

**THE HONG KONG UNIVERSITY OF SCIENCE & TECHNOLOGY
SCHOOL OF BUSINESS AND MANAGEMENT**

2nd SBM UG Student Representative Meeting 2018/19

Confirmed Minutes

Date and time of meeting:	December 4, 2018, 12:00pm – 2:00pm
Minutes Prepared by:	Frankie Man
Attendance of SBM UG Programs Office:	Anirban Mukhopadhyay, Emily Nason, Ka Yee Lee, Frankie Man
CUP Faculty Members	-
Attendance of UG Student Representatives:	Caroline Eleonora, Wan-Yun Chou, Margaret Yau, Rex Yeung, Anna Moon, Tiffany Chan, Winnie Lam, Dennis Lam, Ivan Yeung, Justin Cheung, Gracia Yap, Taylor Choi, Laura Cheung, Benny Hui, Sunny Chan, Victor Wong, Isabella Zhou, Rennie Jiang, Samantha Steptoe
Absence with Apologies:	Jason Ng, Christine Poon

1. Confirmation of Minutes

As no further comment was received, the minutes of the 2018/19 1st Meeting held on October 3, 2018 was confirmed.

2. Information Items

2a. Sub-Committee Report – Name Tag Production

In the 1st meeting in 2018/19, the sub-committee for name tag design was formed. Anna Moon, Rex Yeung, Ziquan Zhou and Wan-Yun Chou were members of the sub-committee.

SBM UG staff worked with the sub-committee closely through meetings and other communication channels. Consensus on the name badge design was reached and the final products were ready in late November. Students were given their name badges at the meeting.

The Chair thanked the sub-committee for their effort and contribution. In the meeting, members reflected that many Year 1 students had no idea what Student Representative Committee was and it was suggested that the badges be widely used to introduce and promote the Committee in different activities, including UG Get-togethers and possibly class visits, etc. The Chair agreed with the idea to promote the Committee through UG Get-togethers and suggested members to friendly ask for students' feedback when talking to their peers during the event. The feedback collected could be shared in Canvas. Some members commented that those who attended UG Get-togethers were already active and promoting the Committee through the event might not be helpful whereas using class time to introduce the Committee

might reach more students. However, the latter might not be feasible as Year 1 students were spread among different classes.

Prof. Emily Nason added that with the opening of the new Karen Lee Student Mentoring Center, UG Get-together would be taken place in the Center and the sub-committee could make use of the AV equipment or projection screen there to introduce the Committee.

The Chair highlighted that UG Get-together would be a useful avenue to increase the exposure of the Committee and invite students to provide more ideas and suggestions.

2b Sub-Committee Report – Proposal on Collecting Student Feedback

In the 1st meeting in 2018/19, the sub-committee for Collecting Student Feedback was formed. Dennis Lam, Caroline Eleonora and Gracia Yap (Graduated in Fall 2018/19) were members of the sub-committee.

The sub-committee introduced the prototype of the online feedback form and recommended that filling in the form be anonymous. Students could choose the category of the feedback (e.g. Academic, Career, etc.) and provide their suggestions. They could also provide their contact information (optional) if they wished to so that the sub-committee could contact them for follow-up if necessary.

Members doubted whether some comment categories like catering were necessary. There were comments whether students would submit their feedback irrationally or arbitrarily. When talking about mental health issues, some members strongly felt that these issues should be directed to professional offices like DST Counselling and Wellness Center and should not be included in the form.

Prof. Emily Nason pointed out that the Sub-committee should think about what they would like to achieve and set the expectation clearly on the form so that respondents would not expect immediate replies from the Committee. In other words, instead of responding to each feedback individually, she opined that the Committee should state clearly in the note that feedback submitted would be reviewed periodically and would only identify a few major concerns for discussion and shared. A summary of the feedback collected would also be reported at the meeting regularly.

In the meeting, members deliberated whether the form should be anonymous and might be abused if so. Some members thought that the form would not be misused as students would not spend too much time to complete a form. It was finally decided that the online form would be kept anonymous at first which would be reviewed should there be any misuse cases in the future.

The Chair suggested that a remark should be shown on the form to indicate to respondents that the feedback would be read and reviewed by Student Representatives. FAQ and other useful links could also be provided to students for information.

The form would be launched in Spring 2019 and the sub-committee would be in charge of the online feedback form.

3. Discussion Items

3a Facilities of the Karen Lee Student Mentoring Center

A tour of the Karen Lee Student Mentoring Center was arranged at the beginning of the meeting. The Chair encouraged students to provide feedback after the tour.

Students suggested to have seat cushions and beanbags behind the podium as a relaxing zone at the Center. The Chair responded that the Student Representatives proposed to have more chairs instead of beanbags at the Center two years ago. Professor Emily Nason explained that the School would like to have a professional image and beanbags sofa might therefore not be appropriate.

A member raised that the Center should have a comfortable zone as it will be open 24 hours a day. Professor Emily Nason mentioned that a snack bar corner would be available in the Center and the payment would be based on an honor system. A member agreed with the arrangement as the School of Engineering also had similar practice and another member said that we could try it and if the honor payment system failed, the School could simply remove the snack bar.

3b Study Environment, Challenge and Pressure in HKUST

The chair brought up the recent tragedy of the death of a postgraduate student in November 2019 during the graduation ceremony. The Chair was worried about students' stress and encouraged members to share their experiences and difficulties that they faced, and to support one another. Some members compared and commented that the University's handling of the death of the PG student and that of the former UST Council Chairman Sir Sze-yuen Chung was very different.

A member raised that students had to schedule a meeting with SAO Counselors 2 weeks in advance and must fill in a survey before the meeting. The member felt that it was inappropriate. Another member expressed that in Chinese culture, people tended to hide their own problems and pretend to be tough. She echoed that the SAO survey stopped students from seeking help as the "diagnosis" provided after taking the survey created more stress to the students. Another commented that some students refused to seek help because they did not want people to label or stigmatize them as having mental problems.

Another member expressed that MAEC students attended 2 final examinations (4 hours each) on the same day with only 1-hour break between the two. This caused huge pressure to students. The member also brought up that his friend had witnessed a Science student who had attempted suicide in the examination venue.

According to a member, the reason of having so many problems and issues was because the university environment, unlike the close ties in high schools, had made relationships more distant.

Another member commented that the counseling service here at UST was worse than that of her high school. Her high school would provide counselors with different backgrounds and the appointment could be walk-in. However, her experience with SAO counselors at UST was not pleasant. She brought up a sexual harassment case where she tried to reach out to various offices and departments for help but was frustrated that nothing could be done.

The Chair thanked the Student Representatives for all of their feedback. The Chair referred to an earlier comment and explained that one of the reasons why the

University did not send out an email related to the PG student was to avoid copycat. He also mentioned that we should create a culture that promoted an awareness of mental health.

4. A.O.B.

- 4a Pacific Coffee would be moved to the Security Center in LSK at the end of February with more seating areas.
- 4b A member mentioned that many students still did not realize that the failed grade would be included in the calculation of CGA starting from the 2018-19 cohort, even though the course was ultimately passed, i.e. the failed grade can no longer be replaced by the passing grade.
- 4c Another member asked if there was a grade distribution policy at the University and the Chair replied that there was no bell curve grading anymore and professors should assess the students' performance based on assessment rubrics.

5. Next Meeting

The next meeting would be held in early March. Exact date would be confirmed.

The meeting adjourned at 14:03 pm.

March 4, 2019