

ASIA-PACIFIC STUDENT SERVICES ASSOCIATION
Institute of Student Affairs Hong Kong Study Tour 2025 Report

Dr. Michiko Izumitani, ISA Director

Introduction

The Institute of Student Affairs (ISA) is the training and development arm of the Asia Pacific Student Services Association (APSSA) that plans, initiates, promotes, and coordinates efforts for members' professional development. For the APSSA session 2025-2026, the following activity has been completed:

ISA Hong Kong Study Tour 2025

1. Theme: Practical Applications of AI in Student Services and the Psychological and Social Implications for Students

The rapid advancement of digital technology and a growing emphasis on students' wellbeing have significantly impacted student support services in higher education. This study tour aimed to explore innovative student support practices at leading universities in Hong Kong, focusing on the integration of technology and sustainable practices while strengthening international collaboration within the Asia-Pacific region.

2. Objectives

- 1) Knowledge Sharing and Practice Exchange: Explore the latest innovative approaches in student support.
- 2) Understanding Digital Innovation: Examining the Effective Integration of Technology in Student Support Services. Exploring AI Applications and Implications: Examine the psychological, social, and ethical implications for students' well-being, identity, and learning.
- 3) Strengthening International Collaboration: Building Networks among Student Affairs Professionals in the Asia-Pacific Region.
- 4) Encouraging Cross-Cultural Dialogue: Understand diverse approaches to student support in various cultural contexts.

3. Program Outline

- Date: December 15(Mon) – December 16 (Tue), 2025
- Host Institutions: Tung Wah College, Hong Kong Baptist University (HKBU) and The Chinese University of Hong Kong (CUHK)
- Participants: Representatives from 120 in each day. 37 institutions across 10 countries.

4. Program Highlights

Day 1 (December 15): Hong Kong Baptist University (HKBU)

- Opening Ceremony: Dr. Albert Chau, Vice-President (Teaching and Learning), Hong Kong Baptist University leadership, Prof. Ho Han Kiat, Dean of Students, National University of Singapore, President of Asia Pacific Student Services Association, and Mr. Simon Lau, Head of Student Affairs, Tung Wah College, President-elect of Asia Pacific Student Services Association made welcome remark.
- Sharing Session: "Practical Applications of AI in Student Services"
Speaker: Prof. Vivien Zhou, Associate Professor, School of Communication, Hong Kong Baptist University
- Professor Vivien Shuo Zhou, provided a comprehensive examination of AI's transformative role in student affairs, balancing operational efficiency with ethical responsibility. The session showcased how AI integration—ranging from 24/7 administrative chatbots that boosted enrollment by 3.3% to personalized tutors and accessibility tools like narrative therapy bot—significantly enhances student success and inclusivity. However, Professor Zhou balanced these benefits with a cautionary "Dark Side," noting that students with mental health challenges are particularly susceptible to AI dependence.

Consequently, she introduced an ethical framework based on Self-Determination Theory, urging practitioners to ensure that any AI implementation prioritizes a "human-in-the-loop" safety model and actively fosters student autonomy, competence, and relatedness.

- Discussants' Response & Open Floor Discussion

Prof. Alex Chan, Dean and Professor, School of Arts and Humanities, Tung Wah College

Mr. Alvin Sim, Head, Co-Curriculum Development and Student Care & Support Services,
Singapore Management University

Moderator: Dr. Rosa Tang, Deputy Director of Student Affairs, Head of Leadership Qualities Centre cum Scholarship

The panel discussion focused on the strategic integration of AI in student mental health and educational frameworks, emphasizing a proactive yet student-centered approach. Participants discussed leveraging AI for personalized support—such as chatbot-based well-being assessments and screening tools for suicidal ideation—while underscoring the necessity of "human-in-the-loop" systems where professional counselors manage high-risk escalations and triaging. A recurring theme was the importance of cultural sensitivity and incorporating the "user voice" in AI design to ensure technology serves to strengthen, rather than replace, real-life human relationships and accountability. It concluding that institutions must evolve their teaching methodologies from simple knowledge transmission to fostering higher-order critical thinking and resilience, ensuring students remain self-directed agents in an AI-enhanced landscape.

- Campus Tour: HKBU Motion Capture and Visualization Laboratory/ Life Science Imaging Center / Jockey Club Campus of Creativity/ Visualization Research Centre

- Day 2 (December 16): The Chinese University of Hong Kong (CUHK)

- Welcome Remarks

Prof. Anthony T.C. Chan

*Pro-Vice-Chancellor / Vice-President (Alumni / Community Engagement & Institutional Advancement),
The Chinese University of Hong Kong*

- Sharing Session:

Topic: The Integration of Online Mental Health Platform "Jockey Club TourHeart+" with on site counselling Service

*Speaker: Dr. Olivia Jung, Associate Head of Wellness and Counselling Centre,
The Chinese University of Hong Kong*

At the Chinese University of Hong Kong (CUHK), counseling demand has increased dramatically, which has led to a critical supply-demand gap and counselor burnout. To bridge this gap, the evidence-based online platform "Jockey Club TourHeart+" was implemented, effectively supporting introverted students and those with mild-to-moderate risks who are often difficult to reach through traditional face-to-face services. By offering self-guided courses utilizing mindfulness and gamification—along with an automated risk detection system boasting 80% accuracy—allowing counselors to transition from reactive support to proactive intervention for high-risk cases. Consequently, this digital-hybrid model has achieved a 1,573.5-hour increase in resource efficiency and an 80% increase in the total number of

students served.

- Discussants' Response & Open Floor Discussion

Guest speakers:

Prof. Ho Han Kiat, Dean of Students, National University of Singapore, President of Asia Pacific Student Services Association

Dr. Jonathan Munro , Head of Counselling and Wellbeing, Griffith University, Australia

Moderator: Mr. Simon Lau, Head of Student Affairs, Tung Wah College, President-elect of Asia Pacific Student Services Association

The discussion highlighted a critical paradigm shift from conventional, reactive counseling to a proactive, evidence-based mental health ecosystem. Participants explored the implementation of digital tools such as the K-10 scale and automated risk detection to facilitate early intervention before crises escalate, while simultaneously addressing ethical complexities surrounding data privacy and gender-inclusive messaging. A central takeaway was the adoption of the "Vaccination Approach," which prioritizes the cultivation of internal resilience through active participation in campus life over passive treatment. By integrating socio-economic considerations and the development of personal purpose, the discussion ultimately redefined student well-being as a shared institutional responsibility and a collaborative journey toward self-actualization.

- Student-led introduction to the university's history and student life, followed by an a cappella group performance.
- Guided Tours: Visits to the Jockey Club Museum of Climate Change and Lake Ad Excellentiam.