

# 國立東華大學「東華 i 溝通平台」反映意見處理原則

113.10.09 113 學年度第 1 學期第 1 次行政會議審議通過

114.10.01 114 學年度第 1 學期第 2 次行政會議審議通過

## National Dong Hwa University “Dong Hwa Opinion Exchange iPlatform” Handling Guidelines

**October 19, 2024**    **Approved at the 1st Administrative Meeting of the 1st Semester,  
Academic Year 2024**

**October 1, 2025**    **Approved at the 2st Administrative Meeting of the 1st Semester, Academic  
Year 2025**

一、為提升校內事務處理之品質與效率，提供在學學生與各單位直接溝通的便利管道，開放「東華 i 溝通平台」（以下簡稱本平台），並訂定「東華 i 溝通平台反映意見處理原則」。

1. To enhance the quality and efficiency of administrative affairs processing within the university, and to provide a convenient communication channel between enrolled students and administrative/academic departments, the Opinion Exchange iPlatform”(hereinafter referred to as "the iPlatform"), National Dong Hwa University (hereinafter referred to as "the University") has established these Handling Guidelines.

二、本平台受理反映意見對象為本校在學學生。校內教職員工除同時具有前述身分者外不適用，且所反映意見內容以與其學生身分相關者為限。

2. The iPlatform accepts feedback only from currently enrolled students of the University. University faculty and staff are not eligible to use the iPlatform unless they also hold student status. Furthermore, the content of the feedback must be related to the individual's student status.

三、本平台設置目的在建立學校與在學學生間完善溝通管道，促進雙向互動與回饋透明且有效率，並非受理申訴或設備器材報修管道。

反映意見涉及兩單位以上權責者，應分別就業管部分答覆，必要時亦得共同處理。

3. The purpose of the iPlatform is to establish an effective communication channel between the University and its students, promoting transparent and efficient two-way interaction and feedback. It is not a formal channel for appeals or for reporting repair and maintenance issues.

If the issue involves multiple offices, relevant personnel may be invited to jointly handle the matter.

四、為促進本平台處理案件之效率與品質，優化行政資源運用，接獲案件單位

得敘明原因，告知案件反映人不予處理：

4. To improve the efficiency and quality of case processing on the iPlatform and optimize administrative resource use, the receiving office may provide an explanation and notify the submitter that the case will not be processed under the following circumstances:

（一）反映內容已依本校學生申訴辦法提出申訴或已進入其他法定程序處理甚至判定者。

(1) The content has already been submitted as a formal complaint in accordance with the University's Student Grievance Regulations or has entered other legal procedures or been adjudicated.

（二）反映內容涉及校園性別事件、校園霸凌事件，須依性別平等教育法、校園霸凌防制準則等相關規定辦理者。

(2) The content involves campus gender-related incidents or campus bullying and must be handled in accordance with the Gender Equity Education Act, Campus Bullying Prevention Guidelines, or other related regulations.

（三）與本校校內事務無關之事項、或惡意攻訐謾罵，及散播網路流傳訊息或未經查證之不確定內容等者。

(3) The content is unrelated to university affairs, contains malicious personal attacks, abusive language, spreads online rumors, or includes unverified or uncertain information.

（四）有下列情形得不予處理：

(1) 無具體內容；

(2) 同一事由，經予適當處理，並已明確答復後，而仍一再提出者；

(3) 非業務主管單位，且據悉該事由業已分向各主管單位反映者。

(4) Cases may also be declined under the following conditions:

i. Lack of specific content;

ii. Repeated submission of the same issue after appropriate handling and a clear response have been provided;

iii. Submission to an unrelated office or department, especially when the issue has already been referred to the appropriate responsible offices.

五、每人於本平台反映意見每月以二件為上限。

5. Each person may submit up to two cases per month via the iPlatform.

六、反映內容如涉及違反相關法令者，應自負法律責任。

6. If the opinions involve violations of laws or regulations, the submitter shall bear legal responsibility.

七、反映案件有保密之必要者，各單位應嚴防洩密，以加強維護反映人個資權益。

7. For cases requiring confidentiality, all offices must take precautions to prevent information leaks in order to protect students' privacy.

八、本平台管制考核由秘書室負責，每月定期管考，提醒各單位及時處理案件，以及未結案件處理建議。

8. The Secretariat Office is responsible for monitoring and evaluating the iPlatform's usage. Regular monthly reviews are conducted to remind offices to address cases in a timely manner and to provide suggestions for unresolved cases.

九、本原則經行政會議通過，陳請校長核定後實施。

9. These Guidelines shall be implemented upon approval by the Administrative Meeting and ratification by the University President.