Q&As for IT Support Staff on 2020 Aug 5

Last Modified on 17/08/2020 12:45 am HKT

Questions and answers

Library Services

Q: Is "Reading List" available in Blackboard Courses?

Answer:

- Yes. By default, the link of "Reading List" is available in Blackboard Course Menu. It is shown to students.

Q: Teachers have questions about Library services. Where can they find the information?

Answer:

- Please go through LibGuides (https://libguides.lib.cuhk.edu.hk/) to see if it can help.
- If they have further questions, please contact their Faculty Liaison Librarians (https://www.lib.cuhk.edu.hk/en/learning/faculty-liaison).

Special Support for Users in China

Q: Users cannot access CUHK's IT systems in China. Can they use VPN in the coming academic year?

Answer:

- Yes. More details about the new VPN service will be released soon.
- Please also note that the performances vary among different cities and network service providers.

Student Facilities

Q: Students encounter difficulties regarding online learning (e.g. lack of equipment, lack of a quiet learning space). What should they do?

Answer:

- Students should prepare for online learning before the school starts (e.g. purchase notebook, microphone and/or webcam in advance if needed).
- In case they encounter difficulties, they should contact their teachers and/or programme office for further support.