

Introduction



The graphic features a central white tiered pedestal with a gold base. On the top tier is a white Meta Quest 3S VR headset. On the middle tier is a grey DJI Neo 2 drone. On the bottom tier is a yellow and black Kodak Mini 3 ERA M300 photo printer. To the left of the pedestal is a blue speech bubble for the 1st prize, an orange one for the 3rd prize, and a purple one for the 2nd prize. Below the pedestal are two \$50 vouchers, one from ParknShop and one from Starbucks. The background is light grey with a large purple QR code on the right. Logos for The Hong Kong University of Science and Technology and ITS-O are in the top right corner.

1st Prize
Meta Quest 3S VR Set

3rd Prize
KODAK Mini 3 ERA M300 Photo Printer

2nd Prize
DJI Neo 2

IT SERVICES SATISFACTION SURVEY 2026

Survey Period
April 20-30, 2026

4th Prize (5 winners)
\$50 ParknShop / Starbucks's Voucher

Welcome to the **IT Services Satisfaction Survey 2026** by ITS-O. 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 Thursday, April 30, 2026.

As a token of appreciation, a lucky draw will be conducted in early May 2026 with the following prizes:

Grand Prize (1 winner): Meta Quest 3S VR Set

Second Prize (1 winner): DJI Neo 2

Third Prize (1 winner): KODAK Mini 3 ERA M300 Photo Printer

Fourth Prize (5 winners): \$50 ParknShop / Starbucks's Voucher

Personal Information Collection Statement

The collection of personal data through this survey is subject to 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 withdraw from 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 in the survey, the project account will 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

Staff

Are you a full-time 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 – Professional advice and assistance for the use of IT services.

Services include:

- *ITSO Website and AI Assistant*
- *Service Desk*

IT Training – Delivers training workshops and seminars to keep the University community informed about technology trends and ICT services.

Services include:

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

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:

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

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

Services include:

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

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

Services include:

- *Coordinated Purchases*
- *Software Download Area*

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

Services include:

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

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)*
- *Microsoft Purview Information Protection (MIP)*
- *Multi-Factor Authentication (MFA)*
- *Nessus Vulnerability Scan*
- *Phishing Email Awareness*
- *Security Incident Handling*
- *Web Application Health Check*

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

Services include:

- *Attendance Taking System*
- *Canvas*
- *Multiple Choice Marking System*
- *Virtual Desktop Infrastructure for Teaching*

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

Services include:

- High Performance Computing (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 campus facilities and proof of identity.

Services include:

- e-IdentiY (HKUST QR Code)
- Smart Door Access

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

Services include:

- AI-Chatbot
- e-Form portal
- Enterprise Content Management (ECM)
- Epayment System
- e-PDR
- eTendering and eQuotation
- HKUST Staff Mobile App
- Leave System
- Payroll System
- QlikSense Dashboard
- Student Helper Engagement System
- Student Information 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	Reason/Suggestions (Please provide your input)
	1 2 3 4 5	
» General Support – Professional advice and assistance for the use of IT services. Services include: • ITSO Website and AI Assistant • Service Desk	○○○○○	-

	Satisfaction	Reason/Suggestions (Please provide your input)
	1 2 3 4 5	
» IT Training – Delivers training workshops and seminars to keep the University community informed about technology trends and ICT services. <i>Services include:</i> 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. <i>Services include:</i> - Email and Calendar - Foxit PDF Editor - Generative AI Tools - Microsoft 365 - MS Teams - Personal File Storage - Personal Homepage - Survey Tool	○○○○○	-
» Communications – Central telephone and fax services, mailing list as well as to search for a person's contact or location of a place. <i>Services include:</i> - Mass Communications - Online Meeting (Zoom, MS Teams) - Path Advisor - Telephone and Fax - Telephone Web Portal (Deltapath) - University Communications Directory	○○○○○	-
» Network and Connectivity – Provisioning of wired and wireless network connectivity to the internet. <i>Services include:</i> - Remote Access (VPN) - Wi-Fi - Wired Connection	○○○○○	-

	Satisfaction	Reason/Suggestions (Please provide your input)
	1 2 3 4 5	
» Software and Applications - Availability, distribution and licenses of software / applications needs for research, teaching and office work. Services include: • Coordinated Purchases • Software Download Area	○○○○○	-
» Infrastructure Services - Provide connectivity to central servers for services catering departmental or workplace needs. Services include: • API Gateway and API Portal • Departmental File Storage • Virtual Server • Web Hosting	○○○○○	-
» 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) • Microsoft Purview Information Protection (MIP) • Multi-Factor Authentication (MFA) • Nessus Vulnerability Scan • Phishing Email Awareness • Security Incident Handling • Web Application Health Check	○○○○○	-
» Support for Teaching & Learning – Enterprise applications for teaching and learning services. Services include: • Attendance Taking System • Canvas • Multiple Choice Marking System • Virtual Desktop Infrastructure for Teaching	○○○○○	-
» Support for Academic Research – Provide powerful tool for academic research.	○○○○○	-

	Satisfaction	Reason/Suggestions (Please provide your input)
	1 2 3 4 5	
<i>Services include:</i> • <i>High Performance Computing (HPC4, SuperPOD)</i> » Classroom Support Facilities - Development in digital audio / visual technologies to provide opportunities for innovative in-class teaching and learning experiences. <i>Services include:</i> • <i>Classroom A/V and Computing Support</i> • <i>Mic4Me</i> » Smart Campus - Development of HKUST smart campus to facilitate accessing campus facilities and proof of identity. <i>Services include:</i> • <i>e-IdentiY (HKUST QR Code)</i> • <i>Smart Door Access</i> » Administrative Systems - Provide tools to support administrative tasks for staff. <i>Services include:</i> • <i>AI-Chatbot</i> • <i>e-Form portal</i> • <i>Enterprise Content Management (ECM)</i> • <i>Epayment System</i> • <i>e-PDR</i> • <i>eTendering and eQuotation</i> • <i>HKUST Staff Mobile App</i> • <i>Leave System</i> • <i>Payroll System</i> • <i>QlikSense Dashboard</i> • <i>Student Helper Engagement System</i> • <i>Student Information System</i>	○○○○○ ○○○○○ ○○○○○	- - -

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

Services include:

- *ITSO Website and AI Assistant*
- *Service Desk*

IT Training – Delivers training workshops and seminars to keep the University community informed about technology trends and ICT services.

Services include:

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

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

Services include:

- *Path Advisor*
- *University Communications Directory*

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

Services include:

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

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)*
- *Multi-Factor Authentication (MFA)*
- *Security Incident Handling*

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

Services include:

- *Attendance Taking System*
- *Canvas*

- *Computer Barns*
- *HKUST Student Mobile App*
- *Multi-functions Printers and Print Budget System*
- *Study Carrels*
- *Virtual Barns*

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

Services include:

- *High Performance Computing (HPC4, SuperPOD)*

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

Services include

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

Support for Academic Records - Enterprise applications for academic records management services

Services include:

- *Class Enrollment System*
- *Credit Transfer System*
- *Student Information 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 – Professional advice, assistance and trainings provided for the use of IT services. <i>Services include:</i> • <i>ITSO Website and AI Assistant</i> • <i>Service Desk</i>	○○○○○	-
» IT Training – Delivers training workshops and seminars to keep the University community informed about technology trends and ICT services.	○○○○○	-

	Satisfaction	Reason/Suggestions (Please provide your input)
	1 2 3 4 5	
Services include:		
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 - Foxit PDF Editor - Generative AI Tools - Microsoft 365 - MS Teams - Personal File Storage - Personal Homepage - Survey Tool	○○○○○	-
» Communications – Search for a person's contact or location of a place.		
Services include:		
- Path Advisor - University Communications Directory	○○○○○	-
» Network and Connectivity – Provisioning of wired and wireless network connectivity to the internet		
Services include:		
- Remote Access (VPN) - Wi-Fi - Wired Connection	○○○○○	-

	Satisfaction	Reason/Suggestions (Please provide your input)
	1 2 3 4 5	
» Cybersecurity - Define policies and standards, provide tools as well as promote cybersecurity awareness to safeguard University's digital assets and IT infrastructure. <i>Services include:</i> • <i>Anti-Virus (Endpoint Protection)</i> • <i>Multi-Factor Authentication (MFA)</i> • <i>Security Incident Handling</i>	○○○○○	-
» Support for Teaching & Learning – Enterprise applications for teaching and learning services. <i>Services include:</i> • <i>Attendance Taking System</i> • <i>Canvas</i> • <i>Computer Barns</i> • <i>HKUST Student Mobile App</i> • <i>Multi-functions Printers and Print Budget System</i> • <i>Study Carrels</i> • <i>Virtual Barns</i>	○○○○○	-
» Support for Academic Research – Provide powerful tool for academic research. <i>Services include:</i> • <i>High Performance Computing (HPC4, SuperPOD)</i>	○○○○○	-
» Smart Campus - Development of HKUST smart campus to facilitate accessing campus facilities and proof of identity. <i>Services include</i> • <i>e-Identity (HKUST QR Code)</i> • <i>Smart Air Conditioner and Laundry Control System</i> • <i>Smart Door Access</i>	○○○○○	-
» Support for Academic Records - Enterprise applications for academic records management services	○○○○○	-

	Satisfaction	Reason/Suggestions (Please provide your input)
	1 2 3 4 5	
Services include: • <i>Class Enrollment System</i> • <i>Credit Transfer System</i> • <i>Student Information System</i>		

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	Reason/Suggestions (Please provide your input)
	N/A 1 2 3 4 5	
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.	☐ ☐ ☐ ☐ ☐ ☐	
Impact on Your Work – the ability to assist you in meeting your mission.	☐ ☐ ☐ ☐ ☐ ☐	
System Quality – includes the reliability, dependability, uptime and overall quality.	☐ ☐ ☐ ☐ ☐ ☐	

5/4/26, 4:25 PM

Qualtrics Survey Software

	Satisfaction						Reason/Suggestions (Please provide your input)
	N/A	1	2	3	4	5	
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 2026, a lucky draw will be conducted to select 8 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 in 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 in 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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