# Chapter 13 Communication Channels

The University is committed to maintaining effective communication with students and ensuring that you are well informed of the University's activities and recent developments. You, on the other hand, may also want to express your opinions on the University's plan/development and the programmes you are pursuing. To facilitate communication between the University and students, different types of communication channels are made available.

## 1. E-Communication

To enable students' access to timely, up-to-date and organised information, and to maximize efficiency and minimize unnecessary wastage of network resources, the University has defined the functions and target recipients for two major e-communication channels as follows:

E-mail: for one-to-one or small group communication

The Portal: for university-wide communication

You will be assigned a computer account for e-mail communication, access to The Portal and other computing services on completion of registration.

The Office of the Chief Information Officer (OCIO) conducts orientation seminars to familiarize new students with the University's network and e-communication environment. Please refer to the website (https://www.eduhk.hk/ocio/computing-policies-and-regulations) for the Computing Policies and Regulations when using the computer facilities and posting information on the intranet.

For enquiries, please contact the IT Help Desk at 2948 6601.

## 2. University Portal – The Portal

With a view to enhancing the University's one-stop information and web-based self service provider, The Portal (the University's portal for students and staff) was developed to provide students and staff with one-stop online services including access to personalised information.

Through The Portal, students will be able to access essential information anywhere at anytime

and to view/perform various tasks such as:

- Compilation of degree evaluation report (except Professional Development Programmes);
- Compilation of personal academic records including grade results of each semester;
- Consolidation of personal e-billing for University fees and charges;
- Course registration;
- Credit Transfer / Course Exemption information;
- Examination timetable;
- Personal address and telephone numbers updates;
- Personal timetabling (courses registered and time schedule);
- Programme Information;
- Second Major/ Minors.

Updated information and relevant news announcements are posted on The Portal. Programme and Faculty specific information related to the e-Student Information System (e-SIS) are also uploaded for students' information.

## 3. Information Centre

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The Registry operates a Student Records Service Desk at Information Centre which is located at Room A-G/F-11, Cho Kwai Chee Foundation Building of the Tai Po Campus to mainly handle student enquiries about services provided by the Registry. Apart from distribution of certificates, the Student Records Service Desk also collects the following applications/supporting documents from students in relation to their studies:

- academic documents*
- change of personal particulars
- change of programme/ major/ minor/ mode of study
- credit transfer
- deferment of studies
- replacement of student card
- withdrawal of studies, etc.

Students may also submit the completed application forms to the collection boxes located outside the Student Records Service Desk. Application forms are also available in this 24-hour self-service area or can be downloaded from the Registry's website (https://www.eduhk.hk/re/Current-Students/Useful-Forms.html).

* *Please use online application service to submit the application.*

## 4. Public Communication System

The Public Communication System is linked to TVs which are located in the Learning Commons and the corridor on the G/F of Block B2 and Block D2. This displays informative clips about the University.

## 5. Notice Boards

Ordinary and electronic notice boards located on the Tai Po Campus display important information including changes in policies, important announcements, university events, class schedules, messages from lecturers, etc. They are mainly located on the ground floor and part of lower podium floor on the Academic Buildings (Blocks B1 to D4) and on the podium level and inside the Learning Commons on the lower podium floor of the Central Facilities Building (Block C).

## 6. “SMS” of mobile phone

"SMS" (Short Message System) of mobile phone is a one-way communication from the University to the students which serves as:

1. a kind of Final Notice to students regarding their overdue University fees. Students should view the consolidated e-Billing and payment methods in The Portal and settle the overdue fees immediately to avoid being 'UNOFFICIALLY WITHDRAWN' by the University. (Only applicable to Hong Kong & Chinese Mainland valid phone number)
2. a reminder to students who need to extend their visas/entry permits.

## 7. Student Participation in Committees

The University encourages students to participate in various University-level committees and other consultative meetings. The following are the essential committees with student members:

| Committees | Functions |
| --- | --- |
| Academic Board | The major academic forum of the University to formulate academic policies and oversee all academic matters of the |

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| | University. |
| Board of Graduate Studies | Formulates and reviews policies and regulations of higher degrees programmes, makes recommendations for programme implementation, as well as monitors the academic standards of higher degrees programmes. |
| Committee on Language Policy | To oversee the planning for the effective implementation of the language policy. |
| Faculty Board | Makes recommendations on matters pertaining to the strategic planning, development, implementation and monitoring of the academic, teaching and learning and research work of the Faculty. |
| Learning and Teaching Quality Committee | Formulates and reviews the University's policies and strategies relating to teaching and learning, academic quality assurance and academic regulations, and monitors relevant implementation. |
| Student Affairs Committee | Considers matters relating to student development, welfare, counselling and finance and inquiries into complaints/grievances made by students. |
| Students' Appeal Committee | Considers appeals by students against the decision of the Student Disciplinary Committee or the Board of Examiners for discontinuation of studies. |
| Student Disciplinary Committee | Develops policies and procedures relating to student discipline and considers student disciplinary cases. |

## 8. Evaluation and Feedback

### 1. Course/Programme Evaluation

To obtain your feedback on the course/ programme you are pursuing, we will invite you to complete the Student Evaluation of Teaching (SET) questionnaire/ Programme Evaluation Questionnaire (PEQ) at the end of the course/ programme.

### 2. Teaching Award Schemes

The President's Award for Outstanding Performance in Teaching and Faculties' Teaching Award Schemes are established to recognise and reward excellence in teaching and to promote

the fostering of teaching innovation and excellence, enhancement of student learning and the scholarship of teaching. Nomination from students is a way to express support for teachers who demonstrate teaching excellence and scholarship of teaching.

### 3. Suggestions and Enquiries

You are encouraged to convey your constructive suggestions or any concerns through the following channels and contact points:

| **Suggestions/concerns related to** | **Unit(s)/Office(s)** |
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| Academic learning | Course lecturers*, Associate Deans (Programmes)/ Associate (Co-)Directors, Programme Leaders/Coordinators, Faculty/ School/ Academy Offices, Heads of Department, Faculty Deans/ Executive (Co-)Directors as appropriate |
| Academic policies, admissions matters, examinations, application for academic documents | Registry |
| Career development, counselling services, financial support, global experiential learning, health services, leadership training, student accommodation, scholarship and service learning opportunities | Student Affairs Office |
| Education technology services matters | Centre for Learning, Teaching and Technology |
| Information technology and services matters | Office of the Chief Information Officer |
| Library matters | Library |
| Sports and amenities facilities, Learning Commons, estates management, security, shuttle bus and Northwest School Bus services and cleaning | Estates Office |
| Tuition fees, catering and insurance | Finance Office |
| Visa/Entry Permit Matters | Global Affairs Office |

** Students may search the "Staff Directory" from The Portal for the names and contact numbers of lecturers.*

If you consider that your concerns cannot be dealt with through the above-mentioned communication channels, you may refer to the procedures outlined in the **Student Complaints/Grievances** section of this Handbook for details.