

Attachment 1:

I-Shou University First Semester of Academic Year 2014 Feedback at Dormitory Forum for Overseas Residents			
Item	Feedback from Residents	Unit in Charge	Reply
1	Ventilation is not good on lower floors in the dormitory buildings (especially the central section) at the Medical Campus, which makes the room more humid.	Student Campus Life Guidance Section	Facilities and methods for improving ventilation will be planned by the Office of General Affairs.
		Construction and Maintenance Section	Air conditioners help dehumidifying when in use. Please open windows for ventilation when air conditioners are not in use.
2	Only one induction cooker available to overseas residents in the cooking area. Please provide more.	Office of International Affairs	The Office will purchase more induction cookers.
		Construction and Maintenance Section	The Section will evaluate the total amount of electricity consumption in the cooking area for the safety reasons.
3	Dormitory rooms in the Medical Campus are now refurnished into triple rooms, hence the space for individuals is getting smaller. If it is possible to change those rooms back to how they were (one room for two residents)?	Construction and Maintenance Section	In order to provide more beds for students, the University adopts the alternative to change rooms into triple rooms before any new dormitory building is built or rented. Please understand most students' needs for campus accommodation, and thank you for your cooperation.
4	Please inform residents in advance about repairing facilities in rooms to avoid disturb residents and their privacy.	Construction and Maintenance Section	The Section will inform residents in advance about the repairing time so the resident(s) of the room will be able to be in the room during the repairing process. If any of the residents is not available, the dormitory management office shall send a staffer to open the room for the maintenance staffer(s).
5	How should an overseas student seek for help when he/she is sick or has an emergency?	Office of International Affairs	1. Daytime: Please go to the Office of International Affairs or the Health Section. 2. Nighttime: Please go to the dormitory management office, or contact the Campus Security Report Center by calling 0911-885-115.
		Student Campus Life Guidance Section	1. Daytime: Please go to the Office of International Affairs. 2. Nighttime: Please inform resident assistants or cadre members, or go to the dormitory management office. The dormitory superintendent will pass the information to the military instructor on duty for further assistance.
6	How can an oversea student apply for staying elsewhere overnight, returning late or leave?	Student Campus Life Guidance Section	A resident shall apply for a leave pursuant to the procedure for leave application. In case of returning late, a resident shall specify the returning time when applying for returning after the curfew time.

Attachment 2:

I-Shou University First Semester of Academic Year 2014 Feedback at Dormitory Forum for Residents			
Item	Feedback from Residents	Unit in Charge	Reply
1	Please install CCTV for each floor in the dormitory buildings in order to supervise if residents violate the dormitory rules and provide evidence when necessary.	Student Campus Life Guidance Section	The CCTV system will be installed in the dormitory when the procurement procedure is completed.
2	Please adjust the curfew time based on the latest bus schedule.	Student Campus Life Guidance Section	The curfew is for residents' safety. Residents should return to the dormitory as early as possible, and avoid lingering outside in the midnight hours so as to prevent accidents.
3	Some residents throw trash to the mountain area from the back balcony of the Building H, which affects the residential quality.	Student Campus Life Guidance Section	Some students throw trash to the mountain area from the back balcony of dormitory buildings, which produces a mass, helps vector mosquitos to habitat, and pollutes the air. The University will enforce a ban on this behavior.
4	The smoking area in front of the dormitory area has been closed. If it is possible to designate another smoking area for smokers?	Student Campus Life Guidance Section	Residents should smoke at the designated smoking area(s) in the campus since the smoking area in front of the dormitory management office has been closed. The "Smoke-free Campus Project" is advocated by the University; it is strongly recommended that students should quit smoking for their own health.
5	Please change the gym opening hours to 6 p.m.~9 p.m. and during the weekends as well in the Medical Campus.	Office of Physical Education	Students have priority to use the gym during the current opening hours; the school team will use the gym for training after 7:30 p.m.
6	An elevator failure happens constantly in the Building G. When pressing the button "Open" in the elevators of the Buildings B and D, the elevator sometimes close despite of the request. Please ask the suppliers to check thoroughly for safety reasons.	Construction and Maintenance Section	<ol style="list-style-type: none"> 1. The University has requested the suppliers to check the elevators. The door opening time is limited for all residents' convenience. Please enter and leave the elevator quickly, and do not press the button "Open" too long. 2. Elevator maintenance should be carried out by the government certified service providers. They will be informed right away when an elevator breaks down. All of the elevator maintenance staffers have been informed to do maintenance thoroughly.

7	Residents might get hurt due to weak light between the spring in the courtyard of the Dormitory 2 to the staircase leading to the Buildings H and J. Please improve the lighting in that area.	Construction and Maintenance Section	The Section has conducted on-site checking, and started to repair the lighting, which will be completed recently.
8	The floor of the first two shower rooms is not even (on the 5 th Floor, Building C), which results in draining problems when all shower rooms are in use.	Construction and Maintenance Section	The drain pipe blocking has been cleaned. Please help to remove items blocking the drain pipes in order to drain away water properly.
9	If it is possible to build a rain shelter at the laundry drying area for the open space on the roof of the dormitory building?	Construction and Maintenance Section	Evaluation will be conducted based on relevant regulations of construction and buildings.
10	Mobile phone signal is weaker or with no signal at all at lower floors of the dormitory buildings (except for Chunghwa Telecom users). Please contact the mobile phone companies for further improvement.	Construction and Maintenance Section	The University has made the request to those mobile phone companies about improving signal strength, and the improvement progress will be followed up.
11	Water coming out from the faucet of the basin is with an odor, and impurities. A peculiar smell also comes out, the draining pipe in shower rooms, and the toilet on the first floor of the Building C.	Construction and Maintenance Section	The Section will check and repair related facilities immediately. Residents should also report and specify problems to the Section in order to speed up the repairing progress. Residents should not leave food leftovers in the basin to avoid smelling bad or pipe blocking.
12	Water flushing down the toilet is with smell and it is a bit yellowish (similar situations happened in the Medical Campus as well); the lighting in toilet is weak. Please improve above situation.	Construction and Maintenance Section	<ol style="list-style-type: none"> 1. Please contact the Construction and Maintenance Section immediately if you find any water problem in order to maintain water quality. 2. After the Section conducted on-site checking, two lights were found damaged and have been repaired immediately.
13	Rooms on the 2 nd , 3 rd and 4 th floors of the Building B are very humid, which results in having mildews in wardrobes easily. Likewise, rooms on the side near the mountain area in the Building J are also very humid; most of residents who have lived in those rooms applied for changing rooms.	Construction and Maintenance Section	Air conditioners help dehumidifying when in use. Please open windows for ventilation when air conditioners are not in use.

14	If it is possible to move sockets on the desk in rooms of the Building B for residents' convenience?	Construction and Maintenance Section	Circle holes for power cores have been installed on desks based on the feedback received last year from former residents. Sockets will not be moved for the moment due to the current design of electric circuit.
15	Some of the washing machines, clothes dryers, and spin dryers are old and sometime not functional. Please replace old machines with one ones.	Property Management Section	The Section has requested suppliers to repair the machines and change old machines into new ones. Please load appropriate amount of clothes into the machines (no more than 80 percent of the total loading) in order to avoid any damage.
16	The washing machines in the dormitory are in use frequently. Please increase the frequency of sterilization. (Every other week.)	Property Management Section	Sterilization of washing machines is conducted monthly by service providers, and the Section has requested them to sterilize every other week.
17	Please label the product names in English on the vending machines in the dormitory area for overseas students' convenience.	Property Management Section	The request has been passed to the service providers.
18	Please clean the corridors and toilets more often to keep it clean.	General Affairs Section	The request has been passed to cleaning staffers to pay more attention on cleaning public areas.
19	The length of time for garbage trucks to park at the International House 3 is too short. After the shopping area has been used by Eliter International Corp., a garbage truck can only park on the road outside, which increases the time to walk to the garbage truck.	General Affairs Section	Parking time for garbage trucks has been changed from 08:50~09:00 into 08:50~09:05 in the morning, and 16:10~16:45 in the afternoon.
20	If it is possible to prolong the time for Internet flow control?	Student Campus Life Guidance Section	Internet flow control is only applied to online games. Residents are still allowed to search information on the Internet for writing reports/coursework. Healthy Life Style Rooms are available for residents to apply for, and the Internet is not available from 01:00~06:00 in those rooms.
		Information Network Section, Office of Library and Information Service	The Office of Library and Information control the Internet use and time based on the regulations of the Office of Student Affairs. (1) Internet Control: During the Internet flow control hours, transmit ports for online games and peer-to-peer software will be closed. (2) Control Hours: Monday to Friday 00 : 00~12 : 00 Weekends and Holidays 00 : 00~07 : 00

			(3)For healthy lifestyle rooms, the Internet control hours is 00 : 00~06 : 00.
21	Internet in the dormitory is very slow and unsteady, which causes disconnection frequently. Please improve this situation.	Information Network Section, Office of Library and Information Service	<p>Due to increasing dormitory beds in Dormitory 3 at the Main Campus and the Medical Campus during the summer of 2013 and 2014, the Office of Library and Information Service has completed the campus Internet outbound bandwidth management system during the summer of 2014, and has rented individual leased-lines from the ISPs (Internet Service Providers) in order to balance and share the loading of academic network provided by the Ministry of Education, resolve the Internet flow congestion and serve as a backup system for the outbound traffic. New Internet applications have been increasingly popular over the past few years, such as peer-to-peer software and online media streaming. In order to follow the Internet control policies set by the Ministry of Education and provide Internet service to about 7,000 online users, the Office of Library and Information Service carries out the total bandwidth control to ensure the network is functional for academic research.</p> <p>The possible causes for unsteady Internet connection are case by case, and it might not be entirely affected by the academic network. Please inform the Office of Library and Information Service if you have any problem, and the Information Network Section will check and reply.</p>

Attachment 3:

I-Shou University First Semester of Academic Year 2014 On-site Feedback at Dormitory Forum for Residents			
Item	Feedback from Residents	Unit in Charge	Reply
1	Student smoking in the dormitory area still can be found. How the University will adopt measures about the situation?	Student Campus Life Guidance Section	Besides promoting the “Smoke-free Campus Project”, any violator who is found to have smoked in the dormitory area shall be punished as per regulations; those who are found to have smoked in the dormitory again shall be evicted form the dormitory.
2	Most of the residents will go home or go out on weekends and holidays. Residents who stay in the dormitory during those periods might feel lonely. If it is possible to help them?	Student Campus Life Guidance Section	There are dormitory manager on duty for 24 hours for the safety reasons. If a resident is afraid of being alone in the dormitory, please ask for help at the dormitory management office.

3	The gym in the Medical Campus opens from 6 p.m. until 9 p.m. If it is possible to hire work-study students to manage the gym when staffers are not enough so that residents can use the gym for longer hours?	Office of Physical Education	The opening hours for the gym will be changed to 17:00~20:00 since the second semester of the academic year 2014 for students' needs of doing exercise after school. Work-study students will be scheduled for this change, and the gym in the Medical Campus will open at the same time with the relevant facilities in the Main Campus.
4	A condom vending machine has been set by the staircase leading to the Dormitory 2 recently, and one condom only costs NT\$10 only. How is the quality of those condoms? What is the purpose to set up those vending machines?	Health Section	Over 90% of HIV patients are infected due to unsafe sexual behavior. For HIV prevention on campus, the University sets up those condom vending machines pursuant to the policy of public health units in order to make condoms easily available with a reasonable price and quality (Certification No.: Yi-Qi-Zhi-Tzu 001335. Producer: Taiwan Fuji Latex Co., Ltd.) for the purpose of promoting safe sexual behavior and preventing HIV infection.
5	Using kitchen appliances is prohibited in the dormitory area; however, it brings difficulty for overseas students to cook hometown cuisine without a proper space. Kitchenettes are available in the Medical Campus but not in the Main Campus.	Construction and Maintenance Section	After the facilities are prepared, they will be installed along with the water and electricity supply.
		Property Management Section	The designated space(s) has been recommended to the Student Housing Section.
6	Mobile phone signal (of every major mobile phone company) is very weak in the Medical Campus, and at the lower levels of the dormitory buildings in the Main Campus (except for the Chunghwa Telecom Company). Please contact the mobile phone companies for further improvement.	Construction and Maintenance Section	The University has made requests to those mobile phone companies about improving signal strength, and to test the signal strength on campus. The improvement progress will be followed up.
7	The electricity price has been adjusted for the Dormitory 2, but the quality is not improved. From July to October in 2014, the power has gone off for 10 to 12 times, which has affected the living quality. The University claimed that the Taiwan Power Company should be responsible for those incidents; the relevant administrative units of the	Construction and Maintenance Section	<ol style="list-style-type: none"> 1. The University has checked the record that the electricity substation had lost its function at 2 a.m. in the morning on October 27, and it was repaired by 4:30 a.m. Other incidents of power going off were due to facility problems in the Taiwan Power Company. The University has requested the Taiwan Power Company to maintain the power supply steadily. 2. The electricity price is adjusted based on 1) the total amount of electricity used by

	<p>University also neglected their responsibilities. Please pay more attention to protect students' rights.</p> <p>The electricity price has been adjusted from NT\$2.1 per kilowatt hour up to NT\$3.66 per kilowatt hour, which is more expensive than other universities nearby. Please explain.</p>		<p>the University per year, 2) the total amount of electricity bills paid by the University per year and 3) the electricity price charged by other universities, which is about NT\$4 to NT\$5 per kilowatt hour. The electricity price charge by the University is cheaper than that charged by other universities. (NT\$4 for Kao Yuan University and National Pingtung University of Science and Technology; NT\$5 for National Chi Nan University, Chung Chou University of Science and Technology, and National Kaohsiung University of Applied Science)</p>
8	<p>1. Anti-slip tapes on the staircase connecting the Dormitory 1 and the Dormitory 2 often fall off by itself, and the lighting of the central pathway is always very weak. Please improve.</p> <p>2. The staircase connecting the Dormitory 1 and the Buildings G and H of the Dormitory 2 are equipped with no lighting and anti-slip tapes. Please improve.</p>	Construction and Maintenance Section	<p>1. Anti-slip tapes falling off have been repaired. The lighting equipment will be installed for the pathway after planning.</p> <p>2. The surface of the staircases is rough enough to serve for the anti-slip function. Three lights around the corner were not functional, and have been repaired on October 31.</p>
9	<p>It is very easy to have mildews in wardrobes due to humidity in dormitory buildings on the Medical Campus, and the Building B for female residents in the Main Campus. Please install dehumidifiers. Meanwhile, EPE foam is applied to the ceiling, which is easy to absorb water and then drop down. Please check periodically to avoid accidents.</p>	Construction and Maintenance Section	<p>Air-conditioning can dehumidify when in operation. Please open windows for ventilation and refresh the air in a room when air-conditioning is not in use.</p>
10	<p>No lighting in the pavilion in the courtyard of the Dormitory 2, which results in inconveniences and embarrassment.</p>	Construction and Maintenance Section	<p>Many lights were found not working around the pavilion after checking. Those damaged lights have been repaired on October 31, and the University will check more often.</p>
11	<p>The pathway from the bottom of the staircase in front of the Teaching Building to the Green Restaurant is always very dark. Please install lights for students' safety.</p>	Construction and Maintenance Section	<p>The situation has been checked, and the improvement will be carried out recently.</p>

12	Water dispensers in dormitory area should be checked, cleaned and sterilized more often for hygiene and cleanness since the faucets always become dirty with filth or oil.	Construction and Maintenance Section	Machine maintenance and water quality check are conducted regularly. Please do not bring liquid or drink, such as instant noodles, milk, coffee, etc., near the faucet or pour any drink on the water dispenser for public hygiene.
		General Affairs Section	<ol style="list-style-type: none"> 1. Cleaning staffers will pay more attention to the water dispensers and the nearby area. 2. Residents should keep a public facility clean after use for the next users.
13	The dormitory beds in the Medical Campus increase from about 800 beds to 1,200 beds. The Internet becomes slower due to this reason. When many residents use the Internet at the same time, the Internet becomes so slow that Moodle fails to work properly. This situation makes homework submission difficult and affects residents' academic grades.	Information Network Section, Office of Library and Information Service	<ol style="list-style-type: none"> 1. Due to increasing dormitory beds, the Office of Library and Information Service has completed the campus Internet outbound bandwidth management system, and has rented individual leased-lines from the ISPs (Internet Service Providers) in order to balance and share the loading of academic network provided by the Ministry of Education, resolve the Internet flow congestion and serve as a backup system for the outbound traffic. New Internet applications have been increasingly popular over the past few years, such as peer-to-peer software and online media streaming. In order to follow the Internet control policies set by the Ministry of Education, the Office of Library and Information Service carries out the total bandwidth control to ensure the network is functional for academic research. 2. The possible causes for unsteady Internet connection are case by case, and it might not be entirely affected by the academic network. Please inform the Office of Library and Information Service if you have any problem, and the Information Network Section will check and reply.
14	<ol style="list-style-type: none"> 1. Many residents are still able to use the Internet through other private devices despite the Internet flow control after 12 p.m. Please consider to change the policy. 2. If it is possible to install WiFi devices in the common rooms in the Dormitory 2? 	Information Network Section, Office of Library and Information Service	<ol style="list-style-type: none"> 1. The Office of Library and Information Service follows the policy of the Office of Student Affairs to carry out Internet flow control in the dormitory area. 2. The WiFi devices have been installed on November 4 (Tuesday), 2014 in the common rooms of the Dormitory 2.