Student Support Guide 2019

For CityU-SCOPE Student Identity Card holders studying non-local postgraduate degree, top-up & 3-Year degree, advanced & professional diploma and designated professional programmes
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 service counter of CityU SCOPE learning centres for help. They will be happy to assist and provide further clarification to you.

September 2019

DISCLAIMER
All information in this handbook 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 Resources
Students of CityU SCOPE studying overseas degrees, progression diplomas and some of the professional programmes can enjoy many of the services and facilities in the CityU campus and CityU SCOPE learning centres. A CityU SCOPE Student Identity Card is issued to these students to access the CityU and CityU SCOPE’s facilities and resources.

1.1 CityU Facilities and Resources

<table>
<thead>
<tr>
<th>1.1.1 Computing Services</th>
</tr>
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</table>

i. Email service
CityU provides its email services to CityU SCOPE students.
- On campus, users can use the Express Terminals and network to access their email.
- Off campus, users can access their email through broadband or anywhere with an Internet connection. Users can easily access the email from the CityU homepage or through the e-Portal.

For more details, refer http://email.cityu.edu.hk/

ii. Access to student LAN
CityU has adopted a set of software that is centrally supported for teaching, learning and research purposes. Centrally supported PC software is made available to students in the student LAN through the ‘Software and Services’ menu accessible from the e-Portal login page.

iii. Access to Computing Service Centre (CSC) Terminal Room
The CSC spans four floors at Li Dak Sum Yip Yio Chin Academic Building and has 10 teaching studios with size ranging from 26 to 108 PCs including 1 teaching studio with 29 iMac computers. The CSC also provides printing, scanning and plotting equipment to facilitate learning.

iv. Access to Express Terminals
Express Terminals help you access the services on the CTNET just like the Automatic Teller Machines (ATM) assist you in reaching bank services. You can find Express Terminals all over the campus as well as in the Student Residence.

You can use the USB Device on Express Terminals to store incoming and outgoing data. All Express Terminals support both English and Chinese. You can use them to access the e-Portal/Canvas, email service, library catalogue system, FTP for file transfer, remote access to server, virus scanning and cleaning utilities, terminal booking, and so on.

v. University e-Portal, e-Learning
(a central platform for e-learning)
The CityU e-Portal and Canvas provides users with personalised Web interface to the University’s communications and rich electronic resources. It is the gateway that allows you to access to all kinds of information related to your studies and your life at CityU in general. e-Portal can be accessed from the CityU home page. Inside the e-Portal, you will be able to start your e-learning courses, look up your personalized information, search for library resources and perform many other functions.

vi. Printing Services
2 high-performance colour laser printers (Fast Network Printers) are placed at Li Dak Sum Yip Yio Chin Academic Building 4/F and 5/F. Users may follow the instructions posted near these printers to print and release their Black & White/Colour printouts. The printing charge is HK$0.3 per page for A3 and A4 Black & White and HK$3.0 per page for A3 and A4 Colour.

Computing Services Centre
Address: 4/F, Li Dak Sum Yip Yio Chin Academic Building, City University of Hong Kong, Tat Chee Avenue, Kowloon
Website: http://www.cityu.edu.hk/csc/
Service Counter: 3442 8340 / Help Desk: 3442 7658
### 1.1.2 CityU Library Resources

<table>
<thead>
<tr>
<th>i. Access to Library e-Resources and the Library Catalogue</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Within Library and Campus</td>
</tr>
<tr>
<td>• Access most of e-Resources in the Library</td>
</tr>
<tr>
<td>• Access right to &quot;ProQuest Databases&quot;</td>
</tr>
<tr>
<td>Please consult the Library Web page “Remote Access to Library Electronic Resources”.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>i. User Education Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Library &amp; information Skills Programme Online</td>
</tr>
<tr>
<td>• Occasional seminars, workshops, training sessions, etc.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ii. Materials Loan Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Loan Quota: 10 items*</td>
</tr>
<tr>
<td>• Loan Period: 30 days*</td>
</tr>
<tr>
<td>• Book Reservation Quota: 2</td>
</tr>
</tbody>
</table>

*Remarks: Use of Loan Quota and Special Loan Periods

*Quota can be used to borrow circulation books or other library materials with details as follows:
- Media resources: 1 item (in-house)
- Semi-closed/Closed Access: 3 items (5 hrs – 1 day or 3 days)

<table>
<thead>
<tr>
<th>iii. Equipment</th>
</tr>
</thead>
<tbody>
<tr>
<td>• There are photocopying machines that take Octopus cards only. These machines are located in different areas of the Library.</td>
</tr>
<tr>
<td>• The photocopying charge is HK$0.3 per page for A4 and HK$0.6 for A3 Black &amp; White; HK$3.0 per page for A4 and HK$6.0 per page for A3 Color.</td>
</tr>
<tr>
<td>• AV Equipment (in-house)</td>
</tr>
<tr>
<td>• Public Terminal (with Student LAN)</td>
</tr>
<tr>
<td>• SelfCheck System</td>
</tr>
<tr>
<td>Users can choose to check out books themselves at their own pace with the SelfCheck Units instead of lining up at the circulation counter. It is fast, easy and private!</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>iv. Study Facilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Over 200 PC workstations equipped with a wide range of software tools including word processing, spreadsheets, presentation, graphics, desktop publishing, web authoring, statistical analysis and programming languages, etc. are available here. For details, please visit the software list of Computing Services Centre (CSC).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>v. Printing Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>CityU SCOPE students can use the two Octopus-Card-operated network printers which are located at the outside rim of the Oval to provide fast printing services for users at the Oval.</td>
</tr>
</tbody>
</table>

### Run Run Shaw Library

| Address: 3/F, Yeung Kin Man Academic Building, City University of Hong Kong, Tat Chee Avenue, Kowloon |
| Website: [http://www.cityu.edu.hk/lib/](http://www.cityu.edu.hk/lib/) |
| Get Help: Call: 3442 8395 |

**Library Resources and Services for SCOPE Students:** [https://libguides.library.cityu.edu.hk/scope](https://libguides.library.cityu.edu.hk/scope)

### 1.2 CityU SCOPE Facilities and Resources

#### 1.2.1 CityU SCOPE Learning Centres

- Study Area at Tsim Sha Tsui East Learning Centre serves as a place for self-study and discussion activities
- Information kiosks set up at Headquarters in Kowloon Tong and Tsim Sha Tsui East Learning Centre provide computers for convenient access to email service, library catalogue system and internet browser
- Headquarters in Kowloon Tong, Tsim Sha Tsui East Learning Centre and Admiralty Learning Centre are equipped with Octopus-card-operated printing and copying service

**Address**

- **CityU SCOPE Head Office**
  2410, 2/F, Li Dak Sum Yip Yio Chin Academic Building, City University of Hong Kong, Tat Chee Avenue, Kowloon

- **CityU SCOPE Tsim Sha Tsui East Learning Centre**
  UG202, UG301, ChinaChem Golden Plaza, 77 Mody Road, Tsim Sha Tsui East, Kowloon

- **CityU SCOPE Admiralty Learning Centre**
  8/F, United Centre, 95 Queensway, Admiralty, Hong Kong
Service Hours of Reception Counter
Monday to Friday: 9am – 7:30pm
Saturday: 9am – 2:30pm
Sunday and public holidays: Closed

1.2.2 Online Resources
• Available from overseas universities for most overseas degree programme

1.2.3 Wi-Fi Network
• A high speed wireless local area network
• Coverage at Headquarters in CityU campus, Tsim Sha Tsui East Learning Centre, Admiralty Learning Centre.
• Students with self-owned mobile devices can enjoy free-of-charge wireless broadband connection during study at CityU SCOPE

1.2.4 CityU e-Portal and Canvas
• A central e-learning platform of CityU is set up to facilitate students to obtain learning materials provided by instructors, and news and updates released from CityU and/or CityU SCOPE online.
URL: http://www.cityu.edu.hk/cityu/student/index.htm

1.2.5 Other Services
• CityU SCOPE Student Identify Card holders
  i. Can Access:
    ➢ CityU restaurants during non-peak hours
    ➢ student canteen
    ➢ open access areas of CityU
  ii. Discount privileges:
    | Offers                  | Merchants/Services                                      |
    |-------------------------|--------------------------------------------------------|
    | 10% surcharge waiver    | when dining at City Chinese Restaurant and City Top    |
    | Special discounts       | at the CityU Campus Bookshop operated by Commercial Press (HK) Ltd (except magazines and specified items). |
    |                         | at the Commercial Press (HK) Ltd off-campuses branches in Hong Kong and Commercial Press (HK) Cyberbooks Ltd (except purchase of magazines, periodicals, government publications and sale items). |
    | Shopping discounts      | at certain Festival Walk Shops                         |
  iii. Are eligible for apply Hang Seng CityU Credit Card (Website: www.hangseng.com)
    ➢ Hang Seng CityU Credit Card Holders can enjoy
    | Offers                  | Merchants/Services                                      |
    |-------------------------|--------------------------------------------------------|
    | 10% surcharge waiver    | when dining at City Chinese Restaurant and City Top    |
    | Special discounts       | at the Commercial Press (HK) Ltd (the offer is not applicable to magazines, specified items and Commercial Press (HK) Cyberbooks Ltd). |
    | Special rate            | of using CityU swimming pool                           |

General Enquiries
Tel: 3442 7423
Email: scope@cityu.edu.hk
Homepage: www.cityu.edu.hk/ce

Enquiries on Facilities, Canvas and IT Services
Tel: 3442 7070
Email: itsupport@scope.edu
2. **Student Services at CityU SCOPE**

2.1 **Student Development Unit (SDU)**

The SDU is established to enhance well-rounded development of CityU SCOPE degree students. The Unit organizes workshops, talks, and out-of-classroom activities to foster the career, cultural, personal, social, and wellness developments of students. These are to strengthen students’ personal and social competences, and to sharpen their career competitive edge.

2.1.1 **Personal Development**

SDU offers trainings that cultivate personal growth, life values, and interpersonal skills for students. It also organizes the Student Leadership Scheme and Student Ambassador Scheme for students to further excel their personal effectiveness and life skills.

2.1.2 **Career and Employment**

SDU aspires to broaden students’ career horizon by providing career exposures and opportunities for students. The Career Support Centre (5/F, Purple Zone, YEUNG Building [Lift 6]) is established to offer students with training on career development, consultation on career planning and information on job opportunities which enhance students’ employability.

2.1.3 **Student Activities, Physical Education & Sports**

SDU organizes a series of cultural, sports, and recreational activities to enrich students’ campus life. The activities would help students to enhance personal growth and foster peer bondage.

2.1.4 **Student Counselling**

In case students encounter difficulties in personal lives, adjustment or interpersonal relationship, they may approach the SCOPE Student Counselling Team for advice and guidance. The professional counsellors will treat all information strictly confidential.

2.1.5 **Student Scholarships for Full-time Locally Accredited Degree Programmes**

The following scholarship or subsidy schemes are available from the Hong Kong Education Bureau.

i. The Self-financing Post-secondary Scholarship Scheme (SPSS)

   The scheme offers scholarships and award 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).

ii. Scheme for Subsidy on Exchange (SSE)

   The schemes are set to subsidize financially needy students on participating outbound exchange programs with substantive teaching and learning elements

2.1.6 **School Based Reward and Incentive**

The School has set up a prestigious award of “The Director’s List” which honours the top student(s) in each programme. In addition, SDU also offers the reward and incentive schemes that recognize students’ distinguish academic achievements and active participation in serving the School or fellow students.

2.2 **English Language Support**

CityU SCOPE aspires to help you become even more competent at language communication. The School offers a wide range of FREE English support services to help polish your English skills.

2.2.1 **English Enhancement Programme**

The English Enhancement Programme (EEP) aims at enhancing your English skills so that you can pursue your academic studies with great success and prepare for your future employment. There are a wide range of web-based and classroom teaching courses for you to meet your learning needs and interests. Our courses embrace a diverse range of topics including:
i. Skills in job applications and interviews
ii. Workplace English
iii. Academic writing skills
iv. Reading and comprehension skills
v. Oral presentation skills
vi. Improving English pronunciation
vii. English grammatical features
viii. Learning authentic English for fun

2.2.2 Self-access Language Laboratory
SCOPE has set up the Self-access Language Laboratory (SALL) at the SCOPE TSTE Learning Centre, CP208. It offers 4 English learning software programs consolidating your (i) writing skills, (ii) speaking skills, (iii) reading skills, and (iv) grammar knowledge. You can book a booth and make good use of the programs to learn English in your own time and at your own pace. Our learning tools also give you more flexibility in opting for different topics at various levels.

The SALL also stocks a number of film discs which you may borrow from us, and you are recommended to watch films in our laboratory. Watching films can help you learn authentic English expressions, polish your listening skills, and enhance your vocabulary size in a relaxing manner.

2.2.3 English Learning Resource Corner
The SCOPE English Learning Resource Corner is situated in both the Kowloon Tong and TSTE campuses. Each Corner possesses a large collection of English books of different kinds, such as fiction, popular books, and magazines. Added to this, some English learning games are available for you to borrow from the Corner. You are highly encouraged to drop by after or between your classes.

2.2.4 English Learning Consultation Sessions
A consultation session provides you with a chance to talk to an English teacher either in a group or individually. You can seek our seasoned teacher’s advice on the way of utilising the SCOPE English learning facilities and resources and devising your study plan for developing your proficiency in English. Each session lasts between 30 minutes and an hour. Advance bookings are required.

2.2.5 Other Language Learning Opportunities
The School also offers opportunities for you to learn other languages such as Japanese and Putonghua.

How to join an activity?
All the above activities are publicized internally via emails, Canvas message, selected social media or print posters. Registration for joining the activities or application for the provisions are done via the designate site links. Please keep a watchful eye on the updates at the SDU and EEP websites, and Canvas messages.

Enquiries
Student Development Unit (SDU)
Tel: 3442 5435
Email: sdu@scope.edu
Homepage: www.cityu.edu.hk/ce/sdu

English Language Support
Tel: 3442 9610
Email: homanlam@cityu.edu.hk
Website: www.cityu.edu.hk/ce/EEP
PART B INSTRUCTIONS FOR USE

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

3. **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.

   3.1 CityU SCOPE Wi-Fi Setup for Laptop (for Windows 7)

   ![QR Code for Laptop Setup]

   3.2 CityU SCOPE Wi-Fi Setup for Mobile Devices

   ![QR Code for Mobile Setup]

4. **EID and Email Password**

   4.1 Activate Your EID

   ![QR Code for EID Activation]
4.2 Unsuccessful EID Activation

4.3 Change Email Password

5. Canvas

5.1 Login to Canvas

5.2 Read Announcements
5.3  Download Documents

5.4  Upload Assignments to Turnitin

5.5  Mobile Applications

5.6  Online Help Centre
6. **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 serial titles. The Library maintains an expanding number of electronic databases, e-journals, and media resources. Some selected database (ProQuest Databases, and Emerald Insight) and e-resources are illustrated in this selection.

6.1 **CityU Library**

6.2 **ProQuest Databases**

6.3 **Emerald Insight**
6.4 Library Services Offered to CityU SCOPE Students

Summary
Students with a valid Student Identity Card issued by CityU SCOPE will be able to access the Library and check out print items. Remote access to electronic resources will be limited to ProQuest only. Reference and instructional services will be provided on a limited basis. For details, visit [http://www.cityu.edu.hk/lib/service/cope.htm](http://www.cityu.edu.hk/lib/service/cope.htm). Students may also refer to: [http://www.cityu.edu.hk/lib/instruct/guides/libguide/quick_guide_scope.pdf](http://www.cityu.edu.hk/lib/instruct/guides/libguide/quick_guide_scope.pdf) for a Quick Library Guide.

Notes:

i. A library guide which contains information of the Library’s services and quick links to access the resources available for SCOPE students is available at [http://libguides.library.cityu.edu.hk/scope](http://libguides.library.cityu.edu.hk/scope).

ii. Details refer to Library's Borrowing Regulations ([http://www.cityu.edu.hk/lib/about/libreg/regulat.htm#loanquota](http://www.cityu.edu.hk/lib/about/libreg/regulat.htm#loanquota)).

iii. The Library may make any changes without further notice.

iv. For most SCOPE students with e-Portal access, they can use most PCs in the Library.

For details, please refer to Library PC Interactive Floor Plan. For other SCOPE students without e-Portal access, they can also login some of the PCs in the Library.

7. Appendix

7.1 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 e-mails 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 e-mail 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.
7.2 Useful Links

University Website:
http://www.cityu.edu.hk/

Policy on Use of IT Services and Facilities for City University of Hong Kong (English):

IT Info for Students:
http://www6.cityu.edu.hk/it/student/?page=eid

CityU e-Portal:

Canvas:
https://canvas.cityu.edu.hk/

Student Webmail:
http://email.cityu.edu.hk/

Library Catalogue:
http://lib.cityu.edu.hk/

CityU SCOPE Website:
http://www.cityu.edu.hk/ce/

7.3 Frequently Asked Questions (FAQ)

CityU Library

Q1 Am I eligible to use CityU Library?
A1 You are entitled to access CityU Library and its facilities if you are a CityU SCOPE Student Identity Card holder studying a non-local postgraduate degree, top-up & 3-Year degree, advanced & progression diploma or designated professional programme.

Q2 How many books and media resources can I check out at the Library?
A2 You may borrow up to 10 items for 30 days. Apart from borrowing circulation books, you can also use your loan quota to borrow 1 item of Media Resources (in-house only) and 3 items of Semi-closed (Reserve)/Closed Access Materials for 5 hours, 1 day or 3 days.

Q3 How can I do when sign in the CityU Library?
A3 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)

Q4 What should I do if I have problems in accessing study facilities at the Information Space/Oval in CityU Library?
A4 If you have problems in accessing study facilities in the Information Space/Oval, e.g. connecting to the available printers, login to computers in the Information Space/Oval, etc., you may contact the library help desk at 3442 8395 for immediate assistance.

Q5 What are the library opening hours?
A5 The normal opening hours of main library during Term Time is 08:30 to 23:00. It is desirable to check its website (http://www.cityu.edu.hk/lib/about/hours.htm) for service hours before visiting the Library.

E-Resources

Q6 Can I access CityU Library E-resources at CityU SCOPE reception counter, Tsim Sha Tsui East Learning Centre and Admiralty Learning Centre?
A6 You can access the CityU Library E-resources at CityU SCOPE reception counter at Kowloon Tong, Tsim Sha Tsui East Learning Centre and Admiralty Learning Centre.
Q7 Can I access CityU Library E-resources at home?
A7 All eligible students can access one of the common CityU Library e-resources, ProQuest Databases, 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 at home is invalid EID and password. If you encounter problem in accessing ProQuest Databases at home, you may contact our colleagues at 3442 7423 (Mon – Fri: 9am–7:30pm; Sat: 9am–2:30pm) for help.

Q8 Why I cannot download the full articles from the databases of some CityU Library E-resources within the campus network?
A8 The articles from the databases of some CityU Library E-resources required a purchase of licenses and free copies are not available. Please contact library helpdesk or service counter staff at our learning centres for help in case you encounter any problems.

Computing Services Centre (CSC)

Q9 What should I do if my EID activation is not successful?
A9 If you are a CCCU AD or CityU graduate, you do not need to activate your EID. Otherwise, error message may appear. In case of unsuccessful activation, please go to Computing Services Centre (CSC) Help Desk in person with your CityU SCOPE Student Identity Card to reset your password. CSC is located at 4/F, Li Dak Sum Yip Yio Chin Academic Building, City University of Hong Kong.

Q10 What should I do if I forget the EID Password?
A10 Please go to Computing Services Centre (CSC) Help Desk or the UG2 counter (Mon – Fri: 9am–7:30pm; Sat: 9am–2:30pm) at CityU SCOPE Tsim Sha Tsui East Learning Centre in person with your CityU SCOPE Student Identity Card to reset your password.

Q11 What are the opening hours of CSC Service Counter?
A11 The normal opening hours of CSC Service Counter are:

<table>
<thead>
<tr>
<th>Days</th>
<th>Service Counter</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday - Friday</td>
<td>8:30 a.m. - 9:30 p.m.</td>
</tr>
<tr>
<td>Saturday</td>
<td>9:00 a.m. - 5:00 p.m.</td>
</tr>
<tr>
<td>Sunday</td>
<td>9:00 a.m. - 5:00 p.m.</td>
</tr>
<tr>
<td>Public Holidays</td>
<td>Closed</td>
</tr>
</tbody>
</table>

The opening hours vary from Term Time, Revision & Examination and Semester Break periods. The CSC may extend the opening hours whenever it is necessary. For details, please refer Computing Service Centre Website: [http://www.cityu.edu.hk/csc/deptweb/about/openhr.htm](http://www.cityu.edu.hk/csc/deptweb/about/openhr.htm) or enquiry hotline: 3442 8340.

Wi-Fi

Q12 Where can I access the wireless internet service if I am an eligible student?
A12 You can enjoy ‘SCOPE Wi-Fi’ connection at CityU SCOPE Tsim Sha Tsui East Learning Centre and Admiralty Learning Centre. Student may connect to ‘[Wi-Fi.HK via CityU](http://www.cityu.edu.hk)' 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](http://wi-fi.hk/en) for details and instructions.

Q13 How can I obtain the security key for Wi-Fi service?
A13 A security key will be sent to your CityU SCOPE email account about two weeks after your EID is activated.

Q14 What should I do if I encounter Wi-Fi problems at CityU SCOPE learning centres?
A14 Please go to service 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.

Resource Centre

Q15 Where is the CityU SCOPE Resource Centre?
A15 CityU SCOPE Resource Centre is located at our Tsim Sha Tsui East Learning Centre.
Q16 What kinds of facilities are available in CityU SCOPE Resource Centre?
A16 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, Reference Area at Tsim Sha Tsui East Learning Centre provides access to electronic resources and reference materials for students of designated programmes.

Q17 Where can I obtain more information about the Reference Area?
A17 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

Q18 Do CityU and CityU SCOPE provide printing and photocopying services? Can I pay the service charges by Octopus Cards?
A18 Both CityU and CityU SCOPE provide charged printing and photocopying services. In CityU campus, you can find the Octopus Card-operated photocopiers and printers at various locations within the Main 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, Tsim Sha Tsui East Learning Centre and Admiralty Learning Centre. There is no free printing quota for CityU SCOPE students.

Others

Q19 What kinds of services are provided by non-local universities?
A19 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.

Q20 Is there any self-study area in CityU SCOPE learning centres?
A20 Study areas at UG2/F and 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.

Q21 What other benefits from the University can I enjoy if I hold a CityU SCOPE Student Identity Card?
A21 With CityU SCOPE Student Identity Card, you can access CityU student canteens and restaurants and are eligible for the purchase discount at campus bookshop. Card holders are also eligible to apply for Hang Seng CityU Credit Card whose cardholders can enjoy shopping discount at certain shops at Festival Walk.

Q22 Am I eligible to use CityU sport facilities?
A22 If you have a Hang Seng CityU Credit Card, you may use the swimming pool during the normal opening period from April to November. Information for entrance fee can be obtained at (http://www.cityu.edu.hk/aro/main/benefits/campus.htm#sports.htm).

Q23 Am I eligible to use CityU medical and dental services?
A23 CityU SCOPE Student Identity Card holders are eligible to use CityU medical service only. The service fee is currently HK$150 per consultation.

Q24 What should I do if my question is not answered here?
A24 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).

Q25 What can I do if I would like to provide my suggestion of improvements related to student resources?
A25 You can send your suggestions via email to sdu@scope.edu. For improvements that required immediate actions, please contact our Counter Staff at different learning centres for immediate assistance.

Q26 What can I do if I would like to know more about CityU’s sexual harassment policy and procedures?
A26 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