

Attachment: Suggestion Forms

Attachment 1

Suggestions and Feedback of Overseas Residents in the 1 st Semester of Academic Year 2015 (Medical Campus)			
No.	Suggestion / Feedback	Unit-in-charge	Reply
1	There is no signal in the inner rooms of E-Da Hospital Dormitory.	Student Housing Section	E-Da Hospital has requested Chunghwa Telecom to adjust the position of the signal booster. Currently the signal in inner rooms is stronger.
2	Students should be allowed to park their motorcycles and bikes in E-Da Hospital Dormitory.	Student Housing Section	Dean of Student Affairs: 1. This is a complicated problem with no obvious solution. The entrance to the emergency room of E-Da Hospital is located on the way to the dormitory, so ambulances drive in and out very often. Also, the sounds made by motorcycles may disturb patients. For your own safety and patients' need for a restful environment, it is not appropriate to park in E-Da Hospital Dormitory. 2. Bicycle parking racks will be installed around E-Da Hospital Dormitory in the future, and we will discuss with the Hospital whether residents can park their bikes in their rooms.
3	The ring of the doorbell sounds loud. Is it possible to mute the ring?	Student Housing Section	The volume of the ring has been lowered down.
4	Affairs related to the door-knocking roll call on the 3 rd and 7 th floors of the dorm.	Student Housing Section	Resident assistants of the 3 rd and 7 th floors will visit the residents from the School of Medicine for International Students and introduce themselves to them. The resident assistants will do the door-knocking roll call at 9 p.m. once or twice a month. The resident assistants already introduced themselves to other residents, and the door-knocking roll call was well done in October.
5	Is there any punishment for male students entering the female-only 7 th floor in the dorm?	Student Housing Section	Violators have been punished in accordance with applicable regulations and rules, and related regulations and rules have been announced again. Violators will be punished in accordance with applicable regulations and rules.
6	Is it possible to open the side path between the dorm and the campus from 8 a.m. to 5 p.m., Monday to Friday?	Student Housing Section	Dean of Student Affairs: It is possible to cause disturbance to fellow residents, such as healthcare personnel and patients' family members. In addition, no extra security guards can oversee the path 24/7. Therefore, the path will remain closed. Bicycles will be provided for students to commute

			between the dorm and the campus in the future.
7	Can students have a BBQ on the rooftop of the dorm?	Student Housing Section	Dean of Student Affairs and the Chair of the Department: For students' safety and the normal function of thermal baffles, BBQ is strictly prohibited on the rooftop.
8	The temperature of the air conditioner in Room E320 cannot be set to 22°C or lower. The maintenance request has been submitted several times, but the problem was not solved. We worried that the electricity bill would be high.	Student Housing Section	The malfunctioning air conditioner in Room E320 has been replaced with a well-functioning one.

Attachment 2:

Suggestions and Feedback of Residents in the 1 st Semester of Academic Year 2015 (Main Campus)			
No.	Suggestion / Feedback	Unit-in-charge	Reply
1	Some residents have no concern for others. They often litter in the restroom or on stairs and corridors. We suggest that a video surveillance system be set up to monitor their behavior, and the punishment should be severer.	Student Campus Life Guidance Section	The video surveillance system has been completely installed, and several violators have been caught by the monitor. However, this is not enough. We still need you to report those who litter to maintain a clean and quality living environment.
2	Main lighting could be turned off at 12 midnight.	Student Campus Life Guidance Section	Most residents go to sleep around 11 p.m. As a courtesy to fellow residents, it is necessary to turn off the main lighting at that time.
3	The curfew could start later.	Student Campus Life Guidance Section	For students' safety and a healthy lifestyle, it is necessary to have a curfew. We suggest that you return to the dorm as early as possible instead of lingering outside.

4	The curtains of the dorm are very dirty. Is it possible for the school to wash them regularly?	Student Campus Life Guidance Section	The curtains of Buildings B and C were washed during this summer vacation. We are applying for budgets for washing those of the Male's Dormitory. Also, the curtains of Medical Campus Dormitory may be washed depending on the budget for next year.
5	As the air conditioner is operated by using a stored-value card, is it possible not to impose restrictions on the time when we can use the air conditioner? In addition, can we have the timer function to save money and energy (including those at the Medical Campus)?	Office of Student Affairs	The operational guidelines of air conditioners are in compliance with the rules established by the Construction and Maintenance Section.
		Office of General Affairs	Air-conditioning is available from 12:30 noon to 2:30 p.m. and from 7 p.m. to 5 a.m. every day. Although the air conditioner is operated by using a store-valued card, the air conditioning is provided by the central air conditioner. According to the statistics, most residents turn on the air conditioner during the abovementioned periods, and the bill is calculated at the rate applicable to the two period. If the time restriction is removed, the price is very likely to get higher.
6	The topping up and refund process of the stored-value card is inconvenient. Can it be simpler (FamilyMart convenience stores cannot top up the stored-value card). In addition, where can we top up the card on weekends (including the Medical Campus)?	Office of Student Affairs	The Office follows the instructions given by the Office of General Affairs.
		Office of General Affairs	<ol style="list-style-type: none"> 1. In the near future, the Cashier Section will be the one-stop shop to collect fares, top up the card, and make refunds. 2. Due to system compatibility, FamilyMart convenience stores are not available to top up the card. The Office is working on it. 3. The screen of the card reader will show the balance. Please go for topping up during office hours if the balance is not enough for use on holidays.
7	The room temperature of rooms near the rooftop is relatively higher. Although we have two electric fans, we still need the fans to run at high speed to cool down the room, which costs us more money. Is there any solution?	Construction and Maintenance Section	A sprinkler system is established on the rooftop of Dormitory I. We will increase the frequency and extend the time of sprinkling. In addition, solar panels were installed on the rooftop of Building C at the end of November to cool down the temperature and conserve energy. The air volume for rooms near the rooftop is greater, and the bill is calculated at the same rate.
8	The luminance in the courtyard of Dormitory II (including the gazebo of Building H and the slope heading to Building K) and on the stair corner from Building H to Dormitory I are poor. Please make the	Construction and Maintenance Section	According to the on-site observation, the poor luminance in the courtyard of Dormitory II is caused by broken bulbs, which were replaced with new bulbs on October 23 rd , 2015. Also, the poor luminance on the stair corner heading from Building H to Dormitory I has been improved by installing searchlights on October 25 th , 2015.

	luminance stronger or change lights.		
9	The yellow light bulbs of ceiling lights at Dormitory II could be changed to white light bulbs for better brightness.	Construction and Maintenance Section	The brightness of yellow light bulbs is not worse than that of white light bulbs.
10	The bottleless water coolers at Dormitory I only provide warm and hot water. Is it possible to provide ice water for residents?	Construction and Maintenance Section	To provide ice water, it will take longer for the compressor to cool down warm water, and a larger container is needed as well. So we recommend residents to fill bottles with warm water and drink it until it is cool.
11	The signal of cell phones in rooms on lower floors is weak (especially for users of FarEasTone Telecom and Asia Pacific Telecom). Is it possible to ask telecom companies to establish more base stations, including at the Medical Campus.	Construction and Maintenance Section	Chunghwa Telecom made improvement in November 2014. We will make requests to other telecom companies for improvement.
12	Is it possible to install door closers in rooms of Medical Campus Dormitory to prevent the door from shutting by wind blowing?	Construction and Maintenance Section	Residents may use the magnetic doorstop installed in the room.
13	The seams between tiles on the floor are too wide, and the tiles revamped are not even. It is hard to clean up the floor.	Construction and Maintenance Section	Please file an application on the Repair Management System. The Construction and Maintenance Section will solve your problem as soon as the application is received.
14	There are humid floors and walls in the rooms on lower floors of Medical Campus Dormitory; some rooms even have walls with efflorescence. Can someone fix it?	Construction and Maintenance Section	Please file an application on the Repair Management System. The Construction and Maintenance Section will solve your problem as soon as the application is received.
15	The rooms on the 2 nd , 3 rd and 4 th floors of Building B are so humid that there are mold and efflorescence on the closets and walls. In addition, rooms facing mountains on the 1 st floor of Building J is too humid to stay.	Construction and Maintenance Section	The air conditioning is able to dehumidify. Please open the windows for ventilation and dehumidification when the air conditioner is not being used.

16	At Dormitory I, the water and lather will flow between bathrooms. Can we have partitions between bathrooms to prevent this situation?	Construction and Maintenance Section	Please keep bathrooms clean, and we will ask janitors to clean more often to keep drains running freely.
17	Can vending machines offer more types of beverages? (including those at the Medical Campus)	Property Management Section	We will ask the suppliers to offer different kinds of beverages on a regular basis.
18	The vending machines in Building J and H of Dormitory II are not working after 12 midnight.	Property Management Section	The vending machines are not working after 12 midnight because they share the same circuit with the washing machines. We already set a dedicated circuit for the vending machines.
		Construction and Maintenance Section	The dedicated circuit for the vending machines was set on October 24, 2015. They can be used anytime from now on.
19	Residents who live in suites on the 11 th and 12 th floors of Building D of Dormitory I have to go to the 10 th floor to use the washing machine. However, there is only one washing machine, one dryer, and one spin dryer on each floor. Please provide more for residents' convenience.	Property Management Section	One more washing machine has been placed on the 8 th , 9 th , and 10 th floors of Building D, respectively.
20	The dormitory Internet was slow and unstable when we used <i>Video</i> to prepare our presentation. It wasted our time on reloading. Also, the ISU Moodle crashed while we used the dormitory Internet at the Medical Campus.	Information Network Section	<ol style="list-style-type: none"> 1. The Office of Library and Information Services can only provide a bandwidth available for 7,000 users based on the MOE management rules in order to ensure that the academic network runs at a high speed. 2. We suggest that residents inform the Office of Library and Information Services of the problems they have encountered when using the ISU Moodle. The Information Network Section will check and solve the problem and reply to the residents.
21	Although most residents use their 4G smart phones to access the Internet, others still need Wifi hotspots on the campus (including the Medical Campus). Can we have more Wifi hotspots?	Information Network Section	Wifi hotspots are installed in common rooms and study halls of each dormitory. Residents may buy and install a wireless access point in their rooms if they want to use Wifi to access the Internet. The Office of Library and Information Services can offer technical support.

22	Is it possible to extend the time of Internet service at night and not to limit the Internet speed on holidays?	Information Network Section	<p>In light of the policies of the Office of Student Affairs, the Office of Library and Information Services introduces the following restrictions on Internet access:</p> <ol style="list-style-type: none"> 1. Restriction Type: Online games and Peer-to-Peer networking 2. Restriction Time: Mon.~ Fri.: 12 midnight ~ 12 noon Weekends and holidays: 12 midnight ~ 7 a.m. <p>The Internet access service will not be available at Healthy Lifestyle Rooms from 12 midnight to 6 a.m. every day.</p>
23	The Internet speed is too slow and unstable (including the one at the Medical Campus). Please fix it.	Information Network Section	<p>The number of beds of Dormitory III and Medical Campus Dormitory were increased during the summer vacation in 2013 and 2014. To solve the problem of low-speed Internet connection, the Office of Library and Information Service has broadened the bandwidth.</p> <p>To provide 7,000 users with a high-speed Internet service, the Office will manage the Internet based on the academic Internet management strategies made by MOE.</p> <p>The reasons for slow and unstable Internet connection may vary. We suggest that you directly contact the Information Network Section. They will check the Internet and reply to you.</p>

Attachment 3

Suggestions and Feedback of Residents in the 1 st Semester of Academic Year 2015 (Proposed on the Forum)			
No.	Suggestion / Feedback	Unit-in-charge	Reply
1	The air conditioner is automatically turned off at 5 a.m. However, some residents will not get up until 6 or 7 a.m., and it is uncomfortable if the window is closed. Is it possible to shut down the air conditioner later?	Construction and Maintenance Section	The air conditioning is available from 12:30 noon to 2:30 p.m. and from 7 p.m. to 5 a.m. every day. According to the statistics, most residents turn on the air conditioner during the abovementioned periods, and the bill is calculated at the rate applicable to the two periods. If the time restrictions are removed, the price is very likely to get higher. If all residents agree on price hike, we will proceed to planning.
2	The ventilators in the toilet is not working at night, so the smell exudes to hallways. Is it possible to place air	Construction and Maintenance Section	The timer of ventilators in the toilet might be turned off. We will check it immediately.

	fresheners and clean toilets more often with detergents?	General Affairs Section	We already asked janitors to clean toilets more often. Air fresheners are chemically harmful to human body when being used in public for a long period of time, so we will clean toilets more often instead of placing air fresheners.
3	Is it possible to provide hot water between 7 a.m. and 9 a.m.? The water is not hot enough.	Construction and Maintenance Section	Hot water is available from now on. However, the first user must wait for 3 to 5 minutes to have hot water after cold water in the pipe runs out.
4	How long will it take to complete the repair after a request has been submitted online?	Construction and Maintenance Section	In general, the repair will be completed within five days. However, it may take longer due to special reasons, such as getting materials or finding water leaks.
5	There are a lot of stray dogs around dormitories, and they bark loud at midnight, which is bad for our sleep. Is it possible to drive them away?	Safety Section	We already asked the Kaohsiung City Animal Protection Office to catch these stray dogs, and they are not as many as before. We will keep telling everyone not to feed stray dogs.
6	There are a lot of ants in dormitories, and the ant pesticides are not working well.	Student Housing Section	We already tries different kinds of ant pesticides. If the effect is modest, we will try to find out and wipe out the ant colony.
7	Is it possible to add Wifi hotspots in the common room at the Medical Campus?	Information Network Section	<ol style="list-style-type: none"> 1. Based on the investigation and calculation made by the Office of Library and Information Service, Wifi hotspots are required in 17 common rooms of Medical Campus Dormitory. 2. The Office of Library and Information Service will complete the Wifi hotspot installation by this winter vacation.
8	Because clothes are missing very often at the laundry room, is it possible to install a video surveillance system there?	Student Housing Section	There is no extra channel for another system, but we will place racks so that residents can place their laundry on it.