

110學年度第1學期 台北校區

「外籍生-師生面對面溝通座談會」後續追蹤管制會議紀錄

2021-22 Academic Year First Semester Taipei Campus “Meet-the-Faculty Seminar for International Students” Meeting Follow-up Minutes

會議時間：110年12月24日(星期五) 下午01:30

Time/Date: 1:30 PM December 24 (Friday), 2021

會議地點：B902會議室

Venue: B902 Meeting Room

主持人：國際副校長李藍瑜博士

Chair: Dr. Lan-Yu Lee, Vice President for International Affairs

出席師長：

國際學院杜蕙生副院長、學務處楊瑞蓮學務長、總務處朱勝德顧問、資訊服務組吳寶林組長、系統發展組黃立行組長、住宿服務組王華興組長、事務組陳陵萱組長、註冊組謝秀然組長、生活輔導組周家榮組長、生活輔導組鍾侑樺老師。

Attending Faculty:

Dr. Maria Tu, Associate Dean of International College; Yang, Jui-Lien, Dean of Student Affairs Division; Ju, Sheng-Der, Consultant of General Affairs Division;

Wu, Pau-Lin, Section Chief of Taipei Information Service Section in Information and Network Division; Huang, Li-Shing, Section Chief of System Development Section in Information and Network Division; Wang, Hua-Hsin, Section Chief of Housing Service Section in Student Affairs Division; Chen, Ling-Shiuan, Section Chief of Operations Section in General Affairs Division; Hsieh, Hsiou-Jan, Registrar in Academic Affairs Division; Jou, Jia-Rong, Section Chief of Student Advising Section in Student Affairs Division; Jong, You-Hua, Special Program Clerk of Student Advising Section in Student Affairs Division .

紀錄整理：鍾侑樺

Recorder: Jong, You-Hua

主席致詞 (Remarks from the Chair)：略 (Skip)

問題與回覆：

Question and Answer：

Q1：Linebot 的英文訊息總是會比中文來得慢，使得國際學生無法及時得知校內最新的消息。

Linebot message in English is much slower than the message in Chinese, leading international students couldn't know the information from school immediately.

A1 :【資網處】回覆：

Reply of Information and Network Division :

(1) 因 LineBot 訊息是由各單位自行發送，資網處則是負責系統發送平台之管理，因此有關英文訊息的發送需各單位處理。

Because LineBot messages are sent by each unit, the Information and Network Division is only responsible for the management of the system sending platform; affairs related to sending English-version messages need to be handled by each unit.

(2) 同時資網處會修正發送訊息程式，要求各單位在發送訊息時須中英文同時發送，訊息發送程式於12月30日修改完成。

Meanwhile, the Information and Network Division initiated programming modification of the LineBot messages, which was completed on Dec. 30, 2021. After this modification, each unit needs to send Chinese and English messages simultaneously.

Q2 : 我有修幾門課，但是在 e-portfolio 上卻呈現不認可，我想知道為什麼。

I have taken some courses, but they are showing unrecognized on the e-portfolio system, I would like to know why.

A2 :【課務組】回覆：

Reply of Curriculum Section of Academic Affairs Division :

學生提問的是在學生資訊系統的自我畢業審查。經查該生修習非本科系的課程，以致課程歸類到未對到科目及學分欄位。課程若是在未對到科目及學分欄位則需人工認列為畢業學分。會後已將該生所修習的課程認列為畢業學分。

After investigation, the question is regarding student's Graduation Self-Check System in the Student Information System. The student took the courses from other departments so the system does not automatically recognize them; responsible staff must manually modify them. Following the meeting, the student can view the courses he/she took are recognized in the system.

【資網處】回覆：

Reply of Information and Network Division :

經會議討論，確認不需要更新系統。

According to the meeting result, there is no need for system updating.

Q3 : 請問學生餐廳的側門為什麼會關以及什麼時候會開？可以給一個確切的時間嗎？

Why the side door of the student restaurant close, and when will it open? Can you provide an exact time?

A3 :【學生餐廳代表】回覆：

Reply of Representative from Taipei Campus Food Service Office :

因應疫情趨緩及學生反映意見，學生餐廳自110年12月21日上午10:00起開放2樓側門，

側門入口處仍有「請佩戴口罩、酒精消毒、量測體溫及掃瞄 QR CODE」的公告，請進入學餐之師生共同配合防疫新生活的規定。

Since the COVID-19 pandemic seems to show signs of easing, and to accommodate students' feedback, from 10:00 a.m. of December 21, 2021, the student restaurant reopened the side door located on the second floor. There is notification of "Please Wear Surgical Mask with You, Use Alcohol to Disinfect Hands, Have Temperature Taken, and Scan QR Code Every Time while You Enter the Student Restaurant" at the side door. All faculty members and students need to follow the COVID-lifestyle regulations.

Q4：宿舍的共用廚房很髒，不知道是否可以派人打掃？

The shared kitchen in the dormitory is very dirty, is there have a cleaning staff who will clean it?

A4：【住宿服務組】回覆：

Reply of Housing Service Section in Student Affairs Division:

校內男舍6F、7F 公共廚房均有請樓長安排日常打掃時一併清潔，宿舍清潔打掃人員也會協助整理；校內女舍安排樓層義工每週定時打掃公共廚房，住宿生反應良好。

Floor leader of Taipei Campus Men's Dormitory arranges daily cleaning affairs which include the public kitchens on 6th and 7th floor. Dormitory cleaning staff also assist in managing the public kitchen areas. There are volunteer students handling weekly public kitchen cleaning affairs in Taipei Campus Women's Dormitory, which receives positive feedback from resident students.

Q5：學校網站的英文系統在操作上不好用也不好理解。

The English system of school website is hard to understand and use.

A5：【資網處】回覆：

Reply of Information and Network Division：

- (1) 系統發展組已與國際學院杜副院長建立直接聯繫管道，後續將持續關注國際學院師生的回饋，以作為資訊系統持續改善的重要參考。

System Development Section of Information and Network Division has directly contacted Tu, Huei-Sheng, Associate Dean of International College (IC), and the section will continuously pay attention to the feedback from IC faculty members' and students; all the feedback is used as an important reference for information system updating.

- (2) 杜副院長已請國際學院師生提供具體建議，並已於110年12月15日將師生的回饋提供予系統發展組。

Tu, Huei-Sheng, Associate Dean of IC asked faculty members and students to provide specific related suggestions and all the suggestions were sent to the Section on Dec. 15, 2021.

(3) 資網處將持續與國際學院聯繫，持續依據國際學院的回饋調整資訊系統。

The Division will continuously contact with IC for modifying the information system since some suggestions from IC are related to school policies.

Q6 : 請問宿舍可以增設例如廚房及交誼廳等，可供我們放鬆休息的設施嗎？因為在房間裡我們只有床和椅子,宿舍沒有公共空間讓我們能休息並晃晃。此外，因為沒有廚房，所以只能外食，對我們來說很不健康。

Could dormitory add facilities such as kitchen and social hall for relaxation? there are only chair and bed in our room, there is no common area for us to hang around. In addition, there is no kitchen so we can only eat outside which is unhealthy.

A6 :【住宿服務組】回覆：

Reply of Housing Service Section in Student Affairs Division :

目前校外集賢宿舍因空間限制，無規劃簡易廚房或交誼廳，若有需求可以申請入住永安宿舍。

There are no facilities such as kitchen or Common Room in Jixian Dormitory due to space limitations. Students can apply to Yong An Dormitory if they need such facilities.

Q7 : 當火災警報響起時皆是中文的內容，我們聽不懂也不知道該如何是好。或許學校可以提供中文和英文的版本讓我們都能了解並知道接下來該做什麼。

The fire alarm announcements are in Chinese, we cannot understand and do not know what we should do. Maybe the school can announce it in both Chinese and English so we can understand.

A7 :【住宿服務組】回覆：

Reply of Housing Service Section in Student Affairs Division :

外籍生居住之集賢宿舍火災警報英文版已於110年4月26日安裝完成，可提供外籍住宿生緊急時使用。校內宿舍、永安宿舍及集勇宿舍已請總務處協助增設英文版火災警報。

Jixian Dormitory installed English fire alarm system on Apr. 26, 2021, which provides notice for foreign resident students in emergency use. Moreover, installation of English fire alarm systems in on-campus dormitories, Yong An Dormitory and Jiyong Dormitory's was completed by the university's General Affairs Division.

Q8 : 部分學生在時間上無法配合往返台北桃園的專車時間，請問有什麼方法可以解決？針對往返台北桃園的學生，請問有交通補助嗎？

The bus time from Taipei to Taoyuan does not cooperate with students' time, is there any solution for this? Is there have any transport allowance for students who have classes in both Taipei and Taoyuan Campus?

A8 :【國際學院】回覆：

Reply of International College :

- (1) 學院鼓勵學生跨領域修課，然還是建議以原本學程或校區課程優先考量，如需重補修或跨校區修課情形，學校提供多種交通路線皆是主要配合大多數學生往返的時間需求，部分路線可由捷運轉乘，須由學生自行負擔車資。

IC suggests that students need to consider those interdisciplinary courses from their original program and the campus they mainly stay on as their first priority. The university provides multiple transportation routes between two campuses to comply with most students' schedules if they meet the situation of making up courses or taking courses on another campus. Some transportation routes include transfer by MRT, and related fares need to be paid by students themselves.

- (2) 將請各班導師加強宣導兩校區交通時路線及時刻表，並請學生選課前審慎評估交通時間及花費。

Class advisors from each class should often share MCU bus schedule and transportation routes between two campuses with students, and also need to remind students to carefully estimate traffic time and fare cost before selecting courses.

【總務處】回覆：

Reply of General Affairs Division :

- (1) 為提供桃園校區同學往返台北的需求，總務處已配合租賃學生專車(包含台北到桃園直達車及捷運迴龍站、桃園火車站往返桃園校區的車輛)，若同學無法配合搭乘九久直達車，也可搭配迴龍站及桃園火車站的學生專車，平日尖峰時段20分/班，離峰時段30分/班，晚上6時以後1小時/班，學生專車時刻表請參考學校網頁(<https://web.mcu.edu.tw/en/node/607/>)，敬請同學多加利用。

General Affairs Division has rented buses for students' travel between two campuses (which includes direct bus between Taipei and Taoyuan, bus between MRT Huilong Station and Taoyuan Campus, and bus between Taoyuan Train Station and Taoyuan Campus). Students can travel via student bus between MRT Huilong Station and Taoyuan Campus, or between Taoyuan Train Station and Taoyuan Campus if they can't make the Jyou Jyou direct bus. Student busses run weekdays, at an interval of 20 minutes during peak hours, 30 minutes during off-peak times, 1 hour after 6 PM. Please visit the university website for more details on student bus schedule (<https://web.mcu.edu.tw/en/node/607/>).

- (2) 建議同學在等待的過程中，可至學校圖書館運用現有豐富的圖書資源，亦可至校園中休憩空間稍作休息等待。

Students can visit the Library or take a break any place on campus during the period of waiting for the school bus.

Q9：進入校園時做的防疫措施(學生證感應及酒精消毒)造成人潮堵塞，間接造成學生課堂遲到也沒有達到社交距離。

Epidemic prevention measures to enter the school causes crowds, further leads

to no social distance and late to class.

A9 :【學務處】回覆：

Reply of Student Affairs Division :

原規劃是採入校人員分二路進行量體溫和消毒，標示不夠清楚部分，已立即改進。

The university is planning to separate all incoming persons into 2 lines at the entrance for checking their temperatures and sanitizing their hands. The university immediately modified the related instructions at the entrance so that everyone can easily follow them.

Q10：集賢宿舍的烘乾機沒有有效運作，雖然我們已經付了台幣**50元**洗**5天**份的衣服。有的時候，但衣服仍然烘乾不均勻，甚至有時候我已經把錢投進去，結果機器根本沒運作，因為這個原因，一些學生不得不去家樂福烘乾衣服，這樣的問題對我們來說特別不方便，尤其是在冬天。此外，我們可以掛衣服的陽台空間非常小。

The drying machine on Jixian's dorm is not working properly, it cannot dry the clothes evenly, even though we already paid NT\$50 for 5-days clothes. Sometimes, I already put the money in, and it didn't even work, due to that reason, some students have to go to Carrefour to dry their clothes, problems like these are inconvenient for us especially in winter. In addition, the balcony where we can hang our clothes have very minimum space.

A10 :【總務處】回覆：

Reply of General Affairs Division :

- (1) 管委會已請廠商再次保養乾衣機，洗衣機或乾衣機的使用方式請同學務必參照注意事項(衣物切勿超過內槽5或6分滿，詳見照片)，以達最佳效果。

The residents' committee has contacted the vendor responsible for the clothes dryer to maintain the machine again. Students need to follow the clothes dryer and washing machine instructions for the most efficient usage. (Fill the machine only 50% to 60% full; please see pictures for reference.)

- (2) 同學如依使用說明正常操作但烘衣效果仍不佳或機器無正常運作，請撥打機器上標示的廠商電話(02)8521-9486或洽詢1樓大廳櫃台。

Students can contact the clothes dryer vendor directly by the phone number shown on the machine: +886-2-8521-9486 or visit 1st floor reception counter for help once they already followed the machine usage instructions but the machine still cannot work smoothly.

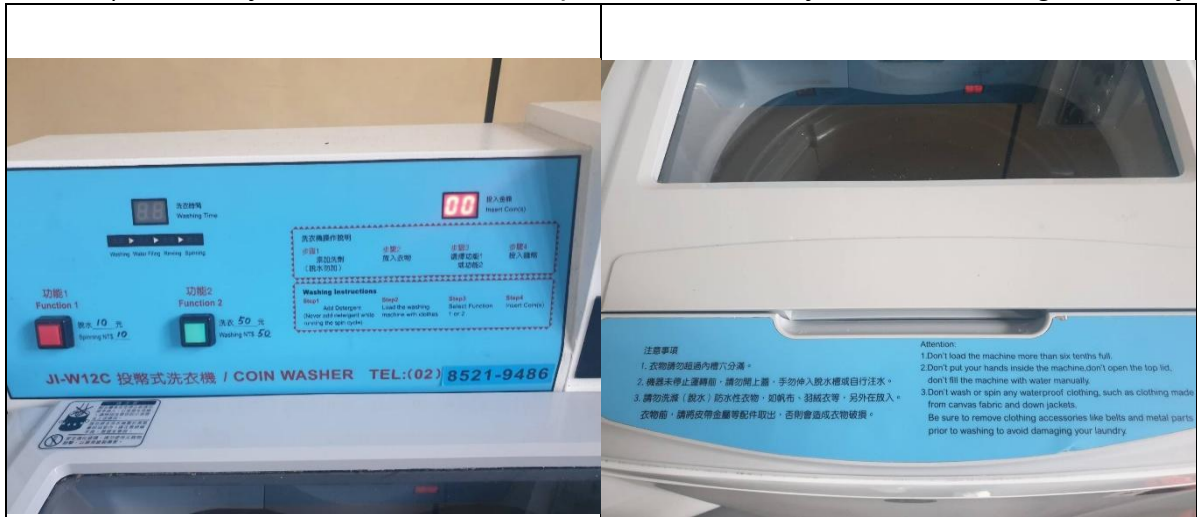
- (3) 洗衣機或乾衣機的使用方式建請學務處住服組多加宣導。

Housing Service Section of Student Affairs Division should frequently share the washing machine and clothes dryer instruction with students.

- (4) 110年12月22日與管委會確認，廠商每個月均會定期保養機器(本月15日已進行保養)，且近期無同學反映烘衣效果不佳或機器運作不正常等問題。

The Division confirmed with the residents' committee on Dec. 22, 2021 that the firm

maintains the machines monthly (most recent maintenance date was Dec. 15, 2021). Recently, no students have reported that the dryer is not working smoothly.



洗衣機說明及注意事項

Washing machine instructions and precautions



乾衣機說明及注意事項

Dryer instructions and precautions