

## An Interdisciplinary Approach to IT Management

Dr Jason Chan, Head of Information Technology, was honoured with the CPCE Dean's Award for Outstanding Service Performance/ Achievement in 2014/15 for his distinguished services. Integrating his knowledge and expertise in public administration and e-learning, Dr Chan has been driving the development of the Information Technology Unit (ITU) with an innovative spirit, and passionately promoting the use of IT in education.

Joining CPCE in 2008, Dr Chan led ITU to make an important move in the same year. "The College's IT infrastructure was previously managed by an external contractor. In 2009, with the aim of raising service quality, ITU took over the helm to provide one-stop IT services for all staff and students. Thanks to my dedicated teammates, the handover was very smooth although it involved the reconfiguration of numerous hardware and systems."

Describing himself a "professional generalist", Dr Chan holds a bachelor's degree in public and social administration, two master's degrees in computing and educational technology, and a doctoral degree directed towards the inclusion of ethnic minorities in education. Before joining CPCE, Dr Chan worked at the policy think tank Bauhinia Foundation Research Centre. During his service at CPCE, he continued devoting himself to some consultancy projects by working with the PolyU Public Policy Research Institute.

"My research experience tells me that expectation management is crucial for public consultation. It inspires me to arrange related customer services workshops for ITU. For example, we need to communicate clearly with users and define the response time to an IT service request. My teammates are not only tech-savvy but also people-focused," said Dr Chan.

As an active researcher in educational technology, Dr Chan spares no effort to promote the use of IT in teaching and learning. All lecturers are geared up with tablet devices which are connected wirelessly to the AV system. Lecturers

can refer to their electronic presentations anywhere in a classroom so that they can interact with students closely. Students are also supported by a high-speed printing system that can handle over 300 printing jobs concurrently. The printing system is not only accessible at the Student Computer Centres (SCCs) but also in other student common areas for solving the crowdedness issue at the SCCs.

In 2014, ITU introduced the mobile Student Feedback Questionnaire (mSFQ) system, which enables students to use their smart phones or tablet devices to complete surveys on teaching-related issues. "Apart from saving paper, mSFQ significantly reduces the time for collecting and analysing data. Receiving the statistical results promptly, lecturers can also respond to students' feedback more efficiently."

### 結合跨領域知識 帶領學院資訊科技發展

CPCE資訊科技總監陳繼宇博士，獲頒2014/15年度「院長特設傑出服務表現/成就獎」，以表揚他對學院的種種貢獻。陳博士擁有公共行政和電子教學跨領域的知識和專長，多年來帶領資訊科技處（ITU）創新求進，並積極推動資訊科技在教學層面的應用。

陳博士於2008年加入CPCE，同年帶領ITU推行一項重要的措施。「從前學院的資訊科技設施主要由外判商管理，ITU為提高服務質素，2009年起直接為教職員和學生提供資訊科技服務。服務交接的過程中，數以千計的硬件和系統需要重設裝置。全賴ITU同事的努力，交接工作十分順利。」

陳博士形容自己是一位「專業的通才」——他在大學主修公共及社會行政，其後分別取得電子計算以及教育科技雙碩士學位，再以研究少數族裔如何融入本地教育為論文，獲得博士學位。陳博士曾效力於民間智庫智經研究中心，加入CPCE後亦參與理大公共政策研究所的多項顧問工作。

陳博士說：「我從學術研究汲取寶貴的經驗，明白『期望管理』很重要，因此我為團隊安排相關的客戶服務工作坊。針對資訊科



Dr Chan said modestly that the various effective IT strategies were based on observing the e-learning case studies of local primary and secondary schools. "Also, I have been invited to share the experience of implementing the mSFQ and high-end printing system with other higher education institutions. Promoting educational technology is my mission."

技的支援服務，我們應先與用戶有效地溝通，講解每項工序的處理時間。ITU同事不僅是科技專才，更是以人為本。」

陳博士熱衷於教育科技的研究，積極推動資訊科技在教學上的應用。學院為每位教員添置了平板電腦，無線接駁至課室的影音系統，讓講師在課室任何角落也可靈活配合電子教材進行演說，與同學互動交流。另外，校園的電腦中心及其他公共空間裝置了高速打印系統，能夠同步處理逾300項打印工作，除了為同學提供便捷的服務外，也有助解決電腦中心擠迫的問題。

2014年，ITU推出「流動學生回應問卷調查」（mSFQ）系統，讓同學利用智能手機或平板電腦填寫問卷，反映對教學相關的意見。陳博士說：「除了節約紙張外，新系統還大幅縮短收集和分析數據的時間。講師能夠更快地查閱統計報告，因而更有效率地回應同學的意見。」

陳博士謙虛地表示，他向本地中小學的電子教學案例借鏡，令多項資訊科技策略得以有效地推行。「另外，我很榮幸獲其他大專院校的邀請，分享推行mSFQ及高端打印系統的經驗，讓我實踐推動教育科技的使命。」