澳門大學
UNIVERSIDADE DE MACAU
UNIVERSITY OF MACAU

Student Services and Satisfaction

Antony Si Tou, ICTO

2019.08.28

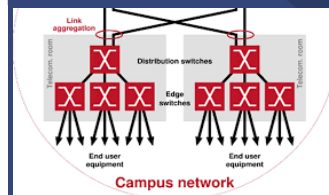# ICTO

ACTS

Academic **C**omputing and **T**echnology Services **S**ection

- eLearning
- HPCC
- UM Campus Card
- Academic Computing Facilities

IUS

Infrastructure and **U**ser Services **S**ection

- Internet
- Campus Network and Communication
- Daily User Support
- IT Literacy Promotion

IMS

Information **M**anagement **S**ection

- Student Systems
- Finance Systems
- HR Systems
- General Business Applications

IST

Information **S**ecurity **T**eam

- IT policies and best practices
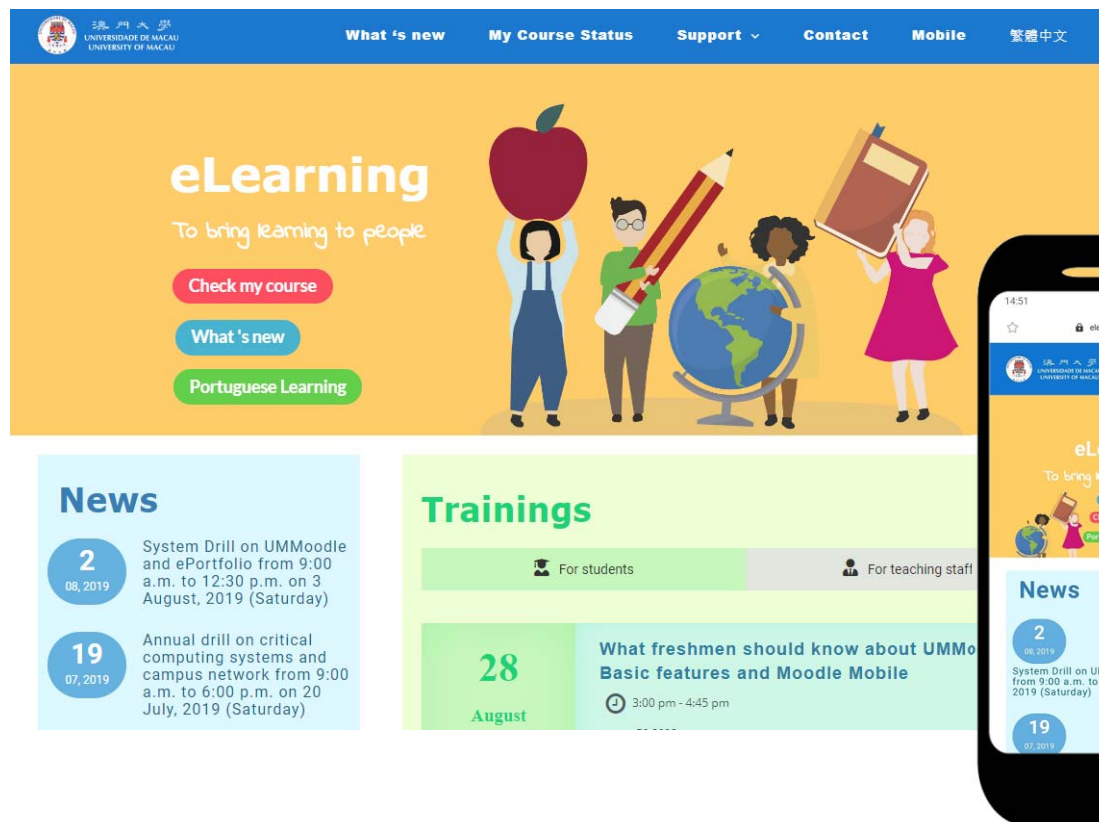- IT security strategy, training and awareness programs

Link: https://icto.um.edu.mo/about-icto/our-profile/

eLearning

* Some are provided and supported by CTLE and LIB

Link: https://elearning.um.edu.mo

Computing Facilities

- Computer Room
- Personal Multimedia Computer Room
- Fast Access Computer
- Notebook Computer Loan Service

ICTO 設施地圖 Facilities Map

| E5 | 中央教學樓東五座 Central Teaching Building E5 |
| E6 | 中央教學樓東六座 Central Teaching Building E6 |

First Floor 1
- 職員共用空間 Staff Commons (E6-1091c)
- 個人多媒體電腦室 Personal Multimedia Computer Room (E6-1091d-h)

Ground Floor G
- 學習共享空間服務臺 Learning Commons Service Counter (E6-G111h)

Third Floor 3
- 電腦室 Computer Room (E6-3092、E6-3093、E6-3094)

Second Floor 2
- 資訊及通訊科技部服務中心 ICTO Help Desk (E5-2085)
- 多媒體工作室 Multimedia Station Room (E5-2086)
- 光學改卷室 OMR Room (E5-2087、E5-2088、E5-2089)
- 電腦室 Computer Room (E6-2092、E6-2093、E6-2095)

Link: https://icto.um.edu.mo/academic-computing-facilities

Connect

@ CONNECT.UMAC.MO

Customised Email Alias

UM@CONNECT
- lifelong email service
- 50GB Mailbox and 1TB Onedrive
- Licensed Microsoft Office up to 5 PC/Mac and 5 mobile devices
- Mobile support with iOS / Android

myUM Portal allows users to access the web-based campus information systems quickly and easily.

Virtual Computer Room allows students and staff to access the specialized software from their own personal computer or mobile device remotely.

UM wireless LAN is covering around 80% of campus with more than 6,000 access points.
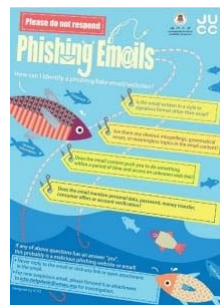

Link: https://myum.um.edu.mo
https://icto.um.edu.mo/communication-collaboration
https://icto.um.edu.mo/academic-computing-facilities
https://icto.um.edu.mo/network/
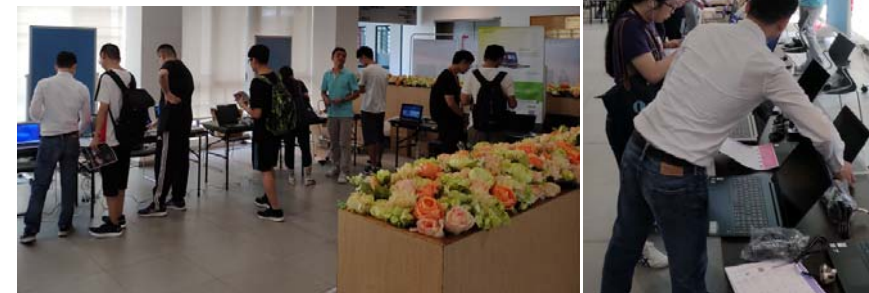
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Support & Training

- ICTO Services and Facilities
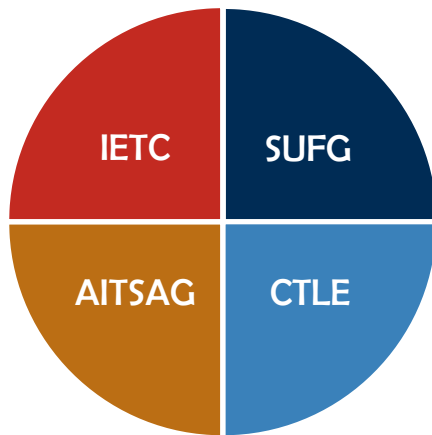 - handbook, guides, briefings, promotion booth

- Notebook Ownership Program

Communication

IETC | SUFG
AITSAG | CTLE

- **Information and Education Technology Committee (IETC)**
  A standing committee of the Senate, consists of the representatives from each faculty, ICMS, IME, CTLE, Dean of Students or his/her representative and student members of the Senate.

- **Student User Focus Group (SUFG)**
  Consists of the student representatives from the Student Union, Postgraduate Association, Student Associations of various faculties and the House Associations of Residential Colleges.

- **Academic IT Support Advisory Group (AITSAG)**
  Consists of the IT support staff from various academic units

- **CTLE-ICTO regular meeting**

More
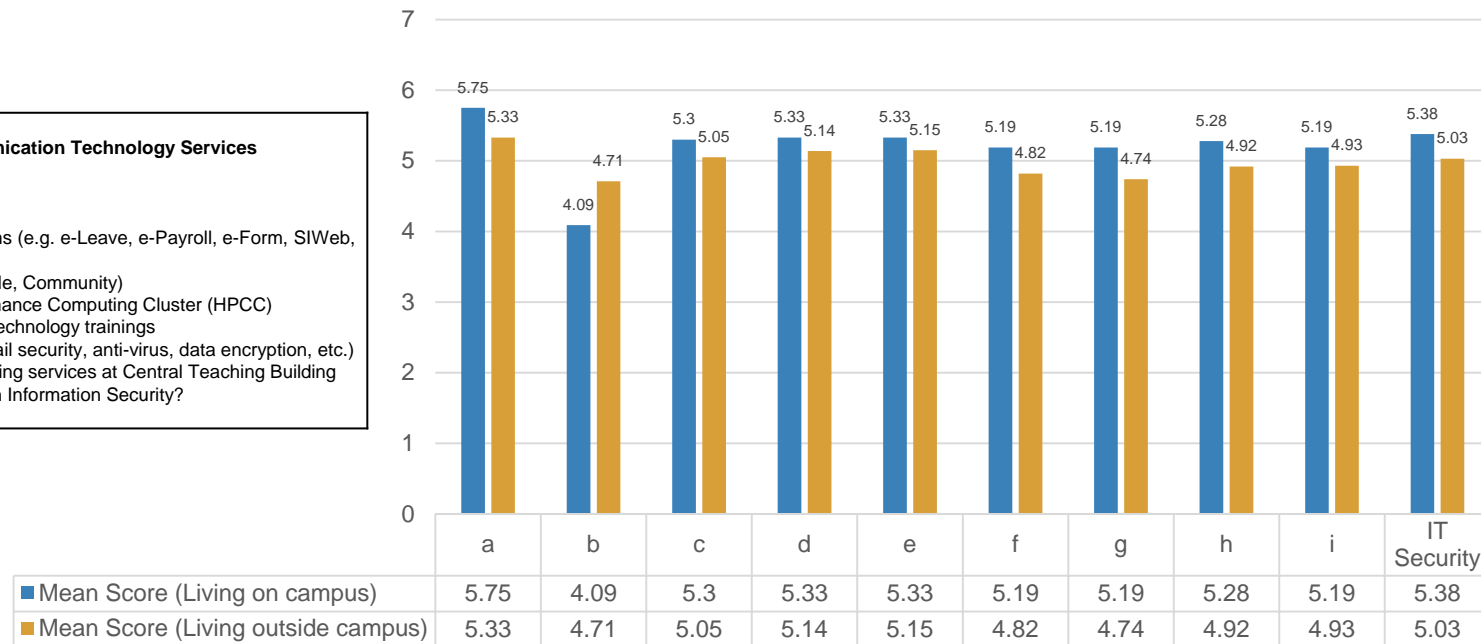- Courtesy visits with different units
- ICTO Newsletter

Link: https://icto.um.edu.mo/about-icto/communication

Living on Campus VS Living outside Campus
(Max. Score: 7)

Index of Information and Communication Technology Services
a) Email service
b) Network services
c) Office IT equipment
d) Administrative information systems (e.g. e-Leave, e-Payroll, e-Form, SIWeb, etc.) support services
e) eLearning support (e.g. UMMoodle, Community)
f) Research support – High Performance Computing Cluster (HPCC)
g) Information and communication technology trainings
h) Information security (such as email security, anti-virus, data encryption, etc.)
i) Computer room and student printing services at Central Teaching Building
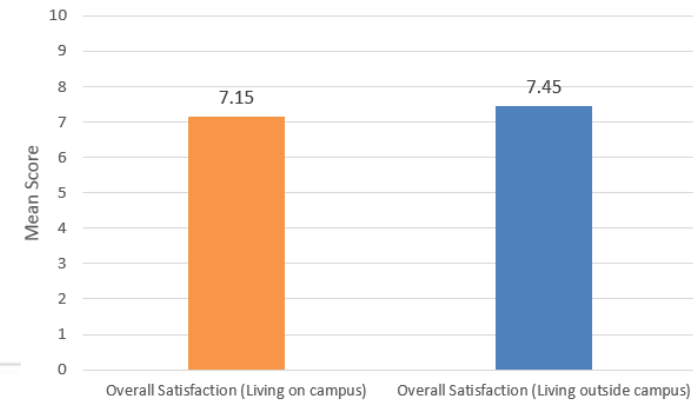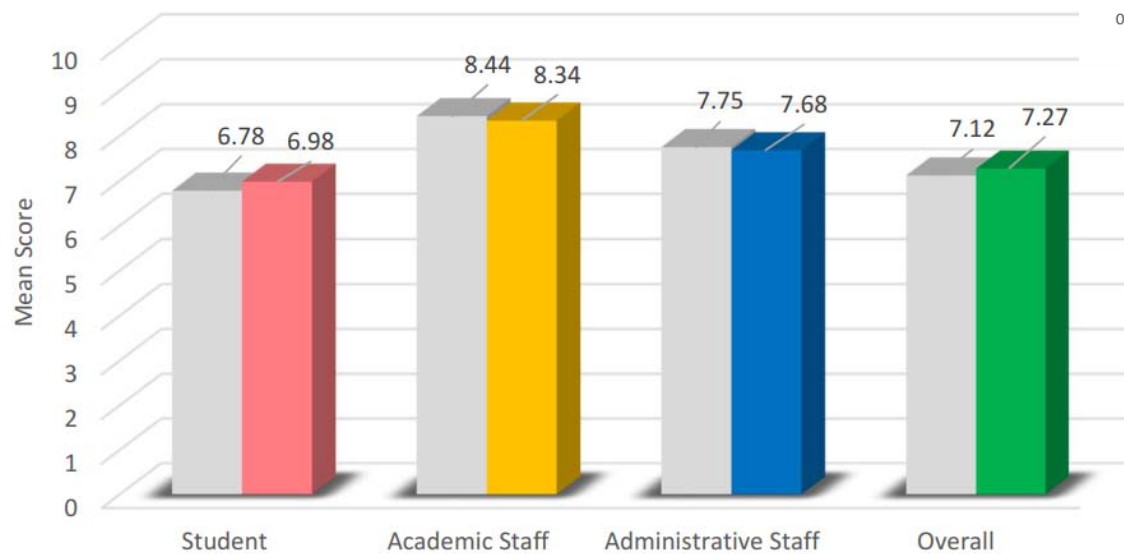IT Security) Sufficient information on Information Security?

	a	b	c	d	e	f	g	h	i	IT Security
Mean Score (Living on campus)	5.75	4.09	5.3	5.33	5.33	5.19	5.19	5.28	5.19	5.38
Mean Score (Living outside campus)	5.33	4.71	5.05	5.14	5.15	4.82	4.74	4.92	4.93	5.03

Link: https://icto.um.edu.mo/about-icto/performance-indicators/user-survey

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Satisfaction

Overall satisfaction level on services provided by ICTO (Max. Score: 10)

2017/2018
2018/2019

Link: https://icto.um.edu.mo/about-icto/performance-indicators/user-survey

🔍 Contact Us

Telephone
8822 8600

Location
Room 2085, 2/F
Central Teaching Building (E5)

IT Service Management System
https://itservice.um.edu.mo

Email
icto.helpdesk@um.edu.mo

Useful Information

UM Privacy Policy

https://www.um.edu.mo/privacy.html

ICTO Information Page

https://icto.um.edu.mo

Regulations and Policy

https://faq.icto.um.edu.mo/

ICTO Newsletter

https://newsletter.icto.um.edu.mo/

myUM Portal

https://myum.um.edu.mo/

ICTO Knowledge Base

https://faq.icto.um.edu.mo/

Information Security

https://icto.um.edu.mo/infosec

Thank You