



**The Hong Kong University of  
Science and Technology**  
Guidelines on Use of On-campus Welcab Service



## Introduction

1. The purpose of the On-campus Welcab service is to assist students with special needs in commuting between the main campus, LSK campus and/or on-campus student residence to attend university-related activities, including lectures, examinations, extra-learning opportunities and extra-curricular activities organized by university units and/or student societies.

2. Welcab information



- 8-seater, include driver and one wheelchair user
- Build-in electronic ramp wheelchair accessible system at the back door

3. Service hours, subject to availability (excluding public holidays):

Monday to Friday: 8:00am to 8:00pm

4. Dean of Students' Office (DSTO) and Campus Services Office (CSO) reserve the right of reviewing the service and updating the regulations to strike a balance between the availability of resources and the quality of service.

## **Service Regulations**

1. Eligible Users (in the order of priority):
  - (i) Full-time/ Part-time students who have declared a permanent disability with DSTO
  - (ii) Full-time/ Part-time students with temporary injuries as endorsed by the University Clinic / a certified doctor in Hong Kong
2. Priority of needs:
  - (i) Attending scheduled lectures and examinations
  - (ii) Attending extra-learning opportunities organized by the University
  - (iii) Attending activities organized by student societies
3. Prior notice of at least **1 week** is required for booking the service.
4. To cancel a confirmed booking, a student needs to notify CSO as early as possible and no later than 1 day before the appointment.

## **Booking Procedure**

1. Students are required to declare their special needs with SEN Support and complete the necessary paperwork for verification of your eligibility.
2. Meet with SEN Support to discuss students' need of the On-campus Welcab Service and provide confirmed class schedule.
3. Students with confirmed booking but who fail to cancel the booking at least 1 day beforehand or who do not show up at the appointed time are required to give written explanation to SEN Support.

## **Contacts**

For enquiries, registration and opinions:

SEN Support

Counseling and Wellness Center

Dean of Students' Office

2358 6696 | [sen@ust.hk](mailto:sen@ust.hk) | [sen.ust.hk](http://sen.ust.hk)

## **The Hong Kong University of Science and Technology**

### **On-campus Welcab Service**

#### **Booking Process**

A student schedules an appointment with SEN Support to declare Special Educational Needs and review available support services.



SEN Support reviews the policy with and grants the access to the student to use On-campus Welcab Service if he/she is eligible. SEN Support makes arrangements with Campus Services Office (CSO) on booking for regular classes.



The student receives a confirmation email from CSO if the request is successfully processed. If further amendment / cancellation is needed, the student should contact SEN Support and CSO at least 1 day in advance.

Students using the service are always welcome to give feedback to SEN Support on the provision for enhancing the service.