Outstanding Award for Student Integrated Service (OASIS) 2024/25

Criteria and Guidelines

1. Aims

FSTE Outstanding Award for Student Integrated Service (OASIS) is established to recognise and reward FSTE Member Institutions' professional staff, including Student Affairs Officers, Student Counsellors, Student Advisors, Mentors, Coaches and Staff providing direct services to students. This Award acknowledges their exceptional services and contributions to students' whole-person development, life and career planning, study needs as well as community engagement. This initiative also aims to promote and share good practices for integrated student services, fostering a culture of quality enhancement amongst Member Institutions.

2. Eligibility

2.1 Full-time professional staff (Student Affairs Officers, Student Counsellors, Student Advisors, Mentors, Coaches and Staff providing direct services to students) who have been performing student integrated or supporting services for at least two consecutive academic years.

2.2 Nominations can be made on an individual or team basis. For team nomination, each team may consist of no more than four members, including a team leader.

2.3 A maximum of two nominations, including individual and team, are limited to each Member Institution.

3. Selection Criteria

The Award honours professional staff (Student Affairs Officers, Student Counsellors, Student Advisors, Mentors, Coaches and Staff providing direct services to students) who consistently deliver outstanding services and contributions to students' whole-person development, life and career planning, study needs as well as community engagement. Nominations should reflect initiatives that support students' personal growth alongside their academic pursuits. Adopting a holistic outcome-based approach with evidence, the nominees are to be considered by the nature of professions and evaluated for the award according to the following criteria:

(a) Demonstrating a steadfast commitment to the holistic development of students by providing exceptional guidance in areas such as academic performance, emotional well-being, and personal growth;

(b) Actively facilitating students' life and career planning processes through organised career counseling sessions, internships, mentorship programmes, and conducting work readiness and value-building workshops;

(c) Encouraging student participation in service learning and outreach programmes, thereby instilling a strong sense of community and social responsibilities among students;

(d) Evaluating the ability to collaborate effectively with colleagues across departments to create a cohesive support system tailored to students' needs;

(e) Applying innovative strategies and practices to enhance the effectiveness of student services and improve overall outcomes for students.

*Note: The selection is a holistic assessment based on the above five criteria, which carry **no** specified weighting. Nominees are suggested to demonstrate and highlight their excellence in specific areas, supported by evidence, to the Panel Members during the selection interview. Nominees are not required to meet all criteria simultaneously to be considered for the Award.*

4. Nomination

4.1 Nomination(s) must be completed on the Nomination Form, which can be downloaded from FSTE OASIS website https://www.fste.edu.hk/en/OASIS.

4.2 A nomination shall be made by TWO staff members (either supervisors or management) and THREE students with consent of the nominee(s).

4.3 Each staff nominator is required to write a statement of about 100 words detailing the reasons for making the nomination.

4.4 Each student nominator has to provide ONE A4 page of evidence (in the forms of personal reflection, achievement records, photo / video evidence etc.) to support the nominee(s).

4.5 The nomination shall be approved by the President / Director / Principal / Head of Institutions before submission.

5. Submission

5.1 Each submission should include the following documents:

(a) A completed **Nomination Form** (a template of Appendix 3 is included);

(b) Appendix 1: A brief Resume (one to two page(s) for each nominee outlining their qualifications and relevant experience);

(c) Appendix 2: A Student Service Portfolio (please refer to the **Student Service Portfolio Guidelines** in Annex 1) containing no more than 20 pages shall include:

(i) Philosophy on student services;

(ii) Student satisfaction rate on student services;

(iii) Evidence-based supporting documents, such as policies / projects / cases / activities / and awards received by staff or students that demonstrate the nominee's contributions and achievements in student services.

(d) Appendix 3: Statements for Nomination.

(e) [Optional] Appendix 4: Other relevant and recent materials deemed appropriate to support the nomination.

5.2 Encrypted documents should be uploaded to FSTE's OneDrive Account. For the detailed procedure, please refer to the **E-Submission Guidelines** (Annex 2).

5.3 Nomination for submission is due on **18 July 2025**.

6. Schedule

Nomination Period:	Now – 18 July 2025
Shortlisting and Interview:	September / October 2025
Announcement of Results:	October 2025
Presentation of Awards:	November 2025 (tentatively)

7. Shortlisting and Selection

7.1 Nominations will be reviewed and assessed by a Selection Panel. The Selection Panel may request additional information from the nominee(s), or other stakeholders, e.g., supervisors, students, peers who are familiar with the nominee(s).

7.2 Shortlisted nominees will be invited to present in the Selection Panel meeting. For Team nominations, Team Leader and all the members are required to attend and present in the Selection Panel meeting.

7.3 The decision of the Selection Panel will be final.

8. Composition of the Selection Panel

Chairperson:	Student Affairs Specialists from Non-self-financing Higher Education Sector
Members:	One Senior management / Department heads from non-FSTE self-financing Institutions (who can provide insights from an institutional perspective and understand the overall goals and strategies of student services) One Professional in fields such as social work / social service / education / mental health (who can offer expert analysis of student needs and share best practices and resources from the field) An Alumnus Representative from FSTE Member Institutions
Secretary:	FSTE Secretariat

9. Awards

9.1 Three awards will be granted biannually. Final number of awards will be subject to the decision of the Selection Panel. Awardee(s) of each Individual / Team Award will be given a trophy, a certificate and a cash prize of $6,000. Honorable Mention Recipients will be awarded a certificate of merit.

9.2 Prize presentation ceremony is tentatively scheduled for November 2025, details will be announced later.

9.3 Opportunities for Awardees and Honourable Mention Recipients to take part in sharing session(s) or related event(s) for the professional and teaching staff amongst FSTE Member Institutions.

10. Enquiry

For any enquiries on the OASIS, please contact FSTE Secretariat at OASIS@fste.edu.hk or 2573 0896.

Outstanding Award for Student Integrated Service AY2024/25
Guidelines for Student Service Portfolio

What is a Student Service Portfolio?

- The student service portfolio serves as a comprehensive record of your contributions and engagement in activities aimed at supporting and enriching student experience along the academic journey. It is a compilation of materials that reflect your involvement in student service, engagement with a wider student community, and initiatives aimed at enhancing student welfare and academic success.
- The portfolio aims to provide a clear and concise representation of your endeavors, showcasing your commitment to supporting students beyond the classroom environment.
- It should not exceed 20 pages and should include a variety of evidence demonstrating your contributions.

In the student service portfolio, you are expected to:

- provide a written statement of your philosophy towards student service, outlining your beliefs regarding student engagement, support, and overall well-being;
- summarise your key accomplishments, merits, and strengths in the realm of student service, highlighting specific initiatives or contribution that have made an impact;
- include evidence-based documentation from various sources that substantiate your involvement and effectiveness in student service role; and
- other relevant and recent information that can bolster your case for recognition, such as testimonials, programme evaluations, awards, or participation metrics.

Note: For team nomination, Student Service Portfolio should be submitted from Team's perspective, with Team Leader and each member stating his/her contribution to the team in order to facilitate Panel's assessment.

1. Student Service Philosophy

The student service philosophy is a reflective statement that articulates your beliefs about your role in supporting students beyond academic achievements. It should describe and justify your approach to engaging students, fostering a sense of community, and promoting an inclusive and supportive environment. It also provides relevant information that reflect your goals within your institution regarding student well-being and engagement.

2. Key Accomplishments, Merits, and Strengths

You are required to provide detailed information and recent outcome-based evidence to demonstrate your impactful achievements in all the criteria listed below:

(a) Facilitating Student Engagement and Community Building;

(Demonstrate how you have implemented initiatives that foster a sense of belonging among students, enhance their social engagement, and promote collaboration through societies, organisations, or events.)

(b) Providing Academic and Personal Support Services;

(Highlight your contributions to tutoring, mentoring, or advising programmes, including any strategies that have led to improvements in student performance and well-being.)

(c) Organising Enrichment Activities and Workshop;

(Detail your role in planning and executing workshops, seminars, or events that address students' needs, such as career development, mental health awareness, or skill-building sessions.)

(d) Collaborating with Stakeholders for Student Welfare;

(Explain how you have worked with departments, administration, and external organisations to advocate for student needs and create supportive resources, demonstrating your ability to build effective relationships.)

(e) Engaging in Professional Development Related to Student Services.

(Identify how you have pursued training or education to enhance your understanding of effective student service practices and how this knowledge has been applied in your work.)

3. Examples of Outcome-based Evidence to be Included in the Student Service Portfolio

- Feedback or survey results from students regarding your initiatives
- Testimonials or commendations from students, peers, and supervisors highlighting your contributions
- Evidence of awards or recognitions received in student service roles
- Outputs from programmes or activities you have organised (e.g., attendance numbers, evaluations)
- Promotional materials or presentations that outline your initiatives
- Records of participation in relevant training sessions or workshops
- Collaborative projects or programmes with evidence of their impact on students
- Any relevant metrics that demonstrate the success of your engagement efforts (e.g., retention rates, student satisfaction surveys)
- Articles or features related to your contributions in campus publications or news outlets
- Other documentation relevant to your role and activities in student services

Note: As student service is a multifaceted and individualised area of contribution, please ensure that the selected items accurately represent your unique experiences and contributions to student welfare and engagement.

4. Examples of Student Service Portfolio

- https://www.studentlife.berkeley.edu/
- https://www.vanderbilt.edu/studentaffairs/
- https://www.mcgill.ca/studentservices/
- https://www.studentaffairs.ucla.edu/resources/services
- https://study-uk.britishcouncil.org/moving-uk/support-while-study
- https://www.universitiesuk.ac.uk/topics/students/student-support

Outstanding Award for Student Integrated Service AY2024/25
Guidelines for E-Submission

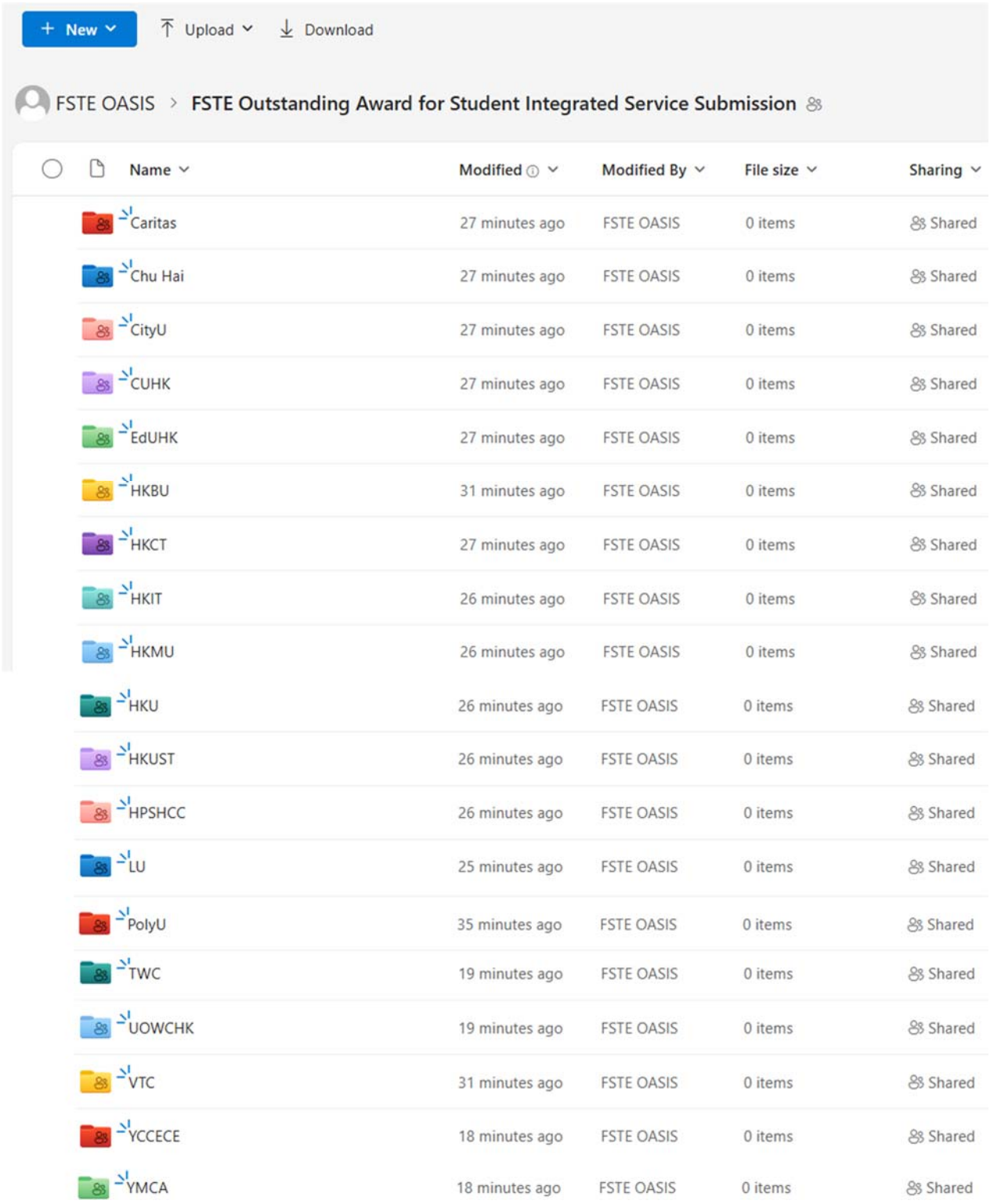
Annex 2

Prerequisite

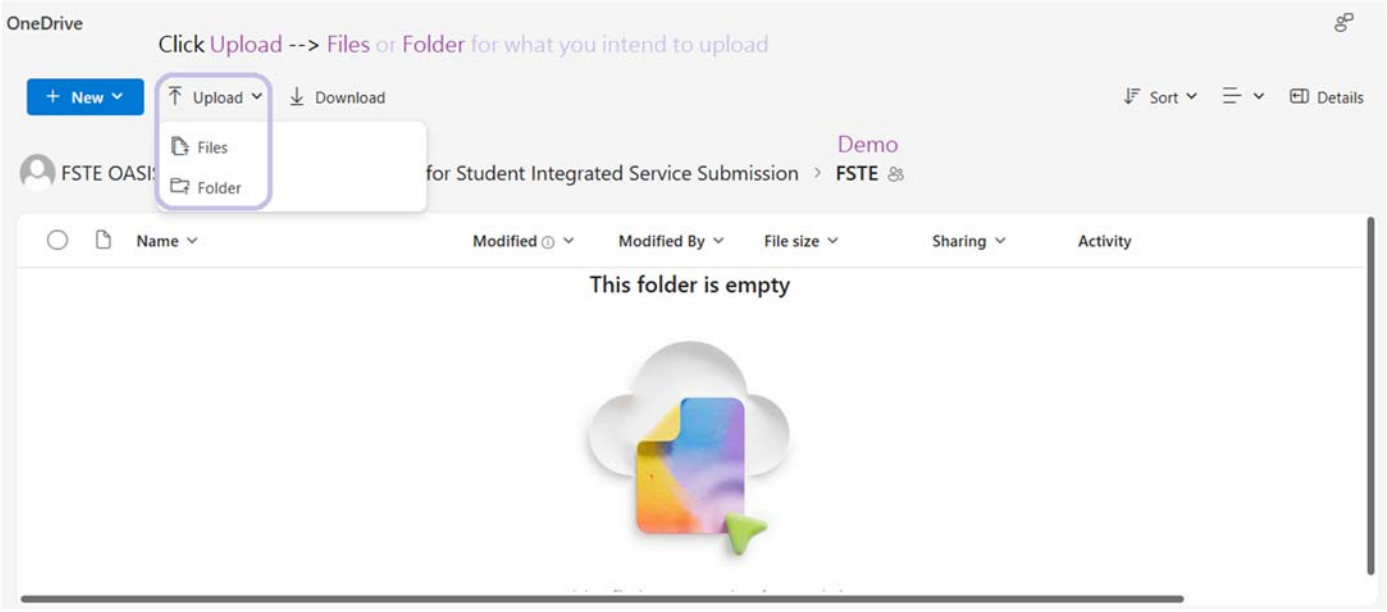
- Storage (folder) size for each institution: max. 15GB.
- ONE PDF (Adobe Acrobat) file per submission, except video/photo evidence from Student Nominator(s).
- Name the file with the name of Individual Nominee or Team Leader (whichever applicable).
- Please **encrypt** your **PDF** file before uploading. Click here for how-to.
- You cannot delete the file(s) after upload. If you must replace your file or withdraw from submission, please send your request to OASIS@fste.edu.hk.

Upload Procedure

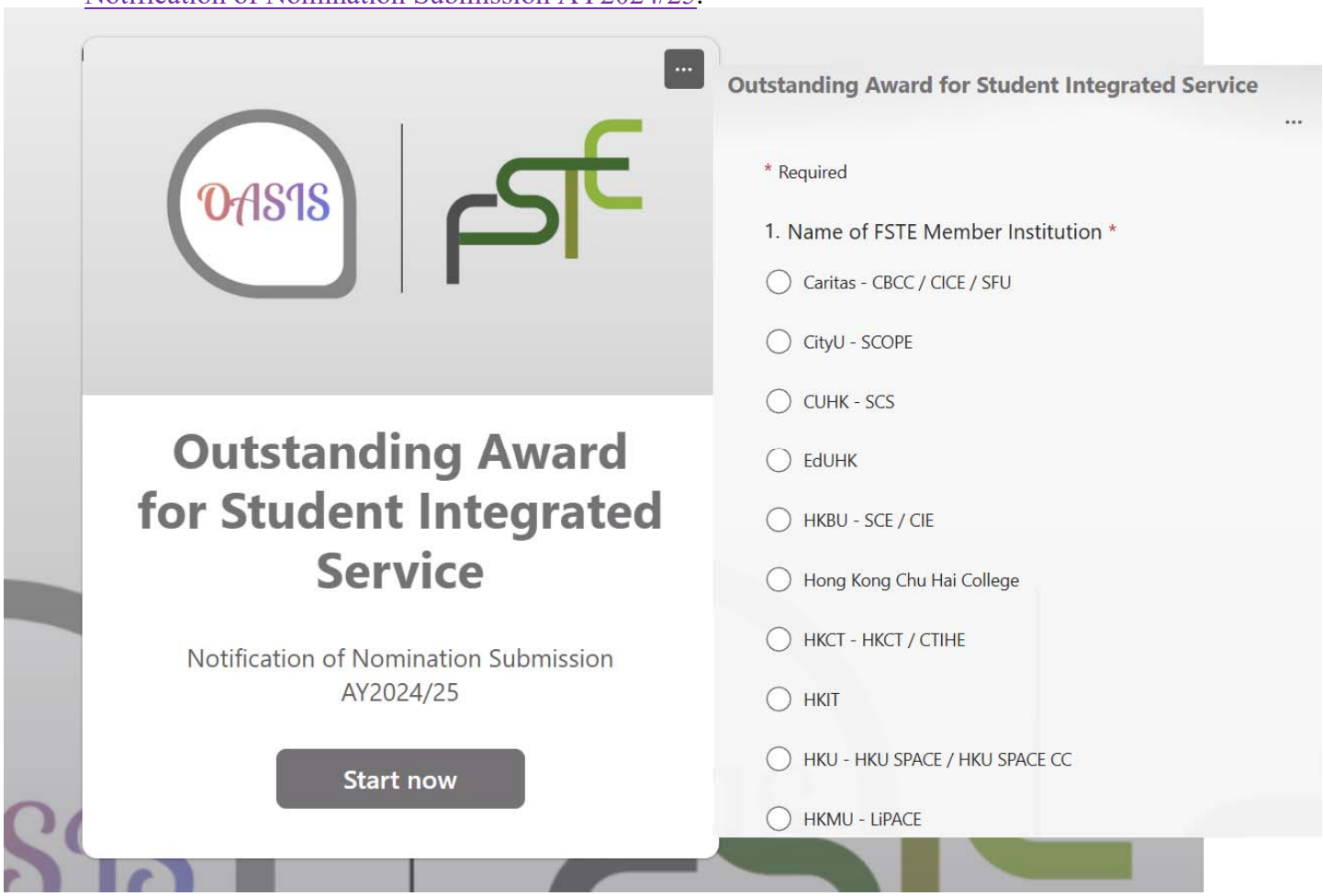
1. Please click FSTE Outstanding Award for Student Integrated Service Submission to access designated folder in OneDrive.



2. Click the folder name of your affiliated institution and upload your PDF file. You may also drag your file to the folder.



3. Please notify the FSTE Secretariat of your submission and the password to access your file/folder: Notification of Nomination Submission AY2024/25.

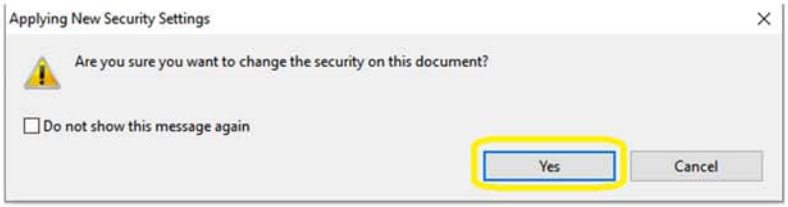


How to encrypt Adobe Acrobat (PDF) file

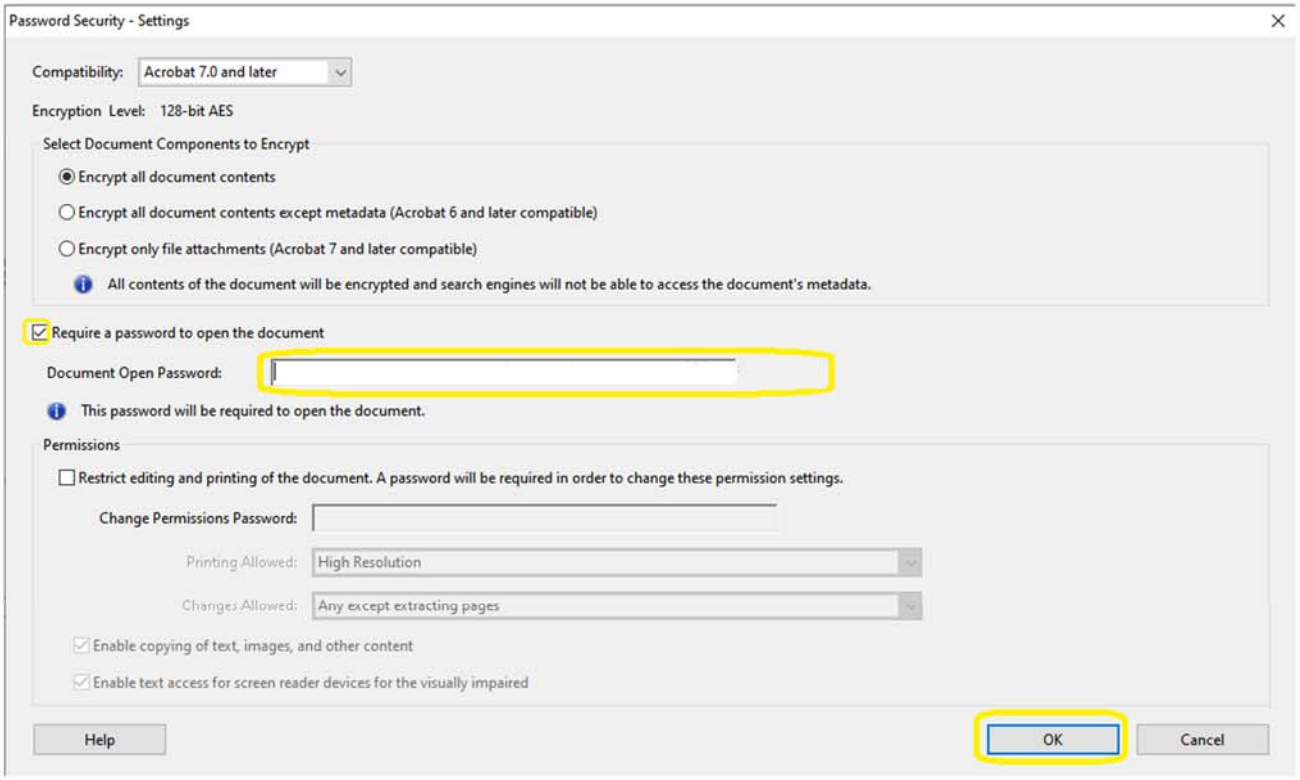
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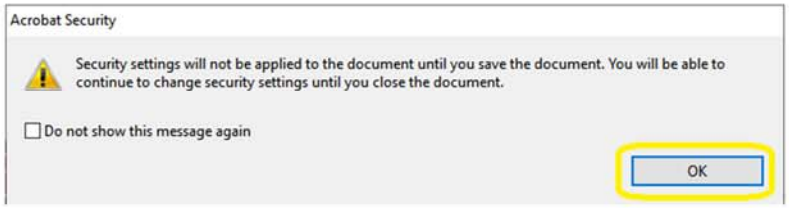
3.



4.



5.



6. Successful encryption (you will see "SECURED" and the lock icon):

