Chapter 9 Student Services

It is the University's aim to provide an enriched campus environment of quality facilities and multifarious development programmes to enable you to achieve personal and professional excellence. You are encouraged to make full use of these services and programmes to achieve a balanced personal and professional growth.

1. Student Affairs Office

The Student Affairs Office (SAO) provides student services and co-curricular activities in the University. The Office aims to create an open and supportive environment which is conducive to your active learning and all-rounded development. Information on programmes, activities and services can be found on SAO website, The Portal, campus notice boards and through regular visits to the SAO at B4-G/F-01. Highlights of some services are listed below:

1. Career Development Services

To empower students to identify their potential and thus develop a growth mindset, we provide all-round career activities and events to students throughout the year, such as career education, mentorship, internships (local, Greater China Region and overseas), career fairs, recruitment talks, workshops and job search skills training programmes. These activities help local and non-local students understand their career interests or choices, map out career paths, enhance career preparation as well as increase employability. Students can easily access career resources, job vacancy information and apply for jobs online via EdUHK Job Search Platform "Ed Job Plus". Students are welcome to visit our website at https://eduhk.hk/sao/en/info/career/. For enquiries, please call 2948 6246 or email to careerservice@eduhk.hk.

2. Counselling Services

The psychological counselling at the SAO is free and aims to help students make desired changes and decisions, especially in times of difficulties or when facing challenges. Counselling goes beyond problem-solving, it provides support for students and helps them discover more about themselves and their potential. Counsellors at SAO are professionally trained and experienced. All information will be kept strictly confidential. Students can talk about their issues or concerns in a safe and private environment. To enhance the students' psychological wellness, counsellors also carry out various workshops and mental health education activities

during the semesters. For details, students are welcome to visit our website: https://www.eduhk.hk/sao/en/info/counselling_services/counselling_services/psychological_counselling or contact us at 2948-6245 or email saocs@eduhk.hk. Students who are in need of counselling support outside office hours can call the EdUHK 24-hour Counselling Hotline 8208 1155.

3. Supports for Non-local Students

SAO provides non-local students with support services throughout their course of studies at the University. A wide range of services and activities including orientation, community and cultural exploration activities, festival gatherings, group activities and personal guidance are offered to help students gain a better understanding of the Hong Kong community, to adjust to study and campus life, to integrate with locals, to foster mutual support, as well as to facilitate cultural exchanges among all students. For details, students are welcome to visit our website at https://www.eduhk.hk/sao/en/info/csla/non_local_student_support_services.

4. Student Health Service

The Health Centre provides primary medical services to all students, staff and authorised users. All students, including both full-time and part-time, are charged a nominal fee of HK$20 for each general consultation. Special services provided at the Health Centre include annual health check-up, gynaecological check-up, vaccination and simple surgery. Emergency service is also available.

To achieve holistic health for all, the SAO and the Health Centre organise regular health education programmes to enhance students' health knowledge and promote preventive healthcare throughout the year.

Prior appointment is advised as walk-in service may require a longer waiting time. For the opening hours and contact numbers of the Health Centre and details of services and charges, please refer to the SAO website at https://www.eduhk.hk/sao/en/info/student_amenities/health_care_services/on_campus_health_centre/.

The Voluntary Student Dental Plan provides off-campus dental services to students. The membership period lasts for one year from 1 September to 31 August next year. For details, students are welcome to visit the SAO website at

https://www.eduhk.hk/sao/en/info/student_amenities/health_care_services/voluntary_dental_plan/.

5. Support to Special Educational Needs (SEN)

With the concerted efforts of departments and offices, guided by the principles of equal opportunities, we are committed to providing care and support to students with SEN in order to enhance their participation in the academic activities and campus life. Support services include academic accommodation, modified campus facilities, counselling services, career development services, scholarships and bursaries. Students with SEN are encouraged to declare their SEN status to the Registry during application for timely support provision upon admission. Students can also contact the SEN Support Coordinators of SAO when in need to discuss tailor-made services and personalized support plans, which are based on specific needs and available resources. All information is handled in the strictest confidence. For more details, please visit our website: https://www.eduhk.hk/sao/info/sen/ or contact us at 2948 6251 or email to saosen@eduhk.hk.

6. University Life Planning

University Life Planning is a student advising scheme which aims to facilitate students in planning non-formal learning experiences throughout university life. With the guidance from Student Development Tutors (SDTs), students design a Personal Development Plan (PDP) by exploring their values, attitudes, skills, and knowledge at different stages, to devise goals in order to achieve personal and professional growth. SDTs are regularly in touch with the students to support various aspects such as plan review, career and life development exploration. Students are welcome to contact the SDTs at ulife@eduhk.hk for any questions regarding University Life Planning.

7. Student Accommodation

There are four on-campus student halls, namely, Northcote Hall (NH), Grantham Hall (GH), Robert Black Hall (RBH), and the Jockey Club Student Quarters (JCSQ), providing about 2,200 residential places for full-time undergraduate and postgraduate students of University Grants Committee-funded programmes and exchange students. Student-residents can acquire different life experiences and enjoy diversities of hall life through hall-life education activities such as inspirational life lessons from experts in various fields, experiential learning tours and life skills workshops held regularly. For details, students are welcome to visit SAO website at

https://www.eduhk.hk/sao/en/info/student_halls/.

2. Catering Service

There are four catering outlets serving both Asian and Western cuisines:

- The Cove View (P/F, Block B4 and C)
- Coffee Corner (G/F, between Block B4 and Library)
- Cafe (Learning Commons, LP/F, Block C)
- Food Kiosk (G/F, between Block B4 and Library)

Please refer to the Useful Telephone Numbers and Websites section of this Handbook for relevant contact information.

3. University Station Shuttle & Tai Wai Station Shuttle

Updated information of the University Station Shuttle and the Tai Wai Station Shuttle with the normal and special arrangements of the service during bad weather will be found on EO's electronic panel located on Block B1 on campus, The Portal or the Estates Office's homepage (https://www.eduhk.hk/eo/types-transport/university-station-shuttle-bus-services). In the event of tropical cyclone (No. 3 and above) or Black Rainstorm Warning, the Estates Office will issue an email to all staff and students regarding the transport arrangement of the University Station Shuttle and Tai Wai Station Shuttle. Enquiries related to this service may be directed to the Estates Office at 2948 6714 during office hours or the service hotline of the operator to be furnished at the Estates Office homepage.