

Notice of Limited Counter Services During Refurbishment of the Academic Registry's Counter (Starting from 22 April 2024)

Please be informed that the office of the Academic Registry on Level 7 of AAB, mainly the area of the service counter (near the lift lobby of Lift Nos. 1-4), will undergo refurbishment starting from mid-April 2024 until the expected project completion in end of August 2024.

We understand the importance of maintaining our counter services on Level 7 of AAB during the refurbishment period. We have therefore made the following temporary arrangements to meet the needs of students:

1. Setting up of a designated temporary office in AAB710 to maintain the counter services

Designated Temporary Office and Operating Hours:

During the refurbishment period, the Academic Registry will operate as usual. However, **the original service counter of the Academic Registry will be closed. A temporary office, located at Room AAB710, will be set up starting from 22 April 2024 to maintain the counter services. The operating hours of the temporary office in AAB710 will be 10:00 AM – 1:00 PM and 3:00 PM – 5:30 PM.** Please note that the temporary office will **NOT** operate on 17 May 2024 (Friday).

Payment transactions:

For students who choose to make payment in person at the temporary office in AAB710, please note that we can only accept the following payment methods and payment by **Octopus will be suspended:**

Visa

MasterCard

Alipay

WeChat Pay

BOC Pay

UnionPay

EPS

FPS

2. Availability of appointment services

As the lift lobby of Lifts Nos. 1-4 may be affected by the refurbishment and there are limitations of the temporary office, **students are encouraged to make appointments for the services they required, at least one working day in advance through our [online booking system](#), before they go to the above designated temporary office.** This arrangement will allow the Academic

Registry the time to process students' requests beforehand so as to shorten the waiting time of students.

We would like to take this opportunity to remind students that most of the student applications can be submitted online. Students are strongly advised to use the automated application processes and the hyperlinks to the relevant websites are as follows:

[Online Application for Testimonial / Transcript of Academic Record](#)

[Make-up Examination](#)

[Leave of Absence / Suspension of Studies / Withdrawal of Studies](#)

In addition, students can continue to reach us through phones and emails throughout the refurbishment period:

Enquiries relating to undergraduate studies: 3411-7847 or email at ugs@hkbu.edu.hk.

Enquiries relating to undergraduate admissions: 3411-2200 or email at ardirect@hkbu.edu.hk

Enquiries relating to postgraduate admissions and studies: 3411-5127 or email at hkbu_tpg@hkbu.edu.hk

We are sorry for the inconvenience caused during the refurbishment period. Thank you for your kind understanding.

Academic Registry