Introduction

Welcome to the **IT Services Satisfaction Survey 2025** by ITSO. Your feedback is crucial to help us improve our services. This survey typically takes approximately 5 minutes to complete and will remain open until the end of Wednesday, April 30, 2025.

As a token of appreciation, a lucky draw will be conducted in early May 2025 with the following prizes:

Grand Prize (1 winner): DJI Osmo Action 5 Pro
Second Prize (1 winner): AirPods 4 with Active Noise Cancellation
Third Prize (1 winner): SJ cam C300 4K Handheld Action Camera
Fourth Prize (6 winners): $50 ParknShop or McDonald's Voucher

Personal Information Collection Statement

The collection of personal data through this survey is subject to the HKUST's [Personal Information Collection Statements (PICS)](#).

As part of this survey, ITSO will collect your name, email address, department/center, and school (for students) from the university records, so you don't need to enter them again in the survey. We want to assure you that your personal information will be treated with utmost confidentiality. ITSO will not disclose or transfer your personal data to any other HKUST internal departments/units or external parties for any purpose beyond the scope of this survey.

I **agree** with the Personal Information Collection Statement and would like to continue with the survey.

I **disagree** with the Personal Information Collection Statement and would like to quit the survey.

Intro - role

Welcome.

Thanks for your participation.

Please check your information:
HKUST Account: ${e://Field/Username}

If it is correct, please press the **Next** button to continue.
If not, it might be due to your browser is logged in with a different account. Please close the browser and access the survey with a new browser.

Please be aware that if a **project account** is used to participate the survey, the project account would not be allowed to join the lucky draw.

If you have any problem in accessing the survey, please feel free to contact us at cchelp@ust.hk.

Please let us know more about you:

What is your role?

           Student   Faculty   Staff

Are you a full time faculty / staff?

        Yes   No

Are you a local student?

        Yes   No

StaffQ

Following is a list of services provided by ITSO. Please check the services below that you have utilized at work. (You may choose more than one, up to all)

General Support and IT Training – Professional advice, assistance and trainings provided for the use of IT services.

Services include:
- *ITSO Website and AI Assistant*
- *Service Desk*
- *IT Training Programs (Administrative, Cybersecurity, HPC, Generative AI)*

Productivity and Collaboration – Tools that support your daily computing and collaborative needs in your studies, research and office work.

Services include:
- *Email and Calendar*
- *Microsoft 365*
- *Personal File Storage*
- *MS Teams*
- *Survey Tool*
- *Personal Homepage*
- *Generative AI Tools*

Communications – Central telephone and fax services, mailing list as well as to search for a person's contact or location of a place.

Services include:
- *Telephone and Fax*
- *Telephone Web Portal (Deltapath)*

- *Online Meeting (Zoom, MS Teams)*
- *University Communications Directory*
- *Mass Communications*
- *Path Advisor*

Network and Connectivity – Provisioning of wired and wireless network connectivity to the internet.

Services include:
- *Wired Connection*
- *Wi-Fi*
- *Remote Access (VPN)*

Software and Applications - Availability, distribution and licenses of software / applications needs for research, teaching and office work.

Services include:
- *Software Download Area*
- *Coordinated Purchases*

Infrastructure Services - Provide connectivity to central servers for services catering departmental or workplace needs.

Services include:
- *Departmental File Storage*
- *Virtual Server*
- *Web Hosting*
- *API Gateway and API Portal*

Cybersecurity - Define policies and standards, provide tools as well as promote cybersecurity awareness to safeguard University's digital assets and IT infrastructure.

Services include:
- *Anti-Virus (Endpoint Protection)*
- *Two-Factor Authentication (2FA)*
- *Azure Information Protection (AIP)*
- *Security Incident Handling*
- *Phishing Email Awareness*
- *Nessus Vulnerability Scan*
- *Web Application Health Check*

Support for Teaching & Learning – Enterprise applications for teaching and learning services.

Services include:
- *Canvas*
- *Virtual Desktop Infrastructure for Teaching*
- *Multiple Choice Marking System*
- *Attendance Taking System* 🔴

Support for Academic Research – Provide powerful tool for academic research.

Services include:
- *High Performance Computing (HPC3, HPC4, SuperPOD)*

Classroom Support Facilities - Development in digital audio / visual technologies to provide opportunities for innovative in-class teaching and learning experiences.

Services include:
- *Classroom A/V and Computing Support*
- *Mic4Me*

Smart Campus - Development of HKUST smart campus to facilitate accessing CWB campus facilities and proof of identity.

Services include:
- *Smart Door Access*
- *e-Identiy (HKUST QR Code)*

Adminstrative Systems - Provide tools to support administrative tasks for staff.

Services include:
- *HKUST Staff Mobile App*
- *Leave System*
- *Payroll System*
- *e-PDR*
- *eTendering and eQuotation*
- *ePayment System*
- *Student Information System*
- *Student Helper Engagement System*

For each of the following services, rate your **SATISFACTION** each on a scale of 1 to 5 with 1 being the lowest and 5 being the highest.

Please also provide a reason for your SATISFACTION rating and/or a recommendation for improvement.

	Satisfaction 1 2 3 4 5	Reason/Suggestions (Please provide your input)
» General Support and IT Training – Professional advice, assistance and trainings provided for the use of IT services. *Services include:* - *ITSO Website and AI Assistant* - *Service Desk* - *IT Training Programs (Administrative, Cybersecurity, HPC, Generative AI)*	○○○○○	-
» Productivity and Collaboration – Tools that support your daily computing and collaborative needs in your studies, research and office work. *Services include:* - *Email and Calendar*	○○○○○	-

	Satisfaction 1 2 3 4 5	Reason/Suggestions (Please provide your input)

- *Microsoft 365*
- *Personal File Storage*
- *MS Teams*
- *Survey Tool*
- *Personal Homepage*
- *Generative AI Tools*

» Communications – Central telephone and fax services, mailing list as well as to search for a person's contact or location of a place.

Services include:

- *Telephone and Fax*
- *Telephone Web Portal (Deltapath)*
- *Online Meeting (Zoom, MS Teams)*
- *University Communications Directory*
- *Mass Communications*
- *Path Advisor*

Satisfaction: ○ ○ ○ ○ ○

Reason/Suggestions: -

» Network and Connectivity – Provisioning of wired and wireless network connectivity to the internet.

Services include:

- *Wired Connection*
- *Wi-Fi*
- *Remote Access (VPN)*

Satisfaction: ○ ○ ○ ○ ○

Reason/Suggestions: -

» Software and Applications - Availability, distribution and licenses of software / applications needs for research, teaching and office work.

Services include:

- *Software Download Area*
- *Coordinated Purchases*

Satisfaction: ○ ○ ○ ○ ○

Reason/Suggestions: -

	Satisfaction 1 2 3 4 5	Reason/Suggestions (Please provide your input)
» Infrastructure Services - Provide connectivity to central servers for services catering departmental or workplace needs. *Services include:* • *Departmental File Storage* • *Virtual Server* • *Web Hosting* • *API Gateway and API Portal*	○○○○○	-
» Cybersecurity - Define policies and standards, provide tools as well as promote cybersecurity awareness to safeguard University's digital assets and IT infrastructure. *Services include:* • *Anti-Virus (Endpoint Protection)* • *Two-Factor Authentication (2FA)* • *Azure Information Protection (AIP)* • *Security Incident Handling* • *Phishing Email Awareness* • *Nessus Vulnerability Scan* • *Web Application Health Check*	○○○○○	-
» Support for Teaching & Learning – Enterprise applications for teaching and learning services. *Services include:* • *Canvas* • *Virtual Desktop Infrastructure for Teaching* • *Multiple Choice Marking System* • *Attendance Taking System* 🆕	○○○○○	-
» Support for Academic Research – Provide powerful tool for academic research. *Services include:* • *High Performance Computing (HPC3, HPC4, SuperPOD)*	○○○○○	-
» Classroom Support Facilities - Development in digital audio / visual technologies to provide opportunities for innovative in-class teaching and learning experiences.	○○○○○	-

	Satisfaction 1 2 3 4 5	Reason/Suggestions (Please provide your input)

Services include:
 	
  • *Classroom A/V and Computing Support*
  • *Mic4Me*
 	
» Smart Campus - Development of HKUST smart campus to facilitate accessing CWB campus facilities and proof of identity.
 	
Services include:
 	
  • *Smart Door Access*
  • *e-Identiy (HKUST QR Code)*
	○○○○○	-

» Adminstrative Systems - Provide tools to support administrative tasks for staff.
 	
Services include:
 	
  • *HKUST Staff Mobile App*
  • *Leave System*
  • *Payroll System*
  • *e-PDR*
  • *eTendering and eQuotation*
  • *ePayment System*
  • *Student Information System*
  • *Student Helper Engagement System*
	○○○○○	-

StudentQ

Following is a list of services provided by ITSO. Please check the services below that you have utilized during your studies. (You may choose more than one, up to all)

General Support and IT Training – Professional advice, assistance and trainings provided for the use of IT services.

Services include:
    ○ *ITSO Website and AI Assistant*
    ○ *Service Desk*
    ○ *IT Training Programs (Administrative, Cybersecurity, HPC, Generative AI)*

Productivity and Collaboration – Tools that support your daily computing and collaborative needs in your studies, research and office work.

Services include:
- *Email and Calendar*
- *Microsoft 365*
- *Personal File Storage*
- *MS Teams*
- *Survey Tool*
- *Personal Homepage*
- *Generative AI Tools*

Communications – Search for a person's contact or location of a place.

Services include:
- *University Communications Directory*
- *Path Advisor*

Network and Connectivity – Provisioning of wired and wireless network connectivity to the internet.

Services include:
- *Wired Connection*
- *Wi-Fi*
- *Remote Access (VPN)*

Cybersecurity - Define policies and standards, provide tools as well as promote cybersecurity awareness to safeguard University's digital assets and IT infrastructure.

Services include:
- *Anti-Virus (Endpoint Protection)*
- *Two-Factor Authentication (2FA)*
- *Security Incident Handling*

Support for Teaching & Learning – Enterprise applications for teaching and learning services.

Services include:
- *Canvas*
- *Computer Barns*
- *Virtual Barns*
- *Study Carrels* 🆕
- *Multi-function Printers and Print Budget System*
- *HKUST Student Mobile App*
- *Attendance Taking System* 🆕

Support for Academic Research – Provide powerful tool for academic research.

Services include:
- *High Performance Computing (HPC3, HPC4, SuperPOD)*

Smart Campus - Development of HKUST smart campus to facilitate accessing CWB campus facilities and proof of identity.

Services include
- *Smart Door Access*
- *e-Identity (HKUST QR Code),*
- *Smart Air Conditioner and Laundry Control System*

Support for Academic Records - Enterprise applications for aceadmic records management services.

Services include:
- *Class Enrollment System*
- *Student Information System*
- *Credit Transfer System*

For each of the following services, rate your **SATISFACTION** each on a scale of 1 to 5 with 1 being the lowest and 5 being the highest.

Please also provide a reason for your SATISFACTION rating and/or a recommendation for improvement.

	Satisfaction 1 2 3 4 5	Reason/Suggestions (Please provide your input)
» General Support and IT Training – Professional advice, assistance and trainings provided for the use of IT services. *Services include:* - *ITSO Website and AI Assistant* - *Service Desk* - *IT Training Programs (Administrative, Cybersecurity, HPC, Generative AI)*	○ ○ ○ ○ ○	-
» Productivity and Collaboration – Tools that support your daily computing and collaborative needs in your studies, research and office work. *Services include:* - *Email and Calendar* - *Microsoft 365* - *Personal File Storage* - *MS Teams* - *Survey Tool* - *Personal Homepage* - *Generative AI Tools*	○ ○ ○ ○ ○	-
» Communications – Search for a person's contact or location of a place. *Services include:* - *University Communications Directory* - *Path Advisor*	○ ○ ○ ○ ○	-

	Satisfaction 1 2 3 4 5	Reason/Suggestions (Please provide your input)
» Network and Connectivity – Provisioning of wired and wireless network connectivity to the internet. *Services include:* - *Wired Connection* - *Wi-Fi* - *Remote Access (VPN)*	○○○○○	-
» Cybersecurity - Define policies and standards, provide tools as well as promote cybersecurity awareness to safeguard University's digital assets and IT infrastructure. *Services include:* - *Anti-Virus (Endpoint Protection)* - *Two-Factor Authentication (2FA)* - *Security Incident Handling*	○○○○○	-
» Support for Teaching & Learning – Enterprise applications for teaching and learning services. *Services include:* - *Canvas* - *Computer Barns* - *Virtual Barns* - *Study Carrels* 🆕 - *Multi-function Printers and Print Budget System* - *HKUST Student Mobile App* - *Attendance Taking System* 🆕	○○○○○	-
» Support for Academic Research – Provide powerful tool for academic research. *Services include:* - *High Performance Computing (HPC3, HPC4, SuperPOD)*	○○○○○	-
» Smart Campus - Development of HKUST smart campus to facilitate accessing CWB campus facilities and proof of identity.	○○○○○	-

	Satisfaction 1 2 3 4 5	Reason/Suggestions (Please provide your input)
Services include • *Smart Door Access* • *e-Identity (HKUST QR Code),* • *Smart Air Conditioner and Laundry Control System* **» Support for Academic Records** - Enterprise applications for aceadmic records management services. *Services include:* • *Class Enrollment System* • *Student Information System* • *Credit Transfer System*	○ ○ ○ ○ ○	-

OverallQ

Previously you were asked to rate the satisfaction of specific ITSO services. Now we would like you to evaluate the **OVERALL DELIVERY** of ITSO services. Please rate your **SATISFACTION** each on a scale of 1 to 5 with 1 being the lowest and 5 being the highest. N/A - Not Applicable.

Please also provide a reason for your SATISFACTION rating and/or a recommendation for improvement.

	Satisfaction N/A 1 2 3 4 5	Reason/Suggestions (Please provide your input)
Support Availability — includes resources, coverage, ease in contacting and reliability.	○ ○ ○ ○ ○ ○	-
Support Responsiveness — includes communication skills, courtesy, attitude, timeliness, and follow-up.	○ ○ ○ ○ ○ ○	-
Support Expertise — includes business knowledge, competence, innovativeness, problem resolution, and knowledge of all services and contacts.	○ ○ ○ ○ ○ ○	-

	Satisfaction						Reason/Suggestions (Please provide your input)
	N/A	1	2	3	4	5	
Impact on Your Work — the ability to assist you in meeting your mission.	○	○	○	○	○	○	-
System Quality — includes the reliability, dependability, uptime and overall quality.	○	○	○	○	○	○	-
System Performance — includes speed, responsiveness, and turnaround time.	○	○	○	○	○	○	-
System Functionality — includes business alignment, ease of use, look and feel, and information security of the service.	○	○	○	○	○	○	-

Where do you normally get help on IT-related matters? (You may choose more than one)

ITSO

AI Tools

Internet (e.g. Google)

Other Colleagues

Department/School

Other Students

Friends

[   ] Others, please specify:

Which channel do you typically use to access ITSO services? (You may choose more than one)

AI Assistant on ITSO Website

Service Desk

Phone Hotline

Email

Which AI tools do you usually use? (You may choose more than one)

HKUST Generative AI

Microsoft Copilot

Poe

DeepSeek

Perplexity

Gemini

Others, please specify:

Overall, I am satisfied with the ITSO services at HKUST.

Strongly Agree

Agree

Slightly Agree

Neutral

Slightly Disagree

Disagree

Strongly Disagree

We welcome any additional suggestions you may have about the ITSO services on campus. (optional)

Thank you for taking the time to complete the survey. In early May 2025, a lucky draw will be conducted to select 9 winners. The lucky draw winners will be individually notified. To participate in the draw, please choose one of the following options:

I **agree** to allow ITSO to publish my name and prize award photo if I become a lucky winner.

I **disagree**, and I do not wish to participate the lucky draw.

Confirmation

Confirmation

Thank you for agreeing to participate. Winners will be contacted via email shortly after the draw. Best of luck!

Please press the **Submit** button to complete your survey.

If you have any questions regarding the survey, please feel free to contact us at cchelp@ust.hk.

Best regards,
Information Technology Services Office
The Hong Kong University of Science and Technology

Confirmation

Since you have selected "Disagree", your name will not be included in the lucky draw. Thank you for participating the survey!

Please press the **Submit** button to complete your survey.

If you have any questions regarding the survey, please feel free to contact us at cchelp@ust.hk.

Best Regards,
Information Technology Services Office
The Hong Kong University of Science and Technology

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