

# Quality Enhancement Grant Scheme

**Progress Report**

**Project No. : 27/QEGS/A-08-09**

Reporting Period: From January 2010 (month/year) to June 2010 (month/year)

## Part A

Project Title: Online Advising Support and Interactive Study System (OASISS)

Name of Grantee: Caritas Francis Hsu College

Project Period: From July 2009 (month/year) to December 2010 (month/year)

## Part B

Please use separate A4-size sheets to report the progress with regard to the following aspects:

1. Types and brief descriptions of Project activities held/completed during the reporting period (*the information may be presented in the form of a table*).
2. The dates, time, venues, and number of participants / beneficiaries of Project activities held and resources (e.g. equipment, manpower) used for the implementation of Project activities.
3. Project milestone(s) and deliverables attained at the end of the reporting period and evidence showing the attainment of milestones and deliverables.
4. The percentage, in terms of key tasks, of the Project completed at the end of each reporting period.
5. Project variation\*, if any, during the reporting period, together with details and justifications.

Signature: 

Organization Chop: 

Name of Authorized

Name of Grantee

Person: Reggie Kwan (Professor)

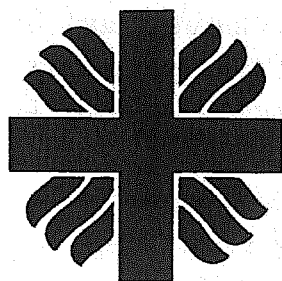
Organization: Caritas Francis Hsu College

Position of Authorized

Person: College President

Date: 15 October 2010

\* A separate written application should be submitted to the Grant for prior written approval.



**Second Progress Report**

**of**

**Online Advising Support and  
Interactive Study System (OASISS) Project  
(For the period January to June 2010)**

**Funded by the Education Bureau  
Quality Enhancement Grant Scheme (QEGS)**

**Submitted by Caritas Francis Hsu College (CFHC)**

**October 2010**

**Quality Enhancement Grant Scheme (QEGS)  
Progress Report  
(January to June 2010)**

Project Title: Online Advising Support and Interactive Study System (OASISS)  
Name of Grantee: Caritas Francis Hsu College  
Project No: 27/QEGS/A-08-09  
Project Period: January to June 2010

### **OASISS at a Glance**

The project, which was approved in principle for a grant purposes, is taking 18 months to implement and complete. As per the terms of the grant, OASISS is a system which will enable interactivity among students, teachers, employers and other users. It is an effective interface providing online support to interactive study.

### **Brief Description of Project Activities Held / Completed**

This is the second progress report which covered the period from January to September 2010. It can be characterized by major developments in the aspects of web-based advising for course selection, and online counseling.

#### ***1. Development of web-based advising and course selection***

Frequent testing on academic and general advising was conducted from January to June 2010. Students from the three campuses (Tseung Kwan O [TKO], Caine Road and Yaumati) were able to log onto the system and make appointments with academic and administrative staff seeking advice relating to course selection, planning of their studies, course requirements and reading resources.

Since its inception, the College has offered four-year diploma programmes that incorporate requisite components of General Education as well as elective courses. This approach is consistent with the Government's new 3-3-4 system which places emphasis on General Education (GE) and Liberal Studies. In previous years, the selection and registration of GE courses was undertaken manually but this approach was very demanding in terms of time and manpower. These challenges are addressed by the OASISS system which allows online course selection and registration. The same can also be said for the course *College Life and You*. Student and course databases are integrated for course takers to make automatic online registration and for course lecturers to provide occasional advice. Students are able to check for course timetable and room allocation. This is certainly a step in the right direction and following its full-

scale implementation the system and the technology will be shared with other local and overseas tertiary institutions.

In addition to general advising, the system has been extended to incorporate academic advising and training. A series of testing sessions for language advising and training were conducted in the reporting period. Using the videoconferencing equipment, native speaking English and Putonghua tutors, based on the TKO campus, were able to hold online language “clinical” and tutorial sessions with students based on the same location or on other campuses. These sessions were offered both one-on-one and to groups. In the group sessions, students shared the same online PowerPoint slides and learning materials with other participants on screen. They were able to pose questions to peers and tutors. In the individual sessions, students discussed their learning problems and difficulties with the tutors and the online tutors offered on-the-spot solutions. The sessions proved to be very useful and, more importantly, convenient, as students on the Central or Yaumati Campuses did not have to travel to the TKO Campus. As the system also facilitates online booking, students are able to check the time availability of each tutor and make an online appointment. This process leaves little room for error and time wastage. The system registered unanimous positive feedback from students, some of which is given below:

“Awesome! I don’t have to physically go to TKO to meet my tutor face-to-face. Since I am doing my top-up year in Business, I have a tight schedule running between job and class, this kind of system really works for me!”

“I am very shy and I would rather communicate with tutors online than meeting them face-to-face because I suffer from anxiety when I have to speak English with them in person.”

“I can talk to my tutor online about my Putonghua pronunciation problems and she demonstrates to me the lip and mouth movements on the screen close-ups which are more helpful than in class when she stands from a distance and there are other people interrupting. The beauty of it all is I can talk to her directly on the screen without having to make the trip to the TKO Campus.”

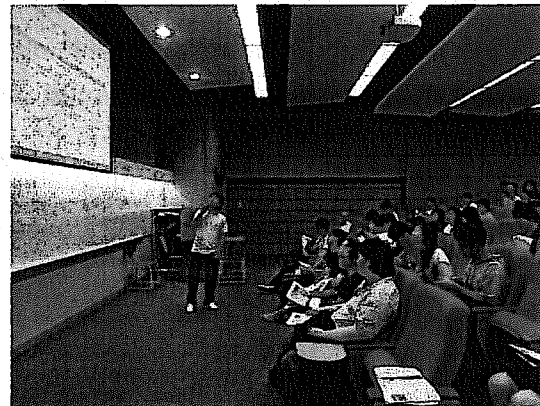
The “added advantage” of the system is indeed encouraging. Testing will be extended to other courses before the system is widely used. (*Appendix 1 shows the screen dump of academic advising.*)

Testing for the course selection system has been done in August 2010 and the course selection for students was piloted in September 2010 during Student Registration Period of the two Colleges. The courses applied to the OASISS system, as mentioned previously, were GE courses and *College Life and You*. The schedule for online course registration of GE courses is from 27 to 29 September 2010 while from 11 to 18 October 2010 for *College Life and You*.

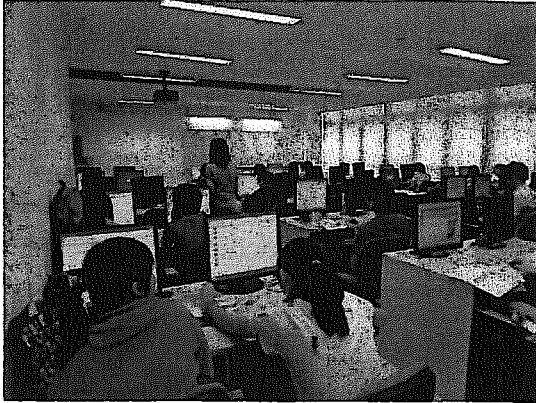
To facilitate students and staff members for using the system, six workshops have been arranged and five of them were schedule in September. The workshop schedule is as follows:

	<b>Date and Time</b>	<b>Topic</b>	<b>No. of Attendees</b>
1	11:00 am 22 September 2010 (Wednesday)	Introduction to OASISS and its function	About 20 staff members
2	12:00 noon 24 September 2010 (Friday)	Introduction to OASISS and Workshop for Online Course Registration of College Life and You	About 200 students
3	1:00 pm 27 September 2010 (Monday)	Workshop for Online Course Registration of General Education Courses	About 90 students
4	12:30 pm 28 September 2010 (Tuesday)	Workshop for Online Course Registration of General Education Courses	About 50 students
5	12:30 pm 29 September 2010 (Wednesday)	Workshop for Online Course Registration of General Education Courses	About 130 students
6	15:45 pm 11 October 2010 (Monday)	Workshop for Online Course Registration of College Life and You	About 800 students

The following pictures are taken during the workshops and the course registration period for the General Education courses.



*Introduction to OASISS and Workshop for Online Course Registration of College Life and You*



*Online Course Registration at Computer Laboratory*

As of 19 October 2010, there are 1,045 students registered to the OASISS system. 690 students used the system for online course registration of the General Education courses whereas 734 students registered the *College Life and You*. In addition, there are 117,953 visitors for the OASISS website.

## **2. Development of web-based counseling**

### **a) Career Advice**

As mentioned in the first progress report, job posting sections and recruitment web pages have already been completed. Career counseling and advice on compiling a Curriculum Vitae (CV) are offered to students. However, due to the new school year commence in October 2010, the Student Affairs Office will promote this feature to our students after the school year starts. (*Appendix 2 shows the screen dump of advice on CV compilation and job interviews.*)

### **b) Recruitment and posting for Employers**

The system is designed to support online job matching between employers and job applicants. Job pages and postings in a variety of industries have been uploaded for individual applicants to “pick and choose”. Corporate users can also search the system to locate suitable candidates and to read their CVs. In fact, a number of postings have generated some interest and have attracted applications. However, job interviews are presently handled in the traditional face-to-face manner as the system is not fully tested to accommodate virtual interviews. (*Appendix 3 shows the screen dump of online job posting.*)

The job openings database has been migrated to the OASISS system from the old job posting system. The Student Affairs Office continues to update the new job posting to the system once they received the application from employers. In order to increase the number of job postings, the system has also linked with JobsDB and JobFinder to provide more recruitment information to our students.

c) Virtual Interviews

Mock online interviews were conducted during this period providing training for students to gain familiarity with interview etiquette and skills. Since the system is still in its testing stage, “genuine” virtual interviews have not yet been conducted. However, the team is committed to have virtual interviews involving employers and applicants available before the project completion.

d) Day-to-day Counseling

The web-based counseling system has been expanded to include student counseling in other areas. With the help of the Student Affairs Office, the OASISS team is putting its effort into the incorporation of other areas of counseling in its list of web-based counseling and assistance. These will include learning difficulties, financial challenges, and family problems. The online day-to-day counseling schedule for the new school year will be compiled in October to facilitate students who are not stationed in TKO Campus. (*Appendix 4* shows the screen dump of the online booking system.)

**Project Milestones and Deliverables**

In the remaining period, the team will concentrate its effort on improving the following aspects:



- staff training and development; and
- testing and deployment.

Table 1 below outlines the timeframe for the development of the system:

Item	Name	Duration (months)	2009		2010			
			Q3	Q4	Q1	Q2	Q3	Q4
1	Acquisition of hardware and software	6	■	■				
2	General information and advice	6		■	■			
3	Online advising on course selection and planning	12		■	■	■	■	
4	Career counseling web-pages	3			■	■		
5	Integration of student and programme databases	12		■	■	■	■	
6	Recruitment and posting for employers	6			■	■		
7	Web-based counseling assistance	3			■	■		

Item	Name	Duration (months)	2009		2010			
			Q3	Q4	Q1	Q2	Q3	Q4
8	Staff training and development	6						
9	Testing and deployment	9						

**Table 1 – Timeframe for the Provision of Different Services**

Index:  Completed  To be completed

In terms of key tasks set for the Project, 80% of them have been completed and under stringent testing at the end of the reporting period. (*Appendix 5* shows the system map of the OASISS whereas *Appendix 6* represents details of financial status of major items.)

Table 2 below summarizes the different stages of development regarding the provision of the services mentioned earlier:

Item	Name	Status	Remarks
1	Acquisition of hardware and software a. web servers b. audio-visual equipment for staff involved c. communication software d. setting up of a physical OASISS lab	a. completed b. completed c. completed d. completed	a. both servers are functional b. tested c. functional d. completed
2	General information and advice	completed	
3	Online advising on course selection & planning	completed	automatic registration for the course <i>College Life and You</i> available; registration of some GE courses available
4	Career counseling web-pages	completed	online tutorials, CV compilation and job interview skills are available
5	Integration of student and programme databases	completed	student data are integrated with the system
6	Hiring of two programmers	completed	both the system and database programmers are deployed
7	Web-based counseling assistance	completed	

**Table 2 – Stages of Development**



## **Conclusion**

In summary, on the basis of the current rate of progress in the development of OASISS, the system should be completed and fully operational by the end of 2010. Tables 1 and 2 illustrate the status of development of the system. It can be concluded that major aspects and functions of the system still need to be tested stringently to ensure that they meet expected standards and are able to fully address the parameters specified in the original grant. The OASISS team members will continue their effort to ensure that all benchmarks and completion timeframes are achieved and that the system provides high quality service and ultimately will be beneficial not only to the College but also to other institutions across the SAR. The College is not committed to continue to support all useful features in OASISS, but an extended version of OASISS and an integration of other e-learning systems of the College into OASISS are also being explored.