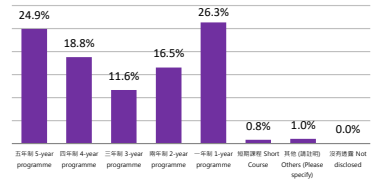


The 2022-23 Student Survey conducted by OCIO in April 2023 was well received by students with 490 responses. The result are listed as follows:

Section 1 - 個人資料 Personal Information

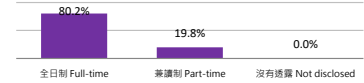
1.1 修讀課程 Programme

五年制 5-year programme	24.9%	(122)
四年制 4-year programme	18.8%	(92)
三年制 3-year programme	11.6%	(57)
兩年制 2-year programme	16.5%	(81)
一年制 1-year programme	26.3%	(129)
短期課程 Short Course	0.8%	(4)
其他 (請註明) Others (Please specify)	1.0%	(5)
沒有透露 Not disclosed	0.0%	(0)
合共 Total:	100%	490



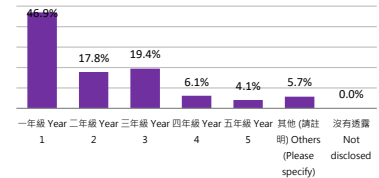
1.2 修讀模式 Mode of study

全日制 Full-time	80.2%	(393)
兼讀制 Part-time	19.8%	(97)
沒有透露 Not disclosed	0.0%	(0)
合共 Total:	100%	490



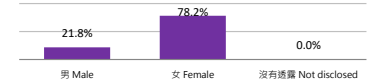
1.3 修讀年級 Year of study

一年級 Year 1	46.9%	(230)
二年級 Year 2	17.8%	(87)
三年級 Year 3	19.4%	(95)
四年級 Year 4	6.1%	(30)
五年級 Year 5	4.1%	(20)
其他 (請註明) Others (Please specify)	5.7%	(28)
沒有透露 Not disclosed	0.0%	(0)
合共 Total:	100%	490



1.4 性別 Gender

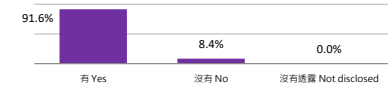
男 Male	21.8%	(107)
女 Female	78.2%	(383)
沒有透露 Not disclosed	0.0%	(0)
合共 Total:	100%	490



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?

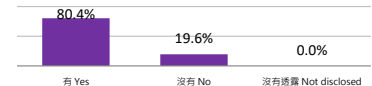
有 Yes	91.6%	(449)
沒有 No	8.4%	(41)
沒有透露 Not disclosed	0.0%	(0)
合共 Total:	100%	490



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?

有 Yes	80.4%	(394)
沒有 No	19.6%	(96)
沒有透露 Not disclosed	0.0%	(0)
合共 Total:	100%	490

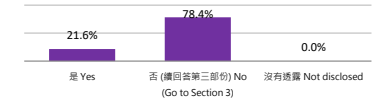


Section 2 - 學生宿舍 Student Hostels

2.1 你是否學生宿舍的宿生?

Are you a resident of the Student Hostels?

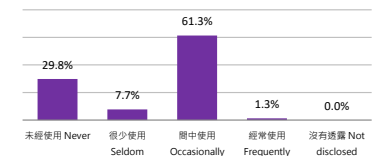
是 Yes	21.6%	(106)
否 (請回答第三部份) No (Go to Section 3)	78.4%	(384)
沒有透露 Not disclosed	0.0%	(0)
合共 Total:	100%	490



2.2 你曾否使用宿舍電腦室的設施?

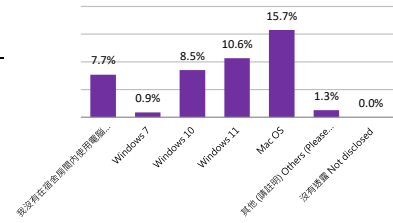
Have you ever used any facilities in computer rooms at Student Hostels?

未經使用 Never	29.8%	(70)
很少使用 Seldom	7.7%	(18)
間中使用 Occasionally	61.3%	(144)
經常使用 Frequently	1.3%	(3)
沒有透露 Not disclosed	0.0%	(0)
合共 Total:	48%	235



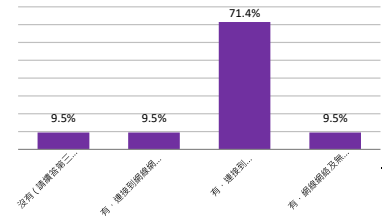
2.3 你在宿舍房間內使用的電腦安裝了以下那種操作系統?
Which operating system do you use on your computer at the hostel?

我沒有在宿舍房間內使用電腦 I don't have a computer in student hostel	7.7%	(18)
Windows 7	0.9%	(2)
Windows 10	8.5%	(20)
Windows 11	10.6%	(25)
Mac OS	15.7%	(37)
其他 (請註明) Others (Please specify)	1.3%	(3)
沒有透露 Not disclosed	0.0%	(0)
合共 Total:	24.42%	105



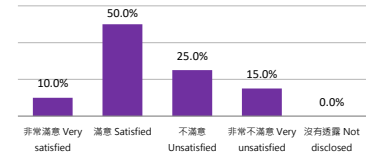
2.4 你有沒有把房間內的電腦連接到學生宿舍網絡?
Do you connect your computer to the Student Hostel Network?

沒有 (請續答第三部份) No (Please go to Section 3)	9.5%	(10)
有·連接到網線網絡 Yes, via the wired network	9.5%	(10)
有·連接到 "Hostel" 無線網絡(請續答2.6 題) Yes, via the Wi-Fi network using "Hostel" (Please go to 2.6)	71.4%	(75)
有·網線網絡及無線網絡皆曾使用 Yes, sometimes via the wired network and sometimes via the Wi-Fi network	9.5%	(10)
合共 Total:	24.42%	105



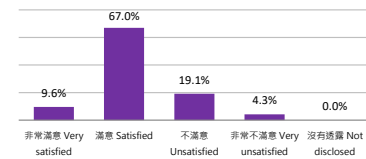
2.5 你對學生宿舍網線網絡服務的滿意程度是:
Are you satisfied with the wired service provided in the Student Hostel Network?

非常滿意 Very satisfied	10.0%	(2)
滿意 Satisfied	50.0%	(10)
不滿意 Unsatisfied	25.0%	(5)
非常不滿意 Very unsatisfied	15.0%	(3)
沒有透露 Not disclosed	0.0%	(0)
合共 Total:	4.00%	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 Student Hostel Network?

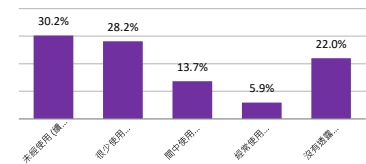
非常滿意 Very satisfied	9.6%	(9)
滿意 Satisfied	67.0%	(63)
不滿意 Unsatisfied	19.1%	(18)
非常不滿意 Very unsatisfied	4.3%	(4)
沒有透露 Not disclosed	0.0%	(0)
合共 Total:	19.18%	94



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

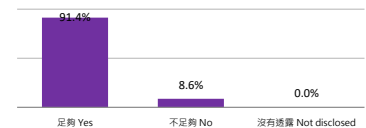
3.1 你曾否使用電腦室的設施?
Have you ever used any facilities in OCIO computer rooms?

未經使用(續回答第四部份) Never (Go to Section 4)	30.2%	(148)
很少使用 Seldom	28.2%	(138)
間中使用 Occasionally	13.7%	(67)
經常使用 Frequently	5.9%	(29)
沒有透露 Not disclosed	22.0%	(108)
合共 Total:	100%	490



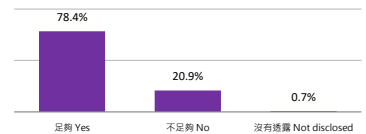
3.2 你認為 OCIO 之電腦室有足夠的電腦給同學使用嗎?
Do you think that there are sufficient computers in OCIO computer rooms?

足夠 Yes	91.4%	(254)
不足夠 No	8.6%	(24)
沒有透露 Not disclosed	0.0%	(0)
合共 Total:	56.73%	278



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?

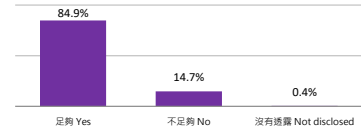
足夠 Yes	78.4%	(218)
不足夠 No	20.9%	(58)
沒有透露 Not disclosed	0.7%	(2)
合共 Total:	56.73%	278



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 OCIO computer rooms?

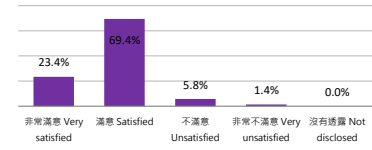
足夠 Yes	84.9%	(236)
不足夠 No	14.7%	(41)
沒有透露 Not disclosed	0.4%	(1)
合共 Total:	56.73%	278



3.5 你對 OCIO 的列印服務的滿意程度是：

Are you satisfied with the printing services?

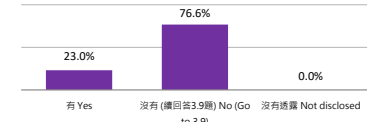
非常滿意 Very satisfied	23.4%	(65)
滿意 Satisfied	69.4%	(193)
不滿意 Unsatisfied	5.8%	(16)
非常不滿意 Very unsatisfied	1.4%	(4)
沒有透露 Not disclosed	0.0%	(0)
合共 Total:	56.73%	278



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?

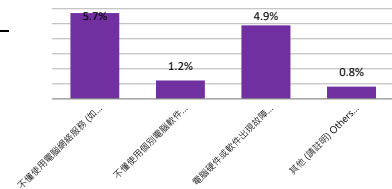
有 Yes	23.0%	(64)
沒有 (續回答3.9題) No (Go to 3.9)	76.6%	(213)
沒有透露 Not disclosed	0.0%	(0)
合共 Total:	56.53%	277



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)

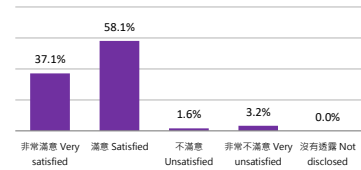
不懂使用電腦網絡服務 (如 Network Printers 及 Emails) Do not know how to use network services (e.g., Network Printers and Emails)	5.7%	(28)
不懂使用個別電腦軟件 Do not know how to use certain software	1.2%	(6)
電腦硬件或軟件出現故障 Hardware or software problems	4.9%	(24)
其他 (請註明) Others (Please specify)	0.8%	(4)
合共 Total:	12.65%	62



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?

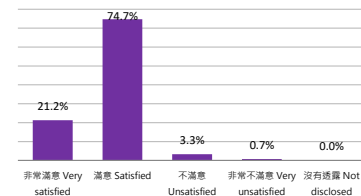
非常滿意 Very satisfied	37.1%	(23)
滿意 Satisfied	58.1%	(36)
不滿意 Unsatisfied	1.6%	(1)
非常不滿意 Very unsatisfied	3.2%	(2)
沒有透露 Not disclosed	0.0%	(0)
合共 Total:	12.65%	62



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	21.2%	(58)
滿意 Satisfied	74.7%	(204)
不滿意 Unsatisfied	3.3%	(9)
非常不滿意 Very unsatisfied	0.7%	(2)
沒有透露 Not disclosed	0.0%	(0)
合共 Total:	55.71%	273

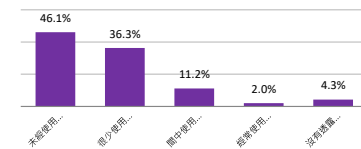


Section 4 - OCIO 提供之服務和設施 - IT Help Desk OCIO Services and Facilities (IT Help Desk)

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)	46.1%	(226)
很少使用 Seldom	36.3%	(178)
間中使用 Occasionally	11.2%	(55)
經常使用 Frequently	2.0%	(10)
沒有透露 Not disclosed	4.3%	(21)
合共 Total:	100%	490

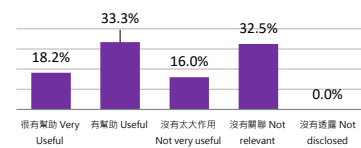


4.2 你認為以下項目對你的學習是否有幫助：

Do you find the following useful to your study?

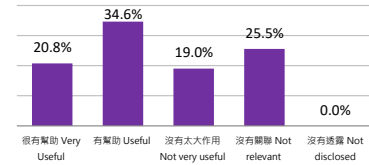
1. 借用影音器材 AV Equipment Loan

很有幫助 Very Useful	18.2%	(42)
有幫助 Useful	33.3%	(77)
沒有太大作用 Not very useful	16.0%	(37)
沒有關聯 Not relevant	32.5%	(75)
沒有透露 Not disclosed	0.0%	(0)
合共 Total:	47.1%	(231)



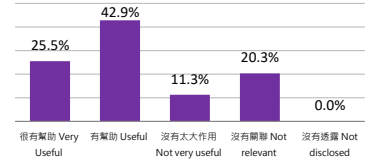
2. 借用筆記簿型電腦 One-Day Notebook Loan

很有幫助 Very Useful	20.8%	(48)
有幫助 Useful	34.6%	(80)
沒有太大作用 Not very useful	19.0%	(44)
沒有關聯 Not relevant	25.5%	(59)
沒有透露 Not disclosed	0.0%	(0)
合共 Total:	47.1%	(231)



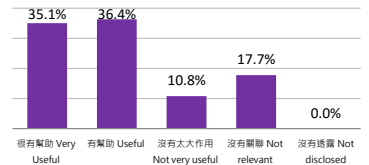
3. 八達通付款機 Octopus Payment Machine (OPM)

很有幫助 Very Useful	25.5%	(59)
有幫助 Useful	42.9%	(99)
沒有太大作用 Not very useful	11.3%	(26)
沒有關聯 Not relevant	20.3%	(47)
沒有透露 Not disclosed	0.0%	(0)
合共 Total:	47.1%	(231)



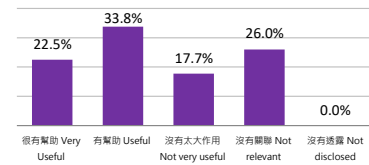
4. 流動裝置充電服務 Mobile Charging Station

很有幫助 Very Useful	35.1%	(81)
有幫助 Useful	36.4%	(84)
沒有太大作用 Not very useful	10.8%	(25)
沒有關聯 Not relevant	17.7%	(41)
沒有透露 Not disclosed	0.0%	(0)
合共 Total:	100.0%	(231)



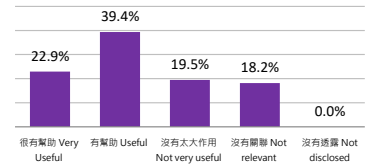
5. 照片和視頻工作轉室 Photo and Video Studio

很有幫助 Very Useful	22.5%	(52)
有幫助 Useful	33.8%	(78)
沒有太大作用 Not very useful	17.7%	(41)
沒有關聯 Not relevant	26.0%	(60)
沒有透露 Not disclosed	0.0%	(0)
合共 Total:	100.0%	(231)



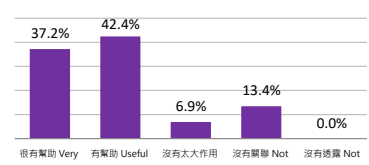
6. 更改密碼 Resetting passwords

很有幫助 Very Useful	22.9%	(53)
有幫助 Useful	39.4%	(91)
沒有太大作用 Not very useful	19.5%	(45)
沒有關聯 Not relevant	18.2%	(42)
沒有透露 Not disclosed	0.0%	(0)
合共 Total:	100.0%	(231)



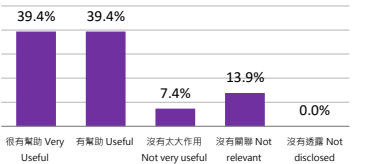
7. 釘裝 / 過膠 / 切紙 Binding/ lamination/ trimming

很有幫助 Very Useful	37.2%	(86)
有幫助 Useful	42.4%	(98)
沒有太大作用 Not very useful	6.9%	(16)
沒有關聯 Not relevant	13.4%	(31)
沒有透露 Not disclosed	0.0%	(0)
合共 Total:	100.0%	(231)



8. 以多功能影印機掃描/傳真 Scanning/ Faxing with the all-in-one photocopier

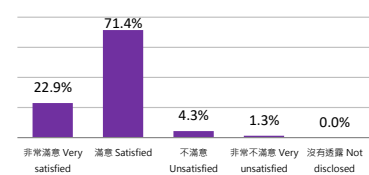
很有幫助 Very Useful	39.4%	(91)
有幫助 Useful	39.4%	(91)
沒有太大作用 Not very useful	7.4%	(17)
沒有關聯 Not relevant	13.9%	(32)
沒有透露 Not disclosed	0.0%	(0)
合共 Total:	100.0%	(231)



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	22.9%	(53)
滿意 Satisfied	71.4%	(165)
不滿意 Unsatisfied	4.3%	(10)
非常不滿意 Very unsatisfied	1.3%	(3)
沒有透露 Not disclosed	0.0%	(0)
合共 Total:	100.0%	231

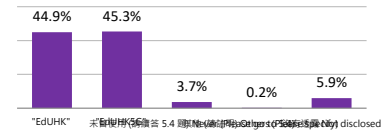


Section 5 - OCIO 提供之服務和設施 - 無線網絡 OCIO Services and Facilities (Wi-Fi service)

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)?

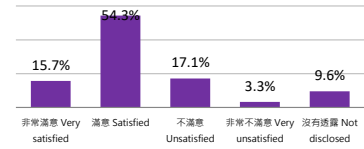
"EdUHK"	44.9% (220)
"EdUHK5G"	45.3% (222)
未曾使用 (請續答 5.4 題) Never (Please go to 5.4)	3.7% (18)
其他 (請註明) Others (Please specify)	0.2% (1)
沒有透露 Not disclosed	5.9% (29)
合共 Total:	100% 490



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:

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

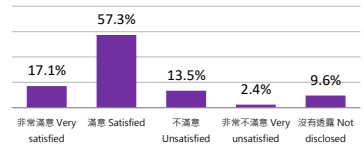
非常滿意 Very satisfied	15.7% (77)
滿意 Satisfied	54.3% (266)
不滿意 Unsatisfied	17.1% (84)
非常不滿意 Very unsatisfied	3.3% (16)
沒有透露 Not disclosed	9.6% (47)
合共 Total:	100% 490



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)?

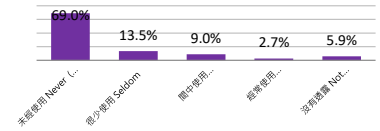
非常滿意 Very satisfied	17.1% (84)
滿意 Satisfied	57.3% (281)
不滿意 Unsatisfied	13.5% (66)
非常不滿意 Very unsatisfied	2.4% (12)
沒有透露 Not disclosed	9.6% (47)
合共 Total:	100% 490



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?

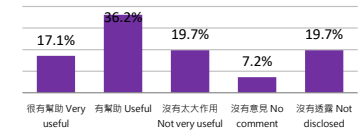
未經使用 Never (請續答第六部份) Never (Please go to section 6)	69.0% (338)
很少使用 Seldom	13.5% (66)
間中使用 Occasionally	9.0% (44)
經常使用 Frequently	2.7% (13)
沒有透露 Not disclosed	5.9% (29)
合共 Total:	100% 490



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	17.1% (26)
有幫助 Useful	36.2% (55)
沒有太大作用 Not very useful	19.7% (30)
沒有意見 No comment	7.2% (11)
沒有透露 Not disclosed	19.7% (30)
合共 Total:	31% 152

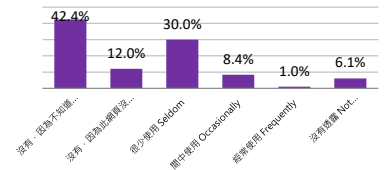


Section 6 - OCIO 提供之服務和設施 - 其他服務及設施 OCIO Services and Facilities (Others)

6.1 你曾否瀏覽 OCIO 之網頁 ?

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

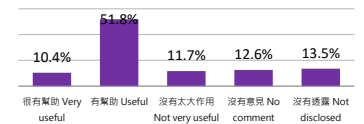
沒有，因為不知道 OCIO 有網頁 (續回答6.6題) Never. I do not know that there is an OCIO Website (Go to 6.6)	42.4% (208)
沒有，因為此網頁沒有我需要的資訊 (續回答6.6題) Never. OCIO website does not contain the information I need (Go to 6.6)	12.0% (59)
很少使用 Seldom	30.0% (147)
間中使用 Occasionally	8.4% (41)
經常使用 Frequently	1.0% (5)
沒有透露 Not disclosed	6.1% (30)
合共 Total:	100% 490



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 ?

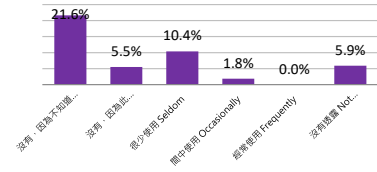
Do you find the Student FAQ on OCIO website useful?

很有幫助 Very useful	10.4% (23)
有幫助 Useful	51.8% (115)
沒有太大作用 Not very useful	11.7% (26)
沒有意見 No comment	12.6% (28)
沒有透露 Not disclosed	13.5% (30)
合共 Total:	45.3% 222



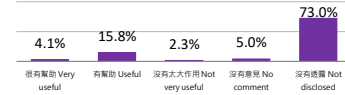
6.3 你曾否瀏覽 OCIO 網頁的ChatBot ?

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 ChatBot (Go to 6.5)	21.6% (106)
沒有，因為此ChatBot沒有我需要的資訊 (續回答6.5題) Never. ChatBot does not contain the information I need (Go to 6.5)	5.5% (27)
很少使用 Seldom	10.4% (51)
間中使用 Occasionally	1.8% (9)
經常使用 Frequently	0.0% (0)
沒有透露 Not disclosed	5.9% (29)
合共 Total:	45.3% 222



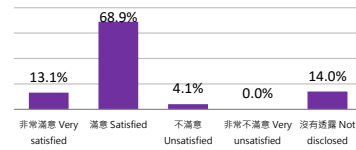
6.4 你認為 OCIO 網頁的ChatBot 對同學是否有幫助 ?

Do you find ChatBot on OCIO website useful?	
很有幫助 Very useful	4.1% (9)
有幫助 Useful	15.8% (35)
沒有太大作用 Not very useful	2.3% (5)
沒有意見 No comment	5.0% (11)
沒有透露 Not disclosed	73.0% (162)
合共 Total:	45.3% 222



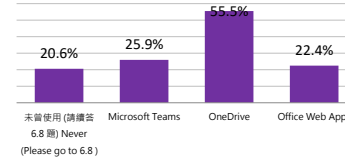
6.5 你對 OCIO 網頁的滿意程度是 :

Are you satisfied with OCIO website?	
非常滿意 Very satisfied	13.1% (29)
滿意 Satisfied	68.9% (153)
不滿意 Unsatisfied	4.1% (9)
非常不滿意 Very unsatisfied	0.0% (0)
沒有透露 Not disclosed	14.0% (31)
合共 Total:	45.3% 222



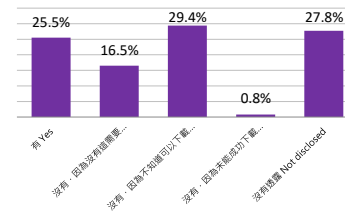
6.6 你曾否使用 Microsoft Office 365 for Students (可選一項或以上) ?

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)	20.6% (101)
Microsoft Teams	25.9% (127)
OneDrive	55.5% (272)
Office Web Apps	22.4% (110)



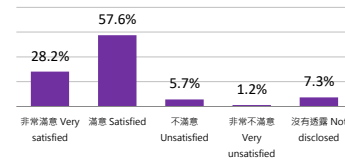
6.7 你曾否從 Office 365 網站下載免費的 Office 365 ProPlus ?

Have you ever downloaded the free Office 365 ProPlus from Office 365 website?	
有 Yes	25.5% (125)
沒有，因為沒有這需要 Never. It is not necessary.	16.5% (81)
沒有，因為不知道可以下載 Never. I do not know that there is such a service.	29.4% (144)
沒有，因為未能成功下載 Never. I cannot download successfully.	0.8% (4)
沒有透露 Not disclosed	27.8% (136)
合共 Total:	100% 490



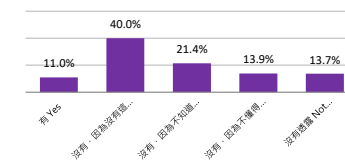
6.8 你對學生電郵 (Google Gmail) 之滿意程度是 :

Are you satisfied with the Student Webmail (Google Gmail) service?	
非常滿意 Very satisfied	28.2% (138)
滿意 Satisfied	57.6% (282)
不滿意 Unsatisfied	5.7% (28)
非常不滿意 Very unsatisfied	1.2% (6)
沒有透露 Not disclosed	7.3% (36)
合共 Total:	100% 490



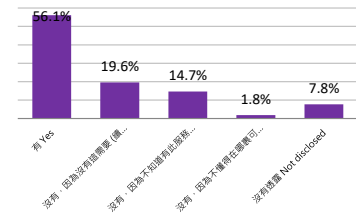
6.9 你曾否下載 ESET (防毒軟件) 在家中或宿舍使用 ?

Have you ever downloaded ESET(anti-virus software) for your home or hostel use?	
有 Yes	11.0% (54)
沒有，因為沒有這需要 Never. It is not necessary.	40.0% (196)
沒有，因為不知道有此服務 Never. I do not know that there is such a service.	21.4% (105)
沒有，因為不懂得在哪裏可以下載 Never. I do not know where to download.	13.9% (68)
沒有透露 Not disclosed	13.7% (67)
合共 Total:	100% 490



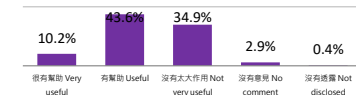
6.10 你曾否使用MyEdUHK 手機應用程式?

Have you ever used MyEdUHK mobile app?			
有 Yes		56.1%	(275)
沒有，因為沒有這需要 (續回答6.12題) not necessary. (Go to 6.12)	Never. It is	19.6%	(96)
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	14.7%	(72)
沒有，因為不懂得在哪裏可以下載 (續回答6.12題) not know where to download. (Go to 6.12)	Never. I do	1.8%	(9)
沒有透露 Not disclosed		7.8%	(38)
合共 Total:		100%	490



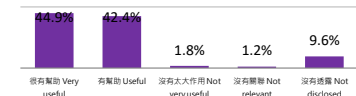
6.11 你認為MyEdUHK 手機應用程式對同學是否有幫助?

Do you find MyEdUHK mobile app useful?			
很有幫助 Very useful		10.2%	(50)
有幫助 Useful		43.6%	(120)
沒有太大作用 Not very useful		34.9%	(96)
沒有意見 No comment		2.9%	(8)
沒有透露 Not disclosed		0.4%	(1)
合共 Total:		56.1%	275

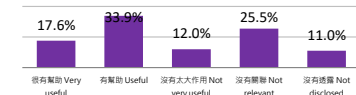


6.12 你認為以下的工具及服務是否有幫助?

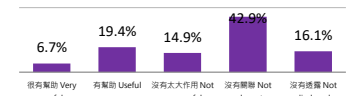
Do you find the following tools and services useful?			
i. Zoom - Online Meeting Software			
很有幫助 Very useful		44.9%	(220)
有幫助 Useful		42.4%	(208)
沒有太大作用 Not very useful		1.8%	(9)
沒有關聯 Not relevant		1.2%	(6)
沒有透露 Not disclosed		9.6%	(47)
合共 Total:		100.0%	490



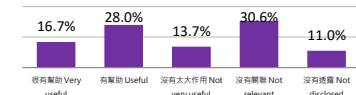
ii. Qualtrics			
很有幫助 Very useful		17.6%	(86)
有幫助 Useful		33.9%	(166)
沒有太大作用 Not very useful		12.0%	(59)
沒有關聯 Not relevant		25.5%	(125)
沒有透露 Not disclosed		11.0%	(54)
合共 Total:		100.0%	490



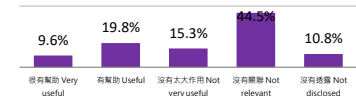
iii. Catchbox - Throwable Microphone			
很有幫助 Very useful		6.7%	(33)
有幫助 Useful		19.4%	(95)
沒有太大作用 Not very useful		14.9%	(73)
沒有關聯 Not relevant		42.9%	(210)
沒有透露 Not disclosed		16.1%	(79)
合共 Total:		100.0%	490



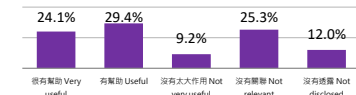
iv. Sound Booth			
很有幫助 Very useful		16.7%	(82)
有幫助 Useful		28.0%	(137)
沒有太大作用 Not very useful		13.7%	(67)
沒有關聯 Not relevant		30.6%	(150)
沒有透露 Not disclosed		11.0%	(54)
合共 Total:		100.0%	490



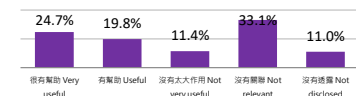
v. Interactive Flat Panel (IFP)			
很有幫助 Very useful		9.6%	(47)
有幫助 Useful		19.8%	(97)
沒有太大作用 Not very useful		15.3%	(75)
沒有關聯 Not relevant		44.5%	(218)
沒有透露 Not disclosed		10.8%	(53)
合共 Total:		100.0%	490



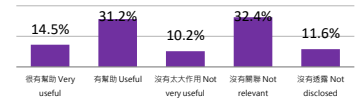
vi. Virtual Private Network (VPN) for general users (portal: "vpn.eduhk.hk")			
很有幫助 Very useful		24.1%	(118)
有幫助 Useful		29.4%	(144)
沒有太大作用 Not very useful		9.2%	(45)
沒有關聯 Not relevant		25.3%	(124)
沒有透露 Not disclosed		12.0%	(59)
合共 Total:		100.0%	490



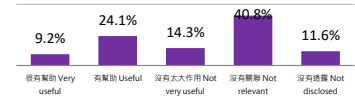
vii. Virtual Private Network (VPN) for general users (portal: "121.37.2.190")			
很有幫助 Very useful		24.7%	(121)
有幫助 Useful		19.8%	(97)
沒有太大作用 Not very useful		11.4%	(56)
沒有關聯 Not relevant		33.1%	(162)
沒有透露 Not disclosed		11.0%	(54)
合共 Total:		100.0%	490



viii. Padlet Backpack		
很有幫助 Very useful	14.5%	(71)
有幫助 Useful	31.2%	(153)
沒有太大作用 Not very useful	10.2%	(50)
沒有關聯 Not relevant	32.4%	(159)
沒有透露 Not disclosed	11.6%	(57)
合共 Total:	100.0%	490

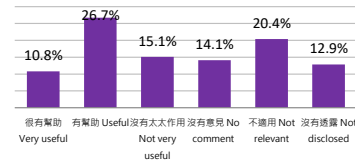


ix. Flipgrid		
很有幫助 Very useful	9.2%	(45)
有幫助 Useful	24.1%	(118)
沒有太大作用 Not very useful	14.3%	(70)
沒有關聯 Not relevant	40.8%	(200)
沒有透露 Not disclosed	11.6%	(57)
合共 Total:	100.0%	490



6.13 你認為迎新工作坊能否幫助你認識OCIO的設施和服務? (僅適用於新生)
Do you find the workshop "Introduction to IT Services" useful in getting to know OCIO services? (For New Students only)

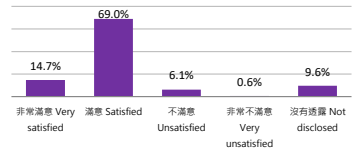
很有幫助 Very useful	10.8%	(53)
有幫助 Useful	26.7%	(131)
沒有太大作用 Not very useful	15.1%	(74)
沒有意見 No comment	14.1%	(69)
不適用 Not relevant	20.4%	(100)
沒有透露 Not disclosed	12.9%	(63)
合共 Total:	100%	490



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	14.7%	(72)
滿意 Satisfied	69.0%	(338)
不滿意 Unsatisfied	6.1%	(30)
非常不滿意 Very unsatisfied	0.6%	(3)
沒有透露 Not disclosed	9.6%	(47)
合共 Total:	100%	490



Major Individual Comments collected from Student Survey 2022-23

Comments from Students	Response from OCIO
<p>Student Hostel Network</p> <ul style="list-style-type: none"> 對房間內使用的網絡服務尚算滿意，但一走到房間外（如走廊或茶水間），手機連接的無線網絡服務則下降，甚至未能連接無線網絡。網速上則中等程度接受） Wifi “Quarter ” 很慢，基本上不能用。Hostel/EdUHK 連接較穩定，但偶爾會斷。從 D3 行去 JC 的路程連接不到任何學校 wifi，直至進入宿舍內 最近用手機連上不管是宿舍還是圖書館的 wifi，都會有一些卡，很多時候要用自己的流量才能打開網頁。 	<p>The upgrade of Wi-Fi network at NH, GH and RBH were completed in Jul 2023 while that at JCSQ will be completed around mid-Aug 2023. Residents will be able to enjoy Wi-Fi6 with improved connectivity and speed if the Wi-Fi standard is supported on their devices. Moreover, additional Access Points (APs) were installed at the pantries at NH, GH and RBH.</p> <p>Students are recommended to connect to “Hostel5G” at hostels or “EdUHK5G” on campus while “Quarters” is restricted to staff only. Please contact IT Help Desk should you experience any problems connecting to the network.</p> <p>The upgrade of Wi-Fi network at NH, GH and RBH were completed in Jul 2023 while that at JCSQ will be completed around mid-Aug 2023. Residents will be able to enjoy Wi-Fi6 with improved connectivity and speed if the Wi-Fi standard is supported on their devices. Meanwhile, we will continue working with the LIB in the monitoring of network performance and install/relocate the APs if needed.</p>
<p>Computer Room</p> <ul style="list-style-type: none"> "Adobe Premiere can be installed for students to edit videos. Not all computers are connected with a headphone." 建議學校可提供充電線予學生借用 	<p>Some computers at the Learning Commons and LIB are installed with Adobe CC and are available on a first-come-first-served basis.</p> <p>Due to personal hygiene considerations, we have stopped providing headsets at OCIO-managed computer laboratories. Students are advised to bring their own headsets if needed. Nonetheless, there are a limited number of headsets for loan at the IT Help Desk counter for urgent needs.</p> <p>A limited number of charging cables for smartphones are made available at the IT Help Desk loan counter. Besides, students can make use of the Mobile Charging Station at the Learning Commons on Tai Po campus. The charging station has 15 charging slots and some of them support Quick Charge 3.0 (QC 3.0). Users should bring their own padlocks to secure their mobile device in a charging slot.</p>

<ul style="list-style-type: none"> • 增加 printing quota • Model 太舊，內置常用軟件都不足應付功課，例如 poster 製作。 • 電腦室所配備的電腦缺少多媒體音頻、視頻編輯軟件 • 電腦的清潔衛生有待提高 	<p>OCIO reviews and 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 complimentary print quota is not designed to meet all printing needs. Instead, it is aimed at saving the hassles for students so they do not need to line up to buy print quota at the beginning of the academic year.</p> <p>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.</p> <p>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.</p> <p>The Estates Office (EO) conducts cleaning at computer rooms on a daily basis. Please contact IT Help Desk for immediate assistance.</p>
<p>IT Help Desk</p> <ul style="list-style-type: none"> • The machine provided sometimes breaks down, resulting in an extra fifty dollars! • 希望可以提供手推車，協助搬運器材 • 前台職員非常專業解答協助影片錄製，另建議自助借還服務。 • 影印站電動釘書機非常不好用，建議在旁邊放一個手動釘書機 	<p>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.</p> <p>We will consider your suggestion.</p> <p>Thank you for the compliment. We will consider your suggestion.</p> <p>We will consider your suggestion.</p>
<p>Campus Wi-Fi Service</p> <ul style="list-style-type: none"> • eduroam 有些學校尤其香港境外的學校只能 @eduhk.hk 登入，學生 	<p>EdUHK is a member of eduroam. Staff (@eduhk.hk) and students (@s.eduhk.hk) are eligible to access eduroam at EdUHK as well as at other member institutions around the</p>

<p>無法使用，無線網絡一到多人場所尤其是 C-LP-11，非常難以使用，個別地方有盲點，WIFI 使用 Onedrive 上載速度會變慢或失敗。</p> <ul style="list-style-type: none"> 希望教室的 Wi-Fi 信号可以好些，上课电脑时常连不到 	<p>world. If you encounter any connection issue, please contact the institution directly as it may be related to hardware problems on-site.</p> <p>Continued efforts have been made to monitor and enhance network services at the University. Upon completion of equipment upgrade in the first quarter of 2023, Wi-Fi6 is now supported on the Tai Po campus for improved stability and performance. Users are recommended to contact IT Help Desk instantly to report network problems so follow-up actions can be more targeted.</p> <p>Continued efforts have been made to monitor and enhance network services at the University. Upon completion of equipment upgrade in the first quarter of 2023, Wi-Fi6 is now supported on the Tai Po campus for improved stability and performance. Users are recommended to contact IT Help Desk instantly to report network problems so follow-up actions can be more targeted.</p>
<p>Comments or suggestion</p> <ul style="list-style-type: none"> VPN 服務應該擴充，與內地合作的門戶擴充流量，如果可以，最好多設兩個門戶以防內地防火牆干擾，可做到一定的負載平衡 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訊方面的東西做成視頻，以郵件的形式發給學生。 Soundbox 內衛生情況欠佳，很難連接器材，聯絡了 29486529 要很耐才有人接聽 "過膠機得一部太小 (甚至乎有時過完一張 a4 嘅過膠之後就發熱) Sound booth Air play connection failed, need improvement thank you 	<p>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.</p> <p>We will consider your suggestion.</p> <p>The Estates Office (EO) conducts cleaning on a daily basis. Please contact IT Help Desk for immediate assistance.</p> <p>We will consider your suggestion.</p> <p>Users are recommended to contact IT Help Desk instantly to report network problems so follow up actions can be more targeted.</p>

<ul style="list-style-type: none"> • Card renewal service should be provided proactively for readmitted students. There should be at least a notification sent. 	<p>Student cards are issued by the Registry while OCIO is responsible for the printing, distribution and front-line support to card users. All admitted students should have received an email from the Registry about the card issuance procedures. Please contact the Registry on matters related to student card issuance.</p>
<p>OCIO overall</p> <ul style="list-style-type: none"> • 希望 wifi 範圍可以增加，因為部分學校地方很難收到 wifi，例如咖啡店旁邊的走廊 • 希望多一些軟件使用相關講座 • Can have more workshops on OCIO service 	<p>Continued efforts have been made to monitor and enhance network services at the University. We will consider your suggestion and install APs at the corridor near the coffee shop, if appropriate.</p> <p>We will consider your suggestion.</p> <p>We will consider your suggestion.</p>