

Channel

October 2010, Issue No.50

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Channel - October 2010, Issue No. 50
[Dr Samuel KWAN](#)

IT Service Satisfaction Survey

Introduction

The mission of ITSC is to develop and maintain the [ICT](#) infrastructure of the University so as to meet her computing needs in research, teaching, learning and administration. To carry out this mission effectively, it is important for us to understand the “demand and supply” sides of the story.

On the supply side, we have been keeping tabs on the latest technological development in ICT and working closely with companies, vendors, service providers in the industry. On the demand side, we have been making use of various channels to understand the ICT needs of different stakeholders on campus, besides the day-to-day interaction with them.

Examples of these channels include the executive support staff group, computer first-aid officers, departmental support staff group, help desk, helpline, CHELP email support, student consultants, etc. In addition, we have also been conducting large-scale user surveys regularly. This is intended to understand the aggregate user's ICT needs as well as evaluations of the services provided in a more systematic and scientific manner.

Student Survey on IT Service Satisfaction

Earlier this year, we have invited all students to participate in another large-scale survey on IT service satisfaction. The survey attracted responses from more than a thousand users, mainly on the following six ICT services that are currently provided to the HKUST student community:

1. Computer Barn
2. Campus Web Portal
3. Campus Email
4. Student Hall Network
5. Campus Wireless Network
6. Classroom AV

The Main Questions

For each of these services, we are mainly interested in two questions:

1. Are students satisfied with the service?
2. What are the critical factors leading to their satisfaction (or dissatisfaction)?

Survey Design and Rationale behind

As one may expect, it is straightforward to ask if our students are satisfied with what they are provided, but much less so to know the factors behind. When designing the survey, we had consolidated a set of critical success factors behind each of the services based on our past experience in offering these services. In the survey, we asked participants to rate on each of these critical success factors as well as their satisfaction levels with the services. This essentially allows us to perform data analysis to see if these factors are indeed highly correlated to the satisfaction level of the service in concern, and helps us review if our energy has been focused on the wrong places. For instance, if the rating of a certain “factor” does not turn out to be correlated with the satisfaction level of a service, one may wonder if that very “factor” is no longer a valid one. Obviously,

such kinds of findings would help us to better focus our resources and attention on the most important things leading to better ICT services for the campus community.

Results at a Glance

All responses were measured in 7-point Likert scale. The main results are tabulated as follows:

Service	Factor	% of Satisfied	% of Neutral	% of Not Satisfied	Sample Size	Correlation (ρ)	Standardized Coefficient (β)	
							Male	Female
Computer Barn Service		77.70%	15.80%	6.5%	1415			
	* Printing					0.49	0.30	0.33
	* Availability					0.39	0.10	0.14
	PC Speed					0.37	0.04	0.02
	Software					0.33	0.08	0.06
	* Environment					0.47	0.29	0.15
	Helpers					0.34	0.05	0.15
Campus Web Portal		70.60%	23.80%	5.60%	1397			
	* Reliability					0.53	0.14	0.23
	* Usefulness					0.60	0.35	0.25
	* Ease of Use					0.56	0.23	0.28
Campus Email Service		68.10%	19.30%	12.50%	1419			
	* Reliability					0.40	0.22	0.18
	* Usefulness					0.50	0.32	0.43
	Ease of Use					0.35	0.16	0.01
Student Hall Network		48.30%	36.00%	15.70%	1141			
	* Availability					0.51	0.29	0.25
	* General Speed					0.51	0.21	0.24
	* Web Speed					0.51	0.17	0.11
Campus Wireless Network		64.90%	22.50%	12.60%	1372			
	* Availability					0.46	0.24	0.25
	* General Speed					0.50	0.25	0.23
	* Web Speed					0.49	0.14	0.16
Classroom AV Facilities		56.50%	37.10%	6.40%	1313			
	Audio Quality					0.28	0.13	0.13
	Video Quality					0.25	0.08	0.30
	AV Support					0.26	0.23	0.05
	PC Support					0.22	0.13	0.10

Namely, the above table shows the satisfaction levels of each service as well as their correlations (ρ) with each corresponding factor. The stronger factors are marked with an asterisk for easier identification. Since the factors themselves are inter-related, we also performed multiple regression analysis and obtain the corresponding standardized coefficient (β) of each factor, with gender as the control variable. These coefficients can be interpreted as the “unique” influence of each factor among our male and female students.

Major Findings

Some major findings can be highlighted without drilling into the statistics. First, the general satisfaction level is found to be high, although some remained “neutral” particularly for non-general services such as classroom AV facilities and student hall network. Second, most of the factors that we originally believed to be important did turn out to be highly correlated with the satisfaction level, although their individual strengths may not be

the same as anticipated in some cases. Third, the unique influence of each factor reflects how “effective” it would be if we are to improve certain attributes of our service. For example, keeping everything unchanged, increasing the speed of our PC (i.e. the “PC Speed” factor) in the Computer Barn would only yield a small increase in satisfaction among our students (even less among the female ones) whereas adding more PCs (i.e. the “Availability” factor) would achieve a much greater effect (interestingly, even more so among the female ones).

Side Findings

To understand our users better, we also surveyed their latest ICT portfolio. You may like to know that the vast majority (93.5%) of our students do possess their own notebook computer, whereas the Apple's iPhone is the most popular hand-held device. With advances in wireless network technology, the majority of users of the student hall network do prefer wireless network connection to a wired one.

Device Type	% of Students Owning
Notebook Ownership	93.50%
iPhone Ownership	17.90%
Google Phone Ownership	5.83%
Windows Phone Ownership	7.30%

User Preference	% of Students
Preferring Wireless ResNet	87.90%

Insights and the Way forward

These findings do help us reflect on our strengths and weaknesses. Efforts to address the emerging needs have been in order. For instance, it is found that the network printing facility as well as the physical environment are the two most important factors behind student's satisfaction with the computer barn service. To strengthen our service, we have started an experimental project for providing more printing outlets on campus (called the [Satellite Print Station](#)) such that students in need of printing their homeworks need not be constrained by the space capacity of the computer barn. Also, initial planning is underway to improve the physical environment of the computer barn.

Acknowledging the importance of reliable service as well as larger email quota space, we have also upgraded our email infrastructure this summer so as to improve reliability as well as increase capacity. Student hall network users may also enjoy more wireless network coverage in the new semester.

Thank you for your patience in reading this lengthy article. It has been our long-term goal to meet the ICT needs of our users by deploying state-of-the-art technology. To help us do our job wisely, please do not hesitate to let us know your own ICT needs or views on the developmental directions of the campus ICT infrastructure and services, either by talking to us or dropping a line at cclisten@ust.hk.

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[Mr YF LAI](#)

Email Quota Upgrade

In view of the increasing demand for email storage, ITSC is pleased to announce that the default email quota of HKUST iMail service has been increased to 2GB for staff as well as postgraduate students; and 1GB for undergraduate students. This will be effective starting from the 2010 - 2011 academic year.

During the summer, the University's email server infrastructure has been upgraded for higher capacity and better performance as well as reliability. Details about our Email Service can be found at:

<http://www.ust.hk/itsc/email/>

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[Mr Martin LEUNG](#)

Upgrade for Computer Barn

During the summer, we have upgraded the personal computers in our [Computer Barns](#) to run Windows 7 as well as Microsoft Office 2010, leveraging our students with the latest software technologies available in the market. This would not have been made possible without the kind co-operation of teaching colleagues in various schools and departments. Namely, they have reviewed and revised their teaching materials to fit the new software environment as well as tested and upgraded their teaching software whenever necessary.



Fig. 1 - Computer Barn A General Area Snapshot



Fig. 2 - Computer Barn B Snapshot



Fig. 3 - Computer Barn C General Area Snapshot

Apart from the above software update, we have also upgraded PC in Computer Barn C - General Area (Room 4578) with 70 new PCs with 19" wide-screen monitors. Express Terminals in all Computer Barns will be replaced with latest Intel Core i3 systems shortly as well.

Owing to the high printing loads in the Computer Barns, we have replaced some aged printers by new ones. To support a green environment, almost all B/W printers are configured for duplex printing as default. Nevertheless, students may still print in single-side mode as necessary.

The following shows a list of detailed changes in computer barn's software configuration and hardware :

Software List of Windows 7 Environment in Computer Barn

General	
	7-Zip v4.65
	Acrobat Reader 9
	Adobe Flash Plugin for IE and Thunderbird
	- Flash Player 10.1.53.64
	- Shockwave v11.5.7r609
	Check my words v1.97 (MS Word toolbar)
	Cygwin v1.7.5
	FileZilla v3.3.3
	Finale Notepad 2008
	FSAV 9.00
	Ghost console client 115.00.2113
	Ghostscript 8.64 and GSView 4.9

GIMP 2.4.6
 Gong 5.1 for CL3 courses
 Gong 5.1 for HKUST LANG courses
 HKUST Cardsetup bundle v1.1.20
 Host Explorer 4.0
 Java SDK standard edition v1.6.0_20
 Java runtime edition v1.6.0_20
 JIJS (Joint Institution Job information system)
 MatLab R2010a
 MS Office 2010
 Microsoft Media Player 12.0.7600.16415
 Microsoft Internet Explorer v8.0.7600
 Microsoft Visual Studio 6.0 sp6 (in VM)
 Microsoft Visual Studio 2005 sp1
 Microsoft Visual Studio.net 2008
 Minitab R16
 Mozilla Firefox v3.5.3
 - Flash Player 10.1.53.64
 - Shockwave v11.5.7r609
 Mozilla Thunderbird v.2.0.0.23
 My Words 2.5 (IE toolbar)
 Netbeans IDE 6.8
 PC-TEX 32 v5.1
 PC-XWin 5.3
 Pspice 9.1 for student
 QuickTime 7.6.6
 RealPlayer SP
 SAS 9.2
 SPSS 18 (Barn A teaching area only)
 SSH v.3.2.9
 Though Other Eyes
 VMware Player v3.1

For CSE

MinGW 5.1.6
 Msys 1.0.11
 Eclipse 3.5
 wxWidgets v2.8.9
 WxPython 2.8
 ActivePython 2.4.5
 SPE Python Development Environment 0.8.4d

For SENG

AutoCAD 2011
 AutoCAD 2006 (in VM)

For CBME

Aspen v7.2
 PolyMath 6.10 build 261
 Process Integration software v2.5
 SuperPro Designer 7.0

GAMS IDE 22.8.1

For MATHJ

Maxima 5

R - Statistic Software

PC configuration in Computer Barn

Location	Hardware Configuration
Rm 4578	Intel Core 2 Duo 3.0GHz, 2GB memory, 250GB hard disk and 19" wide-screen monitor
Other Barns	Intel Core i3 2.93GHz, 2GB memory, 250GB hard disk and 19" wide-screen monitor

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 Mr. William WAN

Teaching Technologies Service Update

The Teaching Technologies team is working with CELT to provide various eLearning systems for the campus community. [LMES](#) (Learning Management & Evaluation System) and [ASSET](#) (Academic Survey System and Evaluation Tool) are the 2 major systems and they have been deployed to all of the classes conducted in the University.

During the 2009-10 academic year, 1844 course sites and 4173 surveys were created. Over 100,000 survey responses were collected while both systems have been achieving a very high availability (99.86% up-time) in the last year. To cope with the increasing demand and population for the coming years, the team will further improve the performance and stability as well as enhancing these systems to have better user-experience, management reporting and automation.

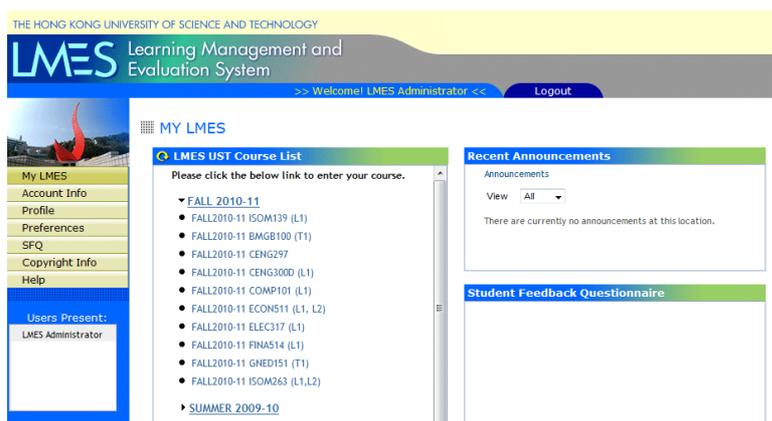


Fig. 1 - Screen of LMES

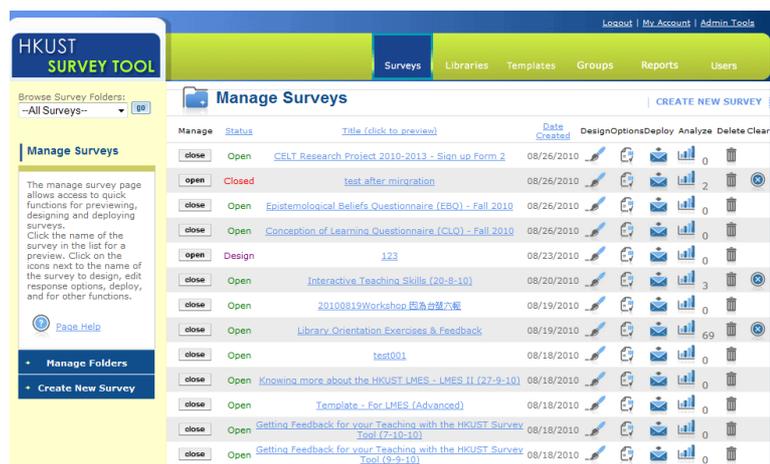


Fig. 2 - HKUST Survey Tool

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[Mr CS WONG](#)

HARNET & Internet Upgrade

HARNET is a regional network linking up the campus networks of the eight tertiary institutions in Hong Kong and provides a connection to The Internet and [National Research and Education Networks](#). In July 2010, the Backbone Infrastructure of the Hong Kong Academic and Research Network (HARNET) has been upgraded to a most advanced optical networking technology - MROADM.

The benefits of this upgrade includes:

- The bandwidth of International Internet links of HARNET has been increased from 1.5Gbps to 1.75Gps starting 1 September 2010.
- Two dedicated 10 Gbps connections are assigned to each institution.
- Deal with the demand for bandwidth-intensive and high performance applications including Cloud and Grid Computing, High Definition Videoconferencing for Teaching and Learning.
- Provide a framework for supporting inter-institutional collaboration projects and connecting to other advanced international R&E optical networks.
- Multiple Ring topology adds higher flexibility, scalability and availability to the design and can tolerate multiple path fault.

This upgrade uses both Dense Wavelength Division Multiplexing (DWDM) and Multi-Degree Reconfigurable Optical Add/Drop Multiplexer (MROADM) technologies. Technically speaking, these technologies increases the capacity of a single fiber by combining and transmitting multiple signals simultaneously at different wavelengths. The wavelength add, drop, or pass-through flexibility are also provided at each institution's ROADM node as illustrated in Figure 1.

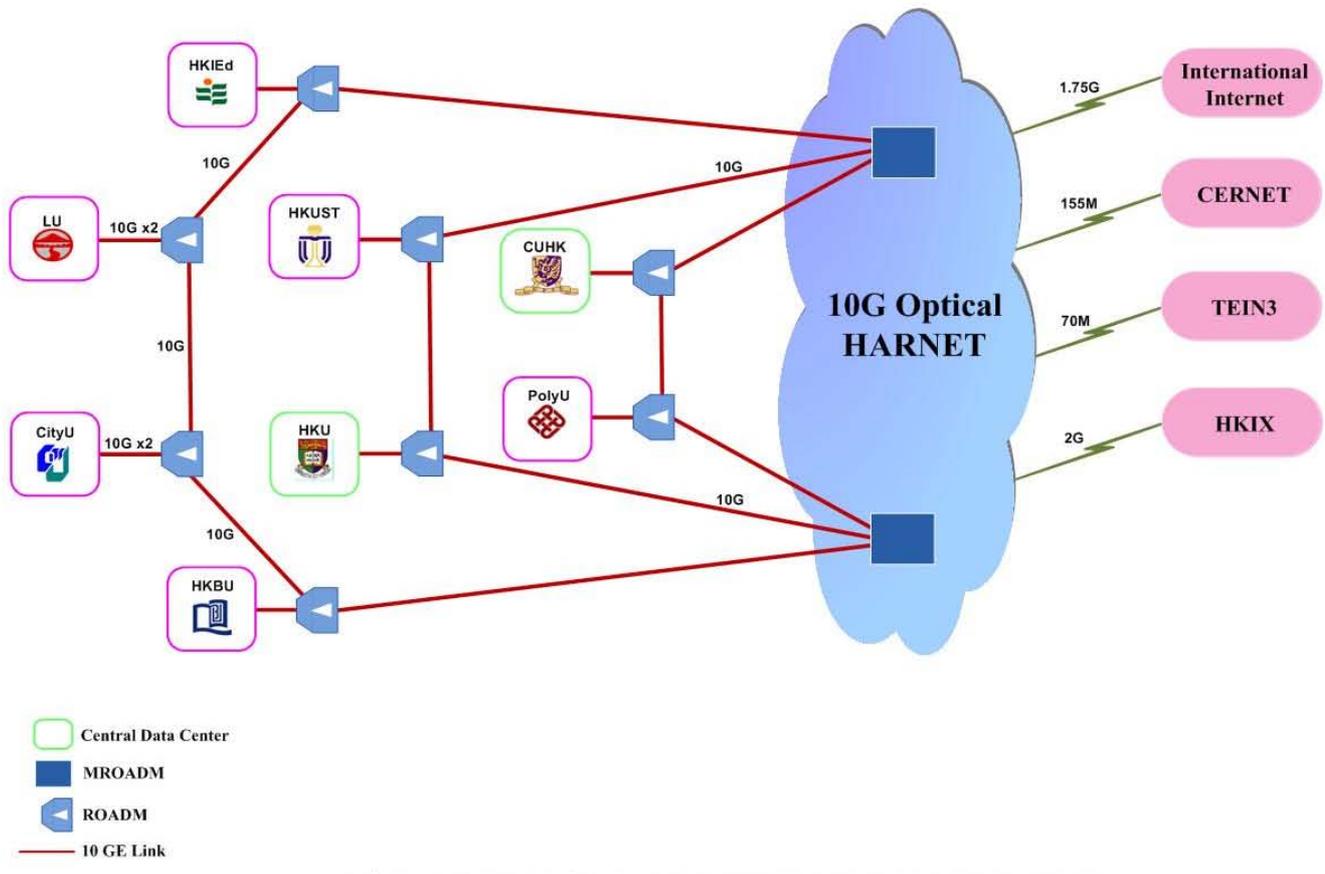


Figure 1. New Optical HARNET Network Topology

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[Mr Raymond CHAU](#)

Wi-Fi Services Available on Campus

ITSC operates a number of Wi-Fi services on Campus. The following table serve as a summary on these Wi-Fi and their available locations:

User Type	Wi-Fi Service Name	Available Locations
Current students and staff	sMobileNet	The Whole Academic Building and All Hostels
Visitors from local sister institutions	Universities WiFi	Library, public areas, catering outlets, lecture theaters & classrooms
Visitors from eduroam institutions	eduroam	Library, public areas, catering outlets, lecture theaters
HKUST Alumni	Alumni	Library, public areas, catering outlets, lecture theaters

All these WiFi services are operating at the maximum security level of *WPA/WPA2-Enterprise*. For more information, please refer to <http://www.ust.hk/itsc/wireless>

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[Mr YF LAI](#)

New Calendar Service in myPortal

Users may have noticed a new Calendar channel in myPortal. This calendar channel helps to organize your personal appointments, meetings and events effectively with a web browser. It can:

- create and manage your appointments, meetings and events
- view events in different format - day, week and month's view
- list upcoming events by date

The new calendar application is based on [Bedework](#), an open-source enterprise calendar system being used by many other higher institutes such as UC Berkeley, etc. It is designed to be conformant to current popular calendaring standards, such as [iCalendar](#) and [CalDAV](#), and with a goal of attaining strong interoperability among other calendaring systems and client software. For instance, it is compatible with the most popular calendar client software such as ThunderBird, Google Calendar, Apple iCal, as well as other smartphone calendar clients.

Please note that this new calendar is still in pilot stage and more features (e.g. public and group calendaring) will be added in the future. Just watch out for announcement in myPortal.

For details, please check out the the following: <http://www.ust.hk/itsc/portal/calendar/>

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[Mr Martin LEUNG](#)

Satellite Print Station

If you have been around in the Coffee Shop on the Academic Concourse this summer, you may have found that there is a networked laser printer installed nearby. It is the new Satellite Print Station that is intended to help off-load the computer barns during peak periods. Campus users can print to it and print jobs will be charged against their own print quota. This Satellite Print Station is operating on a 7x24-basis.

More information about the service can be found at: <http://www.ust.hk/itsc/printing/sps>. The Satellite Print Station is one of our experimental services and we would very much like to know your feedback on it.

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[Mr Martin LEUNG](#)

Strengthening our Mac support Service

As part of our effort to bring the experience of Mac users to be on par with that of Windows users, we are going to introduce a native Mac printing service in computer barns. This is expected to free Mac user from the troubles caused by incompatibility issues between Mac OS X and the Windows Internet Printing (IPP) service.

We will also be adding print-accounting support to Mac printing service as well. Mac users, stay tuned!

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Suggestions are welcome at webmaster@www.ust.hk

Last Modified :

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[Mr Martin LEUNG](#)

Mac User Watching Logon Required Content At HKUST Video Channel

When viewing the recorded lectures on [HKUST Video Channel](#), have you ever wondered about the technologies used behind the scene? In particular, would they be the same as those for running popular video sites like YouTube or Tudou?

The HKUST Video Channel serves most of its media contents with Microsoft Windows Media Service. This technology is a very affordable and delivers a fairly high quality video for many commercial and open source media player software. However, as one may expects, not all of its advanced features are fully supported by non-Microsoft media players. One of them is the support of user-logon for watching user-restricted medias. In fact, some Mac users may have experienced problems when watching logon required contents from HKUST Video Channel.

In the past few months, ITSC has been working with PTC to integrate the campus-wide [Central Authentication Service](#) (CAS) support into the HKUST Video Channel. A special CAS *plug-in software component* has been developed for macintosh, enabling Mac users to logon with their ITSC Network Accounts and watch logon required content, just like other Windows users have been doing before.

The new service will go into pilot phase soon and is expected to be in full production by the Spring semester.

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[Mr Steve YAU](#)

E-Form and Workflow

Introduction

In general, every paper form is associated with a work process. For instance, the process may consist of different steps such as filling out the form, handling or approving the request, as well as filing up the form if needed. Simply speaking, electronic form (e-Form) and workflow solutions are sets of software applications and services that are designed to assist people in performing such tedious steps as much as possible. Automating such processes may benefit productivity via:

- Increasing operational efficiencies and reducing risks
- Ensuring that all required rules are followed and all required steps are completed
- Optimizing process steps and eliminating unnecessary tasks

Pilot e-Form Project

ITSC has started a pilot project to deliver a totally web-based e-Form and Workflow solution. At the preliminary stage, we have adopted latest software technologies from Microsoft:

- SharePoint and MS SQL server as workflow and document management system
- InfoPath, a component of MS Office, as e-Form template designer
- SharePoint Designer as interface and workflow builder

To facilitate and explore more uses of e-Forms on campus, interested parties are welcome to let us know in case you think the e-form may work for you.

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Channel - October 2010, Issue No. 50
[Mr David SHIU](#)

Lecture Theaters Enhancement

We have continued our three years upgrade plan on the Audio Visual and teaching equipments in the Lecture Theaters this summer. LT-A, LT-F and LT-G has been refreshed to a modern AV setup. Apart from the enhancements we did in the previous two years in the other Lecture Theaters (see [previous issue](#) of channel), we also introduced more improvements to the LTs, especially LT-A for teaching colleagues to experience and comments. The following are some of there highlights:

Blu-ray/ DVD/VCD players

We have upgrade the Disc player in all Lecture Theaters to Blu-ray player. Now all Lecture Theaters will be able to play most of the common disc media (e.g. Blu-ray, DVD and VCD disc). This also set our first step in preparation for migrating to HD video projection in the future.

Hi-Def Visualizer (Document Camera) in LT-A

The Visualizer (Document Camera) in LT-A has been upgraded to a Hi-Definition Visualizer. The Visualizer has a sensational high resolution CCD camera with 30 frames per seconds, capable of outputting high quality video at 720p HD (1280x720) video. It also have very powerful and large zoom range, making it possible to pick up objects as large as an open book (400 x 300mm / 15.8" x 11.8") and as small as a honey bee (25 x 19mm / 1" x 0.75") in full size to fill the screen. The visualizer also Synchronized Laser-marker which is projected from the camera head onto the working surface, marking the edges of the pickup area of the camera. This allows for easy positioning of objects on the working surface.



Touch Screen Annotation in LT-A

We understand from a lot of Faculties and Instructors that they would like to be able to make marks or write comments on the video projection on-the-fly during their presentation. For this reason, we have introduced a hardware-based annotation processor with Touch Screen in LT-A.

Speakers in LT-A now simply need to touch and move along the LCD monitor in LT-A and the annotation will appears on the screen and video projector simultaneously, providing a very convenient and right-on-the-spot

annotation for your presentation. To clear the annotation, one simply needs to touch the menu button on the top right corner of the screen and touch the Clear button again.

Please feel free to contact me (David.Shiu@ust.hk) if you have any comments, suggestions or queries with the new services in this theaters. Your valuable suggestions will definitely help to improve our work and make things better.

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Channel - October 2010, Issue No. 50
[Mr. Raymond Chau](#)

Update on UGC-funded Campus Wi-Fi Project

The Project

This is the second update on the Campus Wireless project. In the [last issue of channel](#), the project nature, coverage and new features have been described.

Project Progress Up To August 2010

Campus Wireless coverage has been completed in most areas, including:

- All office areas: since December 2009
- All laboratories areas: since July 2010
- Covered car park (LG2-LG6): since 4th August 2010
- Coastal Marine Lab: since 17th August 2010
- Wind Wave Tunnel Facility: since end of August 2010

For current coverage, please refer to <http://www.ust.hk/itsc/wireless/hints/hkust-hotspot.html>

Upcoming Activities

Approaching the end of the project, the focus is on providing wireless coverage to outdoor areas (see diagram), including:

1. North gate bus stop and footbridge
2. Footbridge between LG5 and UG1, and footpath to University Center
3. Footbridge between UG1 and UG2
4. Outdoor car park areas
5. Grass field between Academic Building and Wind Wave Tunnel Facility
6. Grass field between Library and Senior Staff Quarter
7. Astroturf field: the field itself, in addition to spectator stand
8. Seafront and lower BBQ sites
9. Road A outside H and J zone laboratories
10. LG5 open area between car park and canteen



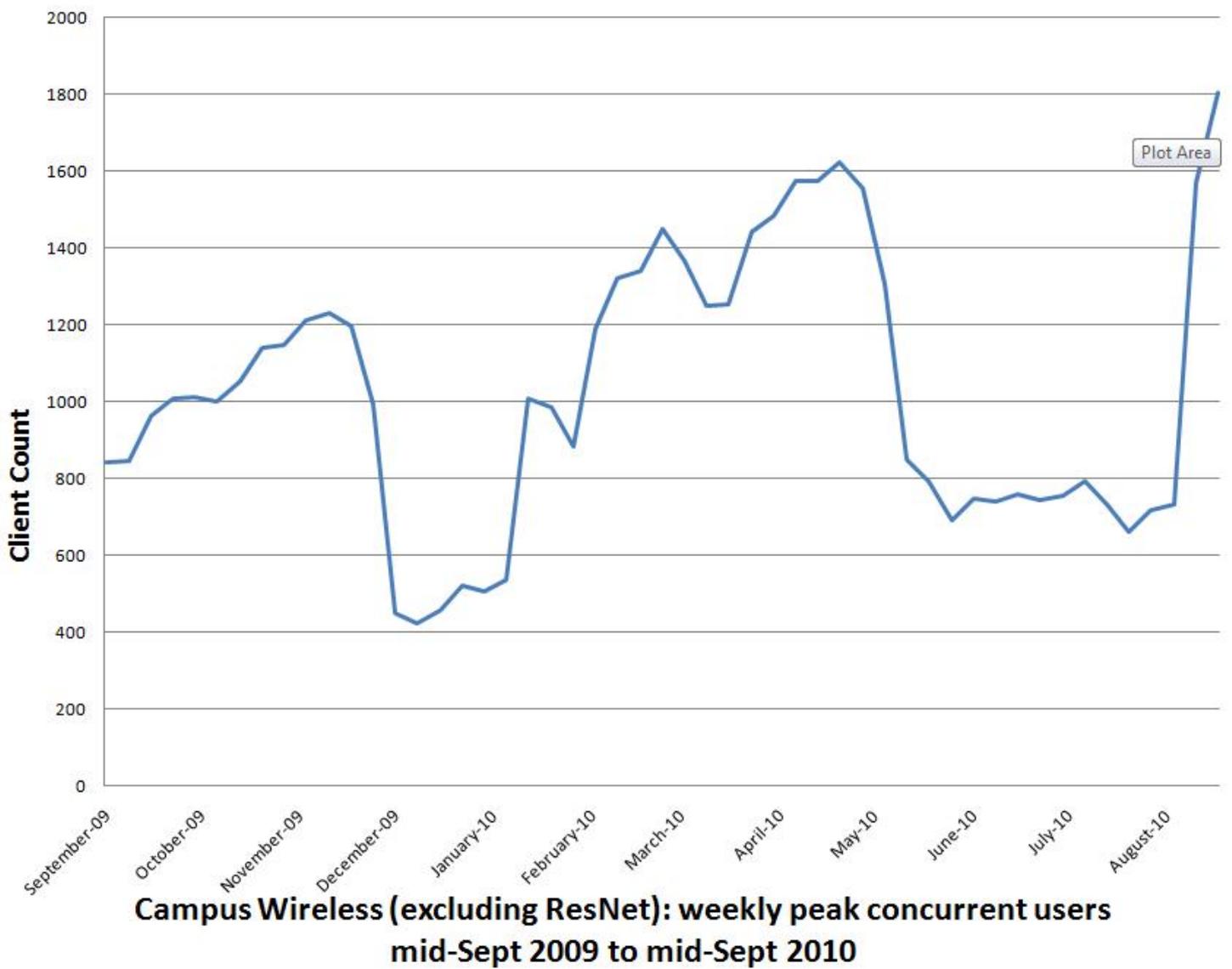
Outdoor coverage is in progress and is expected to be finished by end of October 2010. Please note that 802.11n will not be available in these outdoor areas.

Utilization of Wireless Access in Campus

Since the rollout of Campus Wireless, wireless utilization in Academic Building has increased continuously.

Peak usage has been recorded in May during which there were more than 1600 machines connecting via wireless at the same time. Within May 2010, 6989 user accounts have used wireless, with the following distribution:

- Undergraduates: 4440
- Postgraduates: 1740
- Staff: 809



On the other hand, we also see moderate utilization of wireless service in Hostels. During the past year, we observed daily peak of about 2400 machines connecting via wireless at the same time. Within May 2010, 4725 user accounts have used wireless, with the following distribution:

- Undergraduates: 3610
- Postgraduates: 951
- Staff: 164



**Hostel Wireless (ResNet): weekly peak concurrent users
mid-Sept 2009 - mid-Sept 2010**

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[Mr Doug WONG](#)

Computer Barn Being More Environment Friendly

We are living in the time where sustainability is concerned. People all over the world are more and more aware of environmental-friendly issues. Being one of the most important supporting offices in HKUST, ITSC feels obligate to promote a greener and eco-friendly computer environment on campus.

Energy Consumption

We have instituted power schemes in the computer barns and teaching venues to reduce power consumption. Computers in the computer barns are scheduled to shutdown automatically after the barns are closed. Video projectors in classrooms and lecture theaters are power-off at 11pm.

During the non-peak periods (Summer and Winter breaks), users in computer barns are forced to shutdown the PCs instead of log-off when they leave the terminals. We are also planning to temporarily close down one or two computer barns with low usages in these non-peak periods.

Paper Consumption

In order to reduce unnecessary paper consumptions, more duplex (2-sided-printing) printers have been introduced to the computer barns.

Students sending print jobs to duplex printers can enjoy a 15% print-budget discount. This is to encourage students to print cheaper, print greener and consequently to decrease print waste, and further to promote student accountability on saving-a-tree. Two printers dedicated for using only recycled-paper are also setup in Computer Barn B for pilot running.

Paper recycling

Stainless steel recycle bins have been put outside Computer Barn A and C to collect recyclable paper, plastic and metal. More paper recycle bins with clear labels are also put inside all the computer barns to promote paper recycling and increasing awareness about the importance of waste paper recovery.



Fig. 1 - Computer Barn Printers are mostly Duplex Printers (2-sided)



Fig. 2 - Newly introduced Stainless Steel recycle bins in Computer Barns

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[Dr Samuel KWAN](#)

HKUST Path Advisor System from Department of Computer Science and Engineering

Origin

The HKUST Path Advisor is an intelligent web-based service developed by a group of CSE students (Chow Kwan Wang, Liu Hung Ho, Ng Wai Ying and So Siu Wing) under the supervision of [Professor Raymond Wong](#). Equipped with the multi-floor plan of the HKUST Academic Building, HKUST Path Advisor helps users to retrieve detailed direction to any campus location, either by specifying the room number or naming nearby campus facilities such as ATM machine, canteen, toilet, etc. Besides a academic research in software technology, it is a project with a clear objective to serve the University community.

Pilot Deployment

With the contributions from Professor Wong and his students, ITSC has successfully deployed the software for use on the campus computing environment. It is now launched for pilot use by the campus community. In the long run, it is expected that HKUST Path Advisor will naturally replace the existing "Lift Selection Advisor" in the campus Intranet page as well as myPortal.

We would like to once again thank Professor Wong and his students for their contribution of this piece of excellent work. Users may access the service directly at: <http://pathadvisor.ust.hk>

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[Mr. William WAN](#)

SENG Professional Programs migrated to LMES

All of the course materials from the [School for Engineering Professional Programs](#) have migrated to LMES in this semester. Faculty & students from these programs will be able to manage, review and interact with other parties in a consolidated eLearning environment.



SENG SCHOOL OF ENGINEERING
THE HONG KONG UNIVERSITY OF SCIENCE AND TECHNOLOGY

Latest News
The following six programs are accepting applications for 2011 Spring.

- Civil Infrastructural Engineering and Management
- Electronic Engineering
- Environmental Engineering
- IC Design Engineering
- Intelligent Building Technology and Management
- Telecommunications

List of Programs

Master of Science in

- Civil Infrastructural Engineering and Management*
- Electronic Engineering*
- Engineering Enterprise Management*
- Environmental Engineering*
- IC Design Engineering*
- Information Technology*
- Intelligent Building Technology and Management*
- Mechanical Engineering
- Telecommunications*

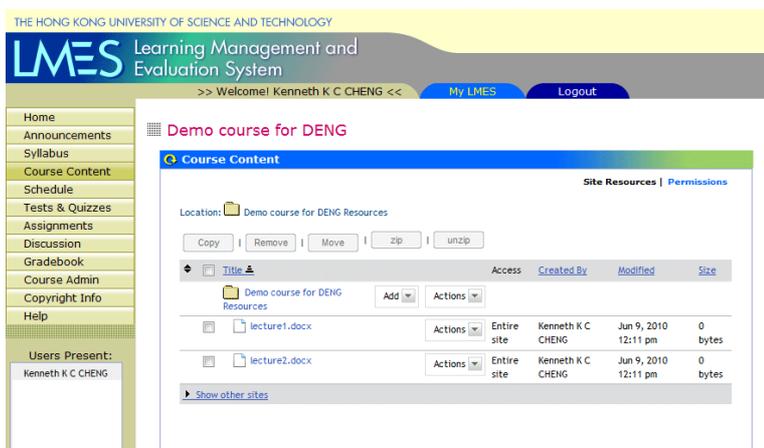
* These programs (or some courses under the program) have been included in the list of reimbursable courses for CEF purposes. <http://www.seng.ust.hk/cef/>

Graduate Diploma in

- Civil Infrastructural Engineering and Management*
- Environmental Engineering*

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Fig. 1 - SENG Professional Programs



THE HONG KONG UNIVERSITY OF SCIENCE AND TECHNOLOGY

LMES Learning Management and Evaluation System

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Fig. 2 - LMES for SENG Professional Programs