9. Services and support for students

9.1 The Chinese University Student Information System (CUSIS)

The Chinese University Student Information System (CUSIS) provides a “centralised” interface for students to obtain the following information and services through a personal account:

- Personal record
- Handbooks, study schemes
- Course selection and course add/drop
- Academic results
- Online application for programme change, course and unit exemptions, etc.
- CUHK Webmail

Teachers and staff of Graduate Divisions can access CUSIS to obtain as well.

9.2 Graduate School Platform

The GS Platform (Students) allows students to obtain the following information and services at the Graduate School website:

- Rules and regulations, guidelines
- Announcements
- Thesis supervision and submission
- Improving Postgraduate Learning (IPL)
- Academic honesty
- Useful forms

Teachers and staff of Graduate Divisions may access the GS Platform (Divisions) for information and reference as well.

9.3 Student Advisory System

The University has put in place a Programme/Division-level advisory system, which focuses on academic advising with the goal, to support students’ academic development and to overcome academic problems. Apart from giving advice on academic matters, advisors can become resource persons and provide information on other whole-person development opportunities to students.

Under the implementation plan approved by the Senate, every student is assigned one academic advisor (Level I Advisor) by the Graduate Division. Graduate Divisions are also requested to nominate designated academic advisors (Level II Advisor) for students who need further support. Graduate Divisions/Programmes have the flexibility to decide on the details of the appointment of Levels I and II advisors, such as whether Levels I and II advisors are to be the same person for a particular student,
and the number of academic advisors for the Graduate Division, so as to suit the different needs of Graduate Divisions/Programmes.

9.4 Library facilities

The Chinese University of Hong Kong Library is one of the major academic research libraries in East Asia. It comprises the University Library and six other Libraries – the Elisabeth Luce Moore Library at Chung Chi College, the Ch’ien Mu Library at New Asia College, the Wu Chung Multimedia Library at United College, the Li Ping Medical Library at the teaching hospital in Shatin, the Architecture Library and the Lee Quo Wei Law Library.

With over 2.6 million print volumes, 4 million online books, more than 140,000 journal subscriptions and 843 databases, the Library welcomes around 2.5 million visits per year. Collections reflect The Chinese University of Hong Kong’s bilingual and multicultural environment. The electronic collections can be accessed and library resources (LibrarySearch) can be searched online at http://www.lib.cuhk.edu.hk. Books can be borrowed from any of the libraries. As part of Hong Kong Academic Library Link (HKALL) students can also use books from the seven other university libraries in Hong Kong.

The Library offers inspirational facilities, with over 4,000 study spaces across its buildings. It caters for all, from silent individual study to the vibrant Learning Garden area. There are extensive PC facilities and WiFi is enabled throughout the libraries. The University Library accommodates the needs of postgraduates and researchers, with a Research Commons and individual study rooms. During the semester 24/7 study space is available in the Learning Garden at the University Library, the Architecture Library and all year round at the Li Ping Medical Library.

In addition to a roving help team, librarians offer specialist support in person, via email or phone. Library orientation sessions are organised for new students at the beginning of each academic year. Workshops are held throughout the year, so that students can find, use and apply the information they need effectively. Information guides and news about all of the Libraries are available on the Library website.

9.5 Language training

Language courses for non-major students are mainly organised by the English Language Teaching Unit (ELTU) and Yale-China Chinese Language Centre (CLC). There are practical language courses, such as Postgraduate Presentation Skills and Putonghua/Cantonese for non-native speakers, or courses in special topics like Chinese Reading and Chinese Culture.

A Supervisor may include additional language courses in a student’s study scheme as considered necessary or appropriate to improve the student's ability to understand the literatures in the student’s field of research as well as in the presentation of his/her own ideas and research outputs. Students may also take the initiative to request the Supervisor to add language courses in their study scheme. In both scenarios, the additional workload to be imposed on the students must be considered.
Interested students please visit the website of ELTU at www.cuhk.edu.hk/eltu/ and of CLC at www.cuhk.edu.hk/clc/new/en/.

9.6 Independent Learning Centre

The Independent Learning Centre (ILC) provides a resource rich environment for students to reflect on and engage in their role as Independent Learners. Through specialized workshops, individual consultations, online resources, and guided study plans, the ILC helps learners to improve their communication and study skills, as well as plan their own learning strategies.

Objectives of the Independent Learning Centre:

- To make available expert advice on independent learning and communication issues in both English and Chinese.
- To provide a resource rich and relaxing environment for students to engage in self study.
- To provide online content and multi-media learning resources to help students reach their individual learning goals.
- To collaborate with teachers and units across The Chinese University of Hong Kong to provide resources and activities to support and encourage independent learning.

Please visit the ILC website (http://www.ilc.cuhk.edu.hk) for information about its services and resources available to students.

9.7 Information Technology Services Centre

The Information Technology Services Centre (ITSC) operates the University’s IT infrastructure and provides a wide range of related services, and integrates information technology into almost every facet of university life.

(a) IT Facilities – User Areas and Learning Commons

The User Areas (1/F, Pi Ch’iu Building) and the Leaning Commons (6/F, Wu Ho Man Yuen Building) are both equipped with computers, audio visual facilities and multi-functional printers to provide printing, scanning and photocopying services. They also have functional spaces to facilitate students’ private and collaborative work.

(b) MyCUHK – University Portal

MyCUHK, the one-stop University portal, offers personalized access to the Chinese University Student Information System (CUSIS), University administrative system, cloud e-mail service, library services, a wide range of online services and campus information. Through CUSIS, students can manage personal particulars, enroll courses, view official grades, print transcripts, and submit applications online (e.g. outgoing exchange applications, financial aid and scholarship application), make online payment, etc.

(c) Network Connection
The entire campus, including classrooms, student hostels, teaching blocks, academic and administrative buildings, is connected to the University Campus Backbone Network via high-speed 10 Gigabit or Gigabit Ethernet links.

Meanwhile, students can enjoy Wi-Fi service in libraries, classrooms, student canteens, student hostels and most of the student common rooms and indoor or outdoor communal areas on campus. Student residents can also access the campus network and the Internet through network ports that are available in hostels.

When off campus, students can connect to the campus network through commercial broadband service providers using a virtual private network (VPN) connection. Under a partnership programme, registered users can enjoy free Wi-Fi Internet access at hotspots throughout Hong Kong and at many overseas universities.

(d) eLearning Systems and Tools
Various systems and tools are offered by ITSC to enrich online learning experience of students at the University. Teaching staff can set up course websites on CUHK eLearning System for students to access online learning materials, submit assignments, participate in class discussions, take quizzes online etc. Other systems and tools used to support teaching include CUHK on iTunes U and Lecture Recording System.

(e) Information Security
Under the University Software License Programme, each CUHK student is entitled to a free copy of anti-virus software for their computer protection. Students are also encouraged to learn good IT practices to safeguard personal information and sensitive data through.

(f) Cloud Service – Office 365
Student can enjoy cloud services under Office 365, which provides a range of collaboration tools to facilitate your study. It includes a 50GB mailbox, 1TB cloud storage and free installation of Microsoft Office applications.

For further Information, please visit the ITSC website at http://www.itsc.cuhk.edu.hk.

9.8 Student services and student activities

The CUHK is committed to providing its students with a holistic and balanced education, consisting of both formal and non-formal elements. The formal element is primarily academic pursuit, while the non-formal element includes non-academic and extracurricular activities and personal education. The Office of Student Affairs (OSA) aims to facilitate the all-round personal development and growth of students of the University. It works with other functional units within the University and external resources to provide quality non-formal educational experience and support to students.

The OSA provides a wide range of services for eligible postgraduate students as follows:

(a) Wellness and counselling:
   (i) Provision of individual and group counselling services*
   (ii) Organization of personal growth and self-development groups and workshops.
(iii) Promotion of mental wellness and positive psychology through educational and developmental programmes.

(iv) Offering consultation services to departments on matters pertaining to counselling service and mental health.

(v) Coordinating the support services for students with disabilities.

(b) Learning and cultural enhancement:
   (i) Offering academic counselling and related support services to students.
   (ii) Organization of adjustment and developmental programmes for learning enhancement of students.
   (iii) Organization of cultural diversity activities and administer fund for promoting internationalization and cultural integration.
   (iv) Provision of support services to non-local students.
   (v) Liaising with and provision of advice and support for the Postgraduate Student Association (CUPSA) and other student associations.

(c) Career planning and development:
   (i) Organization of career guidance and enrichment programmes.
   (ii) Provision of students with job information and placement services.
   (iii) Supporting employers' recruitment exercises.
   (iv) Organization of offshore summer internship programmes.
   (v) Provision of individual and small group career counselling services*.

(d) Student amenities:
   (i) Managing the student amenities and facilities located in Benjamin Franklin Centre, John Fulton Centre and Pommerenke Student Centre, and administer the online facilities booking system for student facilities and equipment.
   (ii) Managing the International House providing on campus residence.
   (iii) Managing the University Swimming Pool.

For details of OSA services, please visit the OSA website at [http://www.cuhk.edu.hk/osa](http://www.cuhk.edu.hk/osa).

(*The service is normally available to full-time RPg students.)

9.9 Off-campus Housing

(a) On-campus housing - The Postgraduate Halls consist of 6 buildings and offer about 1,100 hostel places. Owing to the shortage of hostel places, hostel accommodation is considered on a yearly basis. Full-time RPg students are eligible to apply for hostel residence. Please visit [www.pgh.cuhk.edu.hk/](http://www.pgh.cuhk.edu.hk/) for details. Continuing students are not eligible to apply and may consider off-campus housing.

(b) Off-campus housing - Information is available on the Off-campus Housing Information Service (OHIS) website ([http://www.cuhk.edu.hk/osa/iss/OHIS_Eng/index.html](http://www.cuhk.edu.hk/osa/iss/OHIS_Eng/index.html)) which is managed by the Incoming Students Section of the OSA. Students will find useful information such as accommodation for rental in relevant districts and points to note in signing tenancy agreements on
the website. There is also an online forum for students to share housing information and look for flat-mates.

9.10 Student association

RPg students are eligible to join the Postgraduate Student Association of the Chinese University of Hong Kong (CUPSA). CUPSA's missions are:

(a) Be a bridge of communication between postgraduate students and the University by reflecting students’ opinions and views;
(b) To organise student activities for the development and well-being of students;
(c) To broaden the network and horizons of students by communicating with external groups; and
(d) To nurture team spirit, sense of responsibility, cooperativeness and leadership skills of students.

Please visit the CUPSA website at http://cupsa.hk for more information and the latest activities.

9.11 University Health Service

The University Health Service (UHS) provides on-campus medical, dental and health promotion services to full-time students and staff members and their dependants. Its medical team includes eight physicians, five dental surgeons and other allied health professionals. The health clinic is equipped with a minor operating theatre, a dispensary, a medical laboratory and a physiotherapy unit to provide primary medical and dental care services. For specific or more serious medical conditions, the clinic can arrange referrals to specialists.

The Health Education Unit organizes regular talks, student activities, awareness campaigns, and vaccination programmes.

The Dental Unit provides both preventive and curative services, as well as dental prostheses.

Appointments can be made via telephone, Internet or in person. Medical services are generally free of charge, whereas the Dental Unit charges a nominal fee.

In case of emergency, members of the University should seek prompt treatment at the Accident and Emergency Department of Prince of Wales Hospital in Shatin or any Hospital Authority hospital. To call an ambulance, please dial 999.

Please visit the UHS website at http://www.uhs.cuhk.edu.hk/ for more information.

9.12 Other cultural/recreational/sports facilities and services

There are other sports facilities, cultural and recreational facilities and services for students:

(a) Sports facilities

In order to promote students' health and fitness, the University provides a variety of sports facilities, including two sports fields, five gymnasia, a water sports centre, a swimming pool, tennis courts,
squash courts, badminton courts, basketball courts, volleyball courts, table-tennis rooms, dance studio, fitness rooms, etc.

(b) The Sir Run Run Shaw Hall
With a seating capacity of 1,438 and experienced housing and backstage staff, the Sir Run Run Shaw Hall is the biggest and professionally-equipped theatre in the University suitable for holding ceremonies, assemblies, meetings, lectures and examinations, and for staging concerts, drama and dance performances, film shows and exhibitions. Temporary studio setting is possible on request. Booking for cultural activities is welcomed. For further information, please visit the Hall’s website: http://www.srrsh.cuhk.edu.hk.

(c) The Office of the Arts Administrator
The Office of the Arts Administrator is responsible for presenting and organising arts programmes, promoting and coordinating campus-wide arts activities, and providing educational opportunities in the arts for students’ holistic development. For more information of the Office of the Arts Administrator, please visit the website: http://www.oaa.cuhk.edu.hk.

(d) Parking

(e) MTR Student Travel Scheme
Full-time students may apply for the scheme and enjoy MTR ticket discount. For details, please refer to the webpage on the Office of Admissions and Financial Aid website at http://www.oafa.cuhk.edu.hk/sfas/other-schemes/mtr-student-travel-scheme.

9.13 Safety and environmental issues

CUHK is devoted to cultivating a positive safety culture through the concerted efforts of all departments/units. The University Safety Office co-ordinates activities to support this mission, including provision of safety manuals and guidelines for the University community, organizing health and safety talks and training courses such as Getting to know the Safety Instructions of Chemicals, Safety Talk on Manual Handling Operation and Prevention of Back Injuries, Safety Talk on Health Hints on the use of Display Screen Equipment. The Office also coordinates a list of departmental safety officers. Students and staff may contact the Office directly or the departmental safety officers if they need advice on safety issues. The Office’s website is www.cuhk.edu.hk/useo/.

The Campus Planning and Sustainability Office (CPSO) is a policy unit responsible for campus planning and sustainability matters. CPSO supports the University's long-term physical developments in terms of campus and space planning, institutionalize green policies and practices to build a sustainable campus, and steer and coordinate efforts in these strategic areas with increased visibility and augmented leadership.
CUHK, as a socially responsible institution of higher education, is committed to building and maintaining a sustainable campus to support its future developments and meet its growth needs, and to providing leadership in sustainability efforts in Hong Kong and beyond, for the present and future generations.

For further information relating to the above, please visit the CPSO website (http://www.cuhk.edu.hk/cpso/).