Frequently Asked Questions

Part 1: Learning Experience Survey (LES)

Student Access

Q1   Why are there 2 survey links for the same course?

A1   Most courses have 2 feedback forms: the course form covers areas relevant for course design while the teacher form covers areas relevant for teachers. However, practical courses use the practicum form, which covers both the course and teacher aspects in one form.

Q2   If a student submitted his/her LES early, but found that teacher improved later, can he/she change the rating by re-submitting the LES?

A2   Students cannot change their ratings (either up or down). This is a consequence of an anonymous process. However, they can provide feedback to programme team members or via representatives on academic committees.

Q3   The LES system sends email reminders to students who have not completed all evaluation forms. How to ensure anonymity of students?

A3   The LES system needs to know who has submitted the evaluation forms – this is necessary in order to avoid multiple submissions of a form from the same student. The system does not keep personal identifiers for the submissions and the identifiers are kept in a separate database, so we do not know which student submitted which submission, hence ensuring anonymity of all submissions.

Q4   Apart from the invitation and reminder emails sent by the LES system, how else can we help students complete the LES?

A4   You can share the survey link (https://les.hkuspace.hku.hk/les/mycourses/) or QR Code by other means, e.g. SMS, instant messaging.

Q5   Why should students take the time to submit feedback through LES?

A5   Feedback about courses and teaching benefits everyone in the long-run by helping ensure the best possible course design and teaching. This feedback will benefit future students and hence is your shared social responsibility to future students, just as past student feedback has benefitted you.

Q6   If students have login problems, should they contact the QAE Unit?

A6   Login uses the ITS authentication system, which the QAE Unit does not control. The student login should be **Student No.@learner.hkuspace.hku.hk**. If students forget the student number, please click here to retrieve the student number or for first time user/forgot password, please click here. If student enrollment does not show up, then please contact the QAE Unit, so we can check the LES system database.   If the problem persists, please contact ITS for support via Whatsapp / WeChat (Number: 6803 5480) or IT Help Service Ticket System (Link: https://ithelp.hkuspace.hku.hk/itssupport/open.php).

Q7   Why did I receive an email with Subject "HKU SPACE is waiting for your feedback"?

A7   This email contains an invitation for you to submit your feedback on HKU SPACE courses and teachers. It contains a link to the LES system. If the link does not work, please use https://les.hkuspace.hku.hk/les/mycourses/ or use the QR code in A4.

Q8   Why did I receive an email with Subject "HKU SPACE is still waiting for your remaining feedback"?

A8   This email indicates that you have not yet submitted all your feedback on HKU SPACE courses and teachers. It contains a link to the LES system.

Q9   Why could I not submit my feedback after pressing the "Submit" button?

A9   You must provide your feedback on the overall effectiveness question in order to submit. Otherwise, the system would show an error message.

Q10   What does the Course Summary link do?

A10   It shows the mean Course Effectiveness for all courses in the programme(s) that you are currently enrolled in.

Part 2: Survey on Support Services (SSS)

Q1   Why is there a Survey on Support Services (SSS) added in LES?

A1   HKU SPACE believes that the quality of support services contributes significantly to the teaching and learning experience. Hence, to ensure the quality of support services and enable continuous service improvement, the School implemented the SSS, which is a tool used to collect focused feedback on the users' satisfaction levels with the teaching and learning support services provided to students in all of the School's learning centres.

The SSS benefits everyone in the long-run by helping ensure the best support services and facilities are provided to students. This feedback will benefit you and the future students and hence is your shared social responsibility to future students, just as past student feedback has benefitted you. For all award-bearing programmes, SSS is implemented inside the LES system.

Q2   Why are there two SSS questionnaires?

A2   One questionnaire covers services in specific locations of learning centres (like counter services) and the other covers services which are not location specific (like the online enrolment and payment services).

Normally, there is one Location Form (location specific support services) for each programme you are enrolled in, and one Universal Form (non-location support services). If you are enrolled in an online programme, there is no Location Form for that programme.

Q3   What does "Primary Location" mean?

A3   Primary location means the venue where the majority of the classes in your programme takes place, and it will automatically be displayed in your questionnaire.

Q4   What if the location or programme is wrong?

A4   If there are any errors, please provide feedback using the email link.

Q5   How can I identify the primary location?

A5   The primary location will automatically be displayed in your questionnaire using abbreviations.

Below is the list of Learning Centres with the corresponding abbreviations:

ADC	Admiralty Learning Centre 金鐘教學中心
CC	HKU SPACE Community College 香港大學附屬學院
CITA	CITA Learning Centre CITA 教學中心
FTC	Fortress Tower Learning Centre 北角城教學中心
HKU	The University of Hong Kong 香港大學
HPSHCC	HKU SPACE Po Leung Kuk Stanley Ho Community College Campus 港大保良何鴻燊社區書院
IEC	Island East Campus 港島東分校
ISP	Island South (Pokfulam) Campus 港島南分校
KEC	Kowloon East Campus 九龍東分校
KWC	Kowloon West Campus 九龍西分校
PPDH	Prince Philip Dental Hospital 菲臘牙科醫院
TSM	Tsz Shan Monastery 慈山寺
UNC	United Learning Centre 統一教學中心

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