Welcome to CityU! This guide has been prepared specifically for parents of all non-local students. We hope it is useful in preparing you for what to expect as your son or daughter makes this important transition to study abroad for a few months or years. You have been through many important chapters of life with your son or daughter, and you are now at another turning point. We want you to rest assured that the CityU Student Residence will offer your son or daughter the best possible resources available, including a dynamic community of friends, a wealth of living and learning opportunities, and a true home away from home.
Residential life is an important ingredient of university culture. The Student Residence is a place not only for living, but also for cross-cultural communication and integration. It is a place for students to truly develop their independence. In addition to providing a comfortable living environment, the CityU Student Residence offers students a wide variety of meaningful hall activities that facilitate their whole-person development.

Message from Professor Horace IP
Vice-President (Student Affairs)

“Residential life is a second classroom for university students, where they learn to love and care for others, make contributions to their community and thrive in cultural blending.”

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Hong Kong’s climate is sub-tropical. In the summer months, the average temperature reaches about 30°C (86°F), while temperature in the winter dips to about 10°C (50°F).

A mattress is provided by the Student Residence, but residents are responsible for supplying their own pillows, blankets and other bedding items.

The electrical sockets in Hong Kong are of the British style and operate at 220 volts.

The Student Residence does not provide residents with any personal toiletry items, including soap or shampoo. Many international and local brands of personal care items are available in supermarkets throughout Hong Kong.

PARENTS’ GUIDE 2017/18
**Introduction to the Student Residence**

The CityU Student Residence strives to provide an environment that fosters whole-person development and growth in interpersonal skills, independence and self-confidence. Our goal is to create a safe, supportive and stimulating residential community that embraces diversity, participation and learning.

Located on a hillside, our residence halls are only a 10-minute walk from the main campus. With ten undergraduate and two postgraduate halls, the Student Residence Office (SRO) provides on-campus accommodation for almost 3,700 students. Most of the bed-study rooms are double rooms, with a limited number of single and 3-person apartments available. Every undergraduate room shares a toilet and shower with one adjacent room. Communal rooms with amenities, such as laundry, pantry and computer facilities, are available to all residents in every hall.

**Hall Admission Policy**

All full-time non-local (mainland Chinese and international) students admitted to government-funded undergraduate degree programmes are eligible to apply for on-campus housing. Due to the shortage of residence places, the residence application process is quite vigorous. Under the current allocation policy, all non-local students admitted to full-time government-funded bachelor’s degree programmes will be given higher priority to stay in the residence during the first two years of their study. **Renewed hall admission for non-local students beyond two years** is based on the student’s individual achievements, involvement, contributions to his or her hall, and discipline record. There is no guarantee that your son or daughter will stay in the hall throughout his or her study period.

Living off-campus in private rental units is always an option that offers an even more diverse exposure to the local culture. For students seeking off-campus accommodation, the SRO provides assistance in locating and renting off-campus properties.

**TIPS FOR PARENTS**

In all likelihood, it will not always be easy to navigate the changes that will accompany your son’s or daughter’s move to Hong Kong. So we have compiled a few of the best tried-and-tested tips to help guide you through this process. At the forefront of these tips is the notion that the Student Residence should be a place for students to enjoy freedom and independence in their daily routines, while still taking responsibility for their own decisions.

1. **Listen, Listen, Listen**

Ask your son or daughter questions about his or her experience and remember to be continually loving, supporting and caring. This is quite likely to be your son’s or daughter’s first long-term up-close experience with a new culture. They are going to have a lot to talk about, whether it be positive experiences they have had or difficulties they are facing. What your son or daughter really needs is someone to listen and provide support the whole way through.

2. **Give Reassurance**

As your son or daughter is telling you about his or her fears and excitements, remember to reassure them that you trust their decision-making skills and potentials to succeed. When need arises, solve problems with them, not for them, and be careful in giving “what to do” advice, especially if you are as new to the Hong Kong culture as your son or daughter is. Offer suggestions and affirm your confidence in them; share your views and advice, but encourage them to make decisions on their own.

3. **Remain Patient**

Remember that this is a whole new experience for both you and your son or daughter. This is going to be a time of immense change and growth for both of you. Expect those changes and be prepared to be patient and understanding as the charges come along.

4. **Expect Cultural Shock**

The phenomenon universally known as culture shock will happen – but it will also pass. What was new and exciting during the first few weeks of living abroad may suddenly become frustrating and weird to your son or daughter. Empathise with your son or daughter and help him or her to stay positive. Offer gentle reminders of valuable experiences and knowledge that will undoubtedly be gained whilst abroad. Encourage your son’s or daughter’s attempts to become immersed in this new culture and to continue learning even from mistakes.

5. **Stay Tuned**

As your son or daughter becomes accustomed to the new culture, he or she may begin to pick up the cultural norms of his or her new home. Do not confuse your son’s or daughter’s new-found desire to be a part of this new culture with a rejection of ties to home. Communicate with your son or daughter, and you will begin to understand that this independence and integration is healthy and normal. Recognise that both the frequency and means of communication will change during your son’s or daughter’s time abroad. Email and online video calling (VoIP) such as Skype provide great instant communication opportunities. You may even want to consider establishing a routine in which you and your son or daughter both set aside a regular time to call each other and chat.
The health and safety of our residents are our prime concerns. Security guards are on duty in each residence hall and in the Security Office at the main entrance to the Student Residence 24 hours a day, 7 days a week. There are closed-circuit television (CCTV) cameras at major entrances to the grounds as well as in public areas. To enter their hall, residents must present their student ID for verification via the electronic hall access system. Visitors are allowed in the halls only when accompanied by a resident and only during visiting hours, from 8:00 a.m. to 12:00 midnight. The door to each bed-study room is equipped with an electronic key card entry system and a deadbolt lock for extra security.

Fire drills are conducted at the beginning of each semester to ensure that all alarm systems are working properly and that all residents know the proper evacuation procedures. Since CityU is a smoking-free campus and residence community, smoking is strictly prohibited on campus and in any part of the Student Residence. Violators will be considered breaching both the Hong Kong laws and the Regulations Governing Student Residence, resulting in a fine and disciplinary action.

Students living in the Student Residence enjoy a comfortable and convenient living environment. On the ground floor of each hall, common rooms are available in which students can study, hang out with friends or hold functions; there is also a computer room equipped with computers, a scanner and a printer. The common rooms on the residential floors are equipped with a television, leisure furniture and basic kitchen amenities including a refrigerator, microwave and hotplates. Laundry facilities are also available at each hall. Homey Kitchen, the residence cafeteria, is located in the middle of the residence grounds.

Living at the centre of the Kowloon Tong district, residents enjoy numerous convenient choices for dining out, shopping and public transportation. The residence halls are just 10 minutes away from Kowloon Tong MTR station, which is adjacent to the main campus.

Learning Facilities

Each bed-study room provides students with the basics for a productive learning experience. Each resident is provided with his or her own desk, chair, lamp and Internet connection. To facilitate students’ group discussion for group projects during the last three weeks of each term, a group study centre is open after the hall visiting hours. During revision and examination periods, the Student Residence’s multi-function halls are open 24 hours for quiet studying.

Scholarship schemes are available to award residents for their outstanding academic achievements and contributions to their respective halls. Details of these scholarships can be found on the SRO website (http://www.cityu.edu.hk/sro).
Within the CityU Student Residence, there are many people who truly care about the development and wellbeing of your son or daughter. Our residents have a network of people and resources available to help make their life with us a productive and positive experience.

Guidance Support

Roommate and Floor-mates

Your son’s or daughter’s roommate, “flatmates” (those who live in the bed-study room adjacent to your son’s or daughter’s and with whom he or she shares a bathroom) and floor-mates will undoubtedly be a primary source of friendship and support. Some floors are co-ed, but students always share a bed-study room and a bathroom with students of the same gender.

All floors in all halls are home to students of different cultural backgrounds, providing an ideal setting for getting to know both the local and the foreign cultures that comprise CityU. These neighbours will surely be a part of some of your son’s or daughter’s happiest experiences at CityU. Some floors are co-ed, but students always share a bed-study room and a bathroom with students of the same gender.

Student Residence Office (SRO)

The staff of the SRO care about your son’s or daughter’s health, safety, adjustment and involvement above all else. We strive to provide the best possible living and learning environment to make all of the above a reality.

Residence Master (RM)

Each hall has a RM who lives in the hall and has strong professional connections with the University community. They are either a member of our faculty or a senior administrator. The main role of the RM is to provide intellectual and pastoral guidance, initiate and plan hall activities, and cultivate a sense of community in the Student Residence.

Residence Tutor (RT)

The RT is an integral source of guidance and support for your son or daughter and other residents of his or her floor. Our RTs are full-time postgraduate or senior undergraduate students. They are responsible for assisting the RM to enrich the residents’ living and learning experiences, acting as a mentor to provide care and support to residents, helping to resolve conflicts between roommates, and offering advice on hall life, etc.
Residents’ Association (RA)
Each undergraduate hall has its own peer-elected RA, comprised of residents of that hall. The RA can be thought of as the “student council / association” of the hall. The RA serves as the voice of student residents and organises hall-wide activities and gatherings.

Floor Representatives
Each floor in each hall elects one or two of its residents as Floor Representatives every year. The representatives ensure that the floor’s common room is stocked with basic day-to-day items, assist in organising floor activities, and provide support to their floor-mates in whatever ways they can.

Security Guards
All halls have 24-hour security guards in their ground floor lobby, as well as in the main Security Office located at the main entrance to the residence grounds. The security guards maintain the safety of residents and security of hall property through hall visitor control, safety patrol and dealing with emergencies. They are a constant smiling face in our residents’ lives.

Cleaners
Although residents are responsible for maintaining the cleanliness of their bed-study rooms, bathrooms, and common areas, a team of caring cleaning staff clean students’ bathrooms on a weekly basis and the common areas of halls on a daily basis.

Gardeners
Our gardening staff truly care about making the Student Residence a happy home for all. They take great pride in making sure that the entire residence grounds are as welcoming and pleasant as can be.

Repair & Maintenance Staff
Our experienced and efficient R&M staff are well-trained to make sure that all components of the Student Residence are up-to-date and working properly, as this is a key element in the safety and comfort of our residents.
Residential Life

Hall Activities

The Student Residence offers your son or daughter not only a dynamic community of friends, but also a wealth of living-learning programmes that focus on themes of diversity appreciation, leadership and community development, service learning and academic success. Throughout the academic year, each hall holds many hall activities, so that its residents can get to know each other better and come to a fuller understanding and appreciation of other residents’ cultures. These activities include orientation camps, induction programmes for exchange and international students, high table dinners and holiday celebrations. The SRO also coordinates events for the entire residence community, such as inter-hall sports competitions, cultural celebrations and wellness programmes.

Interactive Platform – ResLink

ResLink, published on the social networks Facebook, Weibo and Instagram is an interactive platform between student residents and the SRO. It features a lot of interesting news written by student residents and the SRO, such as hall events, hall activity highlights and useful day-to-day advice for living and learning in the Student Residence.
IMPORTANT DATES IN 2017/18
(for New Students Admitted to Bachelor’s Degrees)
Exchange students please check their master class schedule through AIMS.

**Semester A**

- **Check-in:** August 28 – 30, 2017
- **Hall Fee Due Date:** October 2017
- **Revision Week:** December 4 – 9, 2017
- **Start of Semester A:** September 4, 2017
- **Examination Period:** December 11 – 23, 2017
- **Check-out:** December 29, 2017, before 12:00 noon

**Semester Break:**
December 25, 2017 – January 13, 2018

**Semester B**

- **Start of Semester B:** January 15, 2018
- **Hall Application** for 2018 – 19: Late March 2018
- **Chinese New Year Break:** February 15 – 21, 2018
- **Revise Period:** April 30, 2018 – May 5, 2018
- **Examination Period:** May 7 – 19, 2018
- **Check-out:** May 28, 2018, before 12:00 noon
- **Hall Fee Due Date:** December 2017

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