

溝通與意見反饋

大學設有多種渠道與學生溝通交流，學生日常可與授課和論文導師交流課業或討論相關課題，學生團體代表定期參加校級和院級會議。大學為學生提供生活輔導和心理諮詢，各院所和部門恆常為學生舉辦不同主題的講座和工作坊，促進師生聯絡溝通。學生也可主動透過電話、電郵、WeMust 問題反饋或到所屬院所或行政部門服務櫃台進行查詢或反映意見。

就學業成績方面的申訴，學生可參照《學生手冊》的規定提出成績覆核的申請。而有關學生學術誠信委員會或學生紀律獎懲委員會施以的懲處，學生也可按大學相關的程序提出申訴。

為加強溝通和適時收集學生對教學，科研，校園設施服務和管理等的意見和建議，大學各部門及院所會利用 WeMust Student App 手機應用程式，透過問卷或問題反饋功能收集有關訊息，整合分析和研究，以提升大學整體教學和學生服務的水平。

Communication and Feedback

The University has a variety of channels to communicate with students. Students can communicate with their teachers or thesis supervisors on academic topics or issues concerned. Representatives of student groups are invited to participate regularly in university-level and faculty-level meetings. The University also provides psychological counseling services to students as well as counseling on their campus life. Faculties and departments regularly hold seminars and workshops on different topics for students to promote communication and exchanges between teachers and students. Students can also reflect their opinions through telephone, e-mail, "Feedback" in WeMust Student APP, or by contacting the relevant faculty or visiting the service counter of relevant administrative department.

For appeals concerning academic performance, students may apply for appeals of academic results in accordance with the *Student Handbook*. Regarding the penalties imposed by the Student Academic Integrity Committee or the Student Discipline and Awards Committee, students can also apply for appeal according to the relevant procedures of the University.

In order to communicate more effectively as well as to collect students' opinions and suggestions on teaching, research, campus facility services and management, departments and faculties/institutes of the University will use the WeMust Student APP, teacher-student consultation meetings, mentorship system to collect useful information through "Survey" or Feedback function. The data and comments will then be integrated and analyzed with the aim to improve the overall teaching quality as well as student services in the University.