

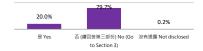
The 2021-22 Student Survey conducted by OCIO in April 2022 was well received by students with 424 responses. The result are listed as follows:

Section 1 - 個人資料 Personal Information

1.1 修讀課程 Programme		
五年制 5-year programme	26.2% (111)	26.2%
四年制 4-year programme	19.6% (83)	19.6%
三年制 3-year programme	14.6% (62)	19.6% 18.2% 18.2%
兩年制 2-year programme	18.2% (77)	
一年制 1-year programme	18.2% (77)	
短期課程 Short Course	2.8% (12)	2.8% 0.5% 0.0%
其他 (請註明) Others (Please specify)	0.5% (2)	0.070
沒有透露 Not disclosed	0.0% (0)	五年制 5-year 四年制 4-year 三年制 3-year 開年制 2-year 一年制 1-year 問期理程 Short 現他(請註明) 识判婚業 Not programme programme programme programme Course Others (Please disclosed
合共 Total:	100% 424	spacify)
1.2 修讀模式 Mode of study		
全日制 Full-time	71.9% (305)	71.9%
兼讀制 Part-time	28.1% (119)	28.1%
沒有透露 Not disclosed	0.0% (0)	0.0%
合共 Total:	100% 424	全日制 Full-time 兼讀制 Part-time 沒有透露 Not disclosed
1.3 修讀年級 Year of study		
ー年級 Year 1	50.2% (213)	50.2%
二年級 Year 2	19.3% (82)	
三年級 Year 3	12.7% (54)	19.3%
四年級 Year 4	9.0% (38)	12.7%
五年級 Year 5	3.8% (16)	3.8% 5.0%
其他 (請註明) Others (Please specify)	5.0% (21)	— 一年級 Year 二年級 Year 三年級 Year 四年級 Year 五年級 Year 其他 (調註 沒有透賞
沒有透露 Not disclosed	0.0% (0)	1 2 3 4 5 明) Others Not
合共 Total:	100% 424	(Please disclose
		specify)
1.4 性別 Gender		
男 Male	21.0% (89)	79.0%
女 Female	79.0% (335)	21.0%
沒有透露 Not disclosed	0.0% (0)	
合共 Total:	100% 424	男 Male
1.5 你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	93.4% (396)	93.4%
沒有 No	6.6% (28)	6.6% 0.0%
沒有透露 Not disclosed	0.0% (0)	0.0%
合共 Total:	100% 424	有 Yes 沒有 No 沒有透露 Not disclosed
1.6 你是否擁有平板電腦作學習之用?		
1.6 你是否擁有平板電腦作學習之用? Do you own a tablet computer for your study?		72.2%
	72.2% (306)	27.8%
Do you own a tablet computer for your study?	72.2% (306) 27.8% (118)	
有Yes		27.8%

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	20.0% (85)
否 (續回答第三部份) No (Go to Section 3)	79.7% (338)
沒有透露 Not disclosed	0.2% (1)
合共 Total:	100% 424

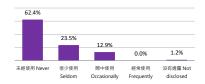


2.2 你曾否使用宿舍電腦室的設施?

Have you ever used any facilities in computer rooms at

Student	Hostels?

62.4% (5	3)
23.5% (2	0)
12.9% (1	1)
0.0% (0))
1.2% (1	.)
100% 8	5
	23.5% (2 12.9% (1 0.0% (0 1.2% (1

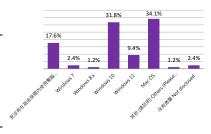


2.3 你在宿舍房間內使用的電腦安裝了以下那種操作系統?

Which operating system do you use on your computer

a	t t	he	ho	st	el	?

at the hostel?		
我沒有在宿舍房間內使用電腦	17.6% (1	.5)
I don't have a computer in student hostel		
Windows 7	2.4% (2)
Windows 8.x	1.2% (1)
Windows 10	31.8% (2	.7)
Windows 11	9.4% (8)
Mac OS	34.1% (2	.9)
其他 (請註明) Others (Please specify)	1.2% (1)
沒有透露 Not disclosed	2.4% (2)
合共 Total:	100% 8	35

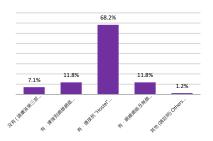


2.4 你有沒有把房間內的電腦連接到學生宿舍網絡?

Do you connect your computer to the Student Hostel

Ν	et	WC	r	k?
---	----	----	---	----

Network.			
沒有 (請續答第三部份) No (Please go to Section 3)	7.1% (6)
有·連接到網線網絡	11.8% (10)
Yes, via the wired network			
有·連接到 "Hostel" 無線網絡(請續答2.6 題)	68.2% (58)
Yes, via the Wi-Fi network using "Hostel" (Please go to 2.6)			
有·網線網絡及無線網絡皆曾使用	11.8% (10)
Yes, sometimes via the wired network and sometimes via the Wi-Fi network			
其他 (請註明) Others (Please specify)	1.2% (1)
合共 Total:	100%	85	
an rotal	10070	03	

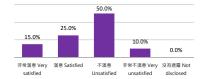


2.5 你對學生宿舍網線網絡服務的滿意程度是:

Are you satisfied with the wired service provided in the

Student	Hostel	Network?

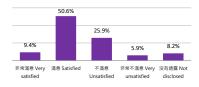
Student Hostel Network?		
非常滿意 Very satisfied	15.0% (3)
滿意 Satisfied	25.0% (5)
不滿意 Unsatisfied	50.0% (10)
非常不滿意 Very unsatisfied	10.0% (2)
沒有透露 Not disclosed	0.0% (0)
合共 Total:	100% 20	



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

Are you	satisfied with the	3
Student	Hostel Network	>

Student Hostel Network?	
非常滿意 Very satisfied	9.4% (8)
滿意 Satisfied	50.6% (43)
不滿意 Unsatisfied	25.9% (22)
非常不滿意 Very unsatisfied	5.9% (5)
沒有透露 Not disclosed	8.2% (7)
合共 Total:	100% 85



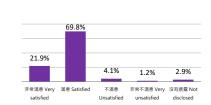
Section 3 - OCIO 提供之服務和設施-電腦室 OCIO Services and Facilities (Computer Rooms)

3.1 你曾否使用電腦室的設施?								
Have you ever used any facilities in OCIO computer				50.7%				
rooms? 未經使用 (續回答第四部份) Never (Go to Section 4)	50.7% (215)		30.776	32.8%			
很少使用 Seldom	32.8% (139)				13.7%		
間中使用 Occasionally 經常使用 Frequently	13.7% (1.7% (58) 7)				13.7%	1.7%	1.2%
沒有透露 Not disclosed	1.2% (5)						.6/
合共 Total:	100%	424		All Bar.	®loger.	With Br.	张林 ·	All Mark
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				86.3	3%			
OCIO computer rooms? 足夠 Yes	86.3% (176)						
不足夠 No	11.3% (23)				11.3%		2.50/
沒有透露 Not disclosed 合共 Total:	2.5% (100%	5)		上 足夠	Yes	不足夠 No	沒有透賞	2.5% Not disclosed
	10070	20.						
3.3 你認為 OCIO 之電腦室有足夠的電腦軟件給同學使用嗎?				00.4	0/			
Do you think that there is sufficient software in OCIO computer rooms?				80.4	%			
E夠 Yes	80.4% (164)			_			
不足夠 No	17.2% (35)				17.2%		2.5%
沒有透露 Not disclosed 合共 Total:	2.5% (100%	5) 204		足夠 \	/os	不足夠 No	沒有诱霉	Not disclosed
n共 Total.	100%	204		XE.99 1	res	小足夠 NO	双开始解	Not disclosed
3.4 你認為 OCIO 的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				78.9	%			
OCIO computer rooms? 足夠 Yes	78.9% (161)	-					
不足夠 No	18.6% (38)				18.6%		2.5%
沒有透露 Not disclosed	2.5% (5)		足夠 \	411	不足夠 No		Not disclosed
合共 Total:	100%	204		足夠 \	res	个足夠 No	没有透露	Not disclosed
3.5 你對 OCIO 的列印服務的滿意程度是:					_			
Are you satisfied with the printing services?					68.6%			
非常滿意 Very satisfied 滿意 Satisfied	20.1% (68.6% (41) 140)		20.1%		7.4%		
不滿意 Unsatisfied	7.4% (15)				7.4%	1.5%	2.5%
非常不滿意 Very unsatisfied	1.5% (3)		非常滿意 Very satisfied	/ 滿意 Satisfied	不滿意 Unsatisfied	非常不滿意 Ver	y 沒有透露 Not
沒有透露 Not disclosed 合共 Total:	2.5% (100%	5) 204		satisfied		Unsatisfied	unsatistied	aisciosea
日共 IOIdi.	100%	204						
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						71.6%		
Consultants? 有 Yes	25 50/ /	F2 \						
月 fes 没有 (續回答3.9題) No (Go to 3.9)	25.5% (71.6% (52) 146)		25.5	%			2.9%
沒有透露 Not disclosed	2.9% (6)						
合共 Total:	100%	204		有Ye	25 沒有(維	l回答3.9题) No (Go	to 3.9)沒有透露	Not disclosed
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)				6.6%				
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)	6.6% (28)	-		1.2%	3.5	5%	
不懂使用個別電腦軟件	1.2% (5)			1.2/8			0.7%
Do not know how to use certain software 電腦硬件或軟件出現故障				A Market	A FIRE	· W.	2	ART .
Hardware or software problems	3.5% (15)		大樓樓市	()	Mark Market	4.11	(delign)
其他 (請註明) Others (Please specify)	0.7% (3)			΄κ	***		
3.8 你對學生輔導員的滿意程度是:								
5.6 你到字工辅号見的欄忌住反走 . Are you satisfied with the services provided by					56.9%			
Student Consultants?				37.3%				
非常滿意 Very satisfied 滿意 Satisfied	37.3% (56.9% (19) 29)						
不滿意 Unsatisfied	5.9% (3)				5.9%		
非常不滿意 Very unsatisfied	0.0% (0)					0.0%	0.0%
沒有透露 Not disclosed 合共 Total:	0.0% (100%	0) 51		非常滿意 Very satisfied	滿意 Satisfied	不滿意 Unsatisfied	非常不滿意 Very unsatisfied	沒有透露 Not disclosed
3.9 你對 OCIO 的電腦室整體的滿意程度是:								
Are you satisfied with OCIO computer rooms as a whole? 非常滿意 Very satisfied	17.2% (35)			74.0%			
滿意 Satisfied	74.0% (151)						
不滿意 Unsatisfied	4.9% (10)						
非常不滿意 Very unsatisfied 沒有透露 Not disclosed	1.0% (2)		17.2%				
沒有遊廳 Not disclosed 合共 Total:	2.9% (100%	204				4.9%	1.0%	2.9%
				非常滿意 Very satisfied	y 滿意 Satisfied	不滿意 Unsatisfied	非常不滿意 Ver unsatisfied	y 沒有透露 Not disclosed

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?		44.1%
Have you ever used any services provided by		40.3%
IT Help Desk? 未經使用(續回答第五部份) Never (Go to Section 5)	40.3% (171)	11.8%
很少使用 Seldom	44.1% (187)	1.2% 2.6%
間中使用 Occasionally	11.8% (50)	ANT RATE AND AND
經常使用 Frequently 沒有透露 Not disclosed	1.2% (5) 2.6% (11)	* * * *
合共 Total:	100% 424	
4.2 你認為以下項目對你的學習是否有幫助:		
Do you find the following useful to your study?		34.3%
1. 借用影音器材 AV Equipment Loan 很有幫助 Very Useful	14.9% (36)	29.8%
有幫助 Useful	34.3% (83)	14.9%
沒有太大作用 Not very useful	17.4% (42)	3.7%
沒有關聯 Not relevant 沒有透露 Not disclosed	29.8% (72) 3.7% (9)	很有幫助 Very 有幫助 Useful 沒有太大作用 沒有關聯 Not 沒有透露 Not
合共 Total:	100.0% (242)	Useful Not very useful relevant disclosed
2. 借用筆記簿型電腦 One-Day Notebook Loan 很有幫助 Very Useful	16.5% (40)	34.7%
有幫助 Useful	34.7% (84)	16.5% 18.6%
沒有太大作用 Not very useful	18.6% (45)	2.70/
沒有關聯 Not relevant 沒有透露 Not disclosed	26.4% (64) 3.7% (9)	3.7%
合共 Total:	100.0% (242)	很有幫助 Very 有幫助 Useful 沒有太大作用 沒有關聯 Not 沒有透露 No Useful Not very useful relevant disclosed
		Useful Not very useful relevant disclosed
3.八達通付款機 Octopus Payment Machine (OPM) 很有幫助 Very Useful	25.2% (61)	46.3%
有幫助 Useful	46.3% (112)	25.2%
沒有太大作用 Not very useful	9.5% (23)	9.5%
沒有關聯 Not relevant 沒有透露 Not disclosed	15.3% (37) 3.7% (9)	3.7%
合共 Total:	100.0% (242)	很有幫助 Very 有幫助 Useful 沒有太大作用 沒有關聯 Not 沒有透露 No
		Useful Not very useful relevant disclosed
4.流動装置充電服務 Mobile Charging Station		42.6%
很有幫助 Very Useful	29.8% (72)	29.8%
有幫助 Useful	42.6% (103)	16.9%
沒有太大作用 Not very useful 沒有關聯 Not relevant	6.6% (16) 16.9% (41)	6.6% 4.1%
沒有關聯 Not disclosed	4.1% (10)	4.1%
合共 Total:	100.0% (242)	很有幫助 Very 有幫助 Useful 沒有太大作用 沒有關聯 Not 沒有透露 Not Useful Not very useful relevant disclosed
5. 照片和視頻工作轉室 Photo and Video Studio	15.00/ / 07.	36.8% 29.3%
很有幫助 Very Useful 有幫助 Useful	15.3% (37) 36.8% (89)	45.00
沒有太大作用 Not very useful	14.9% (36)	14.9%
沒有關聯 Not relevant	29.3% (71)	3.7%
沒有透露 Not disclosed 合共 Total:	3.7% (9) 100.0% (242)	很有幫助 Very 有幫助 Useful 沒有太大作用 沒有關聯 Not 沒有透露 No
IX Total.	100.0% (242)	Useful Not very useful relevant disclosed
6.更改密碼 Resetting passwords	17.00/ / 42	43.4%
很有幫助 Very Useful 有幫助 Useful	17.8% (43) 43.4% (105)	40.2%
沒有太大作用 Not very useful	18.2% (44)	17.8% 18.2% 17.8%
沒有關聯 Not relevant	17.8% (43)	2.9%
沒有透露 Not disclosed 合共 Total:	2.9% (7) 100.0% (242)	很有幫助 Very 有幫助 Useful 沒有太大作用 沒有關聯 Not 沒有透露 No
IX Total.	100.0% (242)	Useful Not very useful relevant disclosed
7. 釘裝 / 過膠 / 切紙 Binding/ lamination/ trimming		38.4% 37.2%
- 很有幫助 Very Useful 有幫助 Useful	38.4% (93) 37.2% (90)	37.270
沒有太大作用 Not very useful	6.2% (15)	14.9%
沒有關聯 Not relevant	14.9% (36)	6.2%
沒有透露 Not disclosed 合共 Total:	3.3% (8) 100.0% (242)	
	200070 (212)	很有幫助 Very 有幫助 Useful 沒有太大作用 沒有關聯 Not 沒有透暈 Not Useful Not very useful relevant disclosed
		20.70
		36.0%
8. 以多功能影印機掃描/傳真 Scanning/ Faxing with the all-in-one ph 很有幫助 Very Useful	39.7% (96)	
有幫助 Useful	36.0% (87)	7.0%
沒有太大作用 Not very useful	7.0% (17)	
沒有關聯 Not relevant	14.5% (35)	很有幫助 Very 有幫助 Useful 沒有太大作用 沒有關聯 Not 沒有透露 Not

沒有透露 Not disclosed	2.9% (/)
合共 Total:	100.0% (242)
4.3 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	21.9% (53)
滿意 Satisfied	69.8% (169)
不滿意 Unsatisfied	4.1% (10)
非常不滿意 Very unsatisfied	1.2% (3)
沒有透露 Not disclosed	2.9% (7)
合共 Total:	100.0% 242
不滿意 Unsatisfied 非常不滿意 Very unsatisfied 沒有透露 Not disclosed	4.1% (10) 1.2% (3) 2.9% (7)



Not very useful relevant disclosed

Useful

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)?

Wi-Fi network on campus? (in areas other than Student Hostel)?

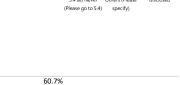
"EdUHK"

"EdUHKSG"

46.7% (198
"EdUHKSG"

38.0% (161





未曾使用 (請續答 其他 (請註明)

5.4 题) Never Others (Please

10.6%

4.5%

沒有透露 Not

0.2%

38.0%

5.2 你對校園內無線網絡服務(非宿舍範圍)的穩定性滿意程度是:
A C. C. L. St. of AAC Et Life

Are you satisfied with the Wi-Fi service stability on campus (excluding Student Hostel)? 非常滿意 Very satisfied 滿意 Satisfied 60.7% 218 19.5% 不滿意 Unsatisfied 70 非常不滿意 Very unsatisfied 12 3.3% 沒有透露 Not disclosed 0.3% 合共 Total: 359 100%



5.3 你對校園內無線網絡服務(非宿舍範圍)的網絡速度滿意程度是:

 Are you satisfied with the Wi-Fi speed on campus (excluding Student Hostel)?

 非常滿意 Very satisfied
 15.9% (57)

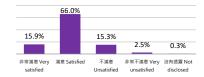
 滿意 Satisfied
 66.0% (237)

 不滿意 Unsatisfied
 15.3% (55)

 非常不滿意 Very unsatisfied
 2.5% (9)

 沒有透露 Not disclosed
 0.3% (1)

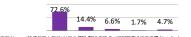
 合共 Total:
 100% 359



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

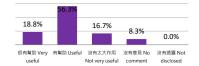
outside campus?			
未經使用 Never (請續答第六部份) Never (Please go to section 6)	72.6% (308)
很少使用 Seldom	14.4% (61)
間中使用 Occasionally	6.6% (28)
經常使用 Frequently	1.7% (7)
沒有透露 Not disclosed	4.7% (20)
合共 Total:	100%	424	



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	18.8% (18)
有幫助 Useful	56.3% (54)
沒有太大作用 Not very useful	16.7% (16)
沒有意見 No comment	8.3% (8)
沒有透露 Not disclosed	0.0% (0)
合共 Total:	100%	96	•



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?

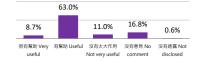
Have you ever visited the OCIO Website

(http://www.eduhk.hk/ocio)?			
沒有·因為不知道 OCIO 有網頁 (續回答6.6題) Never. I do not know that there is an	41.3% (175)
OCIO Website (Go to 6.6) 沒有·因為此網頁沒有我需要的資訊 (續回答6.6題) Never. OCIO website does not	12.5% (53)
contain the information I need (Go to 6.6)			
很少使用 Seldom	31.8% (135)
間中使用 Occasionally	8.0% (34)
經常使用 Frequently	0.9% (4)
沒有透露 Not disclosed	5.4% (23)
合共 Total:	100%	424	



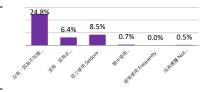
6.2 你認為 OCIO 網頁的學生常見問題部份對同學是否有幫助?

Do you find the Student FAQ on OCIO website useful?	
很有幫助 Very useful	8.7% (15)
有幫助 Useful	63.0% (109)
沒有太大作用 Not very useful	11.0% (19)
沒有意見 No comment	16.8% (29)
沒有透露 Not disclosed	0.6% (1)
合共 Total:	100% 173



6.3 你曾否瀏覽 OCIO 網頁的ChatBot?

Have you ever used ChatBot on OCIO Website			
沒有·因為不知道 ChatBot是什麼 (續回答6.5題) Never. I do not know about	24.8% (105)
ChatBot (Go to 6.5)			
沒有·因為此ChatBot沒有我需要的資訊 (續回答6.5題) Never. ChatBot does not	6.4% (27)
contain the information I need (Go to 6.5)			
很少使用 Seldom	8.5% (36)
間中使用 Occasionally	0.7% (3)
經常使用 Frequently	0.0% (0)
沒有透露 Not disclosed	0.5% (2)
合共 Total:	41%	173	



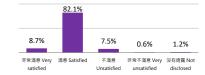
6.4 你認為 OCIO 網頁的ChatBot 對同學是否有幫助?

Do you find ChatBot on OCIO website useful?	
很有幫助 Very useful	5.1% (2)
有幫助 Useful	61.5% (24)
沒有太大作用 Not very useful	17.9% (7)
沒有意見 No comment	15.4% (6)
沒有透露 Not disclosed	0.0% (0)
合共 Total:	100% 39



6.5 你對 OCIO 網頁的滿意程度是:

13 F3 M37 (113/113/113/112/112/112/112/112/112/112/	
Are you satisfied with OCIO website?	
非常滿意 Very satisfied	8.7% (15)
滿意 Satisfied	82.1% (142)
不滿意 Unsatisfied	7.5% (13)
非常不滿意 Very unsatisfied	0.6% (1)
沒有透露 Not disclosed	1.2% (2)
合共 Total:	100% 173



6.6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)		
未曾使用 (請續答 6.8 題) Never (Please go to 6.8)	25.9% (110)
Skype for Business Online	5.4% (23)
OneDrive	55.0% (233)
Office Web Apps	33.7% (143)



6.7 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?

Proplus from Office 365 website?	
有Yes	38.5% (110)
沒有‧因為沒有這需要	23.8% (68)
Never. It is not necessary.	
沒有·因為不知道可以下載 Never. I do	36.7% (105)
not know that there is such a service.	
沒有·因為未能成功下載 Never. I	0.3% (1)
cannot download successfully.	
沒有透露 Not disclosed	0.7% (2)
合共 Total:	100% 286



6.8 你對學生電郵 (Google Gmail) 之滿意程度是 :

Are you satisfied with the Student Webmail (Google

Gmail) service?	
非常滿意 Very satisfied	30.4% (129)
滿意 Satisfied	58.3% (247)
不滿意 Unsatisfied	3.8% (16)
非常不滿意 Very unsatisfied	1.2% (5)
沒有透露 Not disclosed	6.4% (27)
合共 Total:	100% 424

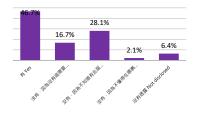




	for your nome or noster use:					
	有Yes	10.5%	(30)	
	沒有·因為沒有這需要	68.5%	(196)	
	Never. It is not necessary.					
	沒有·因為不知道有此服務 Never. I do	24.8%	(105)	
	not know that there is such a service.					
	沒有·因為不懂得在哪裹可以下載 Never. I	22.7%	(65)	
	do not know where to download.					
	沒有透露 Not disclosed	9.8%	(28)	
合井	Total:	136%		424		

6.10 你曾否使用MyEdUHK 手機應用程式

	Have you ever used MyEdUHK mobile app?				
	有Yes		46.7% (198)
	沒有·因為沒有這需要 (續回答6.12題) not necessary. (Go to 6.12)	Never. It is	16.7% (71)
	沒有·因為不知道有此服務 (續回答6.12題) not know that there is such a service. (Go to 6.12)	Never. I do	28.1% (119)
	沒有·因為不懂得在哪裹可以下載 (續回答6.12題) not know where to download. (Go to 6.12)	Never. I do	2.1% (9)
	沒有透露 Not disclosed		6.4% (27)
合	共 Total:		100%	424	



6.11 你認為MyEdUHK 手機應用程式對同學是否有幫助?

0.1	EI NOONNING EACH O DENEMBER OF THE DAMES .				
	Do you find MyEdUHK mobile app useful?				
	很有幫助 Very useful	7.3% (31)	
	有幫助 Useful	44.9% (89)	
	沒有太大作用 Not very useful	33.8% (67)	
	沒有意見 No comment	4.5% (9)	
	沒有透露 Not disclosed	1.0% (2)	
合	共 Total:	92%	198		



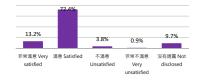
Do you find the following tools and services useful?			47.6%	38.4%			
i. Zoom - Online Meeting Software				36.4%	3.3%	2.4%	8.3
很有幫助 Very useful	47.6% (202)					
有幫助 Useful 沒有太大作用 Not very useful	38.4% (3.3% (,	很有幫助 Very useful	有幫助 Useful	沒有太大作用 Not very useful	沒有關聯 Not relevant	沒有透露 disclos
沒有關聯 Not relevant	3.3% (2.4% (14) 10)					
沒有透露 Not disclosed	8.3% (35)					
大 Total:	0.570 (33 /					
ii. Qualtrics	45.00/		15.8%	31.6%	13.0%	30.2%	9.4
很有幫助 Very useful 有幫助 Useful	15.8% (31.6% (67) 134)					9.4
沒有太大作用 Not very useful	13.0% (很有幫助 Very	有幫助 Useful	沒有太大作用 Not	沒有關聯Not	沒有誘
沒有關聯 Not relevant	30.2% (,	useful		very useful	relevant	discl
沒有透露 Not disclosed	9.4% (40)					
Total:		•					
iii. Catchbox - Throwable Microphone						42-404	
很有幫助 Very useful	7.8% (33)	7.8%	22.4%	17.2%	43.4%	9.29
有幫助 Useful	22.4% (95)					
沒有太大作用 Not very useful 沒有關聯 Not relevant	17.2% (73)	很有幫助 Very useful	有幫助 Useful	沒有太大作用 Not very useful	沒有關聯 Not relevant	沒有透露 disclos
没有關聯 Not relevant 沒有透露 Not disclosed	43.4% (9.2% (184) 39)	useiui		veryuseiui	reievant	uiscios
及月边路 NOt disclosed Total:	9.2% (39)					
iv. Sound Booth 很有幫助 Very useful	15.1% (64)	15.1%	29.5%	13.4%	31.4%	10.
有幫助 Useful	29.5% (
沒有太大作用 Not very useful	13.4% (很有幫助 Very	有幫助 Useful		沒有關聯Not	沒有进
沒有關聯 Not relevant	31.4% (133)	useful		very useful	relevant	disc
沒有透露 Not disclosed Total:	10.6% (45)					
v. Interactive Flat Panel (IFP) 很有幫助 Very useful	7.8% (33)	7.00/	25.9%	15.3%	41.3%	9.7
有幫助 Useful	25.9% (7.8%				3.7
沒有太大作用 Not very useful	15.3% (65)	很有幫助 Very	有幫助 Useful	沒有太大作用 Not	沒有關聯 Not	沒有透
沒有關聯 Not relevant	41.3% (useful		very useful	relevant	disclo
沒有透露 Not disclosed	9.7% (41)					
Total:							
vi. Virtual Private Network (VPN) for general users (portal: "vpn.eduhk.hk")			22.6%	33.0%		24.5%	
很有幫助 Very useful	22.6% (96)			10.6%		9.2
有幫助 Useful 沒有太大作用 Not very useful	33.0% (很有幫助 Very	有幫助 Useful	沒有太大作用 Not	沒有關聯Not	设在领
沒有私人TF用 Not very userul 沒有關聯 Not relevant	10.6% (24.5% (,	很污無明 Very useful	分解的 Useful	※角本大作用 Not very useful	没有删除 Not relevant	※無題 discl
沒有透露 Not disclosed	9.2% (39)					
Total:							
vii Virtual Private Network (VDN) for general users (nortal: "121 27 2 100")				20 E0/		28 80/	
	21 7% (92)	21.7%	29.5%	11.1%	28.8%	9.1
很有幫助 Very useful	21.7% (29.5% (92) 125)	21.7%	29.5%	11.1%	28.8%	9.0
很有幫助 Very useful 有幫助 Useful 沒有太大作用 Not very useful		125)	很有幫助 Very	29.5% ^{有幫助 Useful}	沒有太大作用 Not	沒有關聯 Not	沒有透
很有幫助 Very useful 有幫助 Useful 沒有太大作用 Not very useful 沒有關聯 Not relevant	29.5% (11.1% (28.8% (125) 47) 122)					沒有透
很有幫助 Very useful 有幫助 Useful 沒有太大作用 Not very useful 沒有關聯 Not relevant 沒有透露 Not disclosed	29.5% (11.1% (125) 47)	很有幫助 Very		沒有太大作用 Not	沒有關聯 Not	沒有透
很有幫助 Very useful 有幫助 Useful 沒有太大作用 Not very useful 沒有關聯 Not relevant 沒有透露 Not disclosed	29.5% (11.1% (28.8% (125) 47) 122)	很有幫助 Very		沒有太大作用 Not	沒有關聯 Not	沒有透
很有幫助 Very useful 有幫助 Useful 沒有太大作用 Not very useful 沒有關聯 Not relevant 沒有透露 Not disclosed Total: viii. Padlet Backpack	29.5% (11.1% (28.8% (9.0% (125) 47) 122) 38)	総再雇開 Very useful		沒有太大作用 Not very useful	沒有關聯 Not	沒有透 disci
很有幫助 Very useful 有幫助 Useful 沒有太大作用 Not very useful 沒有關聯 Not relevant 沒有透露 Not disclosed Total: viii. Padlet Backpack 很有幫助 Very useful	29.5% (11.1% (28.8% (9.0% (125) 47) 122) 38)	很有幫助 Very	有幫助 Useful	沒有太大作用 Not	沒有鬱鬱 Not relevant	沒有透
很有幫助 Very useful 有幫助 Useful 沒有太大作用 Not very useful 沒有關聯 Not relevant 沒有透露 Not disclosed Total: viii. Padlet Backpack 很有幫助 Very useful 有幫助 Useful	29.5% (11.1% (28.8% (9.0% (15.1% (32.5% (125) 47) 122) 38)	® FININ Very useful	有幫助 Useful 32.5%	沒有太大作用 Not very useful 12.7%	沒有關聯 Not relevant	沒有提 disc
很有幫助 Very useful 有幫助 Useful 沒有法外作用 Not very useful 沒有關聯 Not relevant 沒有透露 Not disclosed Total: viii. Padlet Backpack 很有幫助 Very useful 有幫助 Useful 沒有太大作用 Not very useful	29.5% (11.1% (28.8% (9.0% (15.1% (32.5% (12.7% (125) 47) 122) 38)	総再雇開 Very useful	有幫助 Useful	沒有太大作用 Not very useful 12.7%	沒有關聯 Not relevant	沒有透 discl
很有幫助 Very useful 有幫助 Useful 沒有太大作用 Not very useful 沒有關聯 Not relevant 沒有透露 Not disclosed Total: viii. Padlet Backpack 很有幫助 Very useful 有有太大作用 Not very useful 沒有關聯 Not relevant	29.5% (11.1% (28.8% (9.0% (15.1% (32.5% (12.7% (30.4% (125) 47) 122) 38)	他有解的 Very useful 15.1%	有幫助 Useful 32.5%	沒有太大作用 Not very useful 12.7%	沒有關聯 Not relevant	沒有選 disc
很有幫助 Very useful 有幫助 Useful 沒有開聯 Not relevant 沒有誘露 Not disclosed Total: viii. Padlet Backpack 很有幫助 Very useful 有幫助 Useful 沒有關聯 Not relevant 沒有關聯 Not relevant 沒有誘露 Not disclosed	29.5% (11.1% (28.8% (9.0% (15.1% (32.5% (12.7% (125) 47) 122) 38)	他有解的 Very useful 15.1%	有幫助 Useful 32.5%	沒有太大作用 Not very useful 12.7%	沒有關聯 Not relevant	沒有透 discl
很有幫助 Very useful 有幫助 Useful 沒有關聯 Not relevant 沒有透露 Not disclosed Total: viii. Padlet Backpack 很有幫助 Very useful 沒有關聯 Not relevant 沒有關聯 Not relevant 沒有國聯 Not relevant 沒有國聯 Not relevant 沒有透露 Not disclosed Total:	29.5% (11.1% (28.8% (9.0% (15.1% (32.5% (12.7% (30.4% (9.2% (125) 47) 122) 38) 64) 138) 54) 129) 39)	他有解的Very useful 15.1% 6有解的Very useful	有幫助 Useful 32.5%	選昇太大作用 Not veryuseful 12.7% 選昇太大作用 Not veryuseful	沒有關聯 Not relevant	沒有媽 discl
很有幫助 Very useful 有幫助 Useful 沒有馬聯 Not very useful 沒有關聯 Not relevant 沒有透露 Not disclosed Total: viii. Padlet Backpack 很有幫助 Very useful 有幫助 Useful 沒有大作用 Not very useful 沒有關聯 Not relevant 沒有透露 Not disclosed Total: ix. Flipgrid 很有幫助 Very useful	29.5% (11.1% (28.8% (9.0% (15.1% (32.5% (12.7% (9.2% (10.1% (10.1% (125) 47) 122) 38) 64) 138) 54) 129) 39)	他有解的 Very useful 15.1%	内閣的 Useful 32.5% 対閣的 Useful	沒有太大作用 Not very useful 12.7%	沒有關聯 Not relevant 30.4% 沒有關聯 Not relevant	沒有透 discle
很有幫助 Very useful 有幫助 Useful 沒有太大作用 Not very useful 沒有蒙蒙 Not disclosed Total: viii. Padlet Backpack 很有幫助 Very useful 沒有某助 Useful 沒有所聯 Not relevant 沒有所關 Not very useful 有幫助 Useful 沒有所聯 Not relevant 沒有誘 沒有所關 Not relevant 沒有所屬 Not relevant 沒有所屬 Not relevant 沒有所屬 Not relevant 沒有所屬 Not wery useful 沒有所屬 Not relevant 沒有所屬 Not disclosed Total: ix. Flipqrid 很有幫助 Very useful 有幫助 Useful	29.5% (11.1% (28.8% (9.0% (15.1% (32.5% (12.7% (30.4% (9.2% (10.1% (27.6% (125) 47) 122) 38) 64) 138) 54) 129) 39)	総有解的 Very useful 15.1%	32.5% 32.5% 対解的 Useful 27.6%	選系大大作用 Not veryuseful 12.7% 選系大作用 Not veryuseful	沒有顧問 Not relevant 30.4% 沒有關問 Not relevant	沒有通 discl
很有幫助 Very useful 有幫助 Useful 沒有狀作用 Not very useful 沒有關聯 Not relevant 沒有透露 Not disclosed Total: wiii. Padlet Backpack 很有幫助 Very useful 有幫助 Useful 沒有於作用 Not very useful 沒有關聯 Not relevant 沒有透露 Not disclosed Total: ix. Flipgrid 很有幫助 Very useful 有幫助 Very useful 有幫助 Very useful 沒有就助 Very useful 有幫助 Very useful 沒有太大作用 Not very useful 沒有太大作用 Not very useful 沒有太大作用 Not very useful	29.5% (11.1% (28.8% (9.0% (15.1% (32.5% (12.7% (30.4% (9.2% (10.1% (27.6% (13.9% (13.9% (13.9% (11.1% (13.9% (13.9% (11.1% (13.9% (13.9% (13.9% (11.1% (13.9% (1	125) 47) 122) 38) 64) 138) 54) 129) 39)	他有解的Very useful 15.1% 6有解的Very useful	内閣的 Useful 32.5% 対閣的 Useful	選系大大作用 Not veryuseful 12.7% 選系大作用 Not veryuseful	沒有顧問 Not relevant 30.4% 沒有關問 Not relevant	沒有通 discl 9.3 沒有應 discl
很有幫助 Very useful 有幫助 Useful 沒有法人作用 Not very useful 沒有關聯 Not relevant 沒有透露 Not disclosed Total: wiii. Padlet Backpack 很有幫助 Very useful 有幫助 Useful 沒有關聯 Not relevant 沒有透露 Not disclosed Total: ix. Flipgrid 很有幫助 Useful 沒有幫助 Useful 沒有幫助 Useful 沒有幫助 Useful 沒有幫助 Very useful 有幫助 Useful 沒有關聯 Not relevant 沒有關聯 Not relevant 沒有關聯 Not relevant 沒有關聯 Not relevant 沒有關聯 Not relevant 沒有關聯 Not relevant 沒有透露 Not disclosed	29.5% (11.1% (28.8% (9.0% (15.1% (32.5% (12.7% (30.4% (9.2% (10.1% (27.6% (125) 47) 122) 38) 64) 138) 54) 129) 39)	(8月版面 Very useful 15.1%	32.5% 32.5% 対解的 Useful 27.6%	沒有太大作用 Not very useful 12.7% 25万太六作用 Not very useful 13.9% 25万太六作用 Not very useful 25万太元作用 Not very useful 25万太元代用 Not very useful 25万太元代和 Not very useful 25万太元和 Not very useful 25万太元代和 Not very useful 25万太元和 Not very useful 25万太元	沒有關聯 Not relevant 30.4% 沒有關聯 Not relevant	液有糖 discl
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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	13.2% (56)
滿意 Satisfied	72.4% (307)
不滿意 Unsatisfied	3.8% (16)
非常不滿意 Very unsatisfied	0.9% (4)
沒有透露 Not disclosed	9.7% (41)
合共 Total:	100% 424



Major Individual Comments collected from Student Survey 2021-22

Comments from Students	Response from OCIO
Student Hostel Network	
• 宿舍網絡信號不穩定,有時網速非常慢。在宿舍內移動時網絡連接不穩定,如從房間走到 Pantry 的過程中,網絡會斷開,再重新連接。在上下樓的過程中亦是如此(走樓梯從六樓到一樓的過程中基本上連接不到網絡)	Plans were in place to upgrade the Wi-Fi network at student hostels in the summer of 2023. We believe connectivity and speed will improve afterwards.
 Signal strength and connection speed are slow and unstable. Often times I was disconnected from meetings or even classes, which is irritating. 	Plans were in place to upgrade the Wi-Fi network at student hostels in the summer of 2023. We believe connectivity and speed will improve afterwards.
The connection in the toilet and the bathrooms are not good. Sometimes the hostel network breaks as I walk from my dorm to the pantry.	Due to the humid environment, it is not suitable to install APs in toilets and bathrooms. OCIO has installed APs in the pantries and we will continue monitoring the network service and make adjustments as appropriate.
Computer Room	
 經常有壞機,一些電腦的 ssd 已經達到壽命傳輸速度受限也不更換,屏幕損壞偏色嚴重 提供更多軟件 lisence下載 	OCIO performs regular check on the conditions of PCs and printers at computer rooms. The replacement of IT equipment is conducted in accordance with the product life cycle. If students find any problems with the equipment, please contact IT Help Desk for immediate assistance. OCIO makes available a number of software for learning and teaching purposes. The list of available software is reviewed regularly based on the needs and budget. For details, please visit the OCIO website https://www.eduhk.hk/ocio/network-

増加 printing quota

<u>teaching-software</u>. Nonetheless, students are welcome to send their suggestions to OCIO for consideration.

OCIO benchmarks against other local institutions annually on the provision of print quota. EdUHK's provision is comparable to others. We recommend students to use electronic documents as far as possible and help protect the environment. Students could also choose to print duplex or multiple pages per paper to save print quota. Please note that the 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.

可以下载一些语言翻译软件帮助一些母语 非英语的学生快速适应教学环境 There are many free online translation tools available online. Users can choose according to individual needs.

 Some of the keyboards of the computer rooms are pretty dirty. Maybe it's better to clean them a little bit. EO conducts cleaning at computer rooms on a daily basis. Please contact IT Help Desk for immediate assistance.

 try to understand students problems, all the problems cant be solved through emails Besides emails, students can contact us via the hotline at 2948 6601 and in person at the service counter at C-LP-20 during office hours. We are happy to assist you any way we can.

IT Help Desk

• 有時八達通付款機不 太 work,有次想用支付 寶付款但不成功! Please report any malfunction of the Octopus Payment Machine (OPM) to OCIO with details like location, date and time so we could follow up promptly.

就兼讀制學生,可否把辦工時間延長至6:30?特別是學期初,要領取學生證的日子,謝謝!

The normal working hours of the IT Help Desk is from 8:30am to 6:30pm, Monday to Friday, and from 8:30am to 5:00pm on Saturday. The opening hours have been reduced in Mar and Apr during the fifth wave of the pandemic and service has resumed normal from 21 Apr 2022.

希望服務台人員態度 更有耐心 OCIO strives to provide professional and quality services to our users. We will remind our colleagues and student helpers of the importance of quality services, and conduct additional training from time to time.

We will conduct additional training from time to time.

學生職員可以更加熟習器材。曾經試過借器材借過連續3次也取得錯誤的器材

Campus Wi-Fi Service

library 不同地方速度不同,可能需要加密使用人數較多之處的 AP數量和頻寬 especially in the middle of online class

OCIO will conduct a thorough study on the Wi-Fi signal and strength at the Library after the renovation works are completed.

• 無線網絡 VPN 信號和網速不錯,但是有情出現無法登陸的情況有辦法更用,沒是不可以是是不可以是 4月 10 日本的,因此是一次,一直不可以是 4月 10 日本的,一直不可以是 4月 10 日本的,一个一个,是是有很多不便。希望改善的問題。

Continued efforts have been made to monitor and enhance network services at the University. Users are recommended to contact IT Help Desk instantly to report network problems so follow up actions can be more targeted.

• wifi 死角位置非常多,例如廁所,一些重點地區容量嚴重不足,例如 C-LP。eduroam在一些地區只能以職員帳號使用,學生不能使用,實在不公

Due to the humid environment, it is not suitable to install APs in toilets. Upgrade of APs on the Tai Po campus is in progress and will be completed by the end of 2022. We believe connectivity and speed will improve afterwards. Both staff and students are eligible to access eduroam. Users are recommended to contact IT Help Desk should they have any problem accessing eduroam.

Comments or suggestion

 既然有提供 microsoft, 建議使用 ms team 取代 zoom, zoom 的畫質和音質欠 佳,讓人上堂意欲下 隆 There are a number of online meeting software (Zoom, MS Teams and Google Meet) available for staff and students, and users can choose according to their needs. For details, please visit https://www.eduhk.hk/ocio/online-meeting-tools.

很多學生對資訊科技 方面很多內容不甚了 解,建議是否可以將 一些了解如何使用資 OCIO services are promoted via various channels, namely new student orientations, OCIO website, OCIO Express, Facebook page, announcements on The Portal, posters as well as video footages on campus TVs. We will continue to explore new ways to promote our services.

訊方面的東西做成視 頻,以郵件的形式發 給學生。

 應像其他學校一樣, 購買更多軟件,如 Grammarly,ai 給有需要 的同學 Grammarly is currently provided to designated users of the Faculties (i.e. FLASS, FEHD and FHM) and Graduate School (GS). For details, please visit

https://www.eduhk.hk/ocio/grammarly.

OCIO makes available a number of software for learning and teaching purposes. The list of available software is reviewed regularly based on the needs and budget. For details, please visit the OCIO website https://www.eduhk.hk/ocio/network-teaching-software. Nonetheless, students are welcome to send their suggestions to OCIO for consideration.

 Sound booth cannot sound proof. I can still hear the television sound and chatting outside in the sound booth C And privacy is very low Sound Booth C is located right next to a TV set and we will work with EO to adjust the volume accordingly. The glass is partially tinted for safety and security reasons. There are other venues on campus to meet different needs.

 Moodle keeps crashing.
 Please stop it. Internet connection is very unstable. Need fixing. OCIO is now reviewing the hardware platform of Moodle.

• eduhk 的 app 不能自动 登录······记住账号之后 还是会自动退出。个 人课表那里不知有无 完整版一页展示呢?

The MyEdUHK app's authentication mechanism is different and separate login is required. The timeout mechanism is implemented for security reasons.

The full-page Personal Timetable can be found in e-SIS on a desktop browser??.

 Card renewal service should be provided proactively for readmitted students.
 There should be at least a notification sent.

Student EdU cards are issued by the Registry. OCIO will relay the suggestion to the Registry.

OCIO overall

-多個學校部門網頁介面非常簡陋,其版面設計比較舊,應作更新。

Comments on individual departmental website should be sent to respective department.

-各部門網頁可增設中 文

• 可參考其他大學一樣 考慮增設流動充電租 借機。

The suggestions will be studied.

 Too often requires password changing.
 Better if I have option to not change it.

Since users can use the account and password to log into various network services such as email, library system, The Portal and other online services and access critical personal information. It is of utmost importance to safeguard the password and one of the ways to do so is for users to change the password regularly. Users are obliged to follow the requirements of the Password Policy.

 OCIO website too many buttons that leads to different landing pages and always require login

Thank you for the comment. OCIO will review the website design and update the interface if needed.