

14. Services and Support for Students

14.1 Chinese University Student Information System (CUSIS)

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, leave of absence, official documents, etc.

Teachers and staff of Graduate Divisions can also login CUSIS for information and functions for their reference and use.

14.2 Graduate School Platform

The GS Platform (Students) allows students to obtain the following information and services on 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 also login to the GS Platform (Divisions) for information and reference.

14.3 Student Advisory System

The University has put in place a Programme/Division-level advisory system, which focuses on academic advising, to support students’ academic development and to overcome academic problems. Advisors, apart from giving advice on academic matters, 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 will 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, etc. so as to suit the different needs of Graduate Divisions/Programmes.

14.4 University Library

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 – Ch'ien Mu Library at New Asia College, Elisabeth Luce Moore Library at Chung Chi College, Wu Chung Library at United College, Li Ping Medical Library at the teaching hospital in Shatin, Architecture Library and Lee Quo Wei Law Library.

With over 2.7 million print volumes, 4.8 million ebooks, more than 150,000 electronic journal subscriptions and 900 databases, the Library welcomes around 2.3 million visits per year. Collections reflect CUHK's bilingual and multicultural environment. The electronic collections can be accessed and library resources (*LibrarySearch*) can be searched online at www.lib.cuhk.edu.hk. Books can be borrowed from any of the libraries. As part of the *Hong Kong Academic Library Link (HKALL)* students can also use books from the other seven UGC-funded university libraries in Hong Kong.

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.

14.5 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 websites of ELTU at www.cuhk.edu.hk/eltu/ and CLC at www.cuhk.edu.hk/clc/new/en/.

14.6 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 specialised workshops, individual consultations, online resources, and guided study plans, ILC helps learners to improve their communication and study skills, as well as plan their own learning strategies.

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

14.7 Information Technology Services Centre

The Information Technology Services Centre (ITSC) provides a comprehensive range of IT infrastructure and services, and integrates information technology into almost every facet of university life.

MyCUHK, the one-stop University portal, offers personalised access to CUSIS, University administrative systems, cloud email service, library services, a wide range of online services and campus information. The User Areas (1/F, Pi Ch'iu Building) and the Learning 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' individual studies and group works.

For further information, please visit the ITSC website at www.itsc.cuhk.edu.hk.

14.8 Student services and student activities

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. 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.

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

- (a) Wellness and counselling
- (b) Learning and cultural enhancement
- (c) Career planning and development
- (d) Student development and resources

For details of the services, please visit the OSA website at www.osa.cuhk.edu.hk/.

14.9 Student hostels

- (a) On-campus housing - Full-time RPg students are eligible to apply for hostel residence. Please visit the website at www.pgh.cuhk.edu.hk/ for details. However, continuing students are not eligible and may consider off-campus housing.
- (b) Off-campus housing - The information is available on the off-campus housing information website (<http://lces.osa.cuhk.edu.hk/non-local-services/housing/off-campus/introduction/>), which is managed by OSA. Students will find useful information such as accommodation for rental in relevant districts, points to note in signing tenancy agreements, FAQ and useful links on the website. There is also an online forum for students to share housing information and look for flat-mates.

14.10 Student association

RPg students are eligible to join the Postgraduate Student Association of The Chinese University of Hong Kong (CUPSA), taking part in the following:

- (a) Assisting postgraduates with issues related to campus life, academic and administrative aspects in the University.
- (b) Attending various university committees and taking part in University management.
- (c) Organising, co-organising and promoting events and recreational activities for postgraduates.
- (d) Providing new postgraduate with information and help for settling down in campus, as well as holding the orientation week.
- (e) Representing CUHK postgraduates to attend outer conferences and social events.

Please visit the CUPSA Facebook page at <https://www.facebook.com/cuhk.cupsa/> for more information and the latest activities.

14.11 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 physicians, 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 Dental Unit provides both preventive and curative services, as well as dental prostheses. The Health Education Unit organises regular talks, student activities, awareness campaigns, and vaccination programmes.

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

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

14.12 Other cultural/recreational/sports facilities and services

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

- (a) Physical education and sports facilities

In order to promote students' health and fitness, the University provides a variety of sports facilities and courses for students and staff members, details of which are available at www.peu.cuhk.edu.hk/en-gb/.

(b) Sir Run Run Shaw Hall

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 at www.srrsh.cuhk.edu.hk/en.

(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, please visit their website at www.srrsh.cuhk.edu.hk/en.

(d) Parking

Students may obtain parking labels from the Security Office. Please refer to the University Traffic and Parking Regulations in the *Postgraduate Student Handbook* or visit the Security Office website at www.scu.cuhk.edu.hk/index.php/en/ for more information.

(e) MTR Student Travel Scheme

Full-time students may apply for the scheme and enjoy the MTR ticket discount. For details, please refer to the Office of Admissions and Financial Aid website at <http://admission.cuhk.edu.hk/aid/application.html>.

14.13 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, organising 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, institutionalises green policies and practices to build a sustainable campus, and steers and coordinates efforts in these strategic areas with increased visibility and augmented leadership. For further information relating to the above, please visit the CPSO website (www.cuhk.edu.hk/cpso/).

Sources of information contained in this Code of Practice

CUHK units:

Academic and Quality Section, the Registry
Campus Planning and Sustainability Office
Centre for Learning Enhancement And Research
Communications and Public Relations Office
CUHK Library
English Language Teaching Unit
Independent Learning Centre
Information Technology Services Centre
Office of Admissions and Financial Aid
Office of Research and Knowledge Transfer Services
Office of Student Affairs
Postgraduate Halls
Postgraduate Student Association of The Chinese University of Hong Kong
Physical Education Unit
Registration and Examinations Section, the Registry
Security Office
Sir Run Run Shaw Hall
The Office of the Arts Administrator
University Health Service
University Safety Office
Yale-China Chinese Language Centre

Websites of other bodies:

Office of the Privacy Commissioner for Personal Data
Immigration Department of the Government of the HKSAR

October 2022