

THE CHINESE UNIVERSITY OF HONG KONG

Senate Committee on Teaching and Learning

Student-support Services and Activities at CUHK

Introduction

1. With an educational philosophy that stresses the development of all-round students and graduates, The Chinese University of Hong Kong (CUHK) aspires that its students gather specialized knowledge and skills, as well as general wisdom for life. The University provides a wide range of support to its students to facilitate their whole-person development.

Provision of General Support to Students

2. The University has extensive student-support systems. General pastoral student-support services are provided by Colleges and the Office of Student Affairs (OSA), as well as a number of other units which provide student services in specialized areas such as the Office of Academic Links (OAL), Office of Admissions and Financial Aid (OFA), and University Health Service (UHS). Each of these units provides relevant support services for students in accordance with its mission and characteristics.
3. The different student-support units have distinct roles and responsibilities:
 - (a) Colleges provide a wide range of educational experience to support the broader development of undergraduate students as whole persons. Colleges are congenial communities with their own hostels, dining halls and other facilities. Students receive pastoral care and whole-person education at Colleges, including formal and non-formal general education. Colleges coordinate student-orientation activities, and organize non-formal co-curricular activities which focus on a variety of dimensions and seek to facilitate student development in:
 - i. ethical development, e.g. community services;
 - ii. intellectual development, e.g. study tours and related activities;
 - iii. physical development, e.g. various sports activities;
 - iv. social development, e.g. leadership training; and
 - v. aesthetic development, e.g. musical activities.
 - (b) The OSA provides a wide range of services and programmes to both undergraduate and postgraduate students, which aim at meeting their varying needs as they progress along their university years. The Office facilitates the growth of students through the specialized services and activities of its four functional sections:

- i. *student activities and amenities*: coordinating new student orientation at University level as well as university-wide and intervarsity student activities, supporting student bodies, and managing student amenities;
 - ii. *incoming students services*: providing general care services to non-local students, promoting a culturally diverse campus, and supporting the learning effectiveness of non-local students via a team of Learning Enhancement Officers;
 - iii. *student counselling and development*: providing individual and group counselling services, organizing personal growth and self-development activities, and promoting mental wellness;
 - iv. *career planning and development*: providing students with job information and placement services, organizing career guidance and development activities, and offering summer internship programmes.
- (c) The OAL is responsible for the development of international relations and the coordination and administration of student-exchange programmes at CUHK, while the OAL (China) assists to promote, among other duties, students' exposure in Mainland China.
- (d) The OAFA offers scholarships, prizes and other academic awards as due recognition to students who have demonstrated academic excellence and outstanding performance in other areas, as well as different types of bursaries and loans to help students who are in genuine needs.
- (e) The UHS administers various health-education programmes (both for physical and mental well-being) for students.
4. The different responsibilities of the various student-support units and the characteristics of their activities are summarized in Annex 1.

Provision of Academic Support to Students

5. Besides the provision of general pastoral and career support, various University units also provide a variety of specialized services in support of student learning. The key units are as follows:
- (a) The Library provides resources and services to support students from all disciplines of the University's academic programmes, in study and research. Library staff also provide training and guidance in information literacy to both undergraduate and postgraduate students.
 - (b) The Independent Learning Centre (ILC) provides advice, training and resources for students to become more effective lifelong learners. ILC activities and resources focus on learning skills, including language and communication skills.
6. In addition, a series of language-enhancement programmes are provided by various units to students with a view to assisting them to upgrade the level of their language proficiencies.

Academic-advisory System

7. An academic-advisory system has been set up in each faculty/ department to provide academic-advice services and to coordinate various academic matters at the department level. The academic student-support services can also provide relevant information on student-support activities offered by various units and refer students to these units when appropriate, e.g. referring a distressed student to a counselor in the Office of Student Affairs, and forwarding a case concerning hostel adjustment to the relevant College. In this way, the department-level academic-advisory system also forms part of the wider student-support and pastoral-care system.
8. The academic-advisory functions are overseen by an Associate Dean (Student Affairs) in each of the faculties.

Coordination of the Student-support Units

9. The key units in general student support are represented in the Committee on Student Affairs chaired by the University Dean of Students. The Committee coordinates the various student-support programmes offered by different units. The diagram at Annex 2 illustrates the major functions of the units concerned.

Evaluation of the Student-support Activities

10. Student-support services and activities are developed from various internal and external inputs. Each unit considers the needs of the students, studies the external environment, evaluates past performance and makes its long-term and short-term plans. Information is collected from progress and regular reports through internal meetings and surveys among students.
11. Student services and activities are subject to evaluation by both the units concerned and students who have participated in the activities. Evaluation is conducted by various means, such as gathering direct student feedback, studying student output and reports, conducting satisfaction surveys, personal/ group interviews, knowledge/ skill tests, and drawing up statistical reports and behavioral change studies, etc. There are also sources of indirect evidence that illustrate the effectiveness of the University's student-development activities and student-support programmes, e.g. surveys on performances of our students done by external parties.

A "Road Map" of the Student-support Activities

12. Through its many student-support services units, the University has developed a wide range of student-development activities and services. For better coordination and integration of the services and activities, a framework of the services/ activities which facilitate the whole-person development of undergraduate students has been developed.

13. The framework will facilitate students and the relevant units of the University to grasp the diversity as well as totality of activities offered, and enable students to gain the maximum benefit from participating in appropriate activities and services. The framework outlines and enhances the diversity of students' experiential-learning opportunities in the University, and aims to serve as a guide for Colleges, faculties and other units in planning for students' experiential learning, hence making the best use of limited resources, and sharpening the objectives of the activities they organize. The framework will also serve as roadmap for the experiential-learning opportunities for students, guiding them through their university experience.

[Endorsed by the Senate Committee on Teaching and Learning at its Second meeting (2009-10) held on 16 December 2009.]

Roles and Responsibilities of Student-support Units

I. University Administrative Units

Agency	Service Content	Major Characteristics	Access to Services	Evaluation of Services
Office of Student Affairs	- Psychological counselling services - Mental-health programmes	- Sole service agent on campus	- Mass email - Office website - ITSC Digest - Regular e-newsletters	- Attendance statistics - Survey questionnaires - Follow-up evaluation on case-by-case basis
	- Career-planning and development programmes	- Major provider of career services on campus	- Regular magazines for student community	- Informal sharing, individual contact with students, etc.
	- Internship Programmes - Mentorship Programmes	- Generic placement opportunities	- Notices - Posters	
	- Cultural-diversity programmes - Guidance for student unions and student societies - Student-activity funds - Orientation programmes for new students - Leadership-training programmes	- Emphasis on interaction between local and non-local students - University-based i.e. open to all students of the University - Some programmes are intervarsity -	- Brochures - Roll-up banners - Set-up of booths - Through relevant student associations	
	- Advising on adjustment and learning effectiveness	- Exclusively for Mainland undergraduate students		
	- Advice on housing arrangements	- Mainly for non-local students		

Office of Admissions and Financial Aid	<ul style="list-style-type: none"> - Scholarships - Bursaries and financial aids 	<ul style="list-style-type: none"> - University-based i.e. open to all students of the University 	<ul style="list-style-type: none"> - Mass email - OAFA website - Posters - Grant/ Loan talks on registration days 	<ul style="list-style-type: none"> - Questionnaire (for selection interview workshops)
Office of Academic Links/ Office of Academic Links (China)	<ul style="list-style-type: none"> - Student-exchange programmes - Interflow programmes 	<ul style="list-style-type: none"> - University-based i.e. open to all students of the University 	<ul style="list-style-type: none"> - Mass email - OAL website - Briefing sessions - Posters - Brochures 	<ul style="list-style-type: none"> - Compulsory online questionnaire (for exchange programmes) - Focus groups
University Health Service	<ul style="list-style-type: none"> - Health-education programmes - Student-health ambassadors 	<ul style="list-style-type: none"> - Aim at the whole University community including students, staff and their families 	<ul style="list-style-type: none"> - CUHK website (rolling icon) - UHS website - Posters - Notices - CUHK Newsletters 	<ul style="list-style-type: none"> - Attendance statistics - Questionnaires - Sharing (with Student-health Ambassadors)

II. College Administrative Units

Agency	Services Content	Major Characteristics	Access to Services	Evaluation of Services
Dean of Students' Office	<ul style="list-style-type: none"> - Orientation activities - Scholarships and financial aids - Exchange programmes - Language-enhancement programmes - IT-awareness programmes - Mentorship programmes - Leadership development programmes - Community-service programmes - Artistic and cultural programmes - Guidance for College student unions, student societies and hostel associations - Activity subsidies and awards - Overseas study tours - Hostel activities for students 	<ul style="list-style-type: none"> - College-based i.e. restricted to college students 	<ul style="list-style-type: none"> - Mass emails - College website - Notices - Leaflets - Banners - Through GE classes - Electronic display boards - Through relevant student associations 	<ul style="list-style-type: none"> - Attendance statistics - Questionnaires - Skill tests (for language programmes) - Participants to provide post-programme reports - Evaluation groups, review meetings, informal sharing and gatherings, etc. - Internal meetings between the organising committee and the advisors from relevant disciplines (for artistic programmes)

Chaplain's Office	<ul style="list-style-type: none"> - Pastoral care - Sunday services - Weekly fellowships 	<ul style="list-style-type: none"> - For all students 	<ul style="list-style-type: none"> - Mass emails - Posters - Announcements 	<ul style="list-style-type: none"> - Attendance statistics - Sharing - Annual reviews and planning during summer camps - Online feedback forms (for assemblies) - Questionnaires (for language programmes)
	<ul style="list-style-type: none"> - Language programmes - Recreational activities 	<ul style="list-style-type: none"> - College-based i.e. restricted to college students - Exclusively for non-local undergraduate students 		

III. Academic Units

Agency	Services Content	Major Characteristics	Access to Services	Evaluation of Services
Faculty/ Departments	<ul style="list-style-type: none"> - Internship programmes - Mentorship programmes 	<ul style="list-style-type: none"> - Confined to designated disciplines/ specialty 	<ul style="list-style-type: none"> - Mass emails - Faculty/ Department website - Posters - Through compulsory courses 	<ul style="list-style-type: none"> - Questionnaires - Participants to provide post-programme reports - Follow up on case-by-case basis
	<ul style="list-style-type: none"> - Academic advising services 	<ul style="list-style-type: none"> - Faculty/ Department-based - For undergraduate students 		

IV. Academic-support Units

Agency	Services Content	Major Characteristics	Access to Services	Evaluation of Services
Library	<ul style="list-style-type: none"> - Books and resources - Services in support of student learning and research 	<ul style="list-style-type: none"> - For all students 	<ul style="list-style-type: none"> - Personal services - Web-based services 	<ul style="list-style-type: none"> - Questionnaires - Student sharing/ feedback - Logs of online accesses
Independent Learning Centre	<ul style="list-style-type: none"> - Activities on learning skills, including language and communication skills - Consultations, print and online resources are provided to help students implement effective learning strategies. 	<ul style="list-style-type: none"> - Mainly for undergraduate students - Focused on independent learning 	<ul style="list-style-type: none"> - Website - Mass emails 	<ul style="list-style-type: none"> - Questionnaires - Student feedback - Logs of online accesses & patterns of activity

Coordination of Student-support Units

