Student Survey on OCIO Services 2023-24

Office of the Chief Information Officer
資 訊 科 技 總 監 辦 公 室

The 2023-24 Student Survey conducted by OCIO in April 2024 was well received by students with 444 responses. The result are listed as follows:
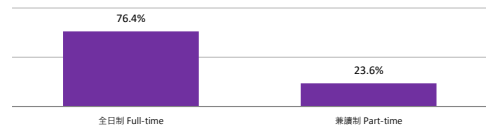
Section 1 - 個人資料 Personal Information

1.1 修讀課程 Programme

五年制 5-year programme	20.3% (	90)
四年制 4-year programme	22.7% (	101)
三年制 3-year programme	14.9% (	66)
兩年制 2-year programme	15.5% (	69)
一年制 1-year programme	23.2% (	103)
短期課程 Short Course	1.6% (	7)
其他 (請註明) Others (Please specify)	1.8% (	8)
合共 Total:	100.0%	444
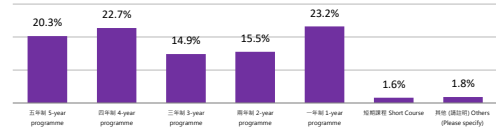
1.2 修讀模式 Mode of study

全日制 Full-time	76.4% (	339)
兼讀制 Part-time	23.6% (	105)
合共 Total:	100.0%	444

1.3 修讀年級 Year of study

一年級 Year 1	43.2% (	192)
二年級 Year 2	17.8% (	79)
三年級 Year 3	16.9% (	75)
四年級 Year 4	9.7% (	43)
五年級 Year 5	5.2% (	23)
其他 (請註明) Others (Please specify)	7.2% (	32)
合共 Total:	100.0%	444
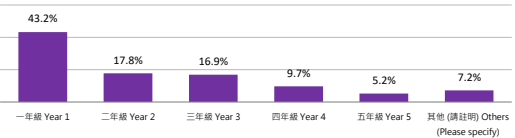
1.4 你是否擁有筆記簿型電腦作學習之用？
Do you own a notebook computer for your study?

有 Yes	93.2% (	414)
沒有 No	6.8% (	30)
合共 Total:	100.0%	444

1.5 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	80.6% (	358)
沒有 No	19.4% (	86)
合共 Total:	100.0%	444

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	23.4% (	104)
不是 (續回答第三部份) No (Go to Section 3)	76.6% (	340)
合共 Total:	100.0%	444
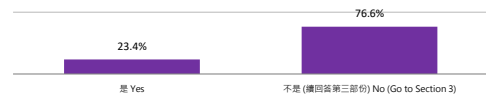
2.2 你曾否使用宿舍電腦室的設施？
Have you ever used any facilities in computer rooms at Student Hostels?

未經使用 Never	72.1% (	75)
很少使用 Seldom	16.3% (	17)
間中使用 Occasionally	6.7% (	7)
經常使用 Frequently	4.8% (	5)
合共 Total:	100.0%	104
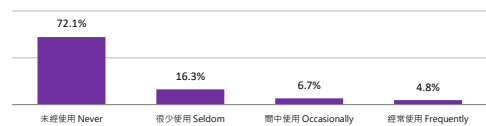
2.3 你在宿舍房間內使用的電腦安裝了以下那種操作系統？
Which operating system do you use on your computer at the hostel?

我沒有在宿舍房間內使用電腦 I don't have a computer in student hostel	17.3% (	18)
Windows 8.x	0.0% (	0)
Windows 7	0.0% (	0)
Windows 10	18.3% (	19)
Windows 11	23.1% (	24)
Mac OS	40.4% (	42)
其他 (請註明) Others (Please specify)	1.0% (	1)
合共 Total:	100.0%	104
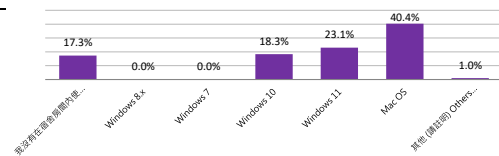
2.4 你有沒有把房間內的電腦連接到學生宿舍網絡？
Do you connect your computer to the Student Hostel Network?

|		
沒有（請續答第三部份）No (Please go to Section 3)	10.6% (	11)
有，連接到網線網絡 Yes, via the wired network	13.5% (	14)
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)	69.2% (	72)
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	6.7% (	7)
合共 Total:	100.0%	104
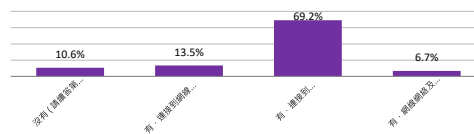
2.5 你對學生宿舍網線網絡服務的滿意程度是：
Are you satisfied with the wired service provided in the Student Hostel Network?

非常滿意 Very satisfied	9.5% (	2)
滿意 Satisfied	61.9% (	13)
不滿意 Unsatisfied	23.8% (	5)
非常不滿意 Very unsatisfied	4.8% (	1)
合共 Total:	100.0%	21
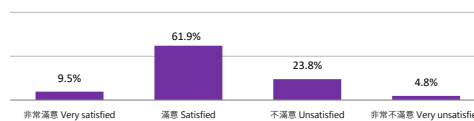
2.6 你對學生宿舍無線網絡服務的滿意程度是：
(註：Wi-Fi服務並未覆蓋學生宿舍洗手間、電梯等範圍。)
Are you satisfied with the Wi-Fi service provided in the Student Hostel
Network?(Note: Currently, Wi-Fi service is not covered in areas such as toilets
and lifts at student hostels.)

非常滿意 Very satisfied	6.5% (	6)
滿意 Satisfied	54.8% (	51)
不滿意 Unsatisfied	28.0% (	26)
非常不滿意 Very unsatisfied	10.8% (	10)
合共 Total:	100.0%	93
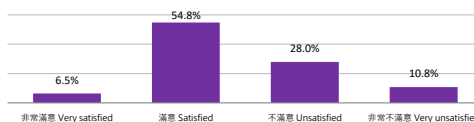
### Section 3 - OCIO 提供之服務和設施-電腦室 OCIO Services and Facilities (Computer Rooms)

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)	42.1% (	187)
很少使用 Seldom	38.1% (	169)
間中使用 Occasionally	16.9% (	75)
經常使用 Frequently	2.9% (	13)
合共 Total:	100.0%	444
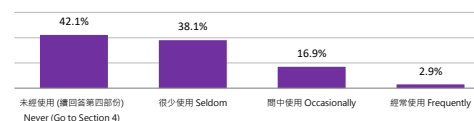
3.2 你認為 OCIO 之電腦室有足夠的電腦給同學使用嗎？
Do you think that there are sufficient computers in OCIO computer rooms?

足夠 Yes	90.6% (	232)
不足夠 No	9.4% (	24)
合共 Total:	100.0%	256
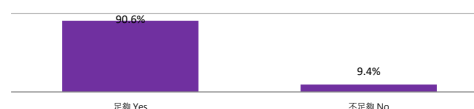
3.3 你認為 OCIO 之電腦室有足夠的電腦軟件給同學使用嗎？
Do you think that there is sufficient software in OCIO computer rooms?

足夠 Yes	77.0% (	198)
不足夠 No	23.0% (	59)
合共 Total:	100.0%	257

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	83.6% (	214)
不足夠 No	16.4% (	42)
合共 Total:	100.0%	256
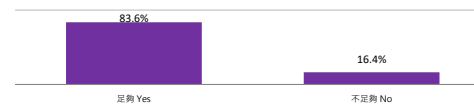
3.5 你對 OCIO 的列印服務的滿意程度是：
Are you satisfied with the printing services?

非常滿意 Very satisfied	22.6% (	58)
滿意 Satisfied	71.2% (	183)
不滿意 Unsatisfied	5.8% (	15)
非常不滿意 Very unsatisfied	0.4% (	1)
合共 Total:	100.0%	257
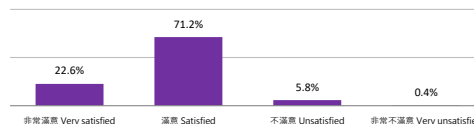
3.6 你曾否向學生輔導員（Student Consultant）尋求協助？
Have you ever sought help from our Student Consultants?

有 Yes	20.6% (	53)
沒有 (續回答3.9題) No (Go to 3.9)	79.4% (	204)
合共 Total:	100.0%	257
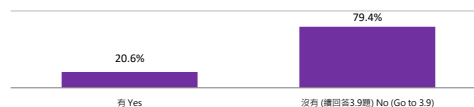
3.7	你向學生輔導員尋求協助的原因是 (可選一項或以上)： Why do you seek help from our Student Consultants? (Select all that apply)			
	不懂使用電腦網絡服務 (如網絡打印機及電郵服務) I have questions on using network services (e.g., network printers and emails)	41.9%	(	26	)
	不懂使用個別電腦軟件 I have questions on the usage of certain software	19.4%	(	12	)
	電腦硬件或軟件出現故障 I have hardware or software problems	32.3%	(	20	)
	其他 (請註明) Others (Please specify)	6.5%	(	4	)
	合共 Total:	100.0%		62	
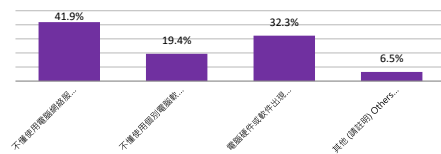
3.8	你對學生輔導員的滿意程度是： Are you satisfied with the services provided by Student Consultants?			
	非常滿意 Very satisfied	37.7%	(	20	)
	滿意 Satisfied	56.6%	(	30	)
	不滿意 Unsatisfied	5.7%	(	3	)
	非常不滿意 Very unsatisfied	0.0%	(	0	)
	合共 Total:	100.0%		53	
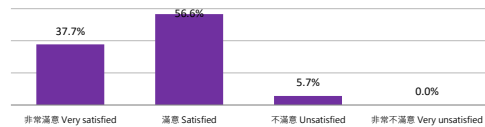
3.9	你對 OCIO 的電腦室整體的滿意程度是： Are you satisfied with OCIO computer rooms as a whole?			
	非常滿意 Very satisfied	19.1%	(	49	)
	滿意 Satisfied	74.2%	(	190	)
	不滿意 Unsatisfied	5.9%	(	15	)
	非常不滿意 Very unsatisfied	0.8%	(	2	)
	合共 Total:	100.0%		256	
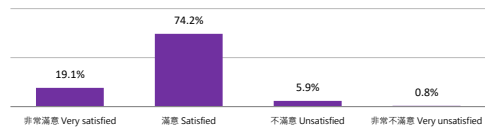
Section 4 -OCIO 提供之服務和設施 - IT Help Desk OCIO Services and Facilities (IT Help Desk)

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)	47.4%	(	210	)
	很少使用 Seldom	38.8%	(	172	)
	間中使用 Occasionally	12.6%	(	56	)
	經常使用 Frequently	1.1%	(	5	)
	合共 Total:	100.0%		443	
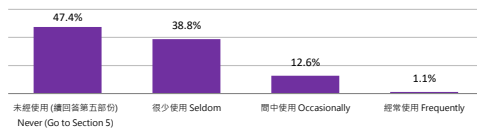
4.2 你認為以下項目對你的學習是否有幫助：
Do you find the following useful to your study?

1. 借用影音器材 AV Equipment Loan

很有幫助 Very Useful	8.6%	(20)
有幫助 Useful	36.9%	(86)
沒有太大作用 Not very useful	18.0%	(42)
沒有關聯 Not relevant	36.5%	(85)
合共 Total:	100.0%	(233)
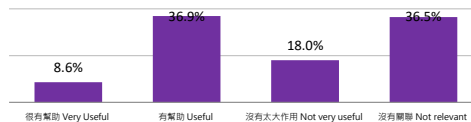
2. 借用筆記簿型電腦 One-Day Notebook Loan

很有幫助 Very Useful	14.7%	(34)
有幫助 Useful	36.2%	(84)
沒有太大作用 Not very useful	13.8%	(32)
沒有關聯 Not relevant	35.3%	(82)
合共 Total:	100.0%	(232)
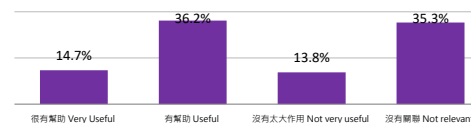
3. 八達通付款機 Octopus Payment Machine (OPM)

很有幫助 Very Useful	20.5%	(48)
有幫助 Useful	46.2%	(108)
沒有太大作用 Not very useful	10.7%	(25)
沒有關聯 Not relevant	22.6%	(53)
合共 Total:	100.0%	(234)
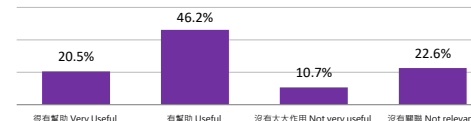
4. 流動裝置充電服務 Mobile Charging Station

很有幫助 Very Useful	29.6%	(69)
有幫助 Useful	42.5%	(99)
沒有太大作用 Not very useful	7.7%	(18)
沒有關聯 Not relevant	20.2%	(47)
合共 Total:	100.0%	(233)
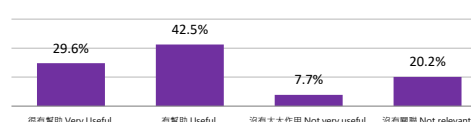
5. 照片和視頻工作轉室 Photo and Video Studio

很有幫助 Very Useful	11.6%	(27)
有幫助 Useful	39.2%	(91)
沒有太大作用 Not very useful	13.4%	(31)
沒有關聯 Not relevant	35.8%	(83)
合共 Total:	100.0%	(232)
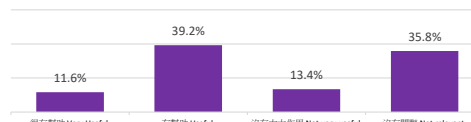
6. 更改密碼 Resetting passwords

很有幫助 Very Useful	20.2%	(47)
有幫助 Useful	47.2%	(110)
沒有太大作用 Not very useful	16.7%	(39)
沒有關聯 Not relevant	15.9%	(37)
合共 Total:	100.0%	(233)
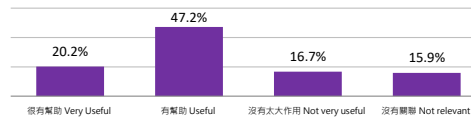
7. 釘裝 / 過膠 / 切紙 Binding/ lamination/ trimming

很有幫助 Very Useful	31.2%	(72)
有幫助 Useful	42.9%	(99)
沒有太大作用 Not very useful	6.1%	(14)
沒有關聯 Not relevant	19.9%	(46)
合共 Total:	100.0%	(231)
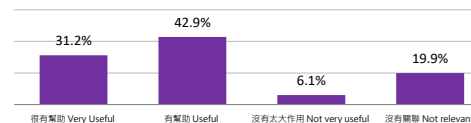
8. 以多功能影印機掃描/傳真
Scanning/ Faxing with the all-in-one photocopier

很有幫助 Very Useful	32.6%	(76)
有幫助 Useful	45.9%	(107)
沒有太大作用 Not very useful	6.0%	(14)
沒有關聯 Not relevant	15.5%	(36)
合共 Total:	100.0%	(233)
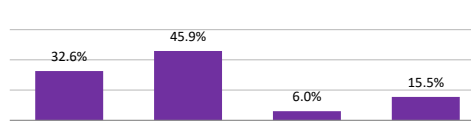
4.3 你對資訊科技支援站的服務滿意程度是：
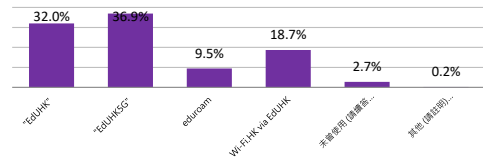Are you satisfied with the services provided by IT Help Desk?

|		
非常滿意 Very satisfied	20.9%	(49)
滿意 Satisfied	71.4%	(167)
不滿意 Unsatisfied	6.4%	(15)
非常不滿意 Very unsatisfied	1.3%	(3)
合共 Total:	100.0%	(234)
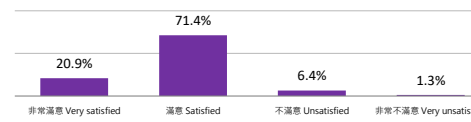
5.1 你較常使用哪一個SSID 連接到校園內的無線網絡 (非宿舍範圍)？
Which SSID do you normally use to access the Wi-Fi network on campus? (in areas other than Student Hostel)?

|			
"EdUHK"	32.0%	(	142)
"EdUHK5G"	36.9%	(	164)
eduroam	9.5%	(	42)
Wi-Fi.HK via EdUHK	18.7%	(	83)
未曾使用 (請續答 5.4 題) Never (Please go to 5.4)	2.7%	(	12)
其他 (請註明) Others (Please specify)	0.2%	(	1)
合共 Total:	100.0%		444

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:
(註：Wi-Fi服務並未覆蓋洗手間、電梯、停車場、便利店等範圍。)
Are you satisfied with the Wi-Fi service stability on campus (excluding Student Hostel)?
(Note: Currently, Wi-Fi service is not covered in areas such as toilets, lifts, car park and the convenience shop.)

|			
非常滿意 Very satisfied	15.5%	(	67)
滿意 Satisfied	61.3%	(	265)
不滿意 Unsatisfied	18.8%	(	81)
非常不滿意 Very unsatisfied	4.4%	(	19)
合共 Total:	100.0%		432
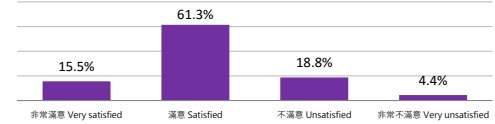
5.3 你對校園內無線網絡服務(非宿舍範圍)的網絡速度滿意程度是:
Are you satisfied with the Wi-Fi speed on campus (excluding Student Hostel)?

非常滿意 Very satisfied	15.5%	(	67)
滿意 Satisfied	64.1%	(	277)
不滿意 Unsatisfied	16.4%	(	71)
非常不滿意 Very unsatisfied	3.9%	(	17)
合共 Total:	100.0%		432
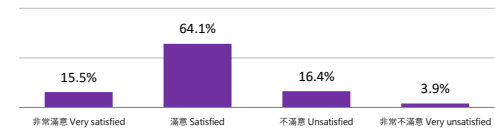
5.4 你曾否在校外使用 "eduroam" 提供的無線網絡服務？
Have you ever used the "eduroam" Wi-Fi service outside campus?

未經使用 Never（請續答第六部份）Never (Please go to section 6)	73.4%	(	326)
很少使用 Seldom	17.1%	(	76)
間中使用 Occasionally	7.7%	(	34)
經常使用 Frequently	1.8%	(	8)
合共 Total:	100.0%		444
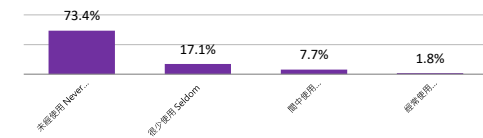
5.5 你認為 "eduroam" 校外無線網絡服務對同學是否有幫助？
Do you find the "eduroam" Wi-Fi service outside campus useful?

很有幫助 Very useful	17.8%	(	21)
有幫助 Useful	47.5%	(	56)
沒有太大作用 Not very useful	23.7%	(	28)
沒有意見 No comment	11.0%	(	13)
合共 Total:	100.0%		118
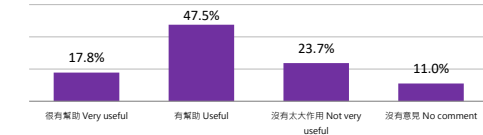
Section 6 - OCIO 提供之服務和設施 - 其他服務及設施 OCIO Services and Facilities (Others)

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)	43.2%	(	192)
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)	11.7%	(	52)
很少使用 Seldom	34.7%	(	154)
間中使用 Occasionally	9.2%	(	41)
經常使用 Frequently	1.1%	(	5)
合共 Total:	100.0%		444
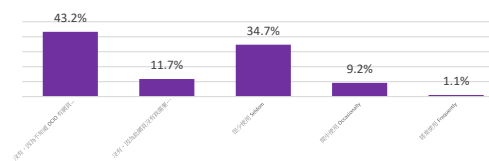
6.2 你認為 OCIO 網頁的學生常見問題部份對同學是否有幫助？
Do you find the Student FAQ on OCIO website useful?

很有幫助 Very useful	8.5%	(	17)
有幫助 Useful	59.5%	(	119)
沒有太大作用 Not very useful	12.0%	(	24)
沒有意見 No comment	20.0%	(	40)
合共 Total:	100.0%		200
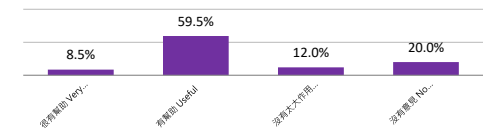
6.3	你曾否瀏覽 OCIO 網頁的ChatBot？			
	Have you ever used ChatBot on OCIO Website?			
	沒有，因為不知道 ChatBot是什麼 (續回答6.5題)	50.8%	(	101)
	Never. I do not know about ChatBot (Go to 6.5)			
	沒有，因為此ChatBot沒有我需要的資訊 (續回答6.5題)	13.1%	(	26)
	Never. ChatBot does not contain the information I need (Go to 6.5)			
	很少使用 Seldom	29.1%	(	58)
	間中使用 Occasionally	5.0%	(	10)
	經常使用 Frequently	2.0%	(	4)
	合共 Total:	100.0%		199
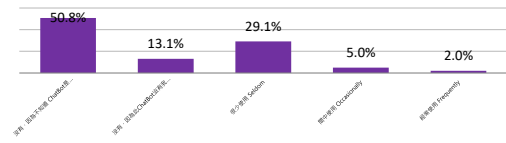
6.4	你認為 OCIO 網頁的ChatBot 對同學是否有幫助？			
	Do you find ChatBot on OCIO website useful?			
	很有幫助 Very useful	13.7%	(	10)
	有幫助 Useful	54.8%	(	40)
	沒有太大作用 Not very useful	13.7%	(	10)
	沒有意見 No comment	17.8%	(	13)
	合共 Total:	100.0%		73
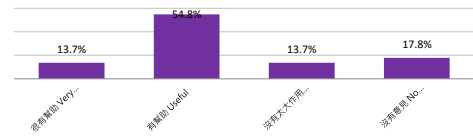
6.5	你對 OCIO 網頁的滿意程度是：			
	Are you satisfied with OCIO website?			
	非常滿意 Very satisfied	11.0%	(	22)
	滿意 Satisfied	80.0%	(	160)
	不滿意 Unsatisfied	9.0%	(	18)
	非常不滿意 Very unsatisfied	0.0%	(	0)
	合共 Total:	100.0%		200
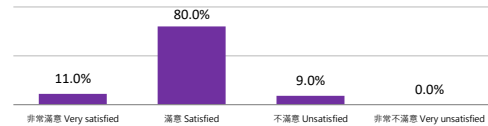
6.6	你曾否使用 Microsoft Office 365 for Students (可選一項或以上)？			
	Have you ever used Microsoft Office 365 for Students? (Select all that apply)			
	未曾使用 (請續答 6.8 題) Never (Please go to 6.8)	20.1%	(	125)
	Teams	17.0%	(	106)
	OneDrive	40.2%	(	250)
	Office Web Apps	22.7%	(	141)
	合共 Total:	100.0%		622
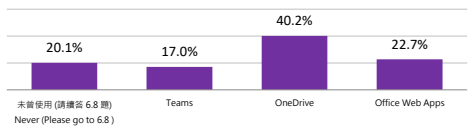
6.7	你曾否從 Office 365 網站下載免費的 Office 365 ProPlus？			
	Have you ever downloaded the free Office 365 ProPlus from Office 365 website?			
	有 Yes	31.7%	(	101)
	沒有，因為沒有這需要	22.9%	(	73)
	Never. It is not necessary.			
	沒有，因為不知道可以下載	43.9%	(	140)
	Never. I do not know that there is such a service.			
	沒有，因為未能成功下載	1.6%	(	5)
	Never. I cannot download successfully.			
	合共 Total:	100.0%		319
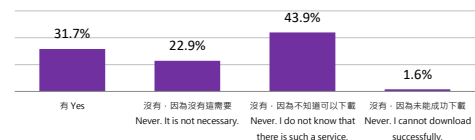
6.8	你對學生電郵（Google Gmail）之滿意程度是：			
	Are you satisfied with the Student Webmail (Google Gmail) service?			
	非常滿意 Very satisfied	29.3%	(	130)
	滿意 Satisfied	62.5%	(	277)
	不滿意 Unsatisfied	6.1%	(	27)
	非常不滿意 Very unsatisfied	2.0%	(	9)
	合共 Total:	100.0%		443
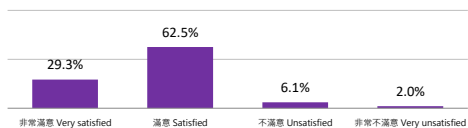
6.9	你曾否下載 ESET（防毒軟件）在家中或宿舍使用？			
	Have you ever downloaded ESET(anti-virus software) for your home or hostel use?			
	有 Yes	8.1%	(	36)
	沒有，因為沒有這需要	29.3%	(	130)
	Never. It is not necessary.			
	沒有，因為不知道有此服務	47.7%	(	212)
	Never. I do not know that there is such a service.			
	沒有，因為不懂得在哪裏可以下載	14.9%	(	66)
	Never. I do not know where to download.			
	合共 Total:	100.0%		444
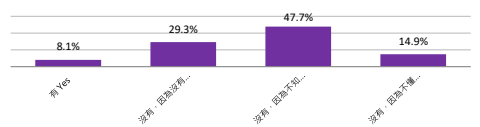
6.10	你曾否使用MyEdUHK 手機應用程式?			
	Have you ever used MyEdUHK mobile app?			
	有 Yes	54.2%	(	240)
	沒有，因為沒有這需要 (續回答6.12題)	28.0%	(	124)
	Never. It is not necessary. (Go to 6.12)			
	沒有，因為不知道有此服務 (續回答6.12題)	14.2%	(	63)
	Never. I do not know that there is such a service. (Go to 6.12)			
	沒有，因為不懂得在哪裏可以下載 (續回答6.12題)	3.6%	(	16)
	Never. I do not know where to download. (Go to 6.12)			
	合共 Total:	100.0%		443
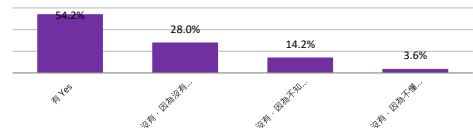
6.11 你認為MyEdUHK 手機應用程式對同學是否有幫助？
Do you find MyEdUHK mobile app useful?

很有幫助 Very useful	13.7% (	33)
有幫助 Useful	52.7% (	127)
沒有太大作用 Not very useful	29.5% (	71)
沒有意見 No comment	4.1% (	10)
合共 Total:	100.0%	241
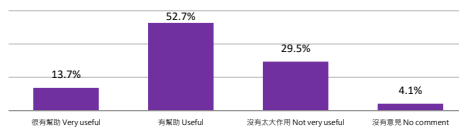
6.12 你認為以下的工具及服務是否有幫助?
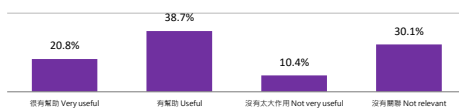Do you find the following tools and services useful?

1. Zoom - Online Meeting Software

很有幫助 Very useful	54.1% (	240)
有幫助 Useful	41.7% (	185)
沒有太大作用 Not very useful	2.9% (	13)
沒有關聯 Not relevant	1.4% (	6)
合共 Total:	100.0%	444
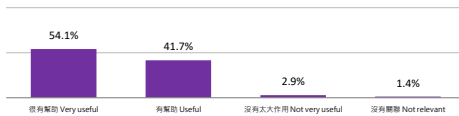
2. Qualtrics

很有幫助 Very useful	20.8% (	90)
有幫助 Useful	38.7% (	167)
沒有太大作用 Not very useful	10.4% (	45)
沒有關聯 Not relevant	30.1% (	130)
合共 Total:	100.0%	432

3. Catchbox - Throwable Microphone

很有幫助 Very useful	7.6% (	33)
有幫助 Useful	24.1% (	105)
沒有太大作用 Not very useful	15.8% (	69)
沒有關聯 Not relevant	52.5% (	229)
合共 Total:	100.0%	436
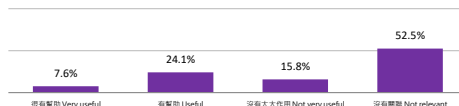
4. Sound Booth

很有幫助 Very useful	16.5% (	72)
有幫助 Useful	32.0% (	140)
沒有太大作用 Not very useful	13.5% (	59)
沒有關聯 Not relevant	38.0% (	166)
合共 Total:	100.0%	437
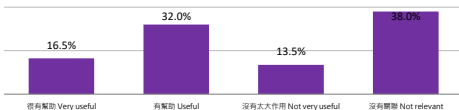
5. Interactive Flat Panel (IFP)

很有幫助 Very useful	6.9% (	30)
有幫助 Useful	26.1% (	114)
沒有太大作用 Not very useful	13.3% (	58)
沒有關聯 Not relevant	53.7% (	234)
合共 Total:	100.0%	436
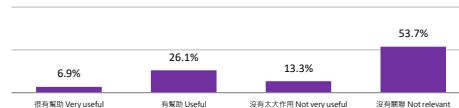
6. Virtual Private Network (VPN) for general users (portal: "vpn.eduhk.hk")

很有幫助 Very useful	29.1% (	127)
有幫助 Useful	31.6% (	138)
沒有太大作用 Not very useful	11.7% (	51)
沒有關聯 Not relevant	27.7% (	121)
合共 Total:	100.0%	437
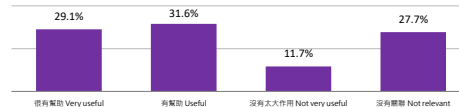
7. Virtual Private Network (VPN) for general users (portal: "121.37.2.190")

很有幫助 Very useful	28.0% (	121)
有幫助 Useful	26.9% (	116)
沒有太大作用 Not very useful	10.4% (	45)
沒有關聯 Not relevant	34.7% (	150)
合共 Total:	100.0%	432
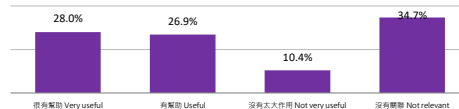
8. Padlet Backpack

很有幫助 Very useful	16.4% (	71)
有幫助 Useful	35.3% (	153)
沒有太大作用 Not very useful	11.5% (	50)
沒有關聯 Not relevant	36.7% (	159)
合共 Total:	100.0%	433
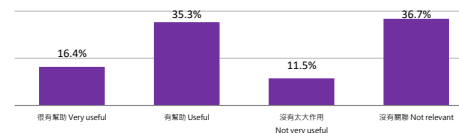
9. Flip (Flipgrid)

很有幫助 Very useful	10.6% (	46)
有幫助 Useful	28.8% (	125)
沒有太大作用 Not very useful	15.7% (	68)
沒有關聯 Not relevant	44.9% (	195)
合共 Total:	100.0%	434
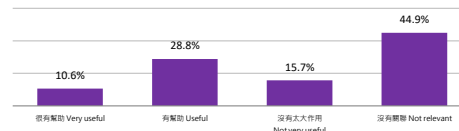
10. ChatGPT at EdUHK

很有幫助 Very useful	29.6%	(	129)
有幫助 Useful	37.6%	(	164)
沒有太大作用 Not very useful	11.2%	(	49)
沒有關聯 Not relevant	21.6%	(	94)
合共 Total:	100.0%		436
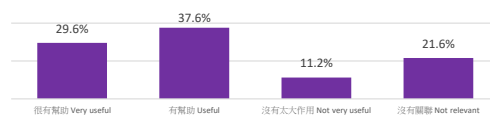
6.13   你認為迎新工作坊能否幫助你認識OCIO的設施和服務?（僅適用於新生）
Do you find the workshop "Introduction to IT Services" useful in getting to know
OCIO services? (For New Students only)

很有幫助 Very useful	11.8%	(	49)
有幫助 Useful	33.3%	(	139)
沒有太太作用 Not very useful	12.5%	(	52)
沒有意見 No comment	16.1%	(	67)
不適用 Not relevant	26.4%	(	110)
合共 Total:	100.0%		417
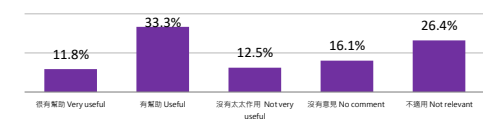
Section 7 - 總評及其他意見 Overall & Other Comments

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	17.2%	(	76)
滿意 Satisfied	79.6%	(	351)
不滿意 Unsatisfied	2.5%	(	11)
非常不滿意 Very unsatisfied	0.7%	(	3)
合共 Total:	100.0%		441
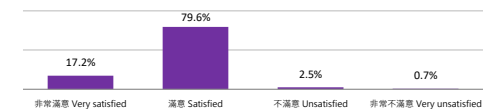
Major Individual Comments Collected from Student Survey 2023-24

1. The most common compliment across all services was the availability and convenience of the computers, printers, software, and equipment provided by OCIO.

2. The most common complaint across all services was the poor quality and reliability of the Wi-Fi services.

3. The most common suggestion across all services was to repair or replace faulty or broken devices, such as dual-screen computers, laminating machines and Wi-Fi routers.

4. The second most common suggestion across all services was to provide more instructions, training, and communication for the services and equipment, such as scanning and printing, sound booths, photo and video studio, VPN, antivirus software, chatbot and ChatGPT.

5. The third most common suggestion across all services was to improve the service attitude and responsiveness of the IT support staff and student helpers. In addition, students have suggested extending the opening hours of the IT Help Desk and increasing the variety of payment methods at the University.

Responses and action plan from OCIO

Provision of AI-related Services:	We have released GPT-4o to students and enhanced the service by increasing the monthly credit units to facilitate the University community to embrace the technology.
Wi-Fi Improvement Work:	After looking into the Wi-Fi logs, we found that many users connected to the wireless network via the public Wi-Fi for guests (SSID "Wi-Fi.HK via EdUHK") on campus. By default, this public SSID was configured to disconnect automatically every 2 hours. We have fine-tuned this particular SSID by increasing the total bandwidth from 20MB to 80MB and extending the time-out session from 2 hours to 8 hours earlier this year to improve user experience. To further enhance the stability of the Wi-Fi network, Wi-Fi network maintenance is conducted quarterly starting from Jul 2024.
Enhancement of Payment Channels:	We have enabled WeChat Pay and Alipay as additional tuition fee payment options in Apr 2024. In addition, more payment channels are now supported by the Octopus Payment Machines (OPM), including Octopus, Visa payWave, Mastercard contactless, UnionPay QuickPass, Alipay, WeChat Pay, Apple Pay, Google Pay and Samsung Pay. Students can use an OPM to purchase print quotas for network printing and pay for hall activities fees.
More Promotional Videos on IT Services:	Promotional videos on various IT services, such as "Introduction to IT Services" and "How to identify phishing emails" can be found on OCIO website. More promotional videos are in the pipeline to help users make the most of the IT equipment for learning and teaching purposes.
Quality of IT Equipment:	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.
Opening Hours of IT Help Desk and Service of Staff:	Regarding the suggestion to extend the opening hours of IT Help Desk, we implemented a 24-hour virtual assistant, powered by Microsoft 365 Copilot, on the OCIO website to provide general support in Jun 2024. We will release an online defect reporting form to facilitate the reporting of faulty IT devices on campus. Users could also leave us a message on the hotline after office hours and we will attend to your case as soon as possible. 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.