



HONG KONG STUDENT SERVICES
ASSOCIATION

CHAIRPERSON'S REPORT

2022-2023

10 MARCH 2023

EXECUTIVE SUMMARY

1. Since the outbreak of COVID-19 pandemic three years ago, universities and colleges experienced unprecedented disruption, creating uncertainty regarding the implications for higher education. College staff have been working hard to mitigate the impact of school closures by leveraging educational technology to increase engagement in active learning. Despite the challenges, the Executive Committee (Ex-Co) 2022-2023 of the Hong Kong Student Services Association (HKSSA) worked collectively to find and inspire new ways to address the urging needs to the student affairs profession.
2. Building upon the solid foundation of the predecessors, the Ex-Co 2022-2023 designed, organised and participated in activities that strengthen member connectedness, create professional exchange and development opportunities as well as networking with outbound student affairs associations.
3. The Annual Plan as approved by the Exco in the last April includes:
 - (1) Keep the momentum on professional learning
 - (2) Strengthen the connection on student services of higher educational institutions outbound
 - (3) Further development for future leaders in Student Affairs profession
 - (4) Support working groups & OTSSA
 - (5) Further enhancement of membership management & networking
4. Key events of the year
 - a. Organised Virtual Professional Circle on ZOOM with Macau Student Affairs Association (MSAA) : **“Navigating the Challenges - Charting Good Practices in Student Affairs”**
 - b. Launched mentorship programme to groom younger members with potentials. Heartfelt appreciation goes to the FIVE mentors who serve in the programme
 - c. Organised Online Gathering for Institutional Representatives
 - d. Organised training activities for practitioners working in student services of higher education with the below objectives:
 - To understand the field of student affairs & the role of the profession in further promoting student learning and development
 - To provide opportunities for practitioners to continue to expand their knowledge and skills
 - To inspire practitioners to begin a lifetime journey of growth and self-exploration
 - e. Organised Annual Professional Dialogue : **“Facing the Challenge of Student Services Profession in Higher Education: Mission, Positioning and Future Talents Cultivation”** with the support from MSAA.

- f. Supported the Hong Kong Outstanding Tertiary Students' Services Association (OTSSA) for the execution of Outstanding Tertiary Students' Services Award.
 - g. Supported initiatives of the three Working Groups.
5. These initiatives attracted a good number of participants and received encouraging feedback. Coupled with the collective efforts of the Ex-Co members and institutional representatives in promoting the work of the HKSSA, the number of full members maintained at 159 as of the end of February 2023.
 6. Both the Facebook page and website of the HKSSA had been regularly updated for brand building and engagement of SA practitioners.

THE EXECUTIVE COMMITTEE AND WORKING GROUPS

7. The following nominations were received and elected as the Ex-Co of the HKSSA for the year 2022-2023 at the last Annual General Meeting (AGM) held on 18 March 2022.

Post	Name	Institution
Chairperson	Mr Simon LAU	TWC
Vice Chairperson	Ms Adele WAN	HKBU
Honorary Secretary	Ms Clare LEUNG	TWC
Honorary Treasurer	Ms Helen LAU	HKU
Immediate Past Chairperson	Ir Dr Joseph SO	CPCE, PolyU
Members	Ms Ida LAW	CUHK
	Mr Tommy LAW	CityU
	Ms Esther LEE	HSUHK
	Ms May LEUNG	HKSYU
	Mr Sai Kit LEUNG	HKEdu
	Dr Anna NG	CIHE
	Ms Connie WONG	LU
	Ms Dawn WONG	HKMU
	Ms Helen WONG	HKUST
	Ms Sue WONG	PolyU

8. Four Ex-Co meetings were held on 08 April, 07 July, 06 October 2022, and 12 January 2023. The AGM was scheduled to be held on 24 March 2023.
9. The Ex-Co supported the initiatives of its working groups, namely the Hong Kong Tertiary Institutions Health Care Working Group (HCWG), The Hong Kong Tertiary Institutions Psychological Counselling Working Group (HKTIPCWG) and Working Group on Career Services (WGCS), and the Hong Kong Outstanding Tertiary Students' Services Association (OTSSA) in advancing the professional development of SA practitioners and student leaders.
10. The Ex-Co had invited Mr Simon CHAN to continue serving as the Honorary Auditor of the HKSSA for 2022-2023. Heartfelt appreciation goes to Mr. Chan for his very kind support to HKSSA.

ANNUAL PLAN

11. The Exco approved the Annual Plan in last April and the Secretariat, including the Chairperson, Vice-Chairperson, Honorary Secretary, Honorary Treasurer and the Under Secretary (Ms Peggy MANG/ TWC) coordinate the execution of the plan with the strong support from all Exco members.
12. A brief elaboration of the key elements is shown from point 13 to 17 below.
13. (1) Keep the momentum on professional learning
Annual Professional Dialogue (linked with AGM)
Virtual Professional Circle
14. (2) Strengthen the connection on student services of higher educational institutions outbound
Collaboration with Macau institutions
Connection with IASAS meetings
15. (3) Further development for future leaders in Student Affairs profession
Mentorship/ Job shadowing
Training course/ workshop for student affairs profession
16. (4) Support working groups (WGs) & OTSSA
Secretariat and administrative support for the WGs and OTSSA during the whole year.
17. (5) Further enhancement of membership management & networking
Website update & maintenance
Social media (FB) update & maintenance
Membership record maintenance
Institutional representatives' connection (Online Gathering)

VIRTUAL PROFESSIONAL CIRCLE NAVIGATING THE CHALLENGES - CHARTING GOOD PRACTICES IN STUDENT AFFAIRS

18. The event was conducted on ZOOM on 17 Jun 2022.
19. Six discussion groups:
 - Optimizing in-person and virtual student engagement
 - Building diverse communities and inclusive campuses
 - Promoting Wellness
 - Enriching support for student with special education needs
 - Engaging student bodies
 - Crises Management

20. 105 participants out of 114 registrations have attended the VPC. We have arranged 17 participants in average per group, seven participants in the smallest group and 22 participants in the biggest group.

21. A post-event report in **APPENDIX A** is attached for members' reference.

MENTORSHIP PROGRAMME

22. The Scheme, first launched in 2016-2017, had been organised to create opportunities for young and enthusiastic practitioners to learn commitment to student development works and widen scope of knowledge from seasoned student affairs leaders.

23. This year, five current student affairs directors or senior staff were invited to serve as mentors for 11 mentees from 6 institutions, in small groups of 2 to 3 from June 2022 to March 2023.

24. The five mentors are:

- Ms Sandy LAI, Assistant Director of Student Affairs, HKEdU
- Mr Simon LAU, Head of Student Affairs, Tung Wah College
- Dr Tommy LAW, Career & Employability Consultant, CityU
- Ir Dr Joseph SO, Head of Student Affairs Office, CPCE PolyU
- Ms Connie WONG, Assistant Director of Student Affairs, LU

25. In light of the social distancing restriction, a virtual kick-off meeting was organised on 29 June 2022 to promote connection between mentors and mentees, align expectation on the Mentorship Scheme as well as facilitate preliminarily planning of meeting schedule and possible activities. Participants are required to submit a learning journal by mid-March 2023. Final reports will be submitted after the programme ended in April 2023.

TRAINING ACTIVITIES

26. The 1st training workshop was conducted on 28 Oct 2022 with face-to face at CityU.

27. With a quota of 30 and turned out 34 attendees.

28. We had the honour to invite Mr. Raymond LEUNG, former Chairperson of HKSSA to share the topic "Rethinking Student Affairs - and Implications for Student Affairs Professionals".

29. A post-event report in **APPENDIX B** is attached for members' reference.
30. The 2nd training workshop was conducted on 3 Feb 2023 with face-to-face at HKU.
31. We had the honour to invite Dr Tom FONG, former Chairperson of HKSSA to share the topic "Handling Student Crisis and Emergencies in Student Affairs".
32. Over 80 colleagues were attended.
33. Final reports will be submitted after the programme ended in April 2023.

HKSSA ANNUAL PROFESSIONAL DIALOGUE

34. The event was conducted on 24 March 2023 in PolyU main campus in hybrid mode with also arrangement of ZOOM.
35. In the past few years, it has been a challenging topic about talent acquisition and cultivation in student affairs. Through the dialogue session we showed different aspects in student affairs: What are the challenges we are facing? What is our positioning? What could we help for future talents cultivation?
36. The topic was "Facing the Challenge of Student Services Profession in Higher Education: Mission, Positioning and Future Cultivation."
37. In this dialogue session, we are very honored to have 1) Prof. Samson TSE, Dean of Student Affairs from HKU; 2) Prof. KO Wing-hung, University Dean of Students from CUHK to be our guest speakers with also the sharing from Mr Simon LAU, Chairperson of HKSSA and Head of Student Affairs in TWC. Dr Joseph SO, the Immediate Past Chairperson of HKSSA and Head of Student Affairs in CPCE PolyU took the role as Facilitator throughout the dialogue session.
38. Colleagues from MSAA joined the event via ZOOM.

STRENGTHENING THE COLLABORATION WITH WORKING GROUPS AND OTSSA

39. An online talk 中醫穴療助好眠 on 12 December 2022 for university staff and students was conducted. Ms. Hung Hing Yu Ada, Assistant Lecturer of School of Chinese Medicine of CUHK was invited as the guest speaker. HKSSA Secretariat supported the promotion and turned out a very positive response with 161 participants attended.
40. Mr Simon LAU, the Chairperson and Dr Joseph SO, the Immediate Past Chairperson were invited to be two of the judges of the final interview for the Outstanding Services Awards for Tertiary Students 2021-2022 as organised by the Hong Kong Outstanding Tertiary Students' Service Association (HKOTSSA) on 11 Jun 2022. The award was introduced in 1991 to recognise tertiary students with outstanding leadership and significant contribution to the community.
41. The Chairperson was invited to give a speech and present awards to the 20 recipients at the HKOTSSA Outstanding Service Awards for Tertiary Students Ceremony 2021-2022 on 5 November 2022. HKSSA also supported the promotion of 2022-2023 award application to member institutions in March 2022.

BROADCASTING OF RESOURCEFUL INFORMATION

42. To enrich the professional knowledge and skills of members for enhancing the quality and diversity of student development programmes and student affairs services, members have been feeding with various news and updates on student development and staff development programmes.

COMMUNICATION AND MEMBERSHIP

43. The Association continued to appoint a total of 20 members as Institutional Representatives to facilitate communication and liaison among local institutions. The following colleagues served in this capacity and their efforts were greatly appreciated.

Institution	Institutional Representative
CHCHE	Mr Antony IP
CIHE	Dr Anna NG
CityU	Dr Tommy LAW
CPCE-PolyU	Ms Heather FUNG
CUHK	Ms Yvonne CHAN
EdUHK	Ms Dobie CHEUNG
HKAPA	Ms Violet LAU
HKBU	Ms Verona LAU
HKCT	Mr Brian LAM
HKIC	Ms Tina CHENG
HKSYU	Ms May LEUNG
HKU	Ms Candice CHEUNG
HKUST	Ms Teresa CHAN
HSUHK	Ms Jessie WONG
LU	Mr Edwin FOK
HKMU	Ms Dawn WONG
PolyU	Mr Jeffrey LEE
TWC	Ms Tina TSANG
VTC	Ms Maggie LIU
YCCECE	Mr Rax TSANG

44. An Online Gathering for Institutional Representatives was conducted on 18 May 2022. We defined the roles of an Institutional Representative:

- (1) Bridging the communication gap between SA colleagues and the EXCO of HKSSA
- (2) Help promote HKSSA activities to SA colleagues.
- (3) Motivate colleagues at the institution to attend HKSSA activities.

In short, the core duty includes Communication, Promotion and Motivation.

45. HKSSA continued to promote activities through Facebook, official homepage, and mass emails to reach out to and engage members. The number of followers on Facebook had been growing steadily with 481 subscribers as of early March 2023.

46. The HKSSA website was Maintained with the kind assistance from Ms Adele WAN and Ms Clare LEUNG who had been providing support in the updating and maintenance of the website of the association. It will continue to serve as a platform for members to interflow and share good practices in student affairs.

ACKNOWLEDGEMENT

47. The Ex-Co, with the support of members and friends of the HKSSA, has been able to accomplish most of the objectives of the Association in serving its members and students. The Ex-Co wished to thank all the people who had supported and helped the HKSSA in smoothly carrying out the above-mentioned functions in the challenging year of 2022-2023.

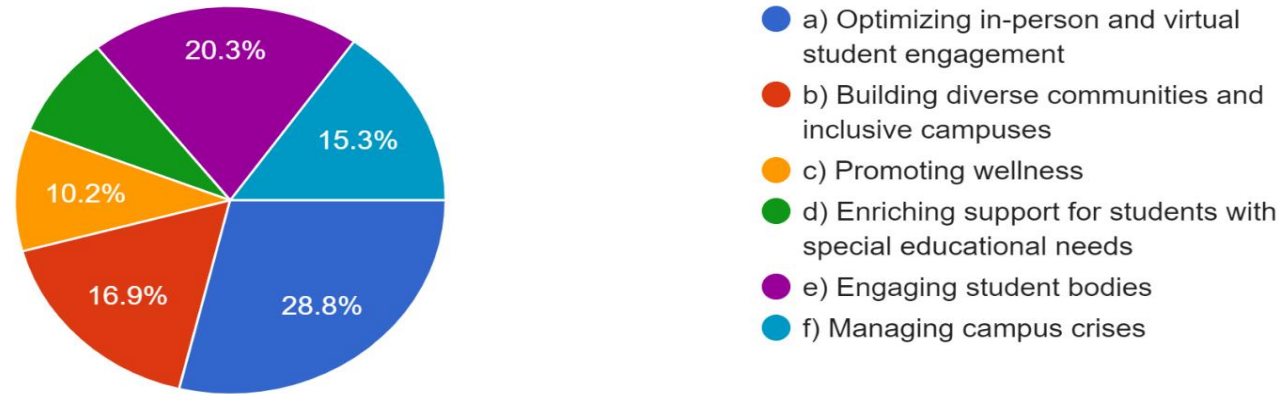
Prepared by

Simon LAU

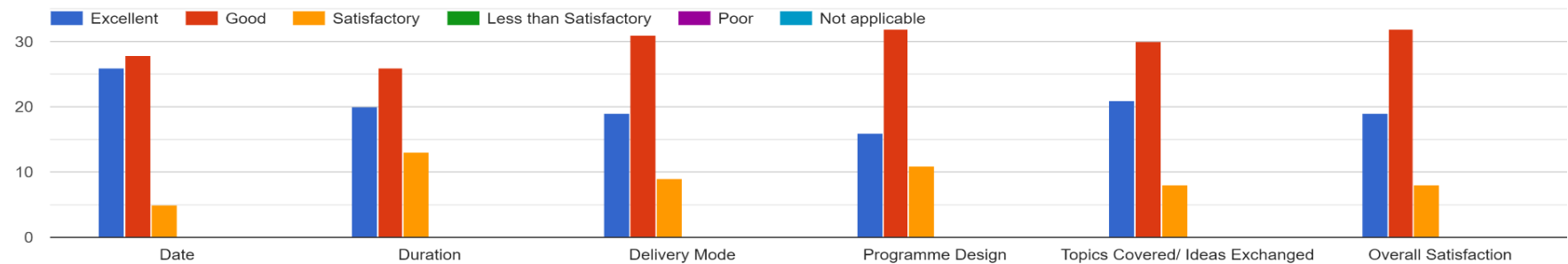
On behalf of the Ex-Co of HKSSA 2022-2023

1. Which breakout room with the following discussion themes did you participate in?

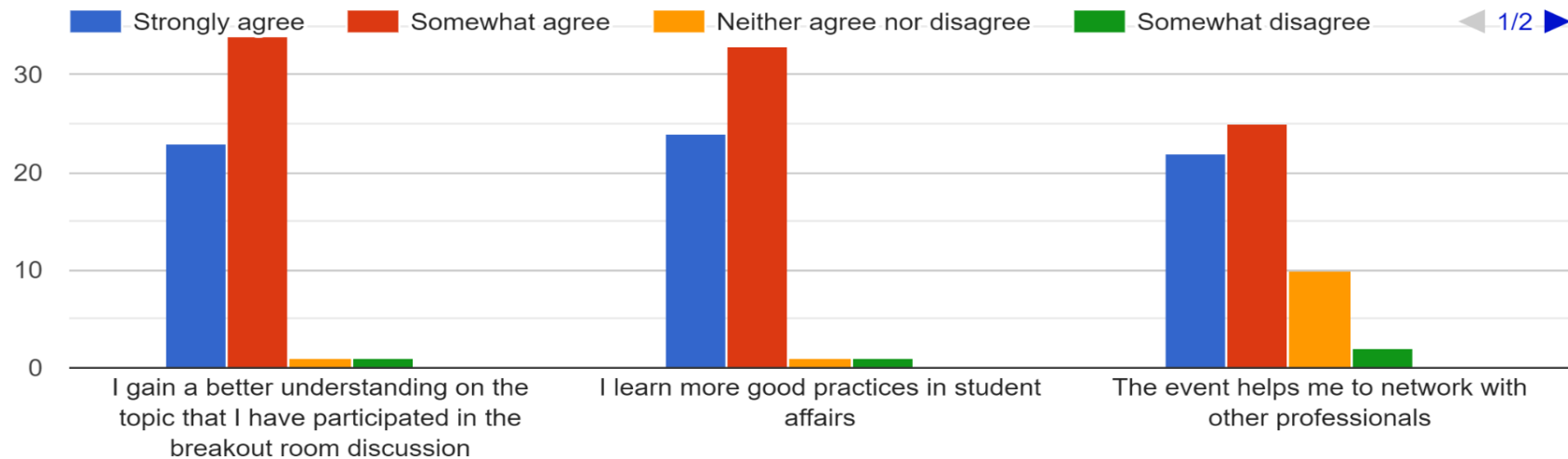
59 responses



2. Event arrangement



3. Programme objectives



4. What changes should be made to improve this event? 27 responses

Longer discussion time

The breakout room is too short.

The group discussion can be more interactive

Better to have more time for break out room discussion

more time for discussion

no

It would be great if we have more time for sharing and exchange.

Having smaller groups with a more experienced and skillful facilitator to mobilise the professional discussion, sharing, and conversation in depth.

longer time, maybe good to have 10 min key presentation on the topic by assigned Uni first. Discussion was great, yet hard to come up with key point if more time is available for the breakout room

No

More time to mingle with groupmates.

Discussion can be longer.

better to have some discussions among participants for networking

The breakout room could be longer

More time for breakout session

Discussion time is too short!

try to have a long discussion within each group.

More time for breakout room

Very good already, thankyou

nil

Maybe more time

The time for breakout room can be longer

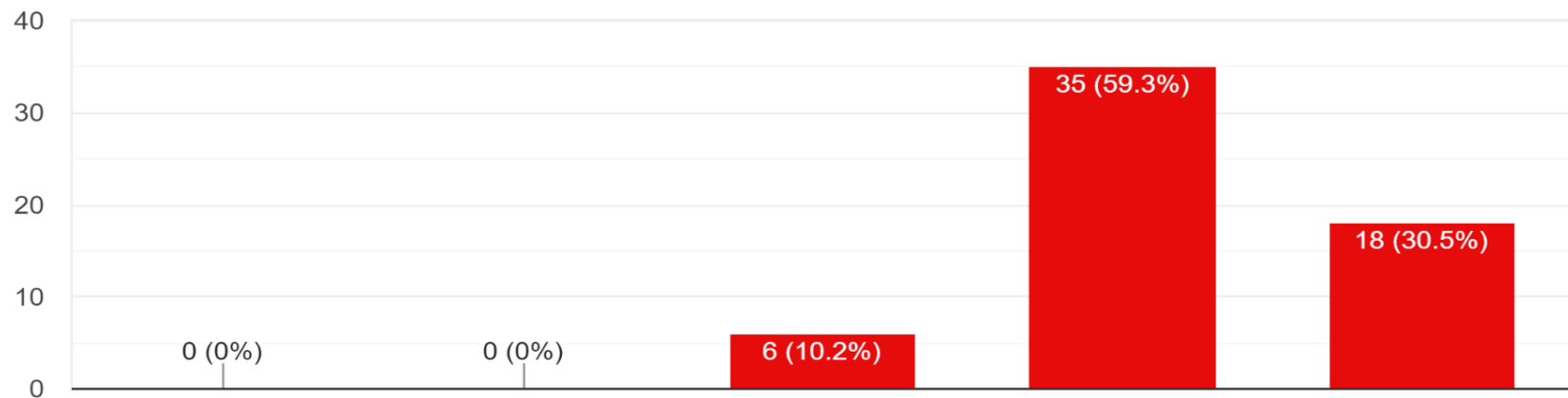
Longer breakout room times! 30min is just a little bit too short, one full hour might be needed. 30min to just to know where other colleagues are star

More time for group room sharing please

延長時間, 更多經驗分享

5. What is the overall rating of this event?

59 responses



1

2

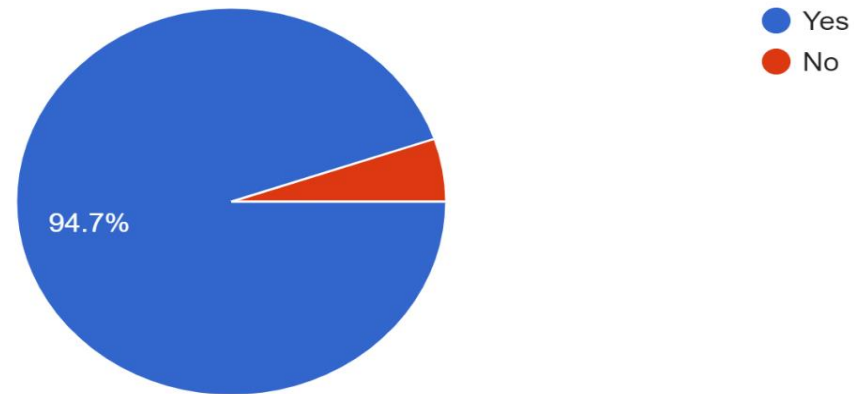
3

4

5

6. Would you recommend this event to your colleagues?

57 responses



7. What other events would you like HKSSA to organize? 12 responses

NA

Certificate Course, Seminar, Workshop, and Conference.

Networking event (to share about Student Affairs practitioners' career development)

No

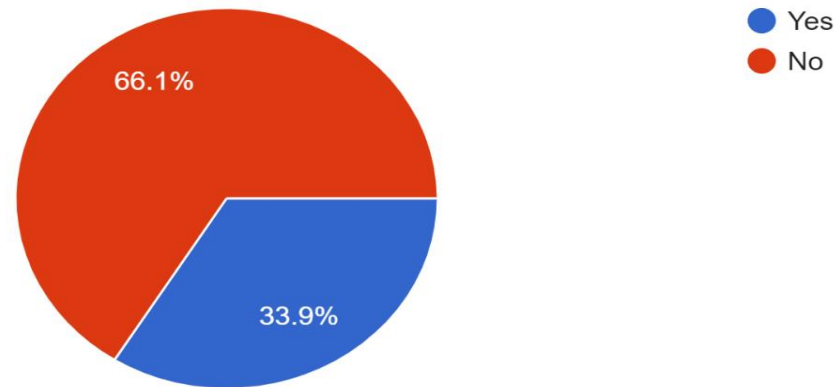
mentorship, certificate courses

Networking

Similar meeting to share the practices among institutions

Single topic with longer time for in-depth discussion.
crisis management
Networking events to get to know other colleagues from different universities
Staff training for handling students' cases during pandemic situation
Training

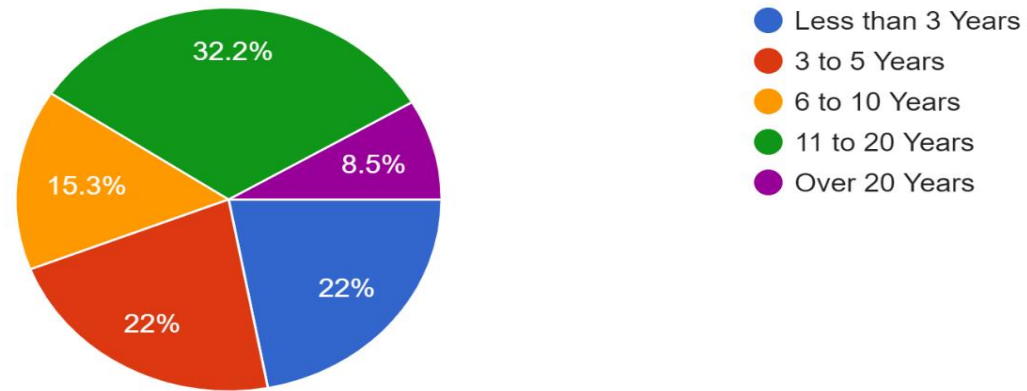
8. Is this your first time taking part in an event organized by HKSSA?
59 responses



9. Please share any other comments you may have. 8 responses
Well organized event
Thank you for arranging.
No
Dedicated Exco and all willing to share, appreciated and grateful!
Thanks for the preparation :-)
Excellent!
Appreciate the opportunity to exchange with the HKSSA
舉辦更多分享交流的線上活動

10. How many years of experience in student affairs do you have?

59 responses



ting from / their current situation, another 30min to discuss and progress in the discussion.

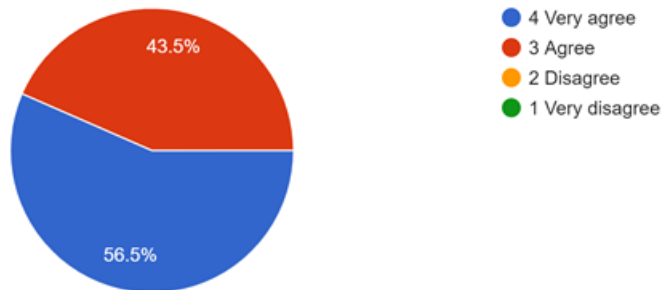
"Rethinking Student Affairs - and Implications for Student Affairs Professionals"

Mr Raymond Leung

Date: 28 October 2022 (Friday)
Time: 3:00 - 5:00 p.m. (Registration starts at 2:30 p.m.)
Venue: R4009, 4/F, Bank of China (Hong Kong) Complex, City University of Hong Kong
Quota: 30 (*first-come, first-served*; priority will be given to HKSSA members, non-members are also welcome)
Attendees: 34
No. of survey received: 23
Response rate: 68%

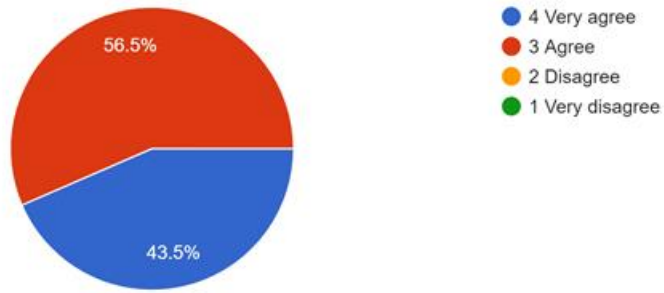
1. The course deepens my understanding about the development of student affairs in higher education.

23 則回應



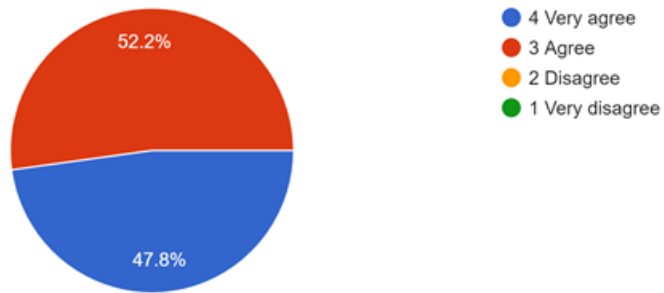
2. The course empowers me to work as a student affairs professional.

23 則回應



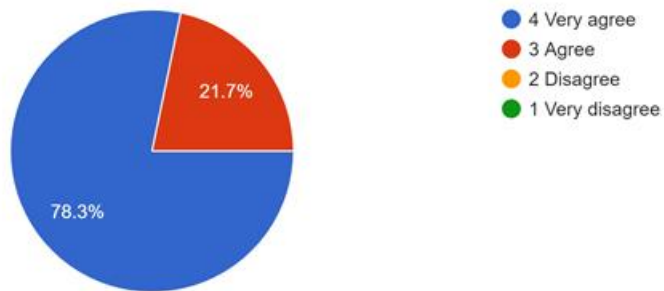
3. The speaker gives me insights to continue to work in the field of student affairs despite the challenges.

23 則回應



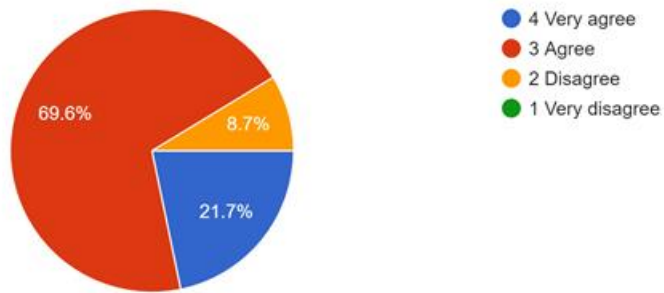
4. The presentation was well prepared.

23 則回應



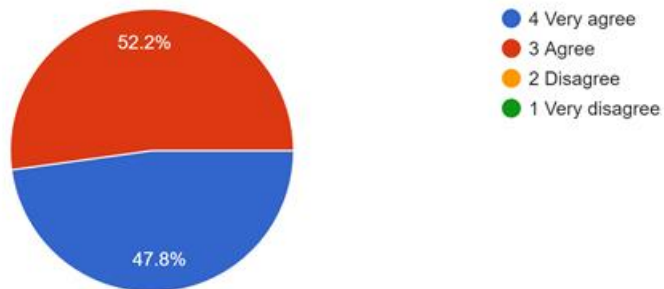
5. The course was engaging and dynamic.

23 則回應



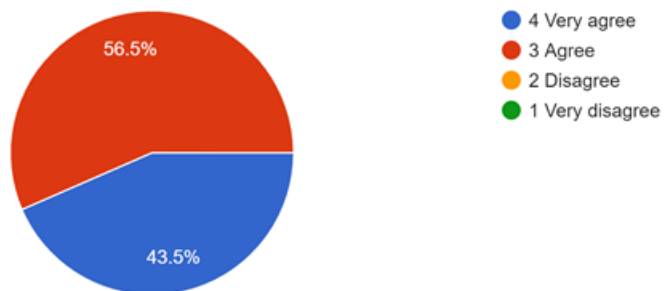
6. I would like to participate in similar professional courses in the future.

23 則回應



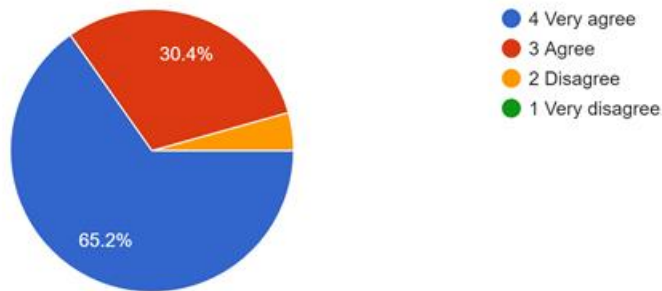
7. I would recommend my colleagues to participate in similar professional training courses in the future.

23 則回應



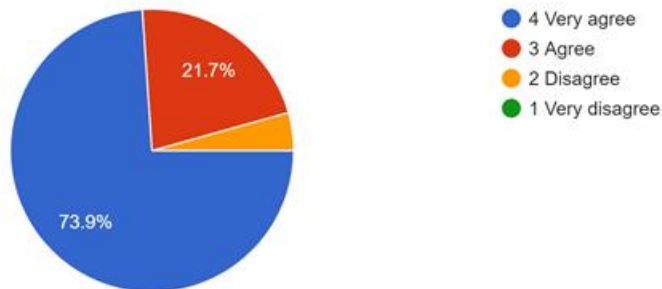
8. Events in face-to-face mode are preferred.

23 則回應



9. Location of the training is also my consideration of attending the course.

23 則回應



Part II

10. What is the most impressive part of the course? 14 則回應

Experience of the speaker

The guest speaker's real story sharing

The history of Sao development in CUHK

Student successful development

chances of networking before and after the course

Well prepared information worldwide

Speaker's sharing on current challenges

Transition inTransition with....Transition for

How to do SA work in the new HK atmosphere

The social functioning of a university should also be considered

Case sharing

Face-to-face mingling with student affairs professionals

Experience sharing by the presenter is very useful.

International Reference and Findings, e.g. NASPA research in 2021

11. Please share with us any other comments you may have regarding the course.8

則回應

Very well organized event, very insightful

interactive workshops or breakout rooms if applicable

Wish for more practical suggestions according to the actual situation we are facing now

nil

Can I have the ppt?

Small group discussion is preferred for exchange of good practice/ ideas

Would be great if the speaker can share the PowerPoint after the talk.

Good to have more actual case sharing

12. What other events would you like HKSSA to organise? Please suggest topics you would be interested in.9 則回應

SAO's Collaboration with the academic team

Job shadowing

field trips (local or non-local), certificate courses

nil

Invite student affairs professionals from different universities to exchange ideas and discuss how they have achieved success.

Focus group on particular work area

Sharing with counterparts in Mainland/Macau/Singapore

Data analysis and report writing tips

International Visit + real exchange with practitioners in other countries