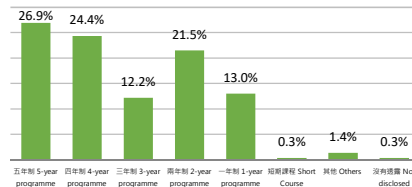


The 2019-20 Student Survey conducted by OCIO in March 2020 was well received by students with 591 responses. The result are listed as follows:

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

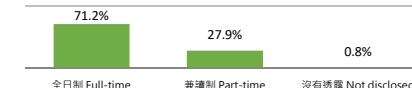
1.1 修讀課程 Programme

五年制 5-year programme	26.9%	(159)
四年制 4-year programme	24.4%	(144)
三年制 3-year programme	12.2%	(72)
兩年制 2-year programme	21.5%	(127)
一年制 1-year programme	13.0%	(77)
短期課程 Short Course	0.3%	(2)
其他 Others	1.4%	(8)
沒有透露 Not disclosed	0.3%	(2)
合共 Total:	100%	591



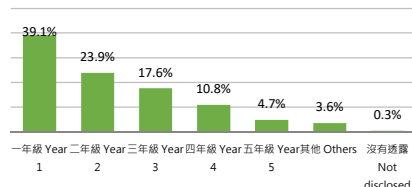
1.2 修讀模式 Mode of study

全日制 Full-time	71.2%	(421)
兼讀制 Part-time	27.9%	(165)
沒有透露 Not disclosed	0.8%	(5)
合共 Total:	100%	591



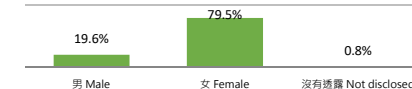
1.3 修讀年級 Year of study

一年級 Year 1	39.1%	(231)
二年級 Year 2	23.9%	(141)
三年級 Year 3	17.6%	(104)
四年級 Year 4	10.8%	(64)
五年級 Year 5	4.7%	(28)
其他 Others	3.6%	(21)
沒有透露 Not disclosed	0.3%	(2)
合共 Total:	100%	591



1.4 性別 Gender

男 Male	19.6%	(116)
女 Female	79.5%	(470)
沒有透露 Not disclosed	0.8%	(5)
合共 Total:	100%	591



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	92.6%	(547)
沒有 No	7.1%	(42)
沒有透露 Not disclosed	0.3%	(2)
合共 Total:	100%	591



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?

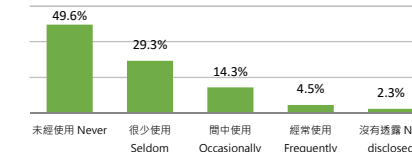
是 Yes	22.5%	(133)
否 (續回答第三部份) No (Go to Section 3)	77.5%	(458)
合共 Total:	100%	591



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?

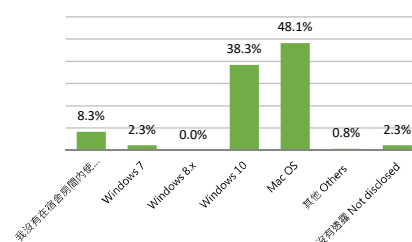
未經使用 Never	49.6%	(66)
很少使用 Seldom	29.3%	(39)
間中使用 Occasionally	14.3%	(19)
經常使用 Frequently	4.5%	(6)
沒有透露 Not disclosed	2.3%	(3)
合共 Total:	100%	133



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?

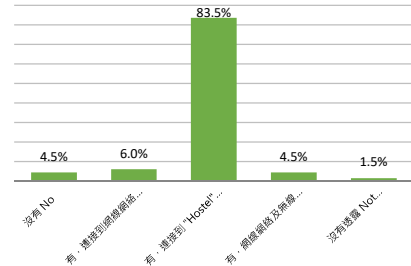
我沒有在宿舍房間內使用電腦 I don't have a computer in student hostel	8.3%	(11)
Windows 7	2.3%	(3)
Windows 8.x	0.0%	(0)
Windows 10	38.3%	(51)
Mac OS	48.1%	(64)
其他 Others	0.8%	(1)
沒有透露 Not disclosed	2.3%	(3)
合共 Total:	100%	133



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?

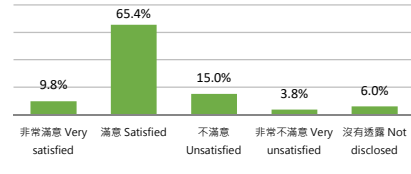
沒有 No	4.5%	(6)
有，連接到綫網絡 Yes, via the wired network	6.0%	(8)
有，連接到 "Hostel" SSID 的無線網絡 Yes, via the Wi-Fi network using "Hostel"	83.5%	(111)
有，綫網絡及無線網絡皆曾使用 Yes, sometimes via both	4.5%	(6)
沒有透露 Not disclosed	1.5%	(2)
合共 Total:	100%	133



2.5 你對學生宿舍綫網絡服務的滿意程度是：

Are you satisfied with the wired service provided in the Student Hostel Network?

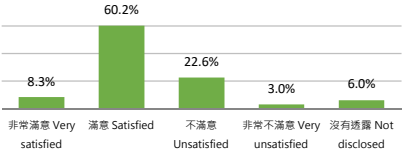
非常滿意 Very satisfied	9.8%	(13)
滿意 Satisfied	65.4%	(87)
不滿意 Unsatisfied	15.0%	(20)
非常不滿意 Very unsatisfied	3.8%	(5)
沒有透露 Not disclosed	6.0%	(8)
合共 Total:	100%	133



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	8.3%	(11)
滿意 Satisfied	60.2%	(80)
不滿意 Unsatisfied	22.6%	(30)
非常不滿意 Very unsatisfied	3.0%	(4)
沒有透露 Not disclosed	6.0%	(8)
合共 Total:	100%	133

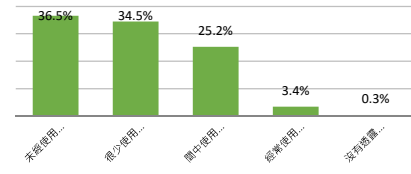


Section 3 - OCIO 提供之服務和設施-電腦室 OCIO Services and Facilities (Computer Rooms)

3.1 你曾否使用電腦室的設施？

Have you ever used any facilities in OCIO computer rooms?

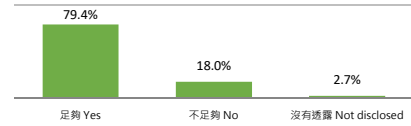
未經使用 (續回答第四部份) Never (Go to Section 4)	36.5%	(216)
很少使用 Seldom	34.5%	(204)
間中使用 Occasionally	25.2%	(149)
經常使用 Frequently	3.4%	(20)
沒有透露 Not disclosed	0.3%	(2)
合共 Total:	100%	591



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?

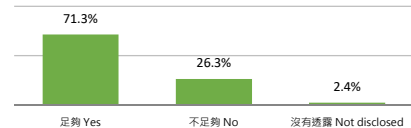
足夠 Yes	79.4%	(296)
不足夠 No	18.0%	(67)
沒有透露 Not disclosed	2.7%	(10)
合共 Total:	100%	373



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?

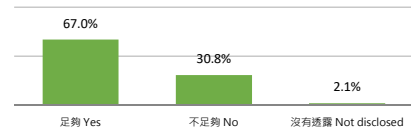
足夠 Yes	71.3%	(266)
不足夠 No	26.3%	(98)
沒有透露 Not disclosed	2.4%	(9)
合共 Total:	100%	373



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?

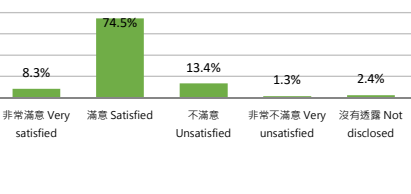
足夠 Yes	67.0%	(250)
不足夠 No	30.8%	(115)
沒有透露 Not disclosed	2.1%	(8)
合共 Total:	100%	373



3.5 你對 OCIO 的列印服務的滿意程度是：

Are you satisfied with the printing services?

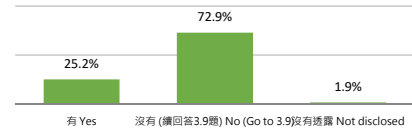
非常滿意 Very satisfied	8.3%	(31)
滿意 Satisfied	74.5%	(278)
不滿意 Unsatisfied	13.4%	(50)
非常不滿意 Very unsatisfied	1.3%	(5)
沒有透露 Not disclosed	2.4%	(9)
合共 Total:	100%	373



3.6 你曾否向學生輔導員尋求協助？

Have you ever sought help from our Student Consultants?

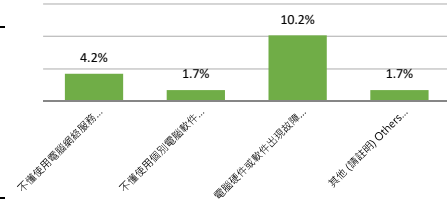
有 Yes	25.2%	(94)
沒有 (續回答3.9題) No (Go to 3.9)	72.9%	(272)
沒有透露 Not disclosed	1.9%	(7)
合共 Total:	100%	373



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)

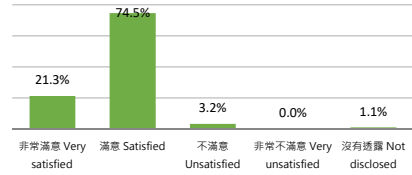
不懂使用電腦網絡服務 (如 Network Printers 及 Emails) Do not know how to use network services (e.g., Network Printers and Emails)	4.2%	(25)
不懂使用個別電腦軟件 Do not know how to use certain software	1.7%	(10)
電腦硬件或軟件出現故障 Hardware or software problems	10.2%	(60)
其他 (請註明) Others (Please specify)	1.7%	(10)



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?

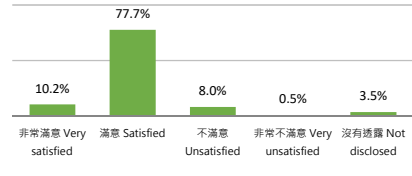
非常滿意 Very satisfied	21.3%	(20)
滿意 Satisfied	74.5%	(70)
不滿意 Unsatisfied	3.2%	(3)
非常不滿意 Very unsatisfied	0.0%	(0)
沒有透露 Not disclosed	1.1%	(1)
合共 Total:	100%	94



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	10.2%	(38)
滿意 Satisfied	77.7%	(290)
不滿意 Unsatisfied	8.0%	(30)
非常不滿意 Very unsatisfied	0.5%	(2)
沒有透露 Not disclosed	3.5%	(13)
合共 Total:	100%	373

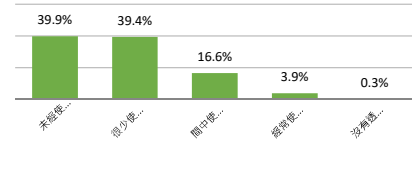


Section 4 -OCIO 提供之服務和設施 - IT Help Desk OCIO Services and Facilities (IT Help Desk)

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?

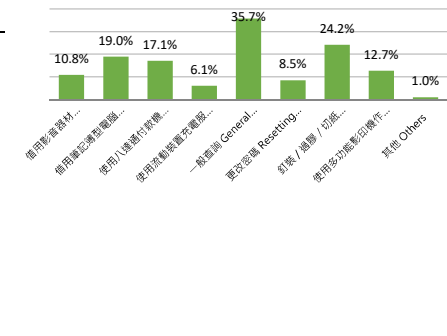
未經使用 (續回答第五部份) Never (Go to Section 5)	39.9%	(236)
很少使用 Seldom	39.4%	(233)
間中使用 Occasionally	16.6%	(98)
經常使用 Frequently	3.9%	(23)
沒有透露 Not disclosed	0.3%	(1)
合共 Total:	100%	591



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)

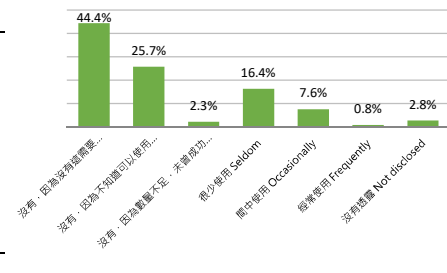
借用影音器材 Borrowing AV equipment	10.8%	(64)
借用筆記簿型電腦 One-Day Notebook Loan	19.0%	(112)
使用八達通付款機 Octopus Payment Machine (OPM)	17.1%	(101)
使用流動裝置充電服務 Mobile Charging Station	6.1%	(36)
一般查詢 General enquiry	35.7%	(211)
更改密碼 Resetting passwords	8.5%	(50)
釘裝 / 過膠 / 切紙 Binding / lamination / trimming	24.2%	(143)
使用多功能影印機作掃描 / 傳真 Scanning / faxing with the photocopier	12.7%	(75)
其他 Others	1.0%	(6)



4.3 你曾否使用流動裝置充電服務？

Have you ever used the Mobile Charging Station?

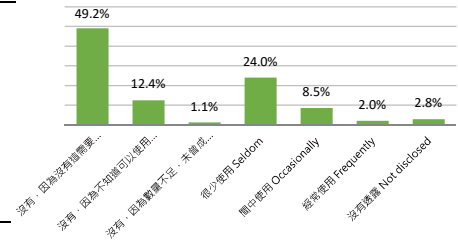
沒有，因為沒有這需要 Never. It is not necessary	44.4%	(157)
沒有，因為不知道可以使用 I do not know that there is such a service	25.7%	(91)
沒有，因為數量不足，未曾成功使用 Never. It is full whenever I try to use	2.3%	(8)
很少使用 Seldom	16.4%	(58)
間中使用 Occasionally	7.6%	(27)
經常使用 Frequently	0.8%	(3)
沒有透露 Not disclosed	2.8%	(10)
合共 Total:	100%	354



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?

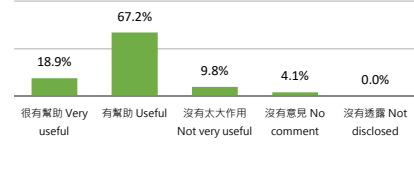
沒有，因為沒有這需要 Never. It is not necessary	49.2%	(174)
沒有，因為不知道可以使用 I do not know that there is such a service	12.4%	(44)
沒有，因為數量不足，未曾成功使用 Never. It is full whenever I try to use	1.1%	(4)
很少使用 Seldom	24.0%	(85)
間中使用 Occasionally	8.5%	(30)
經常使用 Frequently	2.0%	(7)
沒有透露 Not disclosed	2.8%	(10)
合共 Total:	100%	354



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?

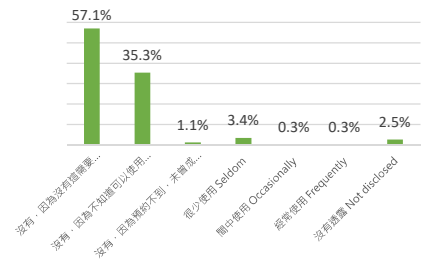
很有幫助 Very useful	18.9%	(23)
有幫助 Useful	67.2%	(82)
沒有太大作用 Not very useful	9.8%	(12)
沒有意見 No comment	4.1%	(5)
沒有透露 Not disclosed	0.0%	(0)
合共 Total:	100%	122



4.6 你曾使用照片和視頻工作室：

Have you ever used the Photo and Video Studio?

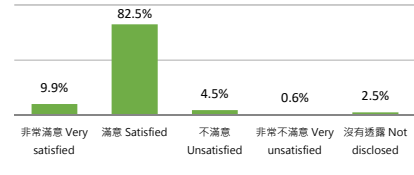
沒有，因為沒有這需要 Never. It is not necessary	57.1%	(202)
沒有，因為不知道可以使用 I do not know that there is such a service	35.3%	(125)
沒有，因為預約不到，未曾成功使用 Never. All timeslots are reserved whenever I try to book	1.1%	(4)
很少使用 Seldom	3.4%	(12)
間中使用 Occasionally	0.3%	(1)
經常使用 Frequently	0.3%	(1)
沒有透露 Not disclosed	2.5%	(9)
合共 Total:	100%	354



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	9.9%	(35)
滿意 Satisfied	82.5%	(292)
不滿意 Unsatisfied	4.5%	(16)
非常不滿意 Very unsatisfied	0.6%	(2)
沒有透露 Not disclosed	2.5%	(9)
合共 Total:	100%	354

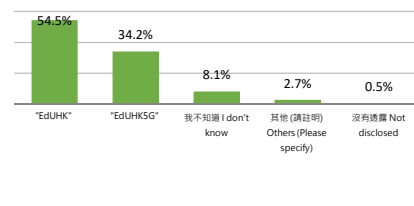


Section 5 - OCIO 提供之服務和設施 - 無線網絡 OCIO Services and Facilities (Wi-Fi service)

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)

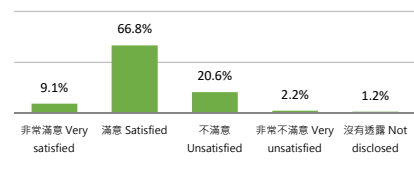
"EduHK"	54.5%	(322)
"EduHK5G"	34.2%	(202)
我不知道 I don't know	8.1%	(48)
其他 (請註明) Others (Please specify)	2.7%	(16)
沒有透露 Not disclosed	0.5%	(3)
合共 Total:	100%	591



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)?

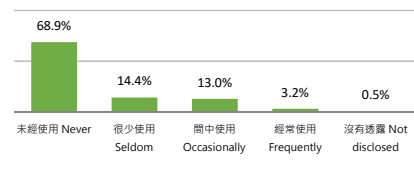
非常滿意 Very satisfied	9.1%	(54)
滿意 Satisfied	66.8%	(395)
不滿意 Unsatisfied	20.6%	(122)
非常不滿意 Very unsatisfied	2.2%	(13)
沒有透露 Not disclosed	1.2%	(7)
合共 Total:	100%	591



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?

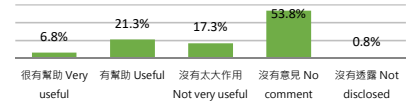
未經使用 Never	68.9%	(407)
很少使用 Seldom	14.4%	(85)
間中使用 Occasionally	13.0%	(77)
經常使用 Frequently	3.2%	(19)
沒有透露 Not disclosed	0.5%	(3)
合共 Total:	100%	591



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	6.8%	(40)
有幫助 Useful	21.3%	(126)
沒有太大作用 Not very useful	17.3%	(102)
沒有意見 No comment	53.8%	(318)
沒有透露 Not disclosed	0.8%	(5)
合共 Total:	100%	591

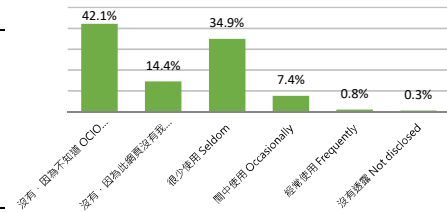


Section 6 - OCIO 提供之服務和設施 - 其他服務及設施 OCIO Services and Facilities (Others)

6.1 你曾否瀏覽 OCIO 之網頁？

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

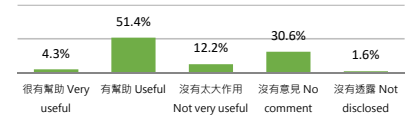
沒有，因為不知道 OCIO 有網頁 (續回答6.4題) Never. I do not know that there is an OCIO Website (Go to 6.4)	42.1%	(249)
沒有，因為此網頁沒有我需要的資訊 (續回答6.4題) Never. OCIO website does not contain the information I need (Go to 6.4)	14.4%	(85)
很少使用 Seldom	34.9%	(206)
間中使用 Occasionally	7.4%	(44)
經常使用 Frequently	0.8%	(5)
沒有透露 Not disclosed	0.3%	(2)
合共 Total:	100%	591



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?

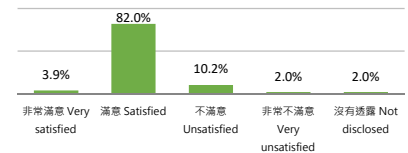
很有幫助 Very useful	4.3%	(11)
有幫助 Useful	51.4%	(131)
沒有太大作用 Not very useful	12.2%	(31)
沒有意見 No comment	30.6%	(78)
沒有透露 Not disclosed	1.6%	(4)
合共 Total:	100%	255



6.3 你對 OCIO 網頁的滿意程度是：

Are you satisfied with the OCIO website?

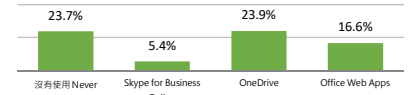
非常滿意 Very satisfied	3.9%	(10)
滿意 Satisfied	82.0%	(209)
不滿意 Unsatisfied	10.2%	(26)
非常不滿意 Very unsatisfied	2.0%	(5)
沒有透露 Not disclosed	2.0%	(5)
合共 Total:	100%	255



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)

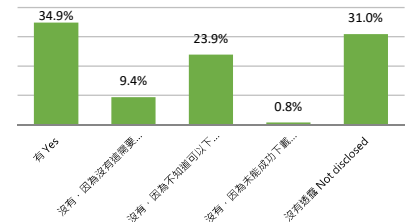
沒有使用 Never	23.7%	(140)
Skype for Business Online	5.4%	(32)
OneDrive	23.9%	(141)
Office Web Apps	16.6%	(98)



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?

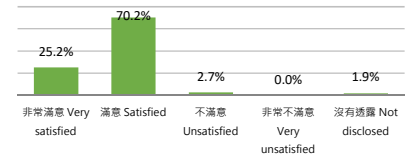
有 Yes	34.9%	(89)
沒有，因為沒有這需要 Never. It is not necessary.	9.4%	(24)
沒有，因為不知道可以下載 Never. I do not know that there is such a service.	23.9%	(61)
沒有，因為未能成功下載 Never. I cannot download successfully.	0.8%	(2)
沒有透露 Not disclosed	31.0%	(79)
合共 Total:	100%	255



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

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

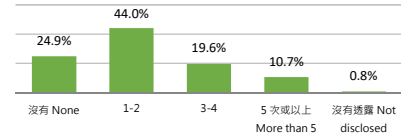
非常滿意 Very satisfied	25.2%	(149)
滿意 Satisfied	70.2%	(415)
不滿意 Unsatisfied	2.7%	(16)
非常不滿意 Very unsatisfied	0.0%	(0)
沒有透露 Not disclosed	1.9%	(11)
合共 Total:	100%	591



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?

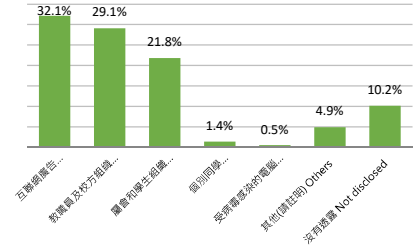
沒有 None	24.9%	(147)
1-2	44.0%	(260)
3-4	19.6%	(116)
5 次或以上 More than 5 times	10.7%	(63)
沒有透露 Not disclosed	0.8%	(5)
合共 Total:	100%	591



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?

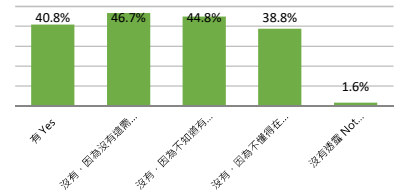
互聯網廣告 Advertisements from the Internet	32.1%	(190)
教職員及校方組織 Staff and University organizations	29.1%	(172)
屬會和學生組織 Student societies	21.8%	(129)
個別同學 Individual students	1.4%	(8)
受病毒感染的電腦 Infected computers	0.5%	(3)
其他(請註明) Others	4.9%	(29)
沒有透露 Not disclosed	10.2%	(60)
合共 Total:	100%	591



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?

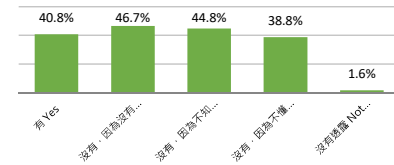
有 Yes	40.8%	(104)
沒有，因為沒有這需要 Never. It is not necessary.	46.7%	(119)
沒有，因為不知道有此服務 Never. I do not know that there is such a service.	44.8%	(265)
沒有，因為不懂得在在哪裏可以下載 Never. I do not know where to download.	38.8%	(99)
沒有透露 Not disclosed	1.6%	(4)
合共 Total:	173%	591



6.10 你曾否使用新推出的電子教學工具 (可選一項或以上)？

Have you ever used the new education technology tools? (select all that apply)

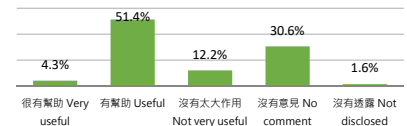
沒有使用(續回答6.12題) Never (go to 6.12)	9.0%	(53)
Zoom - Online Meeting Software	89.5%	(529)
Qualtrics	8.3%	(49)
Catchbox - Throwable Microphone	0.3%	(2)
合共 Total:		



6.11 你認為新推出的電子教學工具能否幫助你認識OCIO的設施及服務？

Do you find the new education technology tools useful in getting to know OCIO services?

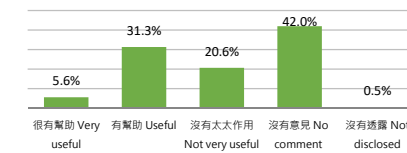
很有幫助 Very useful	16.2%	(87)
有幫助 Useful	59.9%	(322)
沒有太大作用 Not very useful	16.5%	(89)
沒有意見 No comment	6.7%	(36)
沒有透露 Not disclosed	0.7%	(4)
合共 Total:	100%	538



6.12 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	5.6%	(33)
有幫助 Useful	31.3%	(185)
沒有太大作用 Not very useful	20.6%	(122)
沒有意見 No comment	42.0%	(248)
沒有透露 Not disclosed	0.5%	(3)
合共 Total:	100%	591

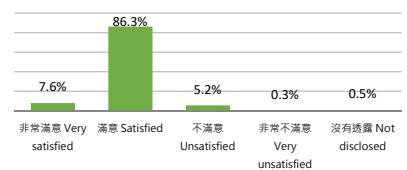


Section 7 - 總評及其他意見 Overall & Other Comments

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	7.6%	(45)
滿意 Satisfied	86.3%	(510)
不滿意 Unsatisfied	5.2%	(31)
非常不滿意 Very unsatisfied	0.3%	(2)
沒有透露 Not disclosed	0.5%	(3)
合共 Total:	100%	591



Major Individual Comments collected from Student Survey 2020

	OCIO Responses
<p><u>Hostel Network Services</u></p> <ul style="list-style-type: none"> • Wi-Fi unstable • Slow connection; sometimes fail to connect; disconnect issue • Weak signal in some locations; request to extend Wi-Fi coverage <p><u>Campus Wi-Fi Services</u></p> <ul style="list-style-type: none"> • Fail to connect to “eduroam” ; do not know about “eduroam” • Slow/poor connection in some locations; request to extend coverage • Wi-Fi unstable; sometimes fail to connect; disconnect issue 	<p>OCIO performs regular checking on the Wi-Fi network for student hostels. In a continued efforts to enhance network services, the network switches and UTP cables at Northcote Hall and Grantham Hall will be replaced this summer which will improve the performance of both wired and Wi-Fi networks. Moreover, more Access Points (APs) will be installed to enhance Wi-Fi coverage especially in pantries and function rooms.</p> <p>On Tai Po campus, APs that supports the latest industry standard, i.e. Wi-Fi 6, will be installed. With Wi-Fi6, the coverage will be enhanced with improved connection speed.</p>
<p><u>Help Desk & Printing Services</u></p> <ul style="list-style-type: none"> • Computers for loan are slow / old • Request to provide wireless printing service; add more printer • Printing issue 	<p>OCIO performs regular check on the computing equipment, and we replace the equipment (including the equipment for loan) 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 assistance.</p> <p>Currently we provide wireless printing from users’ 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. Meanwhile, we are now exploring better ways for students to print wirelessly in the Learning Commons. We will notify students on The Portal once the service is ready.</p> <p>To maintain the standard of the printing service, we perform regular check on the printers and replace/add network printers when necessary. To further enhance the service, we are now working with the Library to place a color printer on the G/F of Mong Man Wai Library for the convenience of users in the coming summer.</p>

	<p>If students find any problem with the printing service (e.g. faulty printer or miscount of print quota and etc), they are suggested to contact IT Help Desk for assistance and follow up. We will arrange print quota refund as appropriate.</p>
<p><u>Other comment</u> <ul style="list-style-type: none"> • VPN stability and performance issue </p>	<p>The VPN gateway was recently upgraded on 1 May 2020 with better hardware equipment. The bandwidth was increased from 1Gbps to 20Gbps too.</p>