

Campus Service Handbook



Campus Operation
Team



Southern University
of Science and
Technology



Prepared by Office of Administration and Space Management,
Southern University of Science and Technology

Designed by designio.cn
Published in January, 2022

Foreword

Since October 2017, the campus operation team of Southern University of Science and Technology (SUSTech) has been making continuous efforts to improve the university's campus operation system by benchmarking the practices of top-notch universities globally. With the integration of services and the adjustment of the organizational structure, it has established a "six offices and one center" structure to provide efficient and premium support for the university's development.

Over the past four years, with the support of the University Council and the university leadership, the campus operation team has improved service level and professionalism and strengthened team building to serve the needs of the teaching and research activities and the SUSTech community. We have established a team featuring clear responsibilities, strong coordination, and efficient operation.

With a service-mindset, we are committed to serving the needs of SUSTech members. Just give us a phone call, and we are here to solve your problems, or send us a WeChat message, and we will provide door-to-door services. You could also email us, and we are ready to answer questions. Our service scope ranges from campus development, campus greening, campus buses, delicacies of the cafeterias, campus security, IT as well as water and electricity services. The campus operation team responds positively and professionally to the demand of faculty and students with a strong sense of responsibility and a timely manner. We are getting more and more experienced and confident in supporting the campus.

1

Campus Catering

- 14 Campus Cafeterias
- 16 Vending Machines
- 17 Order Online
- 17 Working Meal Application

2

Campus Transportation

- 20 Schedule of Campus Bus on Weekdays
- 22 Schedule of Campus Bus on Weekends and Holidays
- 24 Schedule of Commuter Bus
- 25 Campus Parking Lots
- 26 Monthly Parking Pass
- 27 Zonal Parking Pass

3

Campus Card

- 31 Campus Card Application
- 31 Campus Card Recharge
- 32 Self-Service Recharge Machine
- 32 Campus Card Re-application
- 33 Reporting Card Loss and Cancellation of Card Loss Report
- 33 Campus Card Cancellation
- 33 Campus Card Extension

4

Teaching Affairs and Event Services

- 36 Teaching Affairs Services
- 36 Lecture Hall Reservation
- 37 Sports Facilities Reservation
- 38 Venue Rental
- 39 Large-Scale Event Approval
- 39 Publicity Material Placement Approval
- 40 Cleaning Services
- 40 Other Property Service Consultation and Processing

5

IT Operation and Maintenance

- 45 Video Conference Support
- 45 Conference Support
- 46 Conference Sign-In and Document Distribution
- 46 Office Equipment Repair and Maintenance
- 47 Self-Service Printing
- 48 VPN Services
- 48 Email Accounts
- 49 Landline Application and Transfer
- 49 Application of Server and Domain Name
- 49 Internet Services
- 50 Low Voltage Access Services
- 50 Activation of EDUROAM
- 50 Unified CAS Certification

6

The Information Systems

- 54 OA System
- 54 HR System
- 54 Student Affairs System
- 54 Undergraduate Admissions System
- 55 Trade Union System
- 55 Access to E-Hall
- 55 Access to Wecom
- 55 SAKAI System Management
- 56 Consultation on Project Management System

Introduction of the Campus Operation Team

- 2 Office of Administration and Space Management (OASM)
- 3 Office of Campus Development and Planning Committee (OCDP)
- 4 Office of Campus Development (OCD)
- 5 Office of Campus Services (OCS)
- 7 Office of Facilities Management (OFM)
- 8 Office of Health, Safety and Environment (OHSE)
- 9 Office of Information Technology Services (OITS)

7

Campus Safety

- 60 Access Control Services
- 60 CCTV Footage Retrieval
- 62 Entry and Exit the Campus
- 62 Snake Control
- 63 Borrowing of Rooftop Access Control Cards and Keys
- 63 Application for Fire Extinguishers
- 64 Handling of Illegally Parked Vehicles on Campus
- 64 Application for Epidemic Prevention Materials

8

Campus Life Services

- 68 Ulife Service Center
- 68 Mail Sending and Receiving
- 70 Payment of Utility Bills
- 71 Maintenance

9

Household Registration Services

- 75 Household Admission of Faculty and Staff
- 75 New Student Household Registration
- 77 Household Registration Card Borrowing
- 78 Reporting of Household Registration Card Loss
- 78 Household Registration Migration

10

Campus Housing

- 82 Faculty Apartments Application
- 82 Staff Dormitory Application
- 83 Public Rental Housing Application
- 84 Campus Housing Exchange
- 85 Campus Housing Checking Out

11

Campus Projects

- 88 Management of Government-Invested Projects
- 94 Management of Campus Projects
- 98 Inspection Services
- 98 Campus Signage
- 99 Application for Water and Electricity

Appendix

- SUSTech Campus Map and Directions



Introduction of the Campus Operation Team

Office of Administration and Space
Management (OASM)

Office of Campus Development and
Planning Committee (OCDP)

Office of Campus Development (OCD)

Office of Campus Services (OCS)

Office of Facilities Management (OFM)

Office of Health, Safety and Environment
(OHSE)

Office of Information Technology Services
(OITS)

Office of Administration and Space Management (OASM)

Room 315, Building 4, Chuang Yuan

oasm@sustech.edu.cn

Responsible for overall administration of campus operation, space resource management, landscape maintenance and enhancement of public areas of the university.

Director: Li Xinghua, lixh@sustech.edu.cn

Vice Director: Xu Lu, xul@sustech.edu.cn

Overall Administration of Campus Operation

1. Responsible for the implementation of guidelines, policies, laws and regulations of the superior authorities and the university regarding administrative matters and campus services.
2. Responsible for formulation, organization, implementation, supervision and inspection of administrative matters and campus service management system of the university.
3. Responsible for assisting of the Chief Operating Officer, coordinating the planning and management system of campus services, and the campus operation team.
4. Responsible for the administration budget making and the supervision of fund using.
5. Responsible for the personnel training of the campus operation team.

Space Planning, Allocation and Management

1. Responsible for the demand summary, planning, management and allocation of space resources of the university, which include the allocation and management of office rooms, research rooms, faculty and staff dormitories and public rental housing; the submission of application materials for public rental housing for approval, allocation and management; the demand summary, planning and allocation of public space such as student dormitories and commercial rooms; the identification of properties and sites for university business and service support; overall management of off-campus space resources.
2. Responsible for the supervision and inspection of the use of campus space.

Landscape Maintenance and Enhancement of Public Area

1. Responsible for the maintenance and enhancement of the landscape of the university like the woods, public green areas and other public areas.
2. Responsible for the management of the green maintenance unit of the university.

Responsible for other tasks assigned by the University Council and superior authorities.

Office of Campus Development and Planning Committee (OCDP)

Room 210, Building 4, Chuang Yuan

ocdp@sustech.edu.cn

Responsible for the planning of campus development and preliminary work of projects.

Acting Director: Cheng Junxiang, chengjx@sustech.edu.cn

Executive Deputy Director: Wu Di, wud2019@sustech.edu.cn

Vice Director: Bao Chuanwen, baocw@sustech.edu.cn

Responsibilities

1. Organize the preparation, application and revision of campus development plans, promote the phased implementation, and manage the architectural design style.
2. Organize the preparation, application and revision of specific campus development plans such as transportation system and green belt.
3. Responsible for the planning of demand management of campus development projects and their design review and reporting.
4. Responsible for the preliminary work of campus development projects, such as the establishment of projects, land, planning and feasibility studies.
5. Collect and organize applications for major design change and the related materials submitted by departments of infrastructure of the university, and deal with the campus development proposals submitted by all departments of the university and report them to Campus Development and Planning Committee for consideration.
6. Cooperate with the university to complete the design and planning of the campus development projects.
7. Play as the Secretariat of Campus Development and Planning Committee, organize the meeting arrangements of the Committee, review and prepare the meeting materials, make the meeting minutes, prepare meeting summaries and relevant documents, and supervise the meeting decisions.
8. Responsible for other tasks assigned by the University Council and superior authorities.

OASM

OCDP

Office of Campus Development (OCD)

Room 210, Building 4, Chuang Yuan

ocd@sustech.edu.cn

Responsible for the whole-process of organizing and management of new, renovation or expansion projects of the university, and providing professional technical support for infrastructure projects organized by other departments of the university.

Director: Cheng Junxiang, chengjx@sustech.edu.cn
Vice Director: Zhang Jianhong, zhangjh@sustech.edu.cn
Vice Director: Wu Peng, wup@sustech.edu.cn

Responsibilities

1. Manage infrastructure projects such as new construction projects, renovation, extension and decoration.
2. Approve the review and reporting of waterworks, environmental assessment, fire protection and air defense of new projects according to the feasibility study.
3. Responsible for the preparation of project design specifications, bidding plans, schematic design and preliminary design, etc.
4. Responsible for the budget estimation, budget preparation, annual investment plan, etc. of major infrastructure projects, and organize the design departments to draw construction drawings.
5. Responsible for the organization and implementation of new construction projects, expansion, alteration and large-scale decoration and renovation projects, including project formulation, bidding and procurement, organization and implementation, completion and settlement, inspection and handover, etc.
6. Liaise with Bureau Public Works of Shenzhen Municipality and other construction agencies on behalf of the university, and participate in the whole-process management of the construction projects on behalf of the university, including project progress, quality management, investment control, completion inspection and acceptance, and fixed asset transfer.
7. Responsible for the supervision and management of the infrastructure projects organized by other departments of the university and provide professional technical support.
8. Responsible for the collection, arrangement, statistics, filing and handover of infrastructure materials, as well as the statistics and reporting of infrastructure data.
9. Assist the bidding department in the management of pre-selected suppliers and relevant strategic cooperative departments for infrastructure projects.
10. Assist the audit department in the management of relevant projects.
11. Assist the finance department in the fund management.
12. Responsible for other tasks assigned by the University Council and superior authorities.



Office of Campus Services (OCS)

Rooms 310 & 311, Building 4,
Chuang Yuan

ocs@sustech.edu.cn

Responsible for the catering service, property services and related integrated services of the university.

Director: Li Xinghua, lixh@sustech.edu.cn
Vice Director: Yang Sheng, yangs@sustech.edu.cn
Vice Director and Director of Catering Service Center: Zhang Yao, zhangy33@sustech.edu.cn

Catering Service

1. Formulate regulations related to catering service management.
2. Responsible for the operation of restaurants of the university, and conduct bidding, daily management, supervision, inspection and assessment of the outsourced catering service units according to the bidding contract and related laws. 3. Provide catering services for meetings and activities on campus.
3. Responsible for the financial accounting of canteens; establish detailed records of foodstuffs and purchase and sale records; implement the storage responsibility system and regular inventory system; strengthen the cost accounting management to reduce costs and use the budget appropriations economically.
4. Responsible for the infrastructure and equipment management of canteens.
5. Assist the foodstuff distribution center in daily foodstuff purchase, acceptance and supervision, and strictly carry out daily inspection to ensure food quality.
6. Operate in strict compliance with the *Law on Food Security and Regulations on Food Security Management of Shenzhen* to ensure food security.
7. Assist in the planning and setting up of the catering area.

Property Services

1. Formulate the supervision system of the property service departments for conference affairs, customer service, gymnasium, classroom management, mail sending and receiving, cleaning and other services.
2. Responsible for the management of the customer service center of the university, deal with the consultation and repair requests of faculty and students, coordinate with the corresponding departments to follow up and implement and feedback the progress of acceptance.
3. Responsible for the reception desk consultation service, reception, registration and guidance of visitors.
4. Provide property services for conferences and large events on campus (including supervision of conference service companies, assisting conference organizers in setting up the venue, guiding guests,

providing tea service for conferences, etc.); register meeting rooms, lecture halls and other public spaces; maintain the environment of related venues.

5. Responsible for the implementation and management of large events on campus and the management of promotional materials.
6. Provide classroom management services in teaching areas (including opening and closing classroom doors on time, checking classroom desks and chairs, assisting in the management and distribution of teaching aids and supplies, etc.) in accordance with relevant regulations.
7. Responsible for the collection and distribution of courier, parcels, newspapers, magazines and other postal items to conduct courier service planning and management.
8. Be responsible for the cleaning of offices, teaching area, indoor and outdoor and public space (including squares and roads); clean the site of major festivals or events; carry out campus disinfection, pests and termite control and anti-snake prevention regularly.
9. Responsible for the property management of the sports facilities (mainly including booking of venues, repairing of faulty sports facilities and equipment and cleaning of venues).
10. Request for quotations for property services, as well as the connection, management and supervision of property service units according to the requirements of the university.
11. Assist the relevant departments in carrying out emergency rescue in case of campus emergencies.

Integrated Services

1. Formulate rules and regulations of related integrated services on campus, including parking charging system, campus bus operation and management system, signage standard system, etc.
2. Responsible for the purchase, pricing, delivery, order, acceptance and settlement of all food materials of each restaurant in the catering center and some food materials of outsourced restaurants, as well as the bidding of food delivery suppliers, coordination and management of delivery suppliers, etc.
3. Responsible for the management of household registration and immigration management services of staff (and their families) and students.
4. Responsible for the provision and setup of transportation facilities on campus.
5. Responsible for campus parking lot planning and management, parking space settings, etc.
6. Responsible for campus parking permit approval and parking fee management.
7. Responsible for the operation and management of the vehicle fleet (including campus buses, commuter buses and cars use for official purposes).
8. Responsible for the design, production, installation and management of the signage (including traffic, building and signage, etc.).
9. Responsible for the management of the ULife Service Center.
10. Responsible for the rental and management of greenery in indoor public areas.
11. Responsible for campus service planning.
12. Responsible for the approval and management of external space rental.
13. Responsible for the research, drafting and formulation of the campus service management system.

Responsible for other tasks assigned by the University Council and superior authorities.

Office of Facilities Management (OFM)

Room 309, Building 4, Chuang Yuan

ofm@sustech.edu.cn

Responsible for the overall management of utilities and specific equipment.

Director: Liu Jianming, liujm@sustech.edu.cn

Vice Director: Liu Tao, liut@sustech.edu.cn

Maintenance of Facilities and Equipments

1. Responsible for power supply.
2. Responsible for water supply.
3. Responsible for coordinating the gas company to ensure the gas supply.
4. Responsible for the configuration and maintenance management of monitoring, elevators, air conditioning, solar system and general laboratory utilities (pure water system, compressed air system, fresh air system).

Utilities Management

1. Responsible for formulating and implementing the electricity management system of the university, and managing the electricity consumption of the whole university.
2. Responsible for formulating the water management system and organizing its implementation.
3. Responsible for assisting the gas company to conduct safety checks on gas users.
4. Responsible for coordinating the payment and internal collection of water, electricity and gas bills of the university.
5. Responsible for the planning, implementation, management and assessment of energy and water conservation in the university.
6. Responsible for investigating and dealing with violations of electricity, water and gas usage, and report them to the safety management committee, and give advice according to circumstances.

Responsible for the bidding, daily management and assessment of the third-party companies.

Responsible for other tasks assigned by the University Council and superior authorities.

Office of Health, Safety and Environment (OHSE)

Room 209, Building 4, Chuang Yuan

ohse@sustech.edu.cn

Responsible for emergency management, campus security, health and safety, and environmental safety.

Director: Jiang Xianggui, jiangxg@sustech.edu.cn

Vice Director: Chen Ling, chenl@sustech.edu.cn

Responsibilities

1. Responsible for campus safety and implementation of guidelines, policies, laws and regulations, and relevant systems of the superior authorities regarding safety.
2. Responsible for formulating and implementing management systems for public safety, fire protection and traffic safety on campus.
3. Responsible for preparing campus safety plans; implementing, adjusting, inspecting and auditing the implementation of safety work; formulating campus safety systems and emergency plans for public emergencies.
4. Responsible for supervising, coordinating and guiding the production safety and laboratory safety of all departments in the university, organizing safety inspections and specific inspections of the whole university, and conducting random inspections of key safety management parts of the university.
5. Responsible for the inspection and supervision of fire protection of the whole university; the daily management, use and data of the mini fire stations and central control room; configuration and maintenance management of fire fighting equipment.
6. Responsible for safety education and training, and organization of safety drills.
7. Undertake the secretarial work of the Safety Management Committee of the university, and supervise and inspect the implementation of the decisions made by the Committee at its meetings.
8. Responsible for the guiding and the handling of safety hazards and accidents reported by the colleges and departments of the university; organizing and coordinating the emergency relief work for major accidents in the university; handling sudden and emergency incidents.
9. Responsible for reporting campus safety situation to superior authorities.
10. Responsible for the security declaration of large-scale events.
11. Responsible for managing and coordinating the security team of the university.
12. Supervise the public safety of the university and strengthen the checking of water, electricity and gas.
13. Responsible for the management and supervision of exhaust gas and wastewater discharge.
14. Responsible for other tasks assigned by the University Council and superior authorities.

OHSE

Office of Information Technology Services (OITS)

Room 102, Administration Building 2

its@sustech.edu.cn

Responsible for the development of informationalization, basic IT operation and maintenance support services, and network security of the university.

Director: Yang Haikun, yanghk@sustech.edu.cn

Vice Director: Sun Qiaoyu, sunqy@sustech.edu.cn

Development of Informationalization

1. Responsible for the planning of the information system; the planning, development and management of the information infrastructure platform (e.g. data center); the development of basic data resources to provide data services for various business of the university.
2. Responsible for the preparation of rules and regulations of informationization.
3. Participate in sorting out service process on campus, and responsible for the technical evaluation and coordination of relevant information systems of the university to provide unified information service.
4. Provide public information services such as campus card, email, text service, and build information platform such for OA, students affair and students enrollment.
5. Responsible for information security, including security planning, authorization, auditing, protection, backup, service filing, etc.; communicating with related information security departments and agencies.

Campus Network and Low Voltage Services

1. Responsible for the planning, building and operation of network infrastructure on campus.
2. Responsible for the building and operation management of campus network and equipment network, network outlet bandwidth expansion, fiber optic construction, dedicated network construction, wired network and wireless network construction.
3. Responsible for the optimization of business-based network, upgradation of network authentication system, optimization of business network router and private network access.
4. Responsible for the building, planning and management of the generator room of the university, as well as its renovation, wiring rectification, equipment changes and replacements.
5. Responsible for the planning, construction and operation management of low voltage service projects of the university.
6. Responsible for the construction of network management system, including network authentication system, network monitoring system, operation and maintenance management system and VPN. Register and allocate network resources such as domain name and network address.
7. Responsible for the design, construction and renovation of the low voltage system in buildings.

OITS

8. Responsible for the security management of the network system; monitoring and defending against network attacks; timely intercepting attacks and repairing security loopholes.

Technical & Maintenance Services

1. Responsible for the operation and maintenance of the intelligent systems of the university, such as the campus card system, access control system, public printing system, campus broadcast system, information dissemination system, video conference system, conference activities equipment, etc.
2. Responsible for the operation and maintenance of office equipment of the university, such as office computers, printers, etc.; information technology support for various activities, such as university-level meetings, academic seminars, etc.; installation, management and maintenance of landline phones in offices; maintenance of the network, equipment in the generator room, low voltage electricity wells and network access points.
3. Responsible for campus card services and management, campus card processing, replacement, loss, account reconciliation.
4. Responsible for the operation and maintenance of the WeCom account of the university.

Responsible for other tasks assigned by the University Council and superior authorities.

STIO



1

Campus Catering

Campus Cafeterias

Vending Machines

Order Online

Working Meal Application

Campus Cafeterias

Campus card can be used in all on-campus cafeterias for payment.

1/F of Cafeteria (0755) 8801 5026

Breakfast 07:00 - 09:10
Lunch 11:00 - 13:00
Dinner 17:00 - 19:00
Chinese food

Faculty Club

Lunch 11:20 - 13:00
Dinner 17:20 - 19:00
Chinese food, Western food
Closed on weekends and public holidays

Miandianwang

11:00-14:00 17:00-20:00

Chamixiangqi Teashop

10:00-19:00

Tea Restaurant (0755) 8801 5244 1/F, Block 2, Guest Houses

Lunch 11:30 - 14:00
Dinner 17:30 - 21:00
Sauteed delicacies

Faculty Cafeteria (0755) 8801 5023 1/F, Block 2, Faculty Apartments

Breakfast 07:00 - 09:10
Lunch 11:00 - 13:30
Dinner 17:00 - 19:00
Chinese food

1/F of University Center Cafeteria (0755) 8801 5026

Lunch 11:00 - 13:00
Dinner 17:00 - 19:00
Chinese food, Western food, noodles,
sauteed delicacies

KFC

11:00-19:00

Lychee Hills Cafeteria (0755) 8801 5237

Breakfast 07:00 - 09:00 (1/F)
Lunch 11:00 - 13:00
Dinner 17:00 - 19:00
Chinese food, noodles, Japanese and
Korean cuisines (2/F)

Western Restaurant (0755) 8801 5240 1/F, Block 1, Guest Houses

07:30 - 22:30
Western food

No.2 Cafeteria Block 9, Student Dormitories

Lunch 11:00-13:00
Dinner 17:00-19:00
Late-night Snacks 19:10-22:00 MON-FRI
Chinese food, handmade dumplings,
Cantonese Style Clay Pot Rice

Joy Highland Cafeteria

Breakfast 07:00 - 09:10
Lunch 11:20 - 13:00
Dinner 17:20 - 19:00
Sauteed delicacies, handmade dumplings
& noodles, spicy hot pot

Bread Wu (0755) 8801 5246

07:00 - 19:00
Bread & cakes

Chuang Yuan Faculty Cafeteria

11:20 - 13:00
Chinese food

No.2 Cafeteria Block 10, Student Dormitories

Breakfast 07:00-09:00 (1/F)
Lunch 11:00-13:00
Dinner 17:00-19:00
Late-night Snacks 19:10-22:00 MON-FRI
Chinese food, noodles, Western food

Vending Machines

	Coffee Machine	Vending Machine	Orange Juice Machine
Lecture Hall 1			
Lecture Hall 2			
Research Building 1			
Research Building 2			
Sports Center			
Songhe Stadium			
Lynn Library			
Lychee Hills	Cafeteria	Buildings 1,2,7 and 9	Building 6
Hui Yuan	Building 3	Buildings 2,4 and 7	
Joy Highland		Building 1	
Residential Colleges		Buildings 1,2,3,4,5 and 6	Building 3
Faculty Apartments		Opposite to hillside, Building 6	
Taizhou Hall			
Corridor between Biology Hall and Taizhou Hall			

Order Online

Ordering Process

- Open WeChat APP
- Click on "Contacts"
- Select "My Company"
- Select "SUSTech"
- Select "Take Away"

Working Meal Application

Approval Process For Official Receptions On Campus

- Submit "Approval Form of Official Reception of SUSTech"
- Approved by department head
- Approved by Catering Service Center
- Make arrangements

* Please send the hard copy of the approval form to the manager of the designated cafeteria one day in advance.

2

Campus Transportation

Schedule of Campus Bus on Weekdays

Schedule of Campus Bus on Weekends
and Holidays

Schedule of Commuter Bus

Campus Parking Lots

Monthly Parking Pass

Zonal Parking Pass

Schedule of Campus Bus on Weekdays

Line 1

Joy Highland Terminus
→ College of Engineering

(109 services)

07:00 07:05 07:10 07:15 07:20 07:23
07:26 07:29 07:39 07:48
08:00 08:05 08:15 08:21 08:27 08:35
08:40 08:45 08:51
09:00 09:03 09:06 09:10 09:15 09:20
09:25 09:30 09:35 09:40 09:50
10:00 10:10 10:20 10:30 10:40 10:50
11:00 11:20 11:35 11:45 11:50
12:00 12:10 12:20 12:30 12:40 12:50
12:55
13:00 13:10 13:20 13:30 13:40 13:50
14:00 14:20 14:30 14:40 14:50
15:00 15:30 15:35 15:50
16:00 16:10 16:30 16:50
17:10 17:15 17:25 17:30 17:35 17:40
17:45 17:50 17:55
18:00 18:05 18:10 18:15 18:20 18:30
18:40 18:45 18:55
19:00 19:10 19:20 19:25 19:30 19:35
19:40 19:50
20:00 20:10 20:20 20:30 20:40 20:50
21:00 21:10 21:20 21:30 21:40 21:50
22:00 22:15 22:30 22:40

<Line 1> Joy Highland Terminus → Hui Yuan →
Chuang Yuan → Lychee Hills West → Student
Dormitories → Community Health Service → Faculty
Cafeteria → Guest Houses → Gate 3 → Gate 1 →
Administration Building 2 → Gate 7 → Research
Buildings → College of Engineering

Line 1

College of Engineering
→ Joy Highland Terminus

(98 services)

07:20 07:25 07:30 07:40 07:46 07:50
08:00 08:05 08:10 08:15 08:20 08:25
08:32 08:36 08:42 08:45 08:50 08:55
09:00 09:05 09:10 09:15 09:20 09:25
09:30 09:40 09:50
10:00 10:10 10:20 10:30 10:40 10:50
11:00 11:10 11:20 11:30 11:40 11:50
12:00 12:10 12:20 12:30 12:40 12:45
12:55
13:00 13:10 13:20 13:40 13:50
14:00 14:05 14:10 14:20 14:30 14:40
14:50
15:00 15:20 15:40 15:45 15:55
16:00 16:10 16:30 16:50
17:00 17:10 17:20 17:30 17:40 17:50
18:00 18:10 18:20 18:30 18:35 18:50
19:00 19:10 19:20 19:30 19:40 19:50
20:00 20:10 20:20 20:30 20:50
21:00 21:20 21:30 21:50
22:00 22:15 22:45
23:00

<Line 1> College of Engineering → Research
Buildings → Gate 7 → Administration Building 2
→ Gate 1 → Gate 3 → Guest Houses → Faculty
Cafeteria → Community Health Service → Student
Dormitories → Lychee Hills South → Hui Yuan → Joy
Highland Terminus

Line 2

Joy Highland Terminus
→ Research Buildings

(71 services)

07:32 07:36 07:42 07:45 07:51 07:54
07:57
08:10 08:18 08:24 08:30 08:48 08:54
08:57
09:13 09:23 09:26 09:33 09:36 09:38
09:43 09:48 09:53 09:55 09:58
10:05 10:15 10:25 10:35 10:45 10:55
11:10 11:30 11:40 11:55
12:05 12:15 12:25 12:35 12:45
13:05 13:23 13:26 13:33 13:36 13:45
13:55
14:10 14:30
15:10 15:20 15:40 15:53 15:56
16:05 16:20 16:40
17:00 17:20 17:26 17:36 17:46 17:53
18:06 18:16 18:23
18:26 18:35 18:50
19:05 19:15

<Line 2> Joy Highland Terminus → Hui Yuan
→ Chuang Yuan → Lychee Hills West → Student
Dormitories North → College of Engineering →
Research Buildings

Line 2

Research Buildings
→ Joy Highland Terminus

(85 services)

07:35 07:43 07:55
08:13 08:22 08:28 08:34 08:38 08:48
08:57
09:03 09:13 09:33 09:35 09:43 09:46
09:53 09:56
10:03 10:06 10:15 10:25 10:35 10:45
10:55
11:05 11:15 11:25 11:35 11:45 11:55
12:05 12:15 12:25 12:33 12:36 12:50
13:05 13:15 13:25 13:33 13:36 13:45
13:53 13:56
14:15 14:25 14:35 14:45 14:55
15:10 15:30 15:50
16:03 16:06 16:20 16:40
17:10 17:20 17:35 17:45 17:55
18:05 18:13 18:16 18:23 18:26 18:40
19:05 19:15 19:25 19:35 19:45 19:55
20:05 20:25 20:45 20:55
21:03 21:10 21:40 21:53 21:56
22:10 22:30

<Line 2> Research Buildings → College
of Engineering → Student Dormitories
South → Lychee Hills South → Hui Yuan → Joy
Highland Terminus

Zhi Yuan → Faculty Cafeteria

(2 services)

11:50

17:45

Schedule of Campus Bus on Weekends and Holidays

Line 1

Joy Highland Terminus
→ College of Engineering

(58 services)

07:00 07:20 07:40
08:00 08:20 08:40
09:00 09:20 09:40
10:00 10:20 10:40
11:00 11:10 11:20 11:30 11:40 11:50
12:00 12:10 12:20 12:30 12:40 12:50
13:00 13:20 13:40
14:00 14:20 14:40
15:00 15:20 15:40
16:00 16:20 16:40
17:00 17:10 17:20 17:30 17:40 17:50
18:00 18:10 18:20 18:30 18:40 18:50
19:00 19:20 19:40
20:00 20:20 20:40
21:00 21:20 21:40
22:00

<Line 1> Joy Highland Terminus → Hui Yuan →
Chuang Yuan → Lychee Hills West → Student
Dormitories → Community Health Service → Faculty
Cafeteria → Guest Houses → Gate 3 → Gate 1 →
Administration Building 2 → Gate 7 → Research
Buildings → College of Engineering

Line 1

College of Engineering
→ Joy Highland Terminus

(58 services)

07:20 07:40
08:00 08:20 08:40
09:00 09:20 09:40
10:00 10:20 10:40
11:00 11:10 11:20 11:30 11:40 11:50
12:00 12:10 12:20 12:30 12:40 12:50
13:00 13:20 13:40
14:00 14:20 14:40
15:00 15:20 15:40
16:00 16:20 16:40
17:00 17:10 17:20 17:30 17:40 17:50
18:00 18:10 18:20 18:30 18:40 18:50
19:00 19:20 19:40
20:00 20:20 20:40
21:00 21:20 21:40
22:00 22:20

<Line 1> College of Engineering → Research
Buildings → Gate 7 → Administration Building 2
→ Gate 1 → Gate 3 → Guest Houses → Faculty
Cafeteria → Community Health Service → Student
Dormitories → Lychee Hills South → Hui Yuan → Joy
Highland Terminus

南方科技大学校园巴士线路图 SUSTech Campus Bus System Map



电子线路图
Online System Map



Schedule of Commuter Bus

A Shangmeilin → SUSTech

- 07:30 Shangmeilin Interchange on the Auxiliary Lane (Westbound) of Beihuan Blvd
- 07:31 Meixiu Road Intersection Bus Station
- 07:36 Platform 2 of Jingxin Garden Bus Station
- 07:43 Exit B of Xiangmei North Metro Station
- :- SUSTech

SUSTech → Shangmeilin

- 17:34 Intersection of SUSTech Hui Yuan Road
- 17:40 SUSTech Gate 1
- :- Changlingpi Metro Station
- :- Petroleum Building
- :- Futian Traditional Chinese Medicine Hospital
- :- Lianhua North
- :- Shangmeilin Interchange on Beihuan Blvd

B Futian Central District → SUSTech

- 07:22 Futian Stadium
- 07:26 Intersection of Sunflower Apartment, Auxiliary Lane of Beihuan Blvd
- 07:30 The Convention and Exhibition Center Bus Stop
- 07:45 Xiangmishan
- :- SUSTech

SUSTech → Futian Central District

- 17:34 Intersection of SUSTech Hui Yuan Road
- 17:40 SUSTech Gate 1
- :- Xiangmishan
- :- Futian Stadium
- :- Intersection of Sunflower Apartment, Auxiliary Lane of Beihuan Blvd
- :- The Convention and Exhibition Center

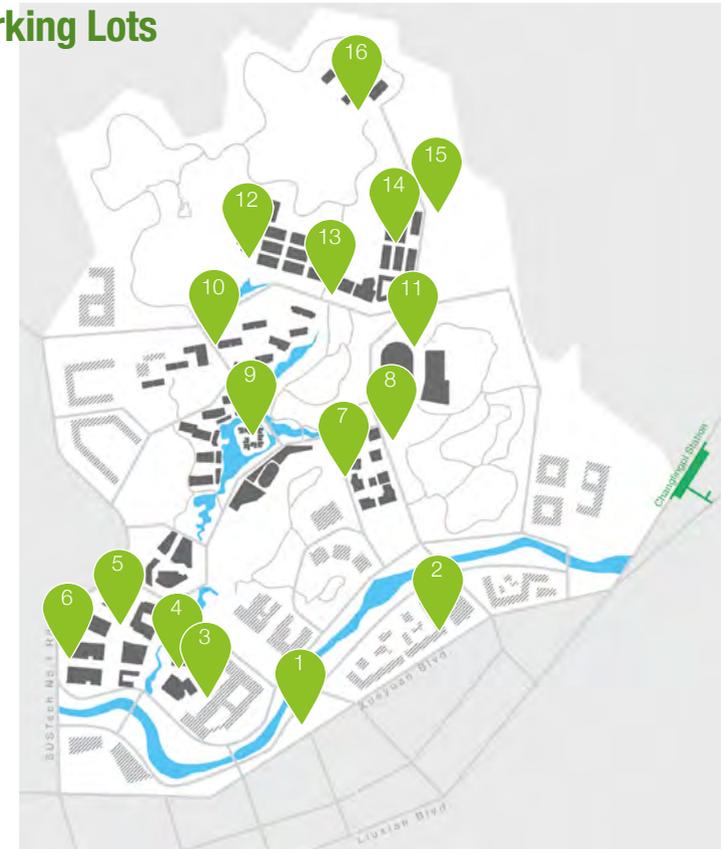
C Shenzhen University → SUSTech

- 07:30 West Gate Bus Stop of Shenzhen University
- 07:35 Tonggu Interchange of Beihuan Blvd
- 07:45 Taoyuan Village
- :- SUSTech

SUSTech → Shenzhen University

- 17:34 Intersection of SUSTech Hui Yuan Road
- 17:40 SUSTech Gate 1
- :- Taoyuan Village
- :- Hi-Tech Park
- :- North Gate of Shenzhen University
- :- West Gate of Shenzhen University

Campus Parking Lots



No. Parking Lot (Number of Spaces)

1. Visitor parking lot at Gate 1 (25)
2. Visitor parking lot at Gate 3 (120)
3. Surface parking lot of Administration Building (26)
4. Basement parking lot of Administration Building (67)
5. Basement parking lot of Research Building (230)
6. Parking lot near Biology Hall & Taizhou Hall (81)
7. Basement parking lot of Faculty Apartments (307)
8. Surface parking lot of Faculty Apartments (20)
9. Parking lot of Lakeview Villas (9)
10. Basement parking lot of Block 10 of Residential Colleges (194)
11. Gymnasium parking lot (21)
12. Lychee Hills parking lot (36)
13. Chuang Yuan parking lot (128)
14. Hui Yuan parking lot (66)
15. Parking lot of Joy Highland Sports Center (48)
16. Joy Highland parking lot (14)

Monthly Parking Pass

(0755)
8801 8436

Faculty and staff can apply to waive parking service fee for one vehicle (the vehicle should be registered under the name of faculty or staff member, his/her spouse, children, parents, spouse's parents).

If faculty or staff member has a parking need for second vehicle or more, the parking fee shall be charged at RMB 250/month (the vehicle should be registered under the name of the faculty or staff member, his /her spouse, children, parents, spouse's parents).

Applicants: Faculty and Staff

Processing Time: Working day

List of Required Information: Proof of driver's license, vehicle registration, campus card, etc., proof of kinship is required for vehicles not under faculty and staff members

Free Monthly Pass Application Process

- Applicant submits an application in the Vehicle Entry Permit Application in OA Public Affairs. (Scanned copies of campus card, driving license, relationship certificate is required and applicant's mobile phone number should be provided)
- Review from applicant's department/department head
- Review from Office of Human Resources
- Review from Office of Campus Services
- Approval from Head of Office of Campus Services
- Office of Campus Services registers vehicle information and enters the parking system

Charged Monthly Pass Application Process

- Applicant submits an application in the Vehicle Entry Permit Application in OA Public Affairs. (Scanned copies of campus card, driving license, relationship certificate is required and applicant's mobile phone number should be provided)
- Review from applicant's department/department head
- Review from Office of Human Resources
- Review from Office of Campus Services
- Approval from Head of Office of Campus Services

- Applicant holds the OA approval printed document and go to Asset Management Company Limited of SUSTech to pay the fee and receive the invoice (Front Desk, Block 2, Guest Houses / Tel: 8801 8437)
- Applicant applies for the monthly pass registration with the payment invoice (Room 311, Building 4, Chuang Yuan)

Zonal Parking Pass

(0755)
8801 0651

Vehicles with monthly pass should apply for a Parking Pass by Zone. Faculty and staff members can only park in the designated area according to the Parking Pass by Zone, and non-monthly pass vehicles can only be parked in the visitor parking area.

Zonal Parking Pass Application Process

- Fill in department name, license plate number and parking area on remarks when submitting monthly pass application via OA
- After the OA approval is completed, it will be circulated to the staff handling designated parking area issue of Office of Campus Services (Mr. Zhang Shuo)
- Make Parking Pass by Zone
- Receive Parking Pass by Zone and sign

3

Campus Card

Campus Card Application

Campus Card Recharge

Self-Service Recharge Machine

Campus Card Re-Application

Reporting Card Loss and Cancellation of
Card Loss Report

Campus Card Cancellation

Campus Card Extension

(0755) 8801 0550
to Counter 6

Campus Card Service Hotline

Campus Card Application

Faculty and Staff Card

→ Issued by Administrative Service Center after entry registration

Family Card

- Draft and apply in OA, with family relationship and identity information attached
- Get the approval from the head of the department/college, and the head of Office of Campus Services (Catering Service Center)
- Attach a color portrait photo with white background and the approval and send email to itspsc@sustech.edu.cn
- Go and process in Administrative Service Center

Card for Collaborative, Affiliated Organizations and Contractors

- Fill in the application form of SUSTech campus card (collaborative, affiliated organization and contractor staff members)
- Draft and apply in OA, with application form attached
- Get the approval from the head of the department/college, and the head of Office of Campus Services (Catering Service Center)
- Attach a color portrait photo with white background and the approval and send email to itspsc@sustech.edu.cn
- Go and process in Administrative Service Center and pay the cost of RMB 30 / card

Campus Card Recharge

Recharge with Cash

11:30-13:00 every Wednesday, store @1/F, Student Cafeteria

Recharge with Self-Service Recharge Machine

Recharge anytime with bank card or credit card (including cards issued in anywhere of China) and no commission fee is required

Recharge with WeChat Pay

- WeChat search WeCom account "南方科技大学" and follow the account
- Enter "校园卡" application in the WeCom account to recharge

Recharge with AliPay

- Open Alipay and find "全部" > Select "大学生活" > Select "一卡通" > Select "立即充值"
- Select in "所在学校" and entering personal information to recharge

Self-service Recharge Machine

Self-service recharge machine are located in: Guest Houses Building 1, the first floor of Buildings 2 and 5 in Residential Colleges, Student Affairs Center, the first floor and the second floor of the Cafeteria, Faculty Cafeteria, Joy Highland Cafeteria, Chuang Yuan Faculty Cafeteria, Ulife Service Center, Administrative Service Center, Office of Information Technology Services (Room 102 of Administration Building), the first floor and the second floor of Lychee Hills Cafeteria.

Campus Card Re-application

Online Application

- Enter WeCom account of SUSTech@WeChat > Select "Campus Card" > Select "Card Service" > Select "Card Loss" > Select "Re-application"
- Wait for the successful SMS
- For faculty and staff members, please go to the Administration Service Hall and students please go to the Student Affairs Center

Offline Application

Bring the ID card and apply in Administrative Service Center or go to the self-service machines at the Library, Student Affairs Center, and Ulife Service Center for application.

Reporting Card Loss and Cancellation of Card Loss Report

Online Application

Enter WeCom account of SUSTech@WeChat > Select "Campus Card" > Select "Card Service" > Select "Card Loss"

Application via Self-service Recharge Machine

Campus Card Service > Card Loss / Card Loss Cancellation Application

Offline Application

Bring the ID card and apply in Administrative Service Center or go to the self-service machines at the Library, Student Affairs Center, and Ulife Service Center for application.

Campus Card Cancellation

Cancel campus card with the resignation list when leaving the campus.

Campus Card Extension

Faculty and Staff Card

After the contract is renewed, Office of Human Resources will notify the relevant departments to handle the extension of campus card.

Family Card

Apply and process extension after expiration via OA system

Card for Contractors and Cards of Other Categories

Apply and process extension after expiration by the competent department via OA system.



4

Teaching Affairs and Event Services

Teaching Affairs Services

Lecture Hall Reservation

Sports Facilities Reservation

Venue Rental

Large-Scale Event Approval

Publicity Material Placement Approval

Cleaning Services

Other Property Service Consultation and
Processing

Teaching Affairs Services

Office of Campus Services provides services such as opening and closing classroom doors, turning on and off of teaching equipment, material borrowing registration, teaching aids and teaching consumables replenishment, lost and found, tables and chairs and classrooms borrowing, electronic locker management and other services.

Opening Hours of Classrooms and Computer Rooms

Classrooms: Open between 6:30-7:00 and close between 22:30-23:00
 Computer rooms: Open between 7:00-7:30 and close between 22:00-22:30

If you need to report failure of classroom equipment and locker, you can call the corresponding classroom management office.

Management Office of Classrooms of Lecture Halls 1&2: (0755) 8801 5841

Management Office of Classrooms of Lychee Hills: (0755) 8801 5010

Lost and Found

Method A

- Report item information, features, etc. to the corresponding classroom management office
- Wait for the classroom management office to reply

Method B

- Retrieval of monitoring videos
- Confirm the whereabouts of the lost items
- Acquire assistance from classroom management office

Lecture Hall Reservation

Lecture Hall 1 Library Lecture Hall Room 110	Lecture Hall 2 Library Lecture Hall Room 111	Research Building Lecture Hall
179 seats	99 seats	399 seats
Equipped with small table		Equipped with small table

Reservations for on-campus conference rooms (Administration Building 2, Administration Building 1, SUSTech Convention Center, SUSTech University Center) and lecture halls:

- Submit a reservation request via the "Venue Reservation System"
- Submit an activity application on OA for approval.
The result of the application is subject to approval
- If you need to cancel or reschedule after a successful reservation, please alter the relevant information or contact the conference staff to make arrangements as soon as possible so as to allow other colleagues in need to reserve the venue

Room 402-410 of SUSTech Convention Center can be used after a successful reservation is made, without the need to submit an application for approval from a competent authority.

For conference services or inquiries, please call the conference service line 0755 - 88018001 (Ext.: 88001). Service hours: 08:00-18:00

Notes: For prevention and control of COVID-19, if there are more than 100 participants or any outsiders coming to the conference rooms and lecture halls on campus, it shall be reported to the Office of COVID-19 Prevention and Control for approval first. OA approval documents shall be countersigned by Lu Qi, Jiang Xianggui, and Zhang Liming.

Sports Facilities Reservation

The university's sports facilities currently include Joy Highland Sports Center, Sports Center, Faculty Apartments Basketball Court, Runyang Stadium, Songhe Stadium, Guest Houses Gymnasium, Swimming Pool, etc.

Sports venue reservation hotline: (0755) 8801 0650

Swimming pool consultation hotline: (0755) 8801 8106

Complaint hotline: (0755) 8801 0123

Email of the customer service center: service_wuye@sustech.edu.cn

Individual Venue Reservation

- Submit a reservation request via the "Venue Reservation System"
- If you need to cancel or reschedule after a successful reservation, please contact the venue staff to make arrangements as soon as possible so as to allow other colleagues in need to reserve the venue

Activity Venue Reservation

- Submit a reservation request via the “Venue Reservation System”
- Submit an activity application on OA for approval
The result of the application is subject to approval
- If you need to cancel or reschedule after a successful reservation, please contact the venue staff to make arrangements as soon as possible so as to allow other colleagues in need to reserve the venue

For venue services or inquiries, please call the venue service line 0755 - 88010650. Service hours: 08:00-22:00.

Venue Rental

Venues available for rental: Lecture Hall of Research Building 1, Lecture Hall 110 & 111 of the Library, Songhe Stadium, Soccer Field of Joy Highland, Basketball Court of Joy Highland, Basketball Court of Faculty Apartments, Tennis Court of Joy Highland, Tennis Court of Faculty Apartments, Baseball Field, Runyang Gymnasium, Round Meeting Room of SUSTech Convention Center, Conference Hall (2/F), Concert Hall, Multipurpose Hall 201 of SUSTech University Center, etc.

Procedures for Venue Rental Application and Approval

- Written application from the tenant to the relevant department of the university
- Approval by the above-mentioned department
- Approval by supervising university leader of the department
- Countersignature by Center for Physical Education, Office of Health, Safety, and Environment, Office of Facility Maintenance, and other relevant departments
- Approval by Office of Campus Services
- After approval, the tenant shall sign a rental commitment and pay the required fees to Office of Finance
- The tenant can enter and use the venue it has rented with the “Application Form for Venue Rental”, “Letter of Commitment for Venue Rental”, and the proof of rental payment.

Large-scale Event Approval

Large-scale Event Approval Process

- Applicant submits application in OA (upload relevant activity content including information about the event, time, venue, number of participants)
- Review from the head of the applicant’s department
- Sign by relevant departments
- Office of Campus Services reviews the information submitted by the applicant in OA
- Approval from Head of Office of Campus Services
- Please manage in accordance with “Measures for Implementation of the Management of Large-scale Conferences and Events of SUSTech”. Organizer or the conference company should go to the Property Management Office to handle the relevant filing procedures in accordance with the regulations of the university.

Property Management Office:

Zhang Yi, Mobile: 131 4874 8067
1/F, Building 4, Faculty Apartments

After the application is approved, if there is any need to use the university’s water and electricity, please apply for temporary water and electricity use in advance. For small-scale events, the sponsoring department shall submit the application more than 3 days in advance. For large-scale university-wide events, the sponsoring department shall apply 7 days in advance.

For details, please refer to Chapter 10 “University Engineering Projects/Construction and Engineering Projects Water and Electricity Use” in this manual.

Publicity Material Placement Approval

(0755)
8801 0123

Publicity Material Placement Approval Process

- Applicant submits application in OA (upload relevant material attachment including the event’s information, time, venue as well as the location for placement, number and size, etc. of the publicity materials)
- Review from the head of the department which the applicant is from
- Sign by relevant departments
- Office of Campus Services reviews the information submitted by the applicant in OA
- Approval from Head of Office of Campus Services

→ Please manage in accordance with “Regulations for the Implementation of Large-scale Conferences and Events of SUSTech”. Organizer or the conference company should go to the Property Management Office to handle the relevant filing procedures in accordance with the regulations of University.

Property Management Office:
Zhang Yi, Mobile: 131 4874 8067
1/F, Building 4, Faculty Apartments

Cleaning Services

(0755)
8801 0123

The Office of Campus Services provides cleaning service, disinfection service, trash removal, exterior wall cleaning, septic tank emptying, grease trap cleaning and so on.

Process

- Call the property customer service center
- Confirm requirements, address, contact person and phone number
- Make feedback
- Cleaning

Other Property Service Consultation and Processing

(0755)
8801 0123

Property service center handles all consultation and requirement services on campus, such as electric vehicles, small-scale cargo transportation reservations, lost and found, complaints and suggestions.

If you have other property-related requirements that are not specified and listed in this chapter, please call the property management customer service center.

5

IT Operation and Maintenance

Video Conference Support

Conference Support

Conference Sign-In and Document Distribution

Office Equipment Repair and Maintenance

Self-Service Printing

VPN Services

Email Accounts

Landline Application and Transfer

Application of Server and Domain Name

Internet Services

Low Voltage Access Services

Activation of EDUROAM

Unified CAS Certification

T : (0755) 8801 0777

E : its@sustech.edu.cn

Q : 31773 14177

Custom Service of
Information and Technology

Video Conference Support

Office of Information Technology Services (OITS) provides remote video conferencing system support to facilitate external video communications, including cross-border conferences.

Users can send the request (department, time, participating parties, contact person, phone number) directly to its@sustc.edu.cn to apply, and OITS will respond and provide the conference technical support services after receiving the application.

Conference Support

(0755)
8801 0706

OITS provides technical support services for conference rooms and lecture halls.

Process for Seeking University-Level Conference Room and Lecture Hall Support

- Call conference customer service ((0755) 8801 0103) for filing
- Notify customer service of OITS
- Engineer confirms user need
- Equipment testing
- User confirmation
- Support during conference

Process for Seeking Special Support for Other Regional Conferences (Including Off-Campus Conferences)

- Conference company and its technical personnel shall provide equipment and technical services
- If assistance and support from OITS is needed, the sponsoring department needs to send detailed requirements to OITS service mailbox, including participants, equipment, time, etc.
- OITS reviews the feasibility
- The engineer contacts the user department to confirm the user need and gives a feasible solution
- Arrange a rehearsal for on-site testing

Service Mailbox: its-meeting@sustech.edu.cn

Conference Sign-in and Document Distribution

OITS provides conference campus card sign-in service and conference document distribution service.

To use the conference sign-in or document distribution system, or to provide feedback on related issues, please contact customer service email of OITS conference system: meeting@sustech.edu.cn.

Office Equipment Repair and Maintenance

(0755)
8801 0777

The Office of Information Technology Services provides troubleshooting services for normal office equipment such as computers and printers that are fixed assets of the University.

Printers, Desktops, Etc.:

On-site service is available.

Laptops and Other Portable Devices

Please send the devices to Room 102, Administration Building for examination and maintenance.

Email: its@sustech.edu.cn
QQ: 2966070061

For maintenance of facilities and equipment other than office equipment such as water, electricity, gas systems and elevators, fire protection, monitoring, air conditioning, public laboratory equipment, etc., please refer to "Campus Life Services / Maintenance" in this manual.

Self-Service Printing

(0755)
8801 0777

Self-service printers and photocopiers are available in the Administration Building, Research Buildings, Library, and Residential Colleges. Faculty and students can use the campus card for printing and photocopy.

Area	Venue	Type	Paper Size
Library	1/F and 3/F	Color	A4
Residential Colleges	Lobby of Building 3	Black& White Color	A4
	Lobby of Building 2	Black& White	A4
	Lobby of Building 1	Color	A3 A4
Lychee Hills	2/F of Building 1	Color	A3 A4
Hui Yuan	2/F of Building 1	Color	A4
	3/F of Building 5	Black& White	A3 A4
Lecture Hall 1	2/F	Color	A4
Research Building 1	2/F	Color	A4
	3/F and 4/F	Black& White	A3 A4
Research Building 2	2/F, 4/F and 5/F	Color	A4
	3/F	Black& White	A3 A4
Chuang Yuan	1/F of Buildings 5 1/F of Buildings 7	Black& White	A3 A4
	1/F of Building 9	Color	
Joy Highland	1/F of Building 2	Color	A4
	1/F of Building 4	Color	A3 A4
Biology Hall	1/F	Color	A3 A4
Taizhou Hall	1/F	Black& White	A3 A4
Faculty Apartments	1/F	Color	A3 A4

VPN Services

(0755)
8801 0777

VPN is used to access the public resources of the university from outside the campus. First, the user accesses and logs in to the VPN, and then accesses the resources of the university.

Online (for faculty and staff)

- Enter E-Hall
- Select "OpenSSL VPN service"
- Submit VPN application for approval
- Activate access after approval

Offline (for students)

- Fill in the paper version of the VPN Application Form
(Go to the official website of the University > 组织机构 (organization) > 网络信息中心 (Office of Information Technology Services) > 下载专区 (Download), to download the VPN application form)
- Print the Approval Form for signature of team leader or teaching assistant
- Submit the form to Counters 5 or 6 in Administrative Service Center to open access

Email Accounts

(0755)
8801 0550
to Window5

New Students and Staff Members

Email access will automatically open after entry registration

For Other Members of University or Open Departmental Public Mailbox

- Login E-Hall > OA > Email account application
- Submit email account application for approval
- After the approval process is completed, print the approval form and go to Counters 5 or 6 in Administrative Service Center to open access

Change Email Password

Method A: Take the campus card or ID card to Counters 5 or 6 in Administrative Service Center to process.

Method 2: Take a bust shot while holding the campus card or ID card and send the photo to OITS mailbox: its@sustech.edu.cn

Landline Application and Transfer

(0755)
8801 0777

Service Flow

- Log in E-Hall > OA > Landline telephone
- Submit landline telephone service application
- After the approval process is completed, OITS will send the applicant's needs to China Telecom
- China Telecom will arrange engineer to contact the applicant for installation of the landline telephone, which will take 5-7 working days

Email: tel-service@sustech.edu.cn

On duty QQ: 2966070061

Application of Server and Domain Name

Service Flow

- Log in E-Hall > OA > Select "Server Network Resources"
- Submit server network resource application for approval
- After the process approval is completed, OITS will open the server network resources

Email: itsserver@sustech.edu.cn

Internet Services

OITS provides construction and maintenance services for wired and wireless networks in the university.

Service Flow for Network Failure Repair

- Call (0755) 8801 0777
- Engineer visits for maintenance

Low Voltage Access Services

OITS is responsible for the planning, construction, and operation and maintenance management of low voltage electricity projects of the university.

Service Flow

- Log in E-Hall
- "OA Home"
- "Information Center Operations"
- Submit a request for access to low voltage electricity project

Activation of EDUROAM

(0755)
8801 0777

Service Flow

- Visit the web page: <https://eduroam.user.sustech.edu.cn>
- Enter the CAS (Uniform Login Service) username and password to log in
- Enter the activation service page
- Confirm the account name (personal mailbox with university domain) is displayed correctly
- Complete activation

Unified CAS Certification

(0755)
8801 0550
to Counter 5

OITS provides password modification service for the CAS unified identity authentication login account. The CAS account is used for all information systems and websites of the university, and is uniformly registered through the SID account.

Reset Password

Method A: Take the campus card or ID card to Counters 5 or 6 in Administrative Service Center to process.

Method B: Take a bust shot while holding the campus card or ID card and send the photo to OITS mailbox: its@sustech.edu.cn



6

The Information Systems

OA System

HR System

Student Affairs System

Undergraduate Admissions System

Trade Union System

Access to E-Hall

Access to Wecom

SAKAI System Management

Consultation on Project Management
System

OA System

(0755)
8801 0712

OA system permissions are automatically activated for new faculty and staff.

Please contact OA customer service specialist for any questions related to OA system.

OA Service Email: oa@sustech.edu.cn

HR System

(0755)
8801 0767

HR system permissions are automatically activated for new faculty and staff.

New HR System QQ Communication Group: 398770239

Student Affairs System

(0755)
8801 1999

Access to the student affairs system is automatically enabled upon enrollment of new students, and the permissions of teachers are assigned by the administrator of Office of Students Affairs.

Email: osa@sustech.edu.cn

OITS student communication QQ group: 434226835

Undergraduate Admissions System

Undergraduate admissions system includes candidate registration system and the back office management system.

If you have any questions during the registration process, please call the Office of Admission at 0755-8801 0507, 0755-8801 0500 during working hours (Monday to Friday, 8:30-17:30).

In case of system problems, such as unable to submit, unable to edit, page

loading error, unable to upload attachments, etc., please call technical support hotline 0755-8801 0772.

Trade Union System

(0755)
8801 0788

Access is open only to union liaisons and team leaders in each department.

Membership:

- Applicant contacts the union liaisons in his/her department
- Union liaison opens membership in "Trade Union Member Information Management" in the Trade Union System

Open authentication for trade union liaison and team leaders:

- Applicant contacts the university trade union staff for filing
- University trade union staff contacts OITS to open access

Access to E-Hall

For departments requiring access to the E-Hall for their own systems, please send emails to its@sustech.edu.cn to state the need.

Access to WeCom

For departments requiring access to the WeCom for their own systems, please send emails to its@sustech.edu.cn to state the need.

SAKAI System Management

Office of Information Technology Services is responsible for the operation and maintenance of the SAKAI system.

For questions about using the SAKAI system, please call the customer service hotline (0755) 8801 0777 or send emails to its@sustech.edu.cn.

Consultation on Project Management System

(0755)
8801 0726

Office of Information Technology Services is responsible for the planning, construction, operation and maintenance of the project management system of the university.

For any questions, please call (0755) 8801 0726.

7

Campus Safety

Access Control Services

CCTV Footage Retrieval

Entry and Exit the Campus

Snake Control

Borrowing of Rooftop Access Control
Cards and Keys

Application for Fire Extinguishers

Handling of Illegally Parked Vehicles on
Campus

Application for Epidemic Prevention
Materials

Access Control Services

(0755)
8801 0777

Office of Information Technology Services provides access control installation and authentication management for public places such as offices and laboratories.

Email: its@sustech.edu.cn

Service Flow

Administration Building area

- Fill in the “Application Form for Access Control Authorization” ([http://www.sustc.edu.cn/upload/files/its/Access Control Authorization Application Form.docx](http://www.sustc.edu.cn/upload/files/its/Access%20Control%20Authorization%20Application%20Form.docx))
- Opened by OITS after approval from Head of College/Department

Other areas

- Please consult the access control administrator of each department for opening service

CCTV Footage Retrieval

(0755)
8801 0550
to Counter 9

Office of Health, Safety and Environment (OHSE) processes all CCTV footage retrievals of the university.

Any student or faculty member who has lost their possessions, or suffered from a theft, fraud, pyramid scheme, traffic accident, dispute, etc. on campus can apply for access to CCTV footage.

Tel: 8801 0550 to Counter 9 (administrative service)

Processing time: 8:30am-12:00pm, 2:00pm-5:30pm, Monday to Friday

Service Process

- Contact the security team leader of the area where the incident happens for confirmation
- Fill out the “Application Form for Access to CCTV Footage of Southern University of Science and Technology”
- * The application form can be downloaded from the WeChat public account “南科大行政服务中心”(SUSTech Administrative Service Center): More Services > Download, or got from Section B of Administrative Service Center.
- After approval, submit the form to the Security Office on campus (present your campus card, ID card, and other valid identity documents)
- After the head of the Office of Health, Safety, and Environment sign off on

the application, the person in charge of security on campus shall check the CCTV footage

- * If the applicant is a student, it shall be approved by the Dean or Administrative Deputy Dean of his/her residential college, or his/her counselor. If the applicant is a faculty/staff member, it shall be approved by his/her department head or the secretary of the department head.

Locations

Office of Health, Safety, and Environment:

209, Block 4, Chuang Yuan

Security Office:

Block 2, Chuang Yuan

CCTV Control Rooms:

1/F, Lynn Library;
1/F, Block 8, Phase II, Student Dormitory;
1/F, Runyang Gymnasium;
1/F, Block 3, Lychee Hills;
Vehicle Exit, 1/F, SUSTech Convention Center

Matters to Note

- * Staff of the CCTV control room shall check the footage according to the information on the application form, during which the applicant shall be prohibited from entering the room. After the check, the staff shall report the results to the approver(s) of the application.
- * If the applicant breaks the relevant rules or in case of other special circumstances, the staff can suspend the process and report the situation to the head of Office of Health, Safety, and Environment and to a public security organ if necessary. If the applicant is an outsider, he/she shall present a valid authorization issued by a public security organ or bring a staff member of the organ.
- * No one is allowed to copy, store, or transfer the footage without permission. If it is necessary to do so, it shall be reported to the university leader in charge for approval by OA.
- * If the relevant persons in charge are not available for signature, the applicant can apply via WeChat and SMS (to Residential College Counselor, Administrative Deputy Dean, Department Head, Secretary of Department Head). If approved, the CCTV footage can be checked. After the head of Office of Health, Safety, and Environment returns, he/she shall sign the “Application Form for Access to CCTV Footage” and keep it on file.

Entry and Exit the Campus

(0755)
8801 5345

The Preparatory Office of SUSTech Affiliated Hospital is responsible for processing the applications for visitor access.

Tel: 158 1333 5724 / (0755) 8801 5345
(WANG Shenwu, Preparatory Office of SUSTech Affiliated Hospital)

Service Process

- The inviter provides a invitation code for the visitors
- Visitors search the WeChat Mini Program “校外人员进校申请”(Application for Campus Access) for application
- Fill in the information and invitation codes in the Program
- Click "提交"(Submit) and wait for approval
- Receive short messages on the results of the applications
- If they are approved, a pass code will be provided for the visitors to enter the campus
- * An invitation code can be sent to more than one person.
If a new invitation code is generated, the old one will become invalid.

Approval Process

- Approval by inviter
- Approval by COVID-19 control personnel of the department
- Approval by department head
- Approval by Office of CONVID-19 Prevention and Control (only for more than 30 visitors)
- Approval by staff in charge of campus access

Snake Control

(0755)
8801 0123

Office of Campus Services processes all snake handling cases, anti-snake net, snake repellent, sulfur powder and other prevention and maintenance services.

24-hour anti-snake service tel: 137 6045 3927
Anti-Snake Company Hotline: Mr. Chen (Manager) 135 4330 3132

Service Process

- Call Property Management Service Center

- Confirm Location
- Property Management Customer Service informs Anti-Snake Company
- Anti-Snake Company conducts on-site processing
- Results Feedback

Borrowing of Rooftop Access Control Cards and Keys

(0755)
8801 0550
to Counter 9

Office of Health, Safety and Environment is responsible for processing the applications for borrowing the rooftop access control cards and keys.

Tel: (0755) 8801 0550 to Counter 9 (administrative service)

Service Process

- Document preparation: Valid OA approval documents, emails, work plans, construction permit, etc.
- * The OA approval documents, emails, work plans, construction permit, etc. shall contain the information on the building, reasons for borrowing, time, etc.
- Review: Administrative Service Center shall check the application materials on site
- Borrowing: Get the cards or keys on site after approval
- Return: Return the cards or keys after use

Application for Fire Extinguishers

(0755)
8801 0550
to Counter 9

Office of Health, Safety, and Environment is responsible for processing the applications for fire extinguishers.

Tel: (0755) 8801 0550 to Counter 9 (administrative service)

Service Process

- Document preparation: Safety officers shall fill out the Application Form for Fire Extinguishers
- * The accurate room area shall be filled in the application form and the

form shall be confirmed and signed by a safety officer of the department.

- Review: Administrative Service Center shall check the application materials on site
- Delivery: After approval, the Office of Health, Safety and Environment shall deliver the fire extinguishers

Service recipients: safety officers of all departments and labs
Application conditions: having no fire extinguishers or the fire extinguishers being expired

Administrative Service Center on any day from Monday to Thursday

- Collect the materials from 08:30 to 16:30 every Friday at Room 209/210, Block 7, Lychee Hills

Apply as needed on a monthly basis.

Required Document: Application Form for Epidemic Prevention Materials

Handling of Illegally Parked Vehicles on Campus

(0755)
8801 0550
to Counter 9

Office of Health, Safety, and Environment is responsible for handling of illegally parked vehicles on campus.

Tel: (0755) 8801 0550 to Counter 9 (administrative service)

Service Process

- Go to the Administrative Service Center and fill out the vehicle information form + description of the parking violation
- Request the security team leader to unlock the vehicle after approval
- * If you find your vehicle locked, please call the phone number on the note left on the front window.

Application for Epidemic Prevention Materials

(0755)
8801 0550
to Counter 9

Office of Health, Safety, and Environment is responsible for processing the applications for epidemic prevention materials.

Tel: (0755) 8801 0550 to Counter 9 (administrative service)

Service Process

- Fill out the "Application Form for Epidemic Prevention Materials" at the



生活服务中心

8

Campus Life Services

Ulife Service Center

Mail Sending and Receiving

Payment of Utility Bills

Maintenance

Ulife Service Center

(0755)
8801 0999

Ulife Service Center integrates online and offline channels to provide merchant, water, electricity, and other services.

Life services: repair, lost and found, information consulting, medical box, tool box, needle and thread box, bicycle pump, self-service ironing, and storage of goods; Merchant services, dry cleaning, driving school, shared charging, etc. Self-service printers and campus card self-service machines are available at the entrance of the Center.

Service Location: 1/F, Building 3, of Faculty Apartments

Service Hours: Monday to Saturday (10:00-20:00)

Email: ulife@sustech.edu.cn

Mail Sending and Receiving

Office of Campus Services provides express delivery, express package sending, postal mail delivery, registered mail delivery, and newspaper delivery services.

Service Hours: Monday to Sunday (8:30-13:00 14:00-19:00)

Express Delivery

- Courier companies deliver them to the University
- To mailrooms and lockers / courier cabinet
- Mailroom/ courier cabinet receives express package, SMS notification sent to recipient
- Recipient with pickup code to receive express package

Express Package Sending

- Sender packs the express package, go to the nearest mailroom
- Staff inspect the package items
- Courier weighs and receives the package
- Sender pays the express delivery fee

Postal Mail Delivery

- Post office sends the postal mail to the mailroom in Lychee Hills Building8
- Register information
- Sort by recipient address
- Regular receipt of mails by each department

Mailroom/Locker	Location	Serving Area	Tel (0755)
Residential Colleges Mailroom	1/F of Residential Colleges Building 5	Student Dormitory Buildings 1 to 6, Student Affairs Center, Lakeview Villa, Student Service Building, Sports Center	8801 0111
Student Dormitory Mailroom	-1/F of Student Dormitory Building 13 (Next to Well Convenience Store)	Student Dormitory Buildings 7 to 17	8801 0670
Lychee Hills Mailroom	Room 103 of Lychee Hills Building 8	Lychee Hills, Chuang Yuan	8801 5011
Hui Yuan Mailroom	Room 104 of Hui Yuan Building 7	Hui Yuan	8801 0649
Joy Highland Mailroom	1/F of Joy Highland Building 1	Joy Highland	8801 0648
Electronic Parcel Locker of Administration Building	Next to Room 103 of Administration Building	Administration Building and Library	8801 0648
Electronic Parcel Locker of Research Buildings 1 & 2	North Side, 1/F of Research Building 1	Lecture Hall 1, Research Building 1, Cafeteria, Research Building 2, Lecture Hall 2, SUSTech Core Labs, Biology Hall, Taizhou Hall	8801 0648
Electronic Parcel Locker of Faculty Apartments	Next to Property Management Office of Faculty Apartments Building 4	Faculty Apartments, Guest Houses, Runyang Gymnasium, School of Humanities and Social Sciences, Administration Building 1	8801 0648
Large Package Area in Faculty Apartments	Property Management Office of Faculty Apartments Building 4	Faculty Apartments, Guest Houses, Runyang Gymnasium, School of Humanities and Social Sciences, Administration Building 1	8801 0648
Electronic Parcel Locker of Residential Colleges	Overhead Space @1/F of Residential Colleges Building 5	Student Dormitory Buildings 1 to 6, Lakeview Villa, Student Service Building, Sports Center, Student Affairs Center	8801 0648
Electronic Parcel Locker of Student Dormitory	Overhead Space@ 1/F of Student Dormitory Building 8	Student Dormitory Buildings 7-17	8801 0648
Mailroom of Block 7 of Student Dormitory	Block 7, Student Dormitory	Block 7-17 of Student Dormitory	
Locker in the College of Engineering	Exit A2, 1F, South Building of College of Engineering	South and North Buildings of College of Engineering	
Locker in the Office Building	1F, West Side of School of Humanities and Social Sciences	Administration Building 1, School of Humanities and Social Sciences	

Registered Mail Delivery

- Post office sends the registered mail to the mailroom in Lychee Hills Building 8
- Register information, notify recipients to pick up
- Recipients pick up with ID card / campus card

Newspaper Delivery

- Post office sends the newspapers and periodicals to the mailroom in Lychee Hills Building 8
- Sort out newspapers according to booking information
- Distribute to offices of each departments and Administration Building

Payment of Utility Bills

Office of Facilities Management is responsible for the collection of water and electricity payment service for faculty and students of the university.

Price of water and electricity: According to the charging standard of the Commerce Bureau of Shenzhen Municipality, electricity is RMB0.6998 /kWh and water is RMB4.21/cubic meter (Including sewage treatment fee and garbage treatment fee) which is recharged first and then used. The piece will be adjusted according to the pricing policies of the Water Authority of Shenzhen Municipality and the power supply bureau.

According to the No. 22 document of SUSTech[2017], each student is entitled to 60 kWh of free electricity per semester, which will be assigned to their rooms at the beginning of each semester. The excess will be charged according to the relevant standards of the university.

Pay with WeChat (for all students, faculty and staff)

- Enter SUSTech WeCom Account
- Utility Payment System
- Select Chinese Language
- Bind Room Number
- Payment: Payment of Water and Electricity
- Inquiry: Payment History

Pay with Self-service Recharge Machine (for students, faculty and staff and their family members)

- Payment > Electricity Consumption
- Insert Campus Card > Enter Campus Card Password
- Select Building Number > Enter Room Number and Amount
- Confirm Transfer Information
- Complete Utility Payment Transfer

Check Utility Payment Information via Self-service Recharge Machine (for students, faculty and staff and their family members)

- Payment > Electricity Consumption Control Enquiry
- Insert Campus Card > Enter Campus Card Password
- Select Building Number > Enter Room Number
- Display the Latest 10 Records

Maintenance

Office of Facilities Management processes the maintenance of the facilities and equipment of the university, including water, electricity and gas systems and elevators, fire protection, monitoring, air conditioning, public laboratory equipment, etc., which can be reported by WeChat or phone call.

Report by WeChat

- Enter the SUSTech WeCom
- Maintenance > One-click Maintenance Report
- Select Maintenance Type, fill in Maintenance Content
- Submit or Make an Appointment
- Results Feedback

Report by Phone Call

- Call Property Management Customer Service Hotline (0755) 8801 0123
- Describe maintenance requirements
- Provide address and contact information

9

Household Registration Services

Household Admission of Faculty and Staff

New Student Household Registration

Household Registration Card Borrowing

Reporting of Household Registration Card Loss

Household Registration Migration

(0755) 8446 5000

Household Administration Service Hotline
of Shenzhen Municipality

(0755) 8801 0654

Household Administration Service Hotline
of SUSTech

Office of Campus Services provides information on household admission of faculty and staff, new student household registration, centralized handling of the relocation of fresh graduates' household registration household registration card borrowing and reporting loss services.

University Registration Information

Household Registration Name:
Southern University of Science and Technology

Household Registration Address:
No. 1088, Xueyuan Avenue, Nanshan District, Shenzhen,
Guangdong, China

Police Station:
Tanglang Police Station

Household Registration Application Address: Nanshan Public Security
Bureau High-tech Service Center, 1st Floor, Yuanxing Technology Building 1,
intersection of Beihuan Road and Songpingshan Road, Nanshan District

Consultation Hotline: 0755-2695 3968

Household Admission of Faculty and Staff

Application for Household Admission of Faculty and Staff

Eligibility

People who have signed a full-time employment contract/agreement with SUSTech.

Ways of Application

- Household admission for people having returned after completing their study outside Mainland China
- Household admission for postdoctoral fellows who have completed their postdoctoral fellowship programs
- Household admission for people who have just graduated
- Household admission for in-service talents to be introduced
- Household admission for Overseas Chinese who have returned to settle in Mainland China

Admission Procedures and Required Materials

Please check on the official website of SUSTech > 人才招聘 (Talent Recruitment) > 人才服务 (Talent Services)

How to Apply

Please make an appointment for application.

New Student Household Registration

The Information and Sorting Sequence Required of Household Registration Migration for New Students:

1. Two 1-inch color photos

*Consistent with the photo on the photo receipt.

2. Second generation ID card photo receipt

*Fill in Name, ID number, student number and contact number in the blank space.

*Processed in photo studio in Shenzhen.

3. Household registration migration permit (original + one copy)

*Process with the admission notice of the new student in police station where the household registration is originally located.

*The content must be clear and comprehensive, the address is specific to the province, city, county, district, indicating unmarried or married, "agricultural" or "non-agricultural".

* The seal of the provincial public security department and the police station must be clear and stamped with a paging seal on the original.

4. Two copies of the front and back of the ID card

*Fill in height, blood type, history of military participation and religious belief in the blank space.

5. Two copies of the admission notice

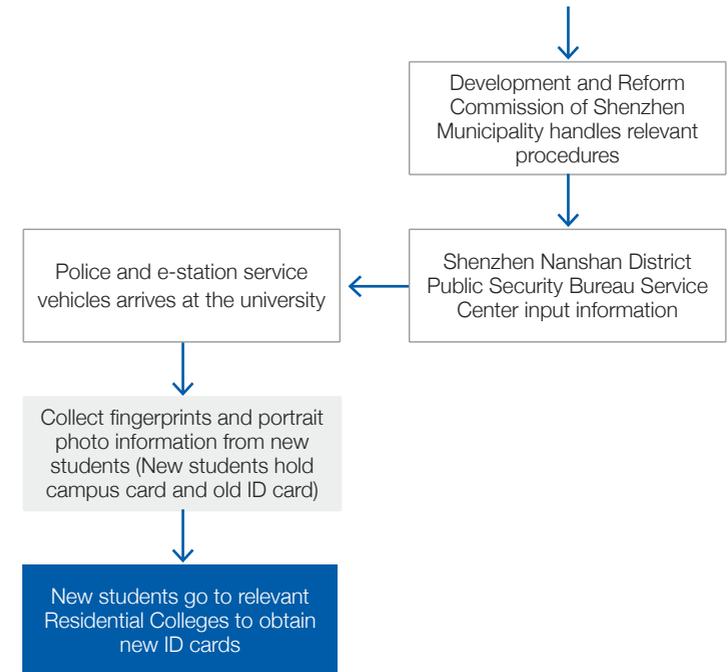
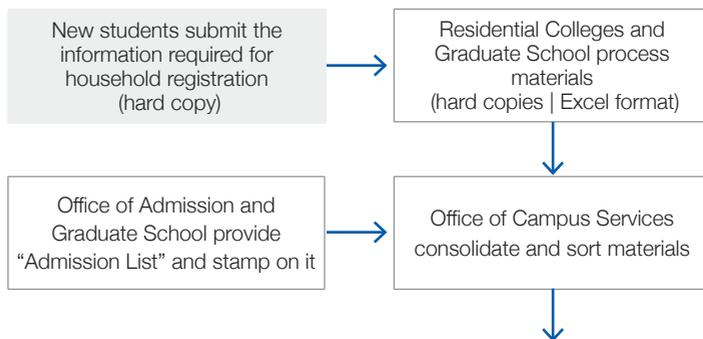
*Fill in contact number and student number in the blank space.

Sorting Sequence of Materials by Residential Colleges and Graduate School:

Hard copies: Divided into two categories according to agricultural and non-agricultural, and then sorted according to the order of provinces and student numbers.

Excel format: Prepare "New Student Household Registration List" in excel document format according to the above order of hard copies.

Process of Household Registration Migration for New Students



Household Registration Card Borrowing

Faculty, Staff And Graduate Students

- Go to the Administrative Service Center to fill out the "Registration of Collective Household Card Borrowing" (with ID card and campus card)
- Take out the household registration card
- Returned on time

Undergraduate Students

- Go to the Student Affairs Center and fill out the "Registration of Student Household Page Borrowing" (with ID and campus card)
- Take out the household registration card
- Returned on time

Reporting of Household Registration Card Loss

Faculty, Staff and Graduate Students

- Go to the Office of Campus Services to fill out the "Certificate of Loss"
- Go to the High-Tech Service Center with ID card and proof of loss for the related business
- Return the new household registration card to the Student Affairs Center

Undergraduate Students

- Go to the Office of Campus Services to fill out the "Certificate of Loss"
- Go to the High-Tech Service Center with ID card and proof of loss for the related business
- Return the new household registration card to the Student Affairs Center

Household Registration Migration

Faculty, Staff and Graduate Students

- Go to the Administrative Service Center to fill out the "Registration of Collective Household Card Borrowing", and faculty and staff also need to fill out the Commitment of Household Registration Migration (with ID card and campus card)
- Take out the household registration card
- Go to the High-Tech Service Center for the related business (Take ID card, household registration card and relevant materials according to the type of household registration migration. Graduate students also need to take their graduation certificates and registration certificates, with details in the official account of Shenzhen Public Security)
- Return the cancellation page to the Administrative Service Centre

Undergraduate Students

- Go to the Student Affairs Center and take out the household registration card
- Go to the High-Tech Service Center for the related service (Take ID card, household registration card, graduation certificate, registration certificate and relevant materials according to the type of household registration migration with details in the official WeChat account of Shenzhen Public Security)

10

Campus Housing

- Faculty Apartments Application
- Staff Dormitory Application
- Public Rental Housing Application
- Campus Housing Exchange
- Campus Housing Checking Out

Faculty Apartments Application

Faculty Apartments mainly provides accommodation for assistant professors and above engage in teaching and research.

Application Process:

- Applicant or competent department fills in the "Application Form for Campus Housing" in OA.
- Submit to Office of Human Resources for review (confirmation of recruitment time, position, and rank, category and etc.).
- Office of Administration and Space Management signs and gives comments, and reports to the university leaders for approval.
- Applicant (or deputy) selects the room within the specified range.
- Office of Campus Development and property management company carry out facility maintenance and cleaning services.
- Applicant signs the "Contract for Use of Campus Housing" with the university.
- Applicant and the competent department jointly check the room, and the applicant confirms the configuration list.
- Applicant picks up the key and opens gas and TV accounts.

Staff Dormitory Application

The staff dormitory mainly provides short-term shared accommodation for teaching assistants and visitors (teaching and research assistants, visiting students, etc.), as well as campus workers.

Application Process of Teaching Assistants and Visitors:

- Teaching assistant and visitor applicant or the competent department submits the "Application Form for Campus Housing of SUSTech" in OA system.
- Department head shall confirm the application information of the teaching assistant and visitor in the OA system.
- Office of Human Resources reviews the information related to the teaching assistants and visitors (positions, employment periods, etc.).
- Application form is transferred to Office of Administration and Space Management after approval. The responsible person will register the applicant information in the system and arrange the room.
- Applicant goes to the service counter of SUSTech's Administrative Service Center with the approval form and the room number, pays the fee according to the regulations and open the access control system.

- Applicant holds the signed check-in notice and picks up the key of the designated room at the concierge.

Application Process of Campus Workers

- The department of the campus workers submits the approval form in OA system.
- Individual or collective application shall be submitted with a summary of applicant's information (including applicant's name, ID number, post, phone number, payment amount, etc.), which is signed and confirmed by the head of the department.
- Office of Administration and Space Management reviews the needs of campus workers and available resources.
- Application form is transferred to Office of Administration and Space Management after approval. The responsible person will register the applicant information in the system and arrange the room.
- Applicant goes to the service counter of SUSTech's Administrative Service Center with the approval form and the room number, pays the fee according to the regulations and opens the access control system.
- Applicant holds the signed check-in notice and picks up the key of the designated room at the concierge.

Public Rental Housing Application

Faculty and staff members who are officially contracted with the university and also meet the following policy requirements are eligible to apply for public rental housing.

- The applicant and family members do not own a house in Shenzhen
- The applicant and family members do not enjoy the preferential housing policy of Shenzhen government

Public Rental Housing Waiting List

The allocation of public rental housing is based on a waiting list that combines centralized processing and usual replacement. All applicants are scored and ranked according to the same criteria. Applicants with higher ranking will be targets of allocation, and the others will continue to be on the waiting list as registered applicants.

Working Process of Centralized Allocation

- Competent department of the university issues a notice for accepting the application for public rental housing after receiving the housing allocated by the competent government department;

- Applicant submits the application form for public rental housing and the information for review;
- Competent department initially reviews the actual applicant information;
- Sort and pre-select the finalists according to the prescribed standards;
- Announce houses that can be selected and the sorting result;
- Finalists classify and select rooms within the prescribed scope;
- Competent department of the university reports to the government department after determining the results of room selection;
- After receiving the check-in notice, competent department of the university signs a lease contract with the relevant applicant;
- Hand over the room to applicant.

Work Process of Daily Allocation

During the non-centralized allocation period, if there are spare houses, the university will perform daily allocation in batches according to the scores.

Public Rental Housing Daily Routine Process

- Submit Public Rental Housing Application Form in OA
- Office of Human Resources reviews related Information
- Office of Administration and Space Management signs and gives comments
- Head of competent department approves
- Applicant goes to Administrative Service Center and submit materials
- Competent department reports to Shenzhen Housing and Construction Bureau of Shenzhen Municipality
- Applicant receives check-in notice and signs contract with the university
- Applicant goes to the property management office of the residential building to check in

Campus Housing Exchange

Under the premise of meeting the provisions of campus housing management and available housing, campus housing can be exchanged upon approval.

Exchange Conditions

1. Rank adjustment of the resident's position;
2. Changes in family (such as marriage, childbirth, etc.);
3. Original campus housing needs major maintenance.

Process

- Submit application for campus housing exchange and report to the competent department for approval;
- After review and approval, re-elect room within the prescribed scope;
- Check in for the newly selected housing;
- Check out from the original housing (see the next section "Campus Housing Check Out").

Campus Housing Checking Out

Check out before going through the formalities of leaving the office. The faculty or staff member should inform the competent department in advance and check out according to the agreed time.

* Housing exchange applications and original housing check out process are the same as new housing application and housing check out process

Process

- Applicant or relevant department informs the competent department to check out;
- Manager and user jointly perform on-site inspection;
- Return key of Campus Housing, competent department registers to cancel the use of housing.

Campus Housing Check Out Process

Check Out of Faculty Apartments/Public Rental Housing

- Return key to SUSTech's Administrative Service Center and fill out the check-out notice with "Contract of Campus Housing"
- Inspect room and sign confirmation receipt (faculty apartments and public rental housing are inspected by the competent departments of the university and the community property management office respectively)

Check Out of Staff Dormitory

- Return key to dormitory management office
- Dormitory management office inspects room and issues a check-out receipt
- Go to SUSTech's Administrative Service Center for settlement and signatures with room inspection document

11

Campus Projects

Management of Government-Invested Projects

Management of Campus Projects

Inspection Services

Campus Signage

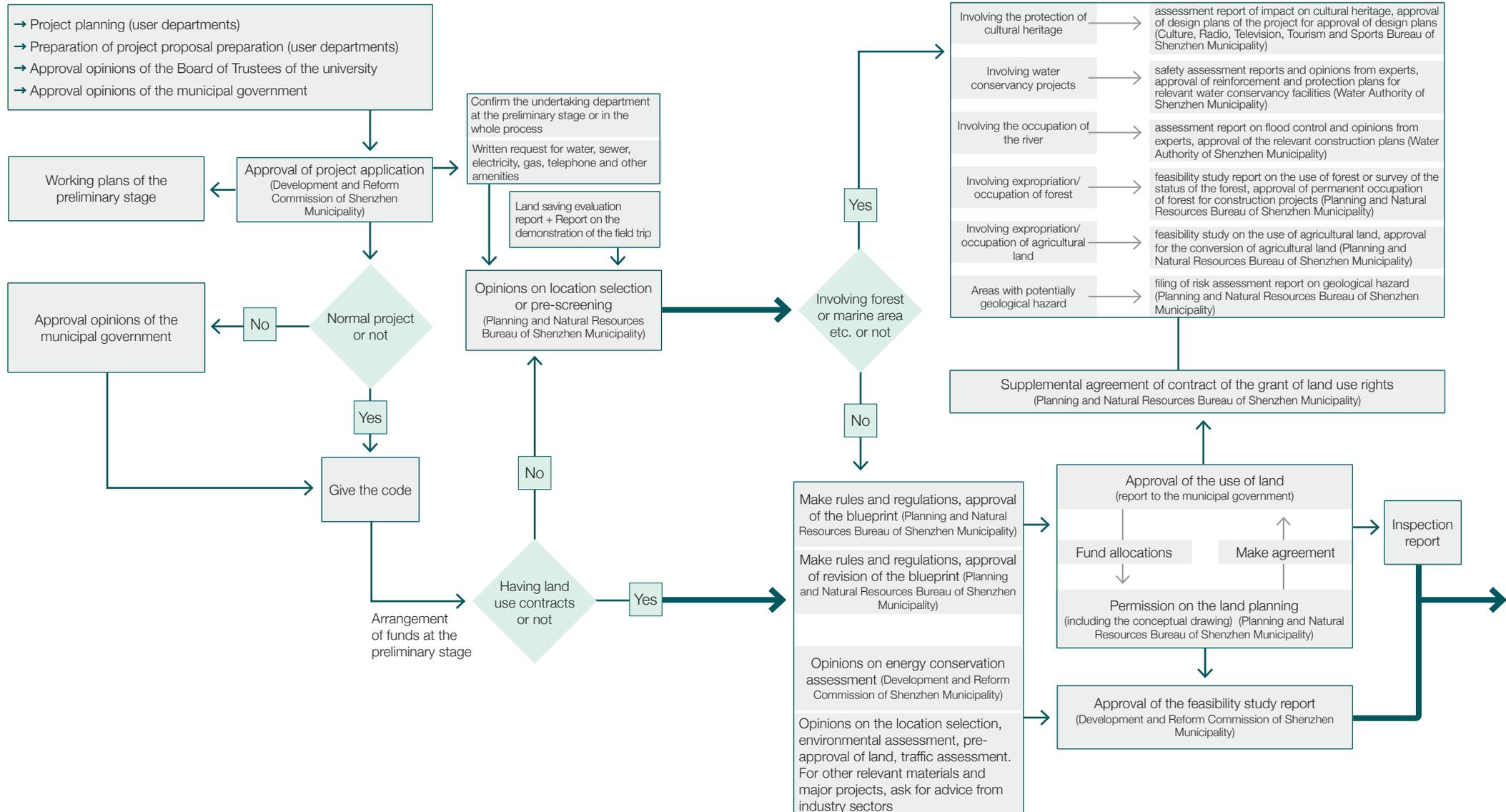
Application for Water and Electricity

Management of Government-Invested Projects

Phase of Project Establishment

Phase of Feasibility Study

Management Process

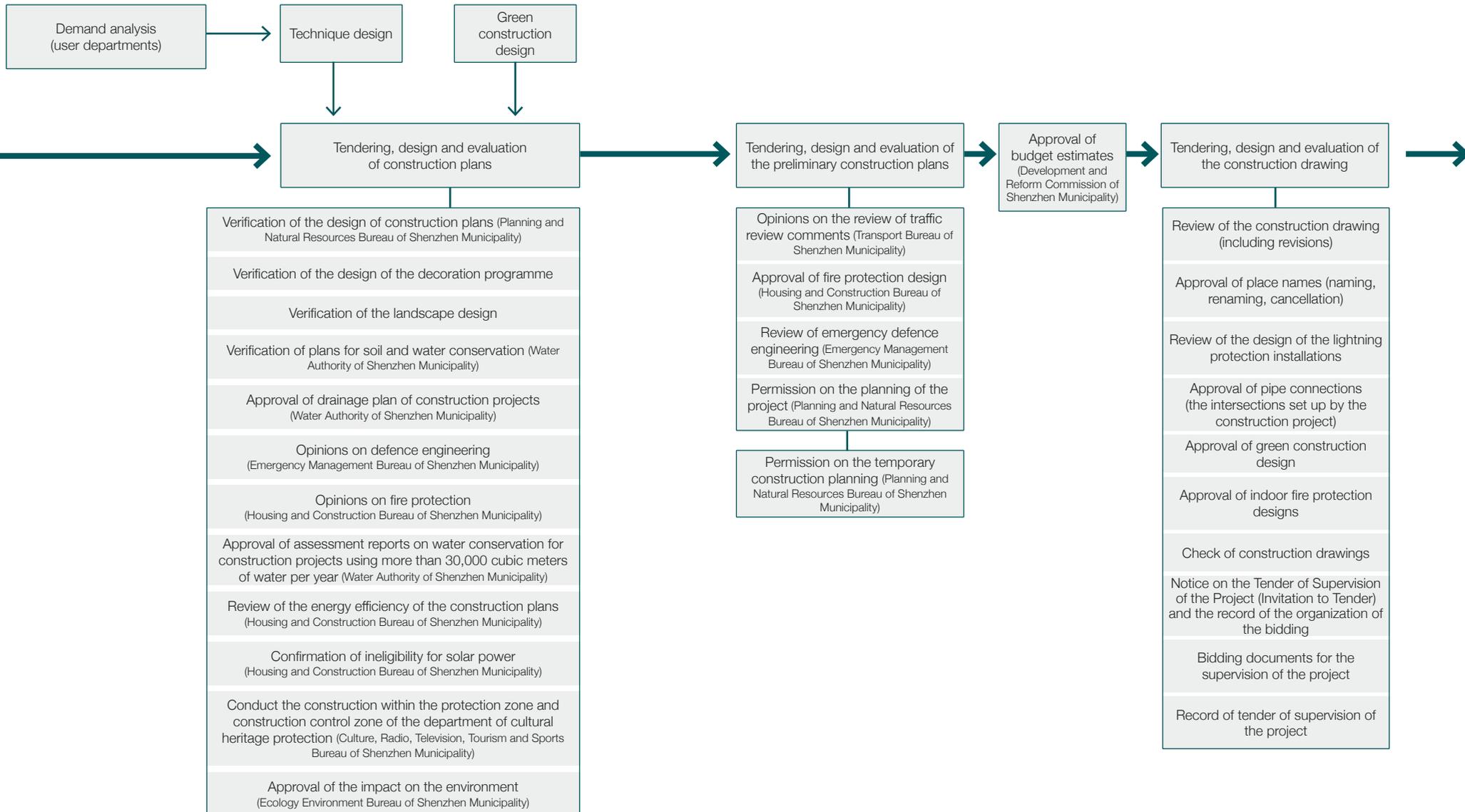


(Management Process of Government-Invested Project)

→ Phase of Making Plans

Phase of Preliminary Design

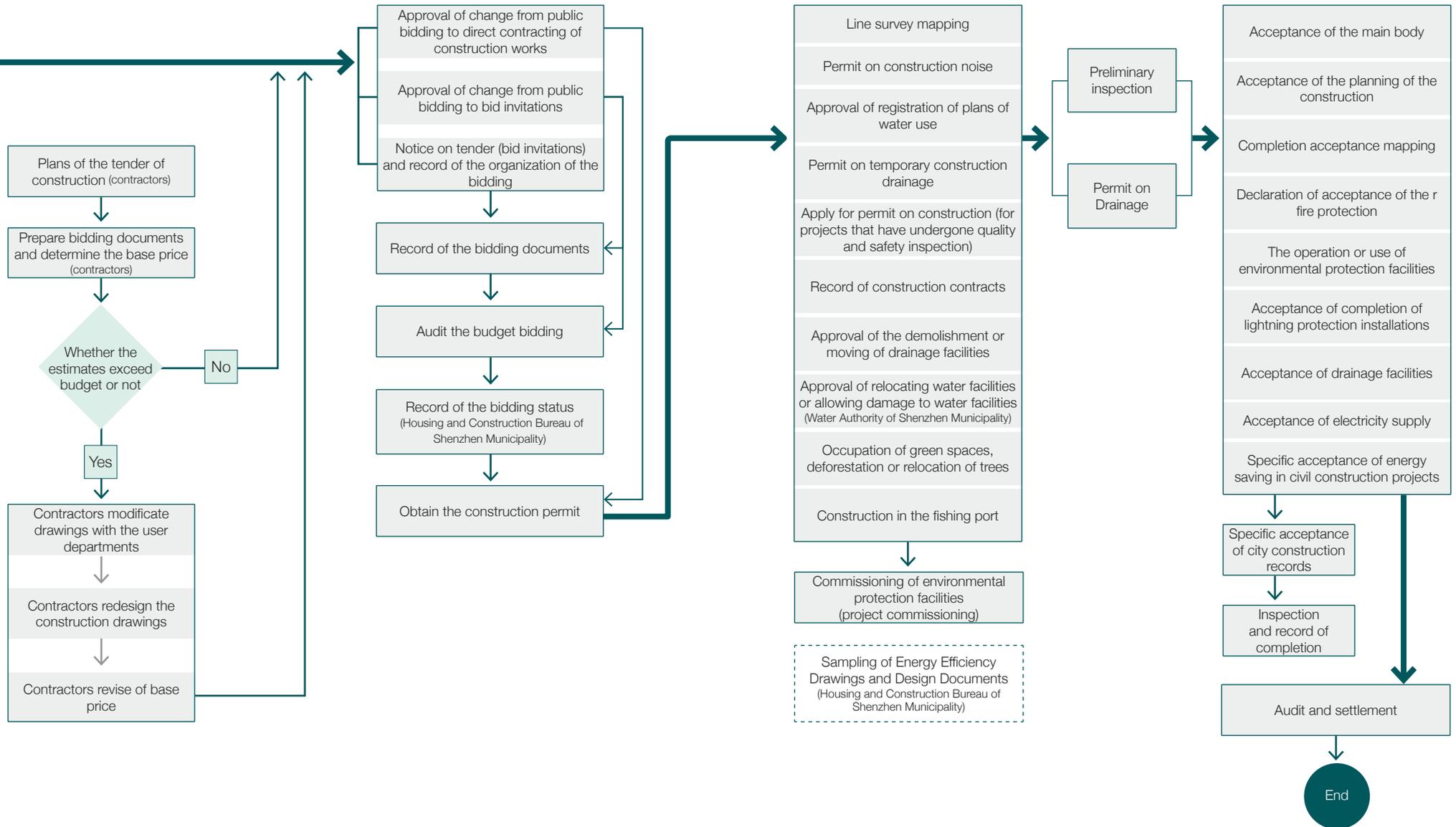
Phase of Making Construction Drawing



➤ Phase of the Tender of Construction

➤ Phase of Construction

➤ Phase of Acceptance



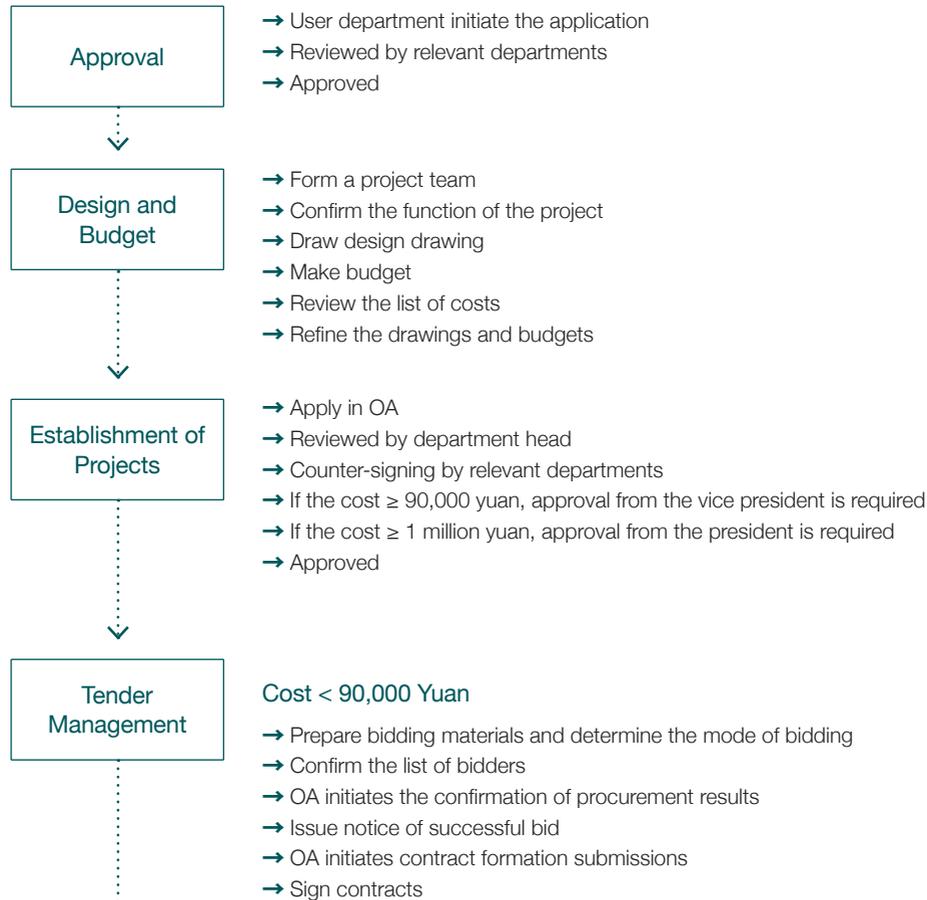
Management of Campus Projects

Office of Campus Development is responsible for managing infrastructure projects, ensuring the quality of constructions and the revamp and renovation projects of all offices and laboratory spaces.

Newly built projects and projects involving façade changes are subject to review and approval by the Campus Development and Planning Committee.

Contact Person: Zheng Zhenhong
(0755) 8801 0716, zhengzh2018@sustech.edu.cn

Management Process of On-Campus Infrastructure Project



90,000 Yuan \leq Cost < 1 Million Yuan

- Prepare bidding materials and determine the mode of bidding
- On-campus public bidding
- OA initiates the evaluation of tender document evaluation: person in charge of the project > head of user department > Office of Procurement and Tender Management
- Publish tender announcement
- Bid opening, evaluation and determination
- Interviews with winning bidders
- Issue notice of successful bid
- OA initiates contract formation submissions
- Sign contracts

Cost \geq 1 Million Yuan

- Prepare bidding materials and determine the mode of bidding
- Conducted by the government

Preparation for the Start of Construction

- Approve supervisory rules
- Review construction plans and design drawings, technique clarification
- Apply for construction permit
- Sign and issue the "Order of Commencement"
- Issue notice of construction
- Protection measures in place

Construction Management

Construction management includes investment control, project information management, safety management, quality control, progress control, organization and coordination.

Investment Control

- Confirm the measurement of drawing
- Declare cost
- Review and confirm quotes
- Take measures to control the total cost

Project Information Management

- Timely archive files of in-process projects

Safety Management

- Workers for special operation must hold the related certification and qualification
- Real name authentication of workers
- Safety education
- Check the on-site safety
- Safety inspection and rectification
- Rectification and review

Quality Control

- Technique clarification, retention of files
- Analysis of the construction plan
- Inspection of incoming materials
- Sample confirmation
- Regulate the project acceptance
- Signed and accepted

Progress Control

- Submit the construction schedule
- Refine the schedule
- Regular reporting and comparative monitoring
- Analyze delay and conduct rectification
- Supervise the rectification and accelerate the progress of the project

Organization and Coordination

- Organize meetings of relevant departments on campus
- On-site inspection

Acceptance Handover Management and Performance Evaluation

- Collect materials and declare acceptance
- Review and inspect the related materials and works
- Participate in the preliminary inspection
- Rectification of the construction department
- Review and confirmation by supervisor and person in charge of the project
- Person in charge of the project apply for acceptance in OA
- Organize acceptance and supervise the rectification work
- Issue the completion inspection report
- Handover of the project and related materials and organization of training
- Conduct performance evaluation and send a copy of the result to Office of Procurement and Tender Management

Management of the Settlement and Files

- Declaration of settlement
- Audit
- Issue settlement reports
- Confirm settlement reports
- Provide settlement information
- Payments after review and approval
- Transfer the project files

Maintenance Management

- Report the problems
- On-site inspection for accountability

The Contractor Takes the Accountability

- Order the contractor to solve the problem before the deadline
- Confirm the maintenance done
- End

The User Takes the Accountability

- Repair
- Confirm the maintenance done
- The contractor claims for warranty payments
- Payments after review and approval
- End

Inspection Services

(0755)
8801 0123

Office of Campus Services is responsible for the supervision of construction projects and the management of construction violations (garbage, noise, etc.).

Service Flow

- Call Property Management Service Center
- Confirm construction location
- Coordinate with department head
- On-site processing
- Feedback

Campus Signage

Campus signage include signs in public area and departments.

Point of contact for Public Area Identification Signs:

Mr. Zhang (0755) 8801 0651

Point of contact for Department/College Identification Signs:

Mr. Li (0755) 8801 8436

Public Area Identification Signs

Identification signs in public area, traffic signs and markings on campus. Additions/replacements will be organized by the Office of Campus Services based on the actual needs of the university.

Department Identification Signs

Office name signs, position cards, crystal stand signs, anti-collision strips, etc.

Service Flow

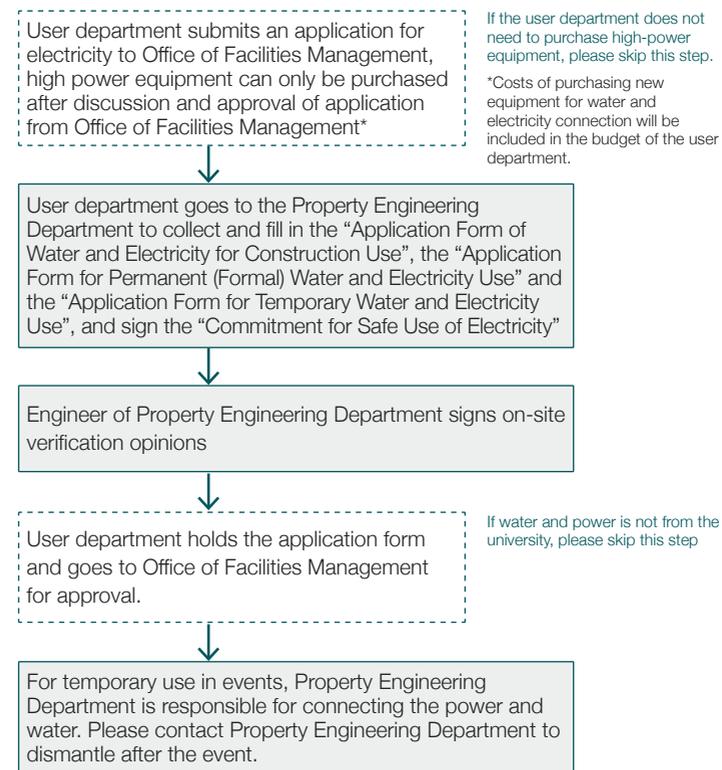
- Send the request to the designated email address (lizy3@sustech.edu.cn)
- Office of Campus Services confirms and places an order for production
- Supplier will contact the applicant for installation after 10 to 15 working days
- Signing of user department

Application for Water and Electricity

Office of Facilities Management handles applications for temporary and permanent use of water and electricity.

If the application is for holding events such as small-scale events, the sponsoring department shall submit the application 3 days in advance; for large-scale events, the sponsoring department shall submit the application 7 days in advance. The aim of the event shall be stated in the reasons for application; for large-scale events, number of participants, organizers and contact persons shall be stated.

Service Flow



Office of Facilities Management
Room 309 of Chuang Yuan
Building 4
Tel: (0755) 8801 8852

Property Engineering Department
Room 109 of Lecture Hall 1
Tel: (0755) 8801 5003



- 1 Administration Building 2
 - 2 Lynn Library
 - 3 Lecture Hall 1
 - 4 Lecture Hall 2
 - 5 SUSTech Core Labs
 - 6 Biology Hall (Block B)
 - 7 Taizhou Hall (Block C)
 - 8 Research Building 1
 - 9 Research Building 2
 - 10 Yi Dan Library
 - 11 SUSTech University Center
 - 12 Lecture Hall 3
 - 13 Administration Building 1
 - 14 School of Humanities and Social Sciences
 - 15 School of Business
 - 16 College of Science
 - 17 SUSTech Convention Center
 - 18 College of Engineering
 - 19 Community Health Service
 - 20 Faculty Apartments & Guest Houses
 - 21 Lakeview Villas
 - 22 Student Dormitories
 - 23 Student Dormitories
 - 24 Student Dormitories
 - 25 Chuang Yuan
 - 26 Lychee Hills
 - 27 Hui Yuan
 - 28 Joy Highland
 - 29 Songhe Stadium
 - 30 Runyang Gymnasium
 - 31 Sports Center
 - 32 Swimming Pool
 - 33 Baseball Field
 - 34 Faculty Apartment Sports Center
 - 35 Joy Highland Sports Center
 - 36 Cafeteria
 - 37 Tea Restaurant
 - 38 Western-style Restaurant
 - 39 Faculty Cafeteria
 - 40 Bakery
 - 41 Faculty & Staff Cafeteria
 - 42 Lychee Hills Cafeteria
 - 43 Joy Highland Cafeteria
 - 44 No.2 Cafeteria
-  Campus Shuttle Bus Stops

Southern University of Science and Technology Campus Service Handbook

Materials Contributed By

Office of Administration and Space Management

Office of Campus Services

Office of Facilities Management

Office of Information Technology Services

Office of Health, Safety and Environment

Office of Campus Development and Planning Committee

Office of Campus Development