

SCOPE

School of Continuing and Professional Education
專業進修學院

香港城市大學
City University of Hong Kong

SCOPE UNLIMITED



Student Support Guide 2022

For CityU-SCOPE Student Identity Card holders studying non-local postgraduate degree, top-up & 3-Year degree, advanced & professional diploma and designated professional programmes



香港城市大學
City University of Hong Kong

楊遵義學術樓
Yang Shi Man Academic Building

Welcome to the family of **School of Continuing and Professional Education, City University of Hong Kong (CityU SCOPE)**!

This guide aims to provide students with an overview of learning support available in CityU and CityU SCOPE. Should you have questions regarding the information in this guide, please contact our colleagues at the reception counter of CityU SCOPE learning centres for help. They will be happy to assist and provide further clarification to you.

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DISCLAIMER

All information in this guide is subject to change and periodic review. The information is accurate at the time of updating.

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PART A LEARNING SUPPORT FOR CITYU SCOPE STUDENTS

1. Facilities and Services

Students of CityU SCOPE studying overseas degrees, advanced and progression diplomas and some of the professional programmes are eligible to use learning facilities and services which are offered by the Awarding Institution, CityU and CityU SCOPE.

1.1 Facilities and Services Offered by CityU and CityU SCOPE

1.1.1 CityU SCOPE Student ID Card

You will receive a CityU SCOPE Student ID Card. Please visit the website: <http://www.scope.edu/ActivateEID> to activate your student card when you receive the card. With this card, you can use specific resources and facilities offered by CityU and CityU SCOPE including the Sir Run Run Shaw Library, Computing Services Centre and self-study areas, and enjoy a discount in the bookshop at CityU.

1.1.2 Email Account

You will be provided with an EID and a CityU email account with a quota of 50GB under CityU Office 365. You will receive information about your programme and student announcements as well as all library messages through email. Please activate your EID and check your email frequently. The details of CityU email services are available at: <http://email.cityu.edu.hk/student.htm>

1.1.3 CityU e-Portal and Canvas

CityU e-Portal is a one-stop e-learning platform to facilitate you to obtain learning materials provided by instructors, news and updates released from CityU and/ or CityU SCOPE online. You can access the CityU e-Portal at: <http://www.cityu.edu.hk/cityu/student/index.htm>

Canvas is an e-learning platform for all CityU and CityU SCOPE students. You may search for learning materials by logging in Canvas at <http://canvas.cityu.edu.hk/login>

1.1.4 Sir Run Run Shaw Library

The Sir Run Run Shaw Library is located at CityU campus. Located on Level 2 (Yellow and Red Zones) and Level 3 of Yeung Kin Man Academic Building, the Library occupies a central location which is easily accessible to users. Please refer to <http://www.cityu.edu.hk/lib/service/scope.htm> for the library service provisions to CityU SCOPE students.

1.1.5 IT Support and Services

You may access to Computing Services Centre (CSC) located at CityU campus with your CityU SCOPE Student ID Card. You may connect to Student LAN with your EID and use other computing facilities in CSC Student Terminal Area and Express Terminals at CityU campus.

Desktop PCs are set up at Tsim Sha Tsui (TST) East Learning Centre for convenient access to email service, library catalogue system and internet. Printers and photocopiers for printing at cost are equipped.

Wi-Fi network via CityU SCOPE Wi-Fi is installed at TST East Learning Centre. On-site installation of Wi-Fi network with a password is required. Wi-Fi access points are also available in CityU campus covering Sir Run Run Shaw Library, canteens, and some common areas inside the campus.

1.1.6 Self-study and Discussion Areas at CityU SCOPE

Apart from the study areas in the CityU campus, CityU SCOPE maintains study space at UG2/F & UG3/F in TST East Learning Centre for students during opening hours. The Resource Centre, located at UG3/F, TST East Learning Centre, is equipped with core learning materials of programmes as well as audio and visual equipment for study purpose. Students with a valid CityU SCOPE Student ID Card can use these facilities.

You should follow the instructions on the proper use of the facilities and equipment, displayed in the CityU campus and CityU SCOPE learning centres.

2. Student Services at CityU SCOPE

2.1 Student Development Unit (SDU)

The SDU is established to support well-rounded development of CityU SCOPE undergraduate students, to strengthen their personal and social competences and to enhance their employability in the world of work through workshops, talks, out-of-classroom activities, social service projects, coaching service and work-based learning opportunities.

2.1.1 Student Activities, Life and Resources

SDU organises a series of cultural, sports, and recreational activities to enrich students' campus life. The activities are designed to enhance students' personal growth and foster leadership and communication skills. Besides, SDU also provides lockers for use of students at an annual fee of HK\$50.

To cultivate students' personal interest and to encourage full-time students organise and participate in extra-curricular activities so as to develop their leadership abilities, interpersonal skills, and attitudes to serve the community, SDU provides the Student Activities Fund to subsidise meaningful activities initiated, planned and organised by full-time students.

2.1.2 Sports Facilities and Services

Full-time students (DIDF, Full Degree, full-time Top-up Degree and full-time Advanced Diploma programmes) are eligible to use designated sports facilities and services offered by YMCA of Hong Kong located in Yau Ma Tei and Tsim Sha Tsui. Terms of service and usage are subject to annual review of the service agreement between CityU SCOPE and YMCA of Hong Kong. For details, please refer to the below link:

<http://www.scope.edu/progs/fulldegree/SportsFacilities.pdf>

2.1.3 Scholarships, Subsidy and Award Schemes

The Self-financing Post-secondary Scholarship Scheme (SPSS) is provided by the Education Bureau of the HKSAR. The Scheme offers scholarships and awards that give recognition to students with outstanding academic performances, having a good plan for outreaching project, and those with achievements and talents in non-academic areas (e.g. music, sports, art and so on). The SPSS include Outstanding Performance Scholarship, Talent Development Scholarship, Reaching Out Award, Best Progress Award and Endeavour Scholarship.

Besides SPSS, CityU SCOPE also offers a number of school-based award schemes such as "The Director's List", which honours students with outstanding academic performance; and "The Achiever Award", which recognises students with active participation in SDU activities and achievements in non-academic projects taken place both within and outside CityU SCOPE.

2.1.4 Career and Further Studies (Career Support Centre)

SDU aspires to broaden students' career horizon by providing career exposure and opportunities for students. The Career Support Centre (P6421, 6/F, Purple Zone, Yeung Kin Man Academic Building [Lift 6]) is established to enhance students' employability by providing students with career development trainings, career planning and further studies consultation, recruitment talks, and job vacancy information on internships and graduate employment.

2.1.5 Student Counselling and Personal Development

SDU offers trainings that cultivate self-understanding, personal growth, life values, and interpersonal skills for students. It provides personality tests and individual debriefing to facilitate students' self-understanding and personal pursuit. SDU also provide leadership workshops to develop students' leadership ability and sense of responsibility by contributing to the School or the community during their years of study.

For students who have special concerns or issues in their personal lives or adjustment to university life, they may approach the SCOPE Student Counselling Team for advice and guidance. All information will be treated in the strictest confidence as our code of professional practice.

How to join an activity?

Details of all the above activities are publicised internally via emails, Canvas messages and social media. Registration for the activities is done online. Please keep a watchful eye on the updates at the SDU websites and Canvas messages.

Enquiries

Student Development Unit (SDU)

Tel: 3442 5435

Email: sdu@scope.edu

Website: <http://www5.scope.edu/students/student-development-unit>

3. Applied Learning

3.1 English Learning Support

A range of non-credit-bearing courses in English for specific purposes are offered to students to enhance their English proficiency as well as employability. The following free support services are provided to help them enhance their English skills to cope with the future challenges they will face in the technology-driven world.

3.1.1 English Enhancement Courses

The practical, interactive English workshops in the context of marketing, public relations, and intercultural communication aim to polish students' English writing and speaking skills to cope with the fast-paced evolution of information technology in today's society.

The workshops are one of the "Future Intelligence Ready Skills Training" courses organised by CityU SCOPE. Registration for the courses is done online, and the updates are publicised by the School via email, Canvas messages, and posters. For more details, please refer to the website of "Future Intelligence Ready Skills Training".

3.1.2 English Learning Resources Corner

The English Learning Resources Corner (ELRC) is located in the Tsim Sha Tsui East Learning Center (UG3/F), which stocks a collection of English books of different kinds, such as business English and academic English reference books, fiction, popular books, and magazines. Students can enjoy reading English learning reference books and materials to improve their English skills for different specific purposes.

3.1.3 Self-access English Learning Area

The Self-access English Learning Area (SELA) is located in the Tsim Sha Tsui East Learning Center (UG3/F), where students may use a booth and make good use of the e-learning resources, such as online dictionaries, corpora, and language games, to learn English in their own time and at their own pace. The e-learning tools also give students more flexibility in opting for different topics at various levels. No advance booking is required.

3.1.4 Multipurpose Laboratory

The Multipurpose Laboratories are located in the Tsim Sha Tsui East Learning Center (CP208 and CP209). Students can make use of the software programmes installed in the laboratories to edit English texts, video clips, and audio clips for various promotional purposes in today's digital world.

Enquiries

English Learning Support

Tel: 3442 9610

Email: alanpoon.eng@cityu.edu.hk

Website: <http://www5.scope.edu/future-intelligence-ready-skills-training>

PART B INSTRUCTIONS FOR USE

Scan the QR codes with your mobile devices to open the contents of this part.

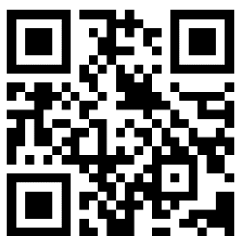
4. CityU SCOPE Wi-Fi and Printer/Copier

Based on IEEE802.11b, 802.11g and 802.11n and WPA2 security standards with network encryption, CityU SCOPE provides up to 54Mbps Wi-Fi for students for their easy internet access in CityU SCOPE learning centres.

4.1 CityU SCOPE Wi-Fi Setup for Laptop (for Windows)



4.2 CityU SCOPE Wi-Fi Setup for Mobile Devices



4.3 Octopus-card-operated Printing & Copying



5. EID and Email Password

5.1 Activate Your EID



5.2 Unsuccessful EID Activation



5.3 Change Email Password



6. Canvas

6.1 Login to Canvas



6.2 Read Announcements



6.3 Download Documents



6.4 Upload Assignments to Turnitin



6.5 Mobile Applications



6.6 Online Help Centre



7. Access to CityU Library and e-Resources

The Library's collection includes more than 1,063,600 volumes of print books and about 2,544,800 electronic books. The collection also comprises around 219,000 volumes of bound periodicals and around 1,500 serials titles. The Library maintains an expanding number of electronic databases, e-journals, and media resources. Some selected databases (ProQuest Databases, and Emerald Insight) and e-Resources are illustrated in this selection.

7.1 CityU Library



7.2 ProQuest Databases



7.3 Emerald Insight



7.4 Library Services Offered to CityU SCOPE Students

Students with a valid CityU SCOPE Student ID Card will be able to access the Library and check out print items. Remote access to electronic resources will be limited to ProQuest Databases only (excluding ProQuest Ebook Central). Reference and instructional services will be provided on a limited basis. For details of the Library resources and services that available for CityU SCOPE students, please visit:

<http://www.cityu.edu.hk/lib/service/scope.htm>

http://www.cityu.edu.hk/lib/instruct/guides/libguide/quick_guide_scope.pdf

Notes:

- i. For details of the Library's Borrowing Regulations, please refer to:
<http://www.cityu.edu.hk/lib/about/libreg/regulat.htm#loanquota>
- ii. The Library may make any changes without further notice.
- iii. For most CityU SCOPE students with e-Portal access, they can use most PCs in the Library. For details, please refer to the Library PC Interactive Floor Plan at :
http://www.cityu.edu.hk/lib/about/facility/pc_flplan/interactivemapsta_stu.htm
- iv. For other CityU SCOPE students without e-Portal access, they can also login some of the PCs in the Library. For details, please refer to: http://www.cityu.edu.hk/lib/about/facility/pc_flplan/interactivemapalu_out.htm

8. Appendix

8.1 Protect Your Computer Data

DOs

- Handle your data cautiously.
- Use encryption to protect confidential data.
- Backup important data and test the backup regularly.
- Use password at high security level, keep it private and change regularly.
- Activate password protection for unattended computing devices.
- Beware of suspicious emails and websites.
- Install and enable firewall, anti-virus and anti-spyware software.
- Turn off unused wireless connections.
- Report information security incident to our counter staff of the learning centre immediately.

DON'Ts

- Save company confidential work-related data to insecure home computers or portable computing devices.
- Leave your portable computing devices unattended in public places.
- Use password with dictionary word or your personal information.
- Place your password conspicuously.
- Open email or click any links from suspicious sources.
- Run or install unnecessary or unknown software.
- Upload or download files that you do not have copyright.
- Connect wireless connections to unknown sources.
- Allow anyone to use your account(s) for any purposes.
- Access computer network of the school without legitimate authority.
- Install, amend, delete or copy any data or software in learning centre's computers.
- Send fraudulent, harassing, obscene, indecent, intimidating and other unlawful materials or publicize access to such material (e.g. messages, graphics) via any media.
- Display pornographic or sexually explicit materials by any equipment.
- Remove any equipment, or properties without prior approval.
- Connect devices to the equipment without prior approval.
- Damage any equipment or properties.
- Use centres' computer to play games.

8.2 Useful Links

University Website:

<http://www.cityu.edu.hk>

CityU Policies on Use of IT Services and Resources (English):

<http://wikisites.cityu.edu.hk/sites/upolicies/itpolicy/Document%20Library/PDF-itPolicy.pdf>

CityU Information Technology Services for Students:

<http://www6.cityu.edu.hk/it/student/?page=eid>

CityU e-Portal:

<http://www.cityu.edu.hk/cityu/student/index.htm>

CityU Canvas:

<http://canvas.cityu.edu.hk>

CityU Email Services:

<http://email.cityu.edu.hk>

CityU Run Run Shaw Library:

<http://cityu.edu.hk/lib>

CityU SCOPE Website:

<http://www5.scope.edu/>

8.3 Frequently Asked Questions (FAQ)

CityU Run Run Shaw Library

Q1 How many books and media resources can I check out at the Library?

A1 Please refer to <http://www.cityu.edu.hk/lib/service/scope.htm> for the Library service provisions to CityU SCOPE students.

Q2 What should I do if I have problems in accessing study facilities at the Information Space/Oval in the Library?

A2 You may contact the Library helpdesk for immediate assistance.

Q3 What are the Library opening hours?

A3 Please refer to <http://www.cityu.edu.hk/lib/about/hours.htm> for details.

Q4 How to search for materials when I sign in the Library's search platform?

A4 When you sign in, you can view full search results, save your search query, view request options, request checked-out items, check and renew your loans, view fines, and more.
Please visit the Library webpage for details: (<http://libguides.library.cityu.edu.hk/cityulibraryfind/tips>)

Q5 Can I access CityU Library e-Resources at home?

A5 All eligible students can access one of the common CityU Library e-Resources, ProQuest Databases (excluding ProQuest Ebook Central), at home. It is a collection of databases covering a wide range of disciplines and provides a lot of reference materials to support your learning and research. One of the most common causes for not being able to access ProQuest Databases (excluding ProQuest Ebook Central) at home is invalid EID and password. If you encounter problem in accessing ProQuest Databases (excluding ProQuest Ebook Central) at home, you may contact the Library helpdesk for help.

Q6 Why I cannot download the full articles from the databases of some CityU Library e-Resources within the campus network?

A6 The articles from the databases of some CityU Library e-Resources required a purchase of licenses and free copies are not available. Please contact the Library helpdesk for help in case you encounter any problems.

CityU Computing Services Centre (CSC)

Q7 What should I do if my EID activation is not successful?

A7 Please go to CSC Service Desk at 4/F, Li Dak Sum Yip Yio Chin Academic Building in person with your CityU SCOPE Student ID Card to reset your password.

Q8 What should I do if I forget the EID Password?

A8 Please go to CSC Service Desk at 4/F, Li Dak Sum Yip Yio Chin Academic Building or the UG2/F reception counter at CityU SCOPE Tsim Sha Tsui East Learning Centre in person with your CityU SCOPE Student Identity Card to reset your password.

Q9 What are the opening hours of CSC Service Desk?

A9 Please refer to <http://www.cityu.edu.hk/csc/deptweb/about/openhr.htm> for details.

Wi-Fi

Q10 Where can I access the wireless internet service if I am an eligible student?

A10 You can enjoy 'CityU SCOPE Wi-Fi' connection at the CityU SCOPE TST East Learning Centre. Student may connect to 'Wi-Fi.HK via CityU' when you are on CityU campus. Wi-Fi.HK is offered by the public and private sectors completely free. Please visit <http://wi-fi.hk/en> for details and instructions.

Q11 How can I obtain the security key for Wi-Fi service?

A11 A security key will be sent to your CityU SCOPE email account about two weeks after your EID is activated.

Q12 What should I do if I encounter Wi-Fi problems at CityU SCOPE learning centres?

A12 Please go to reception counters in CityU SCOPE learning centres for technical support and assistance. Learning centres' facilities are restricted to the use of staff and students of the CityU SCOPE. Students may be requested to present a valid student card when using facilities.

CityU SCOPE Resource Centre

Q13 Where is the CityU SCOPE Resource Centre?

A13 CityU SCOPE Resource Centre is located at our Tsim Sha Tsui East Learning Centre.

Q14 What kinds of facilities are available in CityU SCOPE Resource Centre?

A14 CityU SCOPE Resource Centre provides a study area which serves as a place for self-study and discussion activities. Desktop computers are available for convenient access to email service, library catalogue and internet. CityU SCOPE Resource Centre also equipped with Octopus-card-operated printing and photocopying machines. Besides, CityU SCOPE Reference Area at Tsim Sha Tsui East Learning Centre provides access to electronic resources and reference materials for students of designated programmes.

Q15 Where can I obtain more information about the Reference Area?

A15 Information about the Reference Area, such as available services, opening hours and users' regulations can be found at <http://www.scope.edu/stud-resources/>

Printing and Photocopying

Q16 Do CityU and CityU SCOPE provide printing and photocopying services? Can I pay the service charges by Octopus cards?

A16 Both CityU and CityU SCOPE provide charged printing and photocopying services. In the CityU campus, you can find the Octopus-card-operated photocopiers and printers at various locations within the Library and two high-performance colour laser printers (Fast Network Printers) in Li Dak Sum Yip Yio Chin Academic Building 4/F and 5/F of Computing Services Centre. CityU SCOPE also has the Octopus-card-operated photocopiers and printers placed near its reception counter at Kowloon Tong and Tsim Sha Tsui East Learning Centre. There is no free printing quota for CityU SCOPE students.

Others

Q17 What kinds of services are provided by non-local universities?

A17 Online resources are available from non-local universities for most non-local degree programmes. Please refer to your Student Handbook, induction pack or contact programme support staff for availability.

Q18 Is there any self-study area in CityU SCOPE learning centres?

A18 Study areas at UG2/F, UG3/F and Reference Area at UG3/F of CityU SCOPE Tsim Sha Tsui East Learning Centre are open to students for self-study purpose.

- Q19 [What other benefits from the University can I enjoy if I hold a CityU SCOPE Student ID Card?](#)
A19 With CityU SCOPE Student ID Card, you can access CityU student canteens and are eligible for the purchase discount at campus bookshop. Card holders are also eligible to apply for Hang Seng CityU Credit Card whose card holders can enjoy shopping discount at certain shops at Festival Walk.
- Q20 [Am I eligible to use CityU medical and dental services?](#)
A20 CityU SCOPE Student ID Card holders are eligible to use CityU medical service only. The service fee is currently HK\$150 per consultation.
- Q21 [What should I do if my question is not answered here?](#)
A21 Please contact CityU SCOPE via email at scope@cityu.edu.hk or by phone at 3442 7423 (Mon – Fri: 9am–7:30pm; Sat: 9am–2:30pm).
- Q22 [What can I do if I would like to know more about CityU's sexual harassment policy and procedures?](#)
A22 CityU has a legal and moral obligation to provide a workplace and a learning environment that is free from sexual harassment. The Committee Against Sexual Harassment (CASH) has been set up to provide guidance to staff members and students on issues concerning sexual harassment complaints in accordance with the University's Sexual Harassment Policy and Procedures. For details, please visit: www.cityu.edu.hk/cash

