JLGIS Chosen to Lead Prestigious ‘863’ Project

The Joint Laboratory for Geoinformation Science (JLGIS) was selected by the Ministry of Science and Technology of China for initiating the ‘863’ High-Tech research project on ‘Developing a Platform for Virtual Geographic Environments’. Prof. Hui Lin, director of JLGIS, was appointed the principal investigator of this project. The team consists of scholars from the University, the Chinese Academy of Sciences, and Nanjing Normal University. This marks the first time teaching staff from the University have assumed a leading role in an ‘863’ project.

The ‘863’ High-Tech Research and Development Programme of China was launched in March 1986 with the aim of enhancing China’s international competitiveness through the cultivation of R&D capability in high technology. The programme covers 20 topics selected from eight priority areas: biotechnology, information, automation, energy, advanced materials, marine, space, and laser.

The JLGIS was formed by CUHK and the Chinese Academy of Sciences in 1997 to promote collaborative research in geoinformation science, in particular spatial information technology. One of its main purposes is to participate in high-tech research and development programmes in China in order to stimulate related research in Hong Kong.

Support for Three Research Projects

The following three research projects undertaken by staff members of the University have attracted funding support locally:

- Development of Advanced Photocatalytic Nano-coating Technologies for Environmental and Health Industries (RHK$5,600,000)
  Principal investigator: Prof. Jimmy Yu (Department of Chemistry)
  Sponsor: Innovation and Technology Fund

- Household Transmission of Methicillin-resistant Staphylococcus aureus (MRSA) in Hong Kong—Incidence and Risk Factors (RHK$634,240)
  Principal investigator: Prof. F.C. Chen (Department of Microbiology)
  Sponsor: Health Care and Promotion Fund

- The ‘Author Once, Present Anywhere’ (AOPA) Software Platform (RHK$5,656,000)
  Principal investigator: Prof. Helen Meng (Department of Systems Engineering and Engineering Management)
  Co-investigator: Prof. P.C. Ching

CUHK Collaborates with Harvard on Mental Health Research

The Chinese University and Harvard Medical School have recently received a grant of US$1.33 million to conduct a series of collaborative mental health and policy research activities from 2001 to 2006. The first such activity was the Research Workshop on International Mental Health Issues in China held from 21st to 23rd January 2002 at the Prince of Wales Hospital.

Leading mental health experts from the US, mainland China, Hong Kong, and Indonesia discussed a range of mental health issues confronting the societies they live in, including early psychosis, gender and mental health, eating disorders, drug abuse, sexual problems, menstrual syndrome, novel intervention programmes, and mental health policy.

Winner of Turing Award Lectures on Information Science at Shaw College

Prof. Andrew Yao Chi-chih, William and Edna Macaleer Professor of Engineering and Applied Science at Princeton University in the US, delivered a lecture entitled ‘The Fascination of Information Science’ on campus during his visit to Shaw College at Sir Run Run Shaw Distinguished Visiting Scholar. In the lecture, which took place on 9th January in the lecture theatre of Shaw College, Prof. Yao discussed some fascinating scientific ideas underlying the science of communication and computer systems, and their relations with other physical and engineering sciences. He also addressed some challenging social and technological issues people are faced with in the age of information.

Prof. Yao is also the first Chinese scientist to have received in 2000 the Turing Award, which is regarded as the Nobel Prize in computer science.

More Activities to Celebrate Chung Chi’s Golden Jubilee

Visit by Siu Lien Ling Wong Visiting Fellow
Prof. Yau Shing-tung, alumnus of Chung Chi College, director of the Institute of Mathematical Sciences, and professor of mathematics at Harvard University, visited Chung Chi College as the Siu Lien Ling Wong Visiting Fellow of the college from 17th to 29th January 2002.

Prof. Yau is a world famous mathematician—the only Chinese to have been awarded the Fields Medal, the equivalent of the Nobel Prize in mathematics. He has also been awarded the Crafoord Prize of the Royal Swedish Academy of Sciences and the United States National Medal of Science.

During his visit, Prof. Yau addressed Chung Chi students and staff on various occasions, including the College Friday Assembly, College Life Luncheon, Tolo Nocturne, and the Annual Education Conference.

The Chung Chi College Siu Lien Ling Wong Visiting Fellow Programme was established in 1982 to promote academic and cultural exchange on campus and to broaden the intellectual perspective of staff and students. This year’s programme was one of the highlights of the college’s 50th anniversary celebrations.

Annual Education Conference
Scholars from Hong Kong and overseas gathered at Chung Chi’s Annual Education Conference 2001-2 held on 19th January 2002 at the college chapel. The theme of the conference was ‘Science, Society, and the Individual—China in the 21st Century’.

Participants of the conference included Prof. Yau Shing-tung, professor of mathematics at Harvard University, Prof. Yang Shang Fa, professor emeritus of the University of California at Davis, Prof. Min Wei Fang, executive vice-president of Peking University, Dr. F.C. Chen, director of the CUHK Institute of Chinese Studies, and Prof. Wong Wing Shing, chairman of the CUHK Department of Information Engineering. Prof. Lai Hon Ming of the Department of Physics was the moderator.

50th Anniversary Musical
Observation, a musical written, composed, and performed by Chung Chi students, was premiered on 9th January at Kwai Tsing Theatre. The students also took care of all the lighting, costumes, sets, as well as ticketing and promotion for the musical about a man who wakes up after seven years in a coma. Over 130 students from different disciplines were involved in the production, with Prof. Victor Chan Wai-kwong from the Department of Music as their music adviser, and Mr. Patrick Pak Yan-chun, a college alumnus, as drama adviser.

Prize for Three Research Projects

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New Herbal Garden at Shaw

Following the establishment of the School of Chinese Medicine and the Institute of Chinese Medicine at the University, a Chinese medicinal plants garden was recently built on the campus of Shaw College. The garden is named HERBSnSENSES in recognition of the generous donation from the GreaterChina Technology Group Ltd., which has made its construction possible. HERBSnSENSES Health Products Ltd. is a subsidiary of GreaterChina.

Opened officially on 12th January, the garden measuring 836 square metres is situated next to the lower block of Student Hostel II, and is planted with diverse Chinese medicinal herbs, which can be used for research purposes.

Long-distance Drivers Fall Victim to Sleep Disorder

A recent study conducted by the Department of Medicine and Therapeutics of the Faculty of Medicine on a group of middle-aged drivers revealed that 40 per cent admitted to having daytime sleepiness, and 13.4 per cent to having fallen asleep during driving. Sleep studies were subsequently performed on 50 subjects, whereas 61 per cent and 20 per cent were found to have sleep-disordered breathing (SDB) and obstructive sleep apnoea (OSA) respectively. Overall it is estimated that at least 14.4 per cent of the commercial drivers are suffering from SDB and 4.6 per cent from OSA.

Sleep-disordered breathing is defined as the cessation of breathing at least five times per hour during sleep, whereas obstructive sleep apnoea syndrome means SDB with associated daytime sleepiness. Overseas studies have shown that drivers with SDB are six times more accident-prone than those without. Many of the subjects are overweight and have no time for exercise due to their job nature.

SDB and OSA are associated with many diseases, including heart failure, stroke, and even diastolic dysfunction.

The best treatment for OSA is with nasal continuous positive airway pressure.
Exemplary Service Award Goes to Six Staff Members

In recognition of services well rendered, six staff members of the University have been awarded the first ever Exemplary Service Award. They are Ms. Jowie Chan Sin-wai of the Runway, Mr. Miggky Fong of the Faculty of Education, Ms. Stephanie Kam of the Personnel Office, Miss Annie Leung of the Department of Psychology, Mrs. Lo Au Shui-king of Shaw College, and Mr. Lui Fung Wai of the Department of Geography and Resource Management.

The awards were presented amidst much applause and good will by Prof. Arthur K.C. Li on 19th January in the Esther Lee Building. Prof. Liu Pak-wai and Prof. Michael Hui delivered speeches on the occasion as chairman of the Staff Training and Development Committee and chairman of the Selection Panel of the Exemplary Service Award 2001 respectively. There were about 120 people in attendance, including the families of the awardees, as well as their colleagues and supervisors.

The Newsletter has asked the award recipients and their supervisors to share with our readers feelings related to their work, their nomination, and their winning. Here are the interviews with three of them. The rest is carried on the Chinese pages.

Words from supervisor:

Prof. Arthur K.C. Li: `Time flies. I have been with The Chinese University for a decade. I am very grateful to the Faculty of Education for nominating me for the 2001 Exemplary Service Award. It is a sign of recognition by the faculty of our services over the last 10 years. What I haven’t expected was winning.'

When on the job, I always keep in mind that every individual is most concerned about his/her affairs or interests. That is why when I’m dealing with clients, I always use my sensibility rather than my intellect, my heart rather than my mind, and try to imagine how I would feel, what I would expect, if it were to be mine. With this as a basis, I can allocate my time and resources sensibly and flexibly. This is how I always try to satisfy my clients.

It gives me the greatest satisfaction if I can be involved in a project from beginning to end, participating in its planning, coordination, and implementation, ironing out problems with competent coworkers in the process, discussing issues with them, and delivering the final product together. The most difficult part of my job is when clients come up with last minute changes. When that happens, I have to strike a balance between job completion and perfection.

There is space for expressing and developing oneself working at the University. The crucial thing is whether you are willing to take an extra step.

I have a rather unusual hobby, which I picked up when I was a student at the Academy for Performing Arts. I was studying technical arts, one course of which was make-up for the theatre. It was fun but I was more interested in producing rather than technical jargon when explaining complicated technical issues to laypersons. He has also introduced us to state-of-the-art, tailor-made and user-friendly equipment to facilitate our teaching and enhance our teaching quality.

Mr. Miggky Fong Sin-yu:

Senior Technician, Faculty of Education

Joined CUHK in 1991

Main duties: multi-media production (including teaching materials), overseeing the installation of audio-visual systems and equipment in lecture halls and classrooms, assigning duties to coworkers

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Mrs. Lo Au Shui-king:

Warden, Student Hostel II

Joined CUHK in 1992

Main duties: reception desk, cleaning the lobby, communicating between hostel and college office, regular maintenance of rooms, assigning duties to coworkers

`In the midst of salary cuts and layoffs, I feel especially honored and heartened to receive the Exemplary Service Award. Getting recognition for your work is something rare and invaluable. I hope to do even better in the future in order to exemplify what this award truly means. I feel very happy with my job. Having young people around in the workplace makes me feel young. My job isn’t very difficult. I can always refer big problems to the hostel warden who is responsible for making the final decisions. The students are never truly bad, only naughty at times. If they keep making the same offence, e.g. putting their own things in the corridor, I simply need to be patient with them and use my art of persuasion, or art of nagging, to be exact. They never do it intentionally and they usually comply at some point if I keep nagging or if I suggest other places for them to store their stuff. There are other ways to make them happy. Sometimes, if something in their room needs fixing, I would get some repairman who happens to be nearby to fix it for them, although no formal order has been placed. I do not follow any rigid rules when I’m working, but I do try to be fair when I assign tasks to my coworkers.

And please tell students from Hostel II who have graduated to come back and visit us whenever they have time. It makes me extremely happy to see them. Early this year, the first batch of boarders in the hostel came back to visit me during the Feast-for-a-Thousand. That was wonderful. I hope everybody does that and more often.'

Words from supervisor:

Prof. Chan king-ming, Warden, Hostel II

Block, Shaw College

`Frankly speaking, I find all workers at Hostel II of Shaw College dedicated and responsible, always providing excellent services to the students, wardens, and the college. The fact that Mrs. Lo, or 'Big Sister King' as she’s known, has been selected from among them to compete university-wide indicates that she is the best of the best. Not only can she identify ALL the problems and proactively make suggestions to solve them efficiently, but she is actually a "super-woman" who can remember all the names of the students and their room numbers at Hostel II, even those of our alumni who have graduated for years.'

Piera Chen

In his speech, Prof. Liu Pak-wai shared with the audience his definition of quality service for the University, a non-profit-making entity. The mission of the University, he said, is to create knowledge, nurture expertise, and strive for excellence through teaching and research. To accomplish such a mission, a professional, flexible, and efficient administrative and support system is extremely important. And in the core of such a system lies the spirit and culture of service.

The service quality of the administrative support units of the University received commendation in the Management Review Report of the UGC two years ago. Prof. Liu pointed out that to ensure such excellence in service continues, the University has decided to step up staff training, to evaluate staff performance against external and internal performance indicators, and to reward good service.

The Exemplary Service Award is one of the many efforts made by the University to this end.

Prof. Michael Hui began his speech by quoting the words of the six awardees during the selection interviews—'When I see a dirt spot, I see a job opportunity.', 'Most customers are reasonable.' 'When others are happy, I am even happier.', 'As a technician, I may have to operate complex machines, but my aim is simple—to solve the problems of my customers.' 'It is only by putting oneself in the shoes of one's customers that one can understand how they feel.' 'A cooperative and friendly relationship with coworkers is of utmost importance.' Prof. Hui also pointed out that although the awards come from different departments and have different duties, they all respect and love their work. They always think of their customers first, value teamwork, and are sensitive to their customers' demands and their problems. And they fulfill their duties proactively and creatively. In the process, they also experience a lot of job satisfaction. Each and every one of them, Prof. Hui added, is an exemplar of quality service.
公積金及強積金計劃投資成績
Investment Returns of Staff Superannuation Schemes and MPFS

財務總處公積金及強積金計劃各項投資基金之回報概要

The Financial Services Commission announced the following investment returns in the Designated Investment Funds of the 1995 and 1983 Schemes and the Mandatory Provident Fund Scheme (MPFS).

### 二零零一年十二月
December 2001

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### 二零零一年第四季
December 2001

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### 新書

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### 研究報告

研究報告

Research reports

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</tr>
</tbody>
</table>

### 二零零一年十二月至四月
December to April 2001

<table>
<thead>
<tr>
<th>基金</th>
<th>Fund</th>
<th>计划(1995年)</th>
<th>计划(1983年)</th>
<th>强積金plan*（年化）</th>
</tr>
</thead>
<tbody>
<tr>
<td>增长</td>
<td>Growth</td>
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<tr>
<td>平衡</td>
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<td>—</td>
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<tr>
<td>强积金年金 HK Equity</td>
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<tr>
<td>强积金指数 HK Index-linked</td>
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<tr>
<td>保证</td>
<td>Capital Preservation</td>
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<tr>
<td>晃元银行 HKD Bank存款</td>
<td>0.35% (未 Adjusted 5.50%)</td>
<td>0.50% (未 Adjusted 2.22%)</td>
<td>0.18% (未 Adjusted 0.75%)</td>
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<tr>
<td>香港银行 USD Bank存款</td>
<td>0.31% (未 Adjusted 2.90%)</td>
<td>0.55% (未 Adjusted 2.20%)</td>
<td>0.22% (未 Adjusted 0.80%)</td>
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December to March 2001

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*未审计数据乃根据有关期间之单位价格及标准投资管理费计算，未包括管理费回扣。
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首屆員工優異服務獎
六人獲獎

中大六名同事以服務素質優異而獲大學嘉許，並
獲頒首次頒發的員工優異服務獎。他們是教育學院方
韶怡先生、地理與資源管理學系呂豐偉先生、人事處金淑雲女士、財務處陳少慧女
士、心理學系梁惠芳女士及逸夫書院羅區瑞琼女士，各獲獎狀一張及獎金三千元。

呂豐偉先生認為，獲得提名已表示大家肯定了他的工作表現，
醫療實驗室及大氣實驗
用，為學生野外考察及
行，由校方頒發獎狀及獎金予獲獎者。獲獎者包括在
在大學同人努力提升服務素質。出席
的二百一十人，包括得獎者的家屬、同事和部門主管，場面溫馨，充滿喜悅。

本刊訪問了各得獎人和他們的直屬上司，讓大學同人分享他們的得獎感受和獲提
優異服務

金淑雲女士 人事處一級文員
加入中大年份一九八五年
主要職責: 乙類服務條例及相關服務條例職位的招
聘工作，如安排筆試及面試，預約筆試
場地，預備試題及答卷，發信、聯絡、
接待及安排受聘者驗身，以及處理職員
退休和升職、終止合約、計算長期服務
金和遣散費等事宜。
金淑雲女士指出，人事處很多同事的表現也十分出色，所以，
當知道獲得上司提名時，「覺得很詫異，怎樣也想不到自己會被選
中。獲獎後，更感受寵若驚，十分榮幸，也強烈覺得自己要做得更好。」
金女士又說：「是次獲獎，其實要多謝各位上司平日的鼓勵，他
們不時提醒我們面對服務對象時，必須有禮，盡量提供協助。我
們不單代表人事處，也代表大學，我們給人的印象，也直接影響他
們對大學的看法。」
她的宗旨是服務人人，「能夠幫助別人，別人開心，自己也開
心。此外，有禮和耐性同樣重要，缺一不可。」她亦參加了員工培訓
及發展組開辦的課程，學習服務技巧，提升服務水平。
近年經濟欠佳，失業率高企，金女士不時接到求職人士來電，
抱怨及投訴多次申請大學職位都未獲聘用。來電者自忖條件優越，
經驗豐富，不停追問原因何在。金女士通常先待對方冷靜下來，再
告訴他們並非其力有不逮，而是空缺只有一個，已另有更合適的申
請者填補。下次再有空缺，仍然歡迎他們申請，他們仍有獲聘機
會。對方每每因她態度誠懇而接受其解釋。

上司的評價
人事主
任張燕儀女士:「金淑雲女士待人接物態度非常誠懇親
切，遇到落選的應徵者致電詢問為何未被取錄時
，她都會細心聆
聽,耐心解釋,並給予安慰。除此之外,亦曾有面試者向大學遴選
委員會稱讚金女士安排面試事宜非常細心周到,因而令他對中文大
學留下一個良好的印象。」

呂豐偉先生 地理與資源管理學系技術員
加入中大年份:一九八四年
主要職責: 管理環境實驗室及大氣實驗
室,安排及維修儀器,訂購配
件及試劑,為學生野外考察及
野外學習營安排儀器、車輛和
安全物品,解決於戶外進行實
驗的相關問題。
呂先生認為,獲得提名已表示大家肯定了他的工作表現，
獲獎則是錦上添花,高興之餘,會鞭策自己更努力向前。他強調
說:「在資源增值的大前提下,大家要兼顧的工作越來越多,有時未
必能同時處理多項工作。遇到這種情形,我會請同事協助。所以,
這個獎不是我個人的獎項,而是團隊的獎項。我要特別多謝三位同
事:楊錦榮先生、蘇穎華小姐和許榮枝先生。」
呂先生表示,優質服務的必要條件是工作熱誠,他不時在辦公
時間以外搶修儀器,「雖然休閒時間減少了,但能避免實驗中斷,也
是值得的。」他曾因協助設計護理戶外實驗儀器的方法,而獲該系訪
問學人及教師讚賞,並邀請他合撰文章。
為春為秋

梁惠芳女士

梁惠芳女士於獲獎時的心情說：「興奮以外，又感到有些患得患失，唯恐有負上司的期望。」及至知悉得獎，才舒一口氣，心情再度興奮起來。

梁女士認為，不管服務對象是校外還是校內人士，也應一視同仁，必須盡量滿足對方的要求。這也是她從事行政的工作原則。

梁女士在大學工作初年，自感未能流利地以普通話解答查詢，遂於一九九五年修讀了公開進修學院（現為公開進修大學）的普通話課程。

她笑說：「或許由於自己性格樂天，可以經常保持開朗的笑容。其實，要保持應有的禮貌並不困難，況且同事和學生都不會刻意為難我。投訴或棘手的查詢電話也不多，遇到了，必須先讓對方說出不滿，才慢慢解釋，在能力範圍內，盡可能為他們尋找解決辦法。真是一無可施時，只得請他們耐心等候，請示系內教師或其他同事幫忙。」

許敬文教授講辭

李校長，各位得獎者，各位嘉賓，同事和同學：

首先我要代表遴選委員的成員，衷心祝賀今次獲獎的六位同事。相信在中大的每一位成員，都會好像今次選舉活動口號一樣，為你們所提供的優質服務而「引以為傲」。剛才廖教授已經提及優質服務在中大的重要性，現在就讓我「狗尾續紹」，引用六位得獎同事在遴選過程中的說話，與大家分享優質服務到底是甚麼一回事：

「我一看到不清潔的地方，就會看到我的就業機會。」

「有道理的客人是佔大多數的。」

「人家開心，自己就更開心。」

「作為一個技術員，我的工作是操作很多複雜的儀器，但我更要做到的，是為服務對象去解決他們的一些問題。」

「站在服務對象的立場，才可以體會得到他們的感受和情緒。」

「與同事的關係十分重要，一定要和睦相處，互相合作。」

「能夠主動預先作一些簡單的安排，就可以滿足服務對象各式各樣的要求。」

從以上的意見，我們可以看到六位得獎的同事雖然來自不同部門，不同的工作崗位，甚至有不同性格和專長，但他們都尊重和熱愛自己的工作，抱著以客為先的心態和團隊精神，耐心聆聽服務對象的要求，了解他們所面對的問題，以主動的態度和具創意的方法來滿足服務對象的需要。而在整個服務過程之中，這些同事亦得到工作上的滿足感。這就是我們常常所聽到的所謂服務精神和文化——一些我在課堂上和學生經常討論的題目，而這六位同事能夠在校園活生生演繹這種服務精神，提升大學的服務文化，得獎自是實至名歸。

作為中大的一分子，我希望今次選舉是建立和推動中文大學服務文化的第一步，並期待在未來的日子，這種服務精神能夠傳遍校園的每一個角落。透過不同部門、不同崗位的同事通力合作，中大必定能夠在教學和科研上再創高峰，成為一所我們引以為傲，一所讓所有香港人、中國人都引以為傲的知名學府。
地球信息科學聯合實驗室
主持國家高技術研究計劃

地球信息科學聯合實驗室獲國家科技部「八六三」高科技研究發展計劃撥款，進行「虛擬地理環境系統的研討與開發」，該課題隸屬八六三計劃的信息技術領域，以信息獲取與處理技術為主。

聯合實驗室主任林琿教授擔任該課題組長並主持研討，小組成員來自香港中文大學、南昌師範大學、中國科學院等。

八六三計劃於一九八六年開始實施，肩負著發展高科技、實現產業化的重要歷史使命，對國家的長遠發展具有重要戰略意義。計劃分為生物技術、航天技術、信息技術、激光技術、自動化技術、能源技術、新材料及海洋技術等八個高技術領域。而信息技術是國家「十五計劃」的重點領域。

林琿教授指出，成立地球信息科學聯合實驗室的目的之一，便是積極參與國家重要科技活動，提升香港高等院校在高科技方面的科研能力，並逐步在香港建成空間信息科技研究中心，使香港在國家未來的空間信息技術產業中佔有一席之地。

中大哈佛合力探究精神健康

精神健康問題約佔全球疾病總開支的一成。然而，根據去年的世界衛生報告估計，發展中國家花在心理健康的開支，往往少於總醫療費用的百分之一。

本校與哈佛醫學院最近獲撥款一百三十三萬美元，在二零零一至二零零六年合作發展精神健康及政策研討。上月二十一至二十三日舉行的「美國哈佛醫學院—香港中文大學精神健康研究國際會議」，是該計劃的首要項目。

威廉·吉爾博士指出，全球的精神健康問題日益變成一大公共健康問題，患者、護理人員、社會各界及政府都必須予以高度關注。

中大通訊

中大哈佛合力探究精神健康

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