

# 國立東華大學「東華 i 溝通平台」反映意見處理原則

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

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一、為讓國立東華大學（以下簡稱本校）各單位處理「東華 i 溝通平台」（以下簡稱本平台）反映意見有所依循，特訂定「東華 i 溝通平台反映意見處理原則」。

1. To provide a standard for handling opinions submitted through 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、本平台設置目的在於提升學校與學生之間互動溝通能更為即時與透明，本平台非申訴管道，僅為學生反映事項之協調平台，縮短發交本校相關單位時程，儘速協助解決。反映問題涉及其它單位，得邀請相關單位人員共同處理。

2. The purpose of the iPlatform is to enhance real-time and transparent communication between the University and its students. The iPlatform is not a formal channel for appeals, but serves as a coordination platform for students' opinion, aiming to shorten the processing time by relevant departments or offices and facilitate prompt resolution. If the issue involves multiple offices, relevant personnel may be invited to jointly handle the matter.

三、反映內容如涉及違反相關法令者，應自負法律責任。

3. If the opinions involves violations of laws or regulations, the submitter shall bear legal responsibility.

四、本處理原則適用對象為學生及校友。本校教職員工之申訴或個

人權益維護，應依身分別循相關法規辦理。

4. These Guidelines apply to students and alumni. Faculty and staff complaints or matters related to personal rights and interests should be handled in accordance with relevant regulations based on their status.

五、反映案件如有下列情形之一者，接獲案件單位得敘明原因，告知案件反映人，不予處理：

5. If any of the following circumstances apply to a submitted case, the office which handles the received case may provide an explanation and notify the submitter that the case will not be processed:

(一)反映案件已經進入司法程序，或經法院判決確定者。

(二)反映案件已依「國立東華大學學生申訴辦法」申訴者。

(三)反映案件已依「國立東華大學性別平等教育委員會設置辦法」申請調查或檢舉者。

(1) The case is under judicial proceedings or has been conclusively adjudicated by a court.

(2) The case has been submitted as an appeal under the “National Dong Hwa University Student Appeal Regulations.”

(3) The case has been submitted for investigation or reported under the “National Dong Hwa University Gender Equity Education Committee Establishment Guidelines.”

(四)特別反映案件，可依現有相關規定處理者。

(五)不確定之檢舉事項、惡意攻訐謾罵、網路流傳訊息。

(六)同一事由，經予適當處理，並已明確答復後，仍一再反映者。

(4) The issue raised can be addressed under existing applicable regulations.

(5) The case involves unsubstantiated accusations, malicious slander, or circulating online rumors.

(6) The same issue has already been properly addressed and clearly responded to, yet is being repeatedly submitted.

六、網路報修系統、總務處維修申請，請向各該系統業管單位反映，如問題無法妥善處理，得在本平台反映。

6. For issues such as facility repair requests (e.g., internet connection repair system, General Affairs Office's maintenance services), please report them directly to the relevant office in charge. If the issue cannot be resolved through those channels, it may be reported through this Platform.

七、每人於本平台反映意見每月以二件（不含已結案件）為限。

7. Each person may submit up to two active cases per month on the Platform (except resolved cases).

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 Platform'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、反映案件有保密之必要者，各單位應嚴防洩密，以加強維護學生個資權益。

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

十、本平台爭議處理準用「國立東華大學處理人民陳情案件作業要點」辦理。

10. Disputes on this platform shall be resolved in accordance with the 'National Dong Hwa University Guidelines for Handling Public Petitions,' as applicable.

十一、本原則經行政會議通過，陳請校長核定後實施。

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