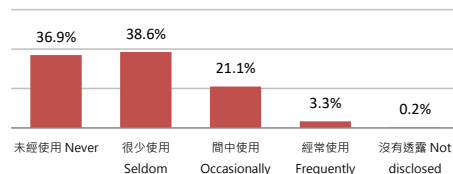
非常滿意 Very satisfied	8.4%	( 74 )
滿意 Satisfied	81.2%	( 714 )
不滿意 Unsatisfied	6.4%	( 56 )
非常不滿意 Very unsatisfied	1.0%	( 9 )
沒有透露 Not disclosed	3.0%	( 26 )
合共 Total:	100%	879



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

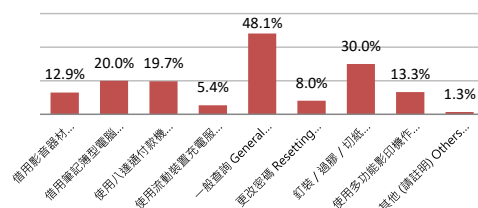
4.1 你曾否使用資訊科技支援站(IT Help Desk)的服務？  
Have you ever used any services provided by IT Help Desk?

未經使用 Never	36.9%	( 445 )
很少使用 Seldom	38.6%	( 465 )
間中使用 Occasionally	21.1%	( 254 )
經常使用 Frequently	3.3%	( 40 )
沒有透露 Not disclosed	0.2%	( 2 )
合共 Total:	100%	1206



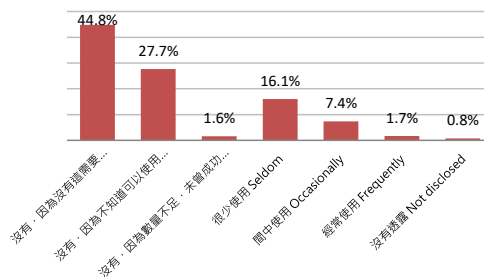
4.2 你曾經使用資訊科技支援站的服務包括 (可選一項或以上)：  
Which services have you ever used in IT Help Desk? (select all that apply)

借用影音器材 Borrowing AV equipment	12.9%	( 156 )
借用筆記簿型電腦 One-Day Notebook Loan	20.0%	( 241 )
使用八達通付款機 Octopus Payment Machine (OPM)	19.7%	( 237 )
使用流動裝置充電服務 Mobile Charging Station	5.4%	( 65 )
一般查詢 General enquiry	48.1%	( 423 )
更改密碼 Resetting passwords	8.0%	( 97 )
釘裝 / 過膠 / 切紙 Binding/ lamination/ trimming	30.0%	( 362 )
使用多功能影印機作掃描 / 傳真 Scanning/ faxing with the photocopier	13.3%	( 160 )
其他 (請註明) Others (please specify)	1.3%	( 16 )



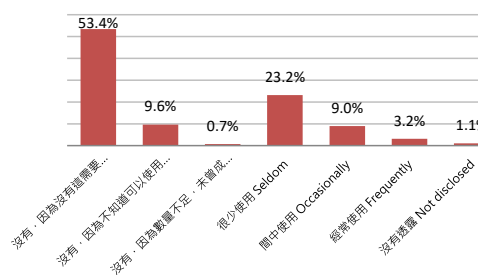
4.3 你曾否使用流動裝置充電服務？  
Have you ever used the Mobile Charging Station?

沒有，因為沒有這需要 Never. It is not necessary	44.8%	( 340 )
沒有，因為不知道可以使用 Never. I do not know that there is such a service	27.7%	( 210 )
沒有，因為數量不足，未曾成功使用 Never. It is full whenever I try to use	1.6%	( 12 )
很少使用 Seldom	16.1%	( 122 )
間中使用 Occasionally	7.4%	( 56 )
經常使用 Frequently	1.7%	( 13 )
沒有透露 Not disclosed	0.8%	( 6 )
合共 Total:	100%	759



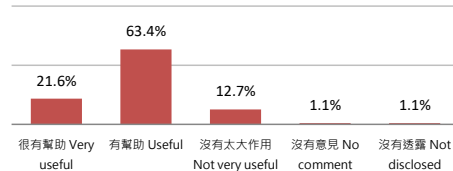
4.4 你曾否使用筆記簿型電腦借用服務？  
Have you ever used the One-Day Notebook Loan service?

沒有，因為沒有這需要 Never. It is not necessary	53.4%	( 405 )
沒有，因為不知道可以使用 Never. I do not know that there is such a service	9.6%	( 73 )
沒有，因為數量不足，未曾成功使用 Never. It is full whenever I try to use	0.7%	( 5 )
很少使用 Seldom	23.2%	( 176 )
間中使用 Occasionally	9.0%	( 68 )
經常使用 Frequently	3.2%	( 24 )
沒有透露 Not disclosed	1.1%	( 8 )
合共 Total:	100%	759



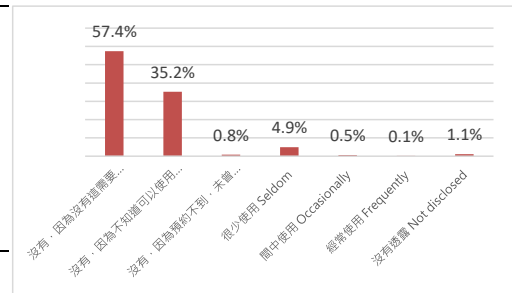
4.5 你認為筆記簿型電腦借用服務對你的學習有幫助嗎？  
Do you find the One-Day Notebook Loan service useful to your study?

很有幫助 Very useful	21.6%	( 58 )
有幫助 Useful	63.4%	( 170 )
沒有太大作用 Not very useful	12.7%	( 34 )
沒有意見 No comment	1.1%	( 3 )
沒有透露 Not disclosed	1.1%	( 3 )
合共 Total:	100%	268



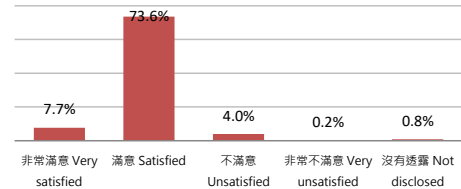
4.6 你曾使用照片和視頻工作室：  
Have you ever used the Photo and Video Studio?

沒有，因為沒有這需要 Never. It is not necessary	57.4% ( 436 )
沒有，因為不知道可以使用 I do not know that there is such a service	35.2% ( 267 )
沒有，因為預約不到，未曾成功使用 Never. All timeslots are reserved whenever I try to book	0.8% ( 6 )
很少使用 Seldom	4.9% ( 37 )
間中使用 Occasionally	0.5% ( 4 )
經常使用 Frequently	0.1% ( 1 )
沒有透露 Not disclosed	1.1% ( 8 )
合共 Total:	100% 759



4.7 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?

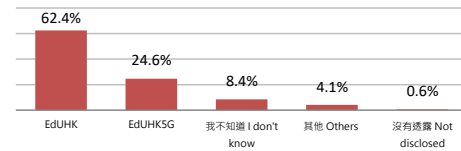
非常滿意 Very satisfied	7.7% ( 68 )
滿意 Satisfied	73.6% ( 647 )
不滿意 Unsatisfied	4.0% ( 35 )
非常不滿意 Very unsatisfied	0.2% ( 2 )
沒有透露 Not disclosed	0.8% ( 7 )
合共 Total:	86% 759



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

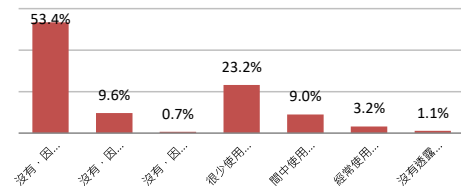
5.1 你較常使用哪一個SSID 連接到校園內的無線網絡(非宿舍範圍)？  
Which SSID do you normally use to access the Wi-Fi network on campus (in areas other than Student Hostel)?

EdUHK	62.4% ( 752 )
EdUHK5G	24.6% ( 297 )
我不知道 I don't know	8.4% ( 101 )
其他 Others	4.1% ( 49 )
沒有透露 Not disclosed	0.6% ( 7 )
合共 Total:	100% 1206



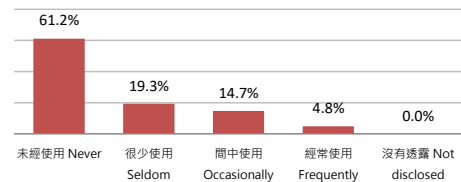
5.2 你對校園內無線網絡服務(非宿舍範圍)的滿意程度是：  
Are you satisfied with the Wi-Fi service on campus (excluding Student Hostel)?

未經使用 Never	7.5% ( 91 )
很少使用 Seldom	60.7% ( 732 )
間中使用 Occasionally	26.5% ( 319 )
經常使用 Frequently	4.9% ( 59 )
沒有透露 Not disclosed	0.4% ( 5 )
合共 Total:	100% 1206



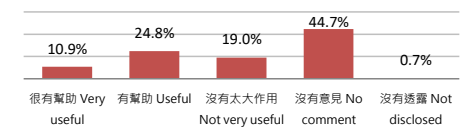
5.3 你曾否在校外使用 "eduroam" 提供的無線網絡服務？  
Have you ever used the "eduroam" Wi-Fi service outside campus?

未經使用 Never	61.2% ( 738 )
很少使用 Seldom	19.3% ( 233 )
間中使用 Occasionally	14.7% ( 177 )
經常使用 Frequently	4.8% ( 58 )
沒有透露 Not disclosed	0.0% ( 0 )
合共 Total:	100% 1206



5.4 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	10.9% ( 131 )
有幫助 Useful	24.8% ( 299 )
沒有太大作用 Not very useful	19.0% ( 229 )
沒有意見 No comment	44.7% ( 539 )
沒有透露 Not disclosed	0.7% ( 8 )
合共 Total:	100% 1206

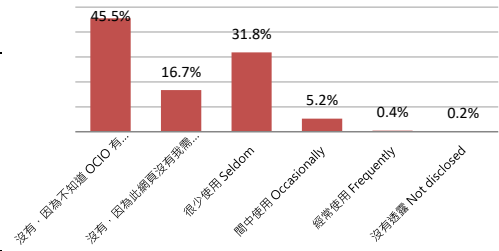


**Section 6 - OCIO 提供之服務和設施 - 其他服務及設施 OCIO Services and Facilities (Others)**

**6.1 你曾否瀏覽 OCIO 之網頁？**

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

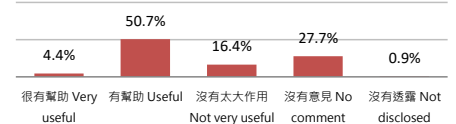
沒有，因為不知道 OCIO 有網頁 Never. I do not know that there is an OCIO Website	45.5%	( 549 )
沒有，因為此網頁沒有我需要的資訊 Never. OCIO website does not contain the information I need	16.7%	( 202 )
很少使用 Seldom	31.8%	( 384 )
間中使用 Occasionally	5.2%	( 63 )
經常使用 Frequently	0.4%	( 5 )
沒有透露 Not disclosed	0.2%	( 3 )
合共 Total:	100%	1206



**6.2 你認為 OCIO 網頁之 Student FAQ 對同學是否有幫助？**

Do you find Student FAQ on OCIO website useful?

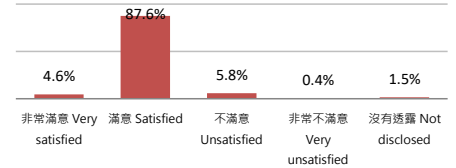
很有幫助 Very useful	4.4%	( 20 )
有幫助 Useful	50.7%	( 229 )
沒有太大作用 Not very useful	16.4%	( 74 )
沒有意見 No comment	27.7%	( 125 )
沒有透露 Not disclosed	0.9%	( 4 )
合共 Total:	100%	452



**6.3 你對 OCIO 網頁的滿意程度是：**

Are you satisfied with the OCIO website?

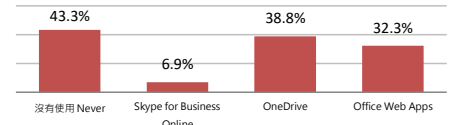
非常滿意 Very satisfied	4.6%	( 21 )
滿意 Satisfied	87.6%	( 396 )
不滿意 Unsatisfied	5.8%	( 26 )
非常不滿意 Very unsatisfied	0.4%	( 2 )
沒有透露 Not disclosed	1.5%	( 7 )
合共 Total:	100%	452



**6.4 你曾否使用 Microsoft Office 365 for Students? (可選一項或以上)**

Have you ever used Microsoft Office 365 for Students?  
(select all that apply)

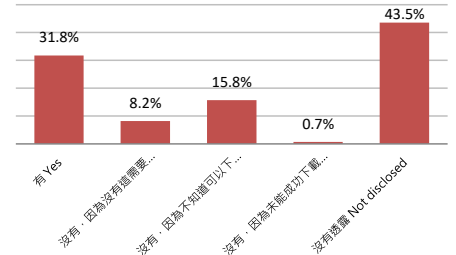
沒有使用 Never	43.3%	( 522 )
Skype for Business Online	6.9%	( 83 )
OneDrive	38.8%	( 468 )
Office Web Apps	32.3%	( 389 )



**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?

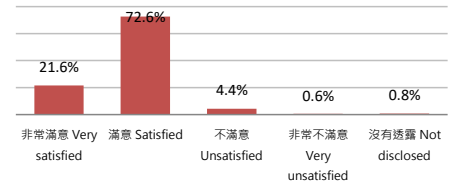
有 Yes	31.8%	( 383 )
沒有，因為沒有這需要 Never. It is not necessary.	8.2%	( 99 )
沒有，因為不知道可以下載 Never. I do not know that there is such a service.	15.8%	( 190 )
沒有，因為未能成功下載 Never. I cannot download successfully.	0.7%	( 9 )
沒有透露 Not disclosed	43.5%	( 525 )
合共 Total:	100%	1206



**6.6 你對 Student Webmail ( Google Gmail ) 之滿意程度是：**

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

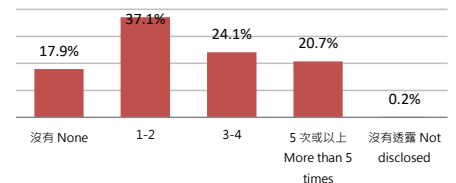
非常滿意 Very satisfied	21.6%	( 261 )
滿意 Satisfied	72.6%	( 875 )
不滿意 Unsatisfied	4.4%	( 53 )
非常不滿意 Very unsatisfied	0.6%	( 7 )
沒有透露 Not disclosed	0.8%	( 10 )
合共 Total:	100%	1206



**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?

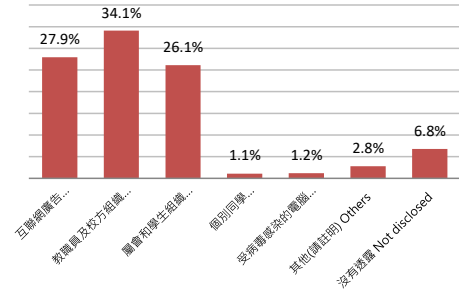
沒有 None	17.9%	( 216 )
1-2	37.1%	( 447 )
3-4	24.1%	( 291 )
5 次或以上 More than 5 times	20.7%	( 250 )
沒有透露 Not disclosed	0.2%	( 2 )
合共 Total:	100%	1206



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?

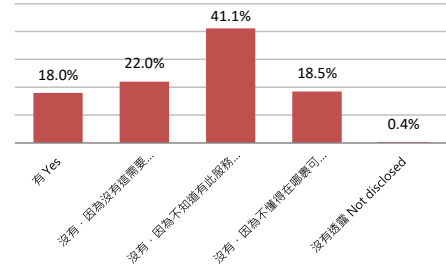
互聯網廣告 Advertisements from the Internet	27.9% ( 337 )
教職員及校方組織 Staff and University organizations	34.1% ( 411 )
屬會和學生組織 Student societies	26.1% ( 315 )
個別同學 Individual students	1.1% ( 13 )
受病毒感染的電腦 Infected computers	1.2% ( 14 )
其他(請註明) Others	2.8% ( 34 )
沒有透露 Not disclosed	6.8% ( 82 )
合共 Total:	100% 1206



6.9 你曾否下載 ESET ( 防毒軟件 ) 在家中或宿舍使用？

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

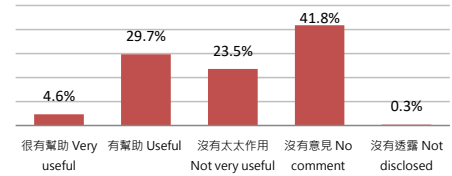
有 Yes	18.0% ( 217 )
沒有，因為沒有這需要 Never. It is not necessary.	22.0% ( 265 )
沒有，因為不知道有此服務 Never. I do not know that there is such a service.	41.1% ( 496 )
沒有，因為不懂得在哪裏可以下載 Never. I do not know where to download.	18.5% ( 223 )
沒有透露 Not disclosed	0.4% ( 5 )
合共 Total:	100% 1206



6.10 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	4.6% ( 56 )
有幫助 Useful	29.7% ( 358 )
沒有太大作用 Not very useful	23.5% ( 284 )
沒有意見 No comment	41.8% ( 504 )
沒有透露 Not disclosed	0.3% ( 4 )
合共 Total:	100% 1206

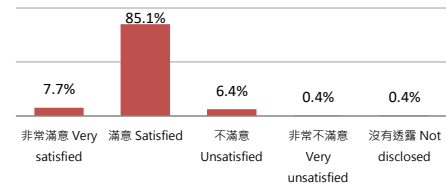


Section 7 - 總評及其他意見 Overall & Other Comments

7.1 你對 OCIO 的整體服務滿意程度是：

Are you satisfied with the services provided by OCIO as a whole?

非常滿意 Very satisfied	7.7% ( 93 )
滿意 Satisfied	85.1% ( 1026 )
不滿意 Unsatisfied	6.4% ( 77 )
非常不滿意 Very unsatisfied	0.4% ( 5 )
沒有透露 Not disclosed	0.4% ( 5 )
合共 Total:	100% 1206



## Major Individual Comments collected from Student Survey 2019

	OCIO Responses
<p><u>Hostel Network Services</u></p> <ul style="list-style-type: none"> <li>• Unstable Wi-Fi connection</li> <li>• Slow internet speed (especially during night peak hour)</li> <li>• Poor Wi-Fi signal</li> </ul> <p><u>Campus Wi-Fi Services</u></p> <ul style="list-style-type: none"> <li>• Unable to connect campus network</li> <li>• Slow internet speed</li> <li>• Extend Wi-Fi coverage area</li> <li>• Do not know about “eduroam” service available outside campus</li> <li>• Unable to connect “eduroam”</li> <li>• Weak connection from block to block on campus</li> <li>• Unstable connection</li> </ul>	<p>Continued efforts have been made to monitor and enhance network services at the University. In early Jan, the local network link for Wi-Fi was upgraded from 1G to 10G. An external vendor will be engaged to assess the Wi-Fi network traffic condition onsite in late Mar and early Apr. With the assessment report, we will fine-tune our Wi-Fi environment accordingly and if needed, we may upgrade Wi-Fi controllers, install more APs, increase RF for 5G and etc.</p> <p>To allow faster speed and better reliability, all network fibers in hostels were replaced in 2018. Meanwhile, we had replaced semi-outdoor APs to outdoor APs for P/F from Blocks B1 to B4, C, D1 to D4. We had also installed semi-outdoor APs with new Cat.6 cables for G/F from Blocks B1 to B4 and D1 to D4. The coverage for P/F and G/F should have improved.</p> <p>More efforts on the promotion of available Wi-Fi networks will be made.</p>
<p><u>Computer Room</u></p> <ul style="list-style-type: none"> <li>• PC malfunction, upgrade more frequent</li> <li>• Insufficient computers</li> <li>• Improve cleanliness and In-room hygiene</li> <li>• Poor ventilation</li> </ul>	<p>OCIO performs regular check on the computing equipment, and replaces them on a regular basis to maintain the service standard. If students find any problem with the equipment, they are suggested to contact IT Help Desk for immediate assistance.</p> <p>If students find all computers in the open access computer rooms are occupied, they could borrow a notebook computer (one-day loan) from our service counter at C-LP-20. Students could also go to the Library and use the computers available there.</p> <p>For hygiene and ventilation, we will relay the comment to the Estates Office for follow up.</p>



## Major Individual Comments collected from Student Survey 2019

<p><u>Printing Services</u></p> <ul style="list-style-type: none"><li>• No printouts after sending the jobs</li><li>• Printer malfunction and always jammed</li><li>• Add more network printers</li></ul>	<p>OCIO arranges regular check and paper/toner refill for the printers to ensure that they are operating properly. Besides, we replace the printers on a regular basis. For instance, we replaced two printers with a newer model and also added one new printer in Oct 2018. Now we have a total of 9 high speed printers, 6 in the Learning Commons and 3 in the Library, to meet students' printing needs. We will monitor the usage and increase the number of printers when necessary. Students are suggested to contact IT Help Desk for assistance for any problems with the printing service.</p>
<p><u>Help Desk and Loan Services</u></p> <ul style="list-style-type: none"><li>• IT Help Desk staff are helpful</li><li>• Upgrade the AV equipment for loan</li><li>• Do more promotion on IT Help Desk services</li><li>• Upgrade the One-Day Loan notebook</li></ul>	<p>OCIO reviews and adds/replaces the equipment for loan on a regular basis. See some examples below:</p> <ul style="list-style-type: none"><li>• Replaced 70 notebooks (one-day loan) from Sep 2018 to Jan 2019</li><li>• Added 80 handheld camcorder from Dec 2018 to Jan 2019</li><li>• Replaced 3 sets of PA equipment in Mar 2019</li></ul> <p>OCIO promotes our services through many different channels - orientation talks to new students, OCIO website, OCIO Newsletter, announcements on The Portal, posters, electronic board outside IT Help Desk, and etc. We will continue to make use of these channels and explore new ways to promote our services.</p>
<p><u>Other comment</u></p> <ul style="list-style-type: none"><li>• Do more promotions on OCIO services</li><li>• Thank you for providing good services</li></ul>	<p>See above.</p>