

NATIONAL TAIWAN UNIVERSITY

Directives for the Management of the Suggestion System

September 05, 2017 Passed by the 2,962nd Administrative Meeting

- Article 1 National Taiwan University (NTU or “the University”) formulates the NTU *Directives for the Management of the Suggestion System* (“the Directives”) to improve each unit’s efficiency and quality in handling suggestions submitted through the University’s Suggestion System (“the System”).
- Article 2 Each unit shall appoint dedicated personnel to handle matters related to the System and shall ensure that substitute personnel are in place to provide backup to the dedicated personnel.
- Article 3 NTU faculty, staff, and students with a valid email account issued by the University’s Computer and Information Networking Center may log in to the System with their username and password to submit suggestions, which shall be as concrete and specific as possible.
- Article 4 Units shall handle suggestions submitted through the System in accordance with the following principles:
1. Each unit shall provide concrete responses to each suggestion regarding how best to handle the issue and any related matters in a straightforward, friendly, and colloquial tone.
 2. Each suggestion shall be handled by the responsible unit, and the results shall be submitted for approval and then delivered to the suggestion provider via the System.
 3. Upon receiving a response from the responsible unit, if the suggestion provider believes that the underlying issue remains unresolved, or expresses a different opinion, the responsible unit may provide an additional response with the approval of the responsible unit’s direct superior unit or the head of the top-level unit.
 4. The following types of suggestions may be disregarded with the approval of the head of the top-level unit:
 - 1) Non-constructive criticism, expressions of personal emotions, comments with abusive or indecent language, or advertisements.
 - 2) Suggestions regarding an issue which has already been dealt with appropriately but the same issue has been raised by the suggestion provider via the System three times or more; however, after approval has been received from the top-level unit, the third response shall clearly indicate that the underlying issue has been dealt with appropriately and that any further suggestions regarding the same issue will be disregarded.
 5. Suggestions submitted through the System are accepted and handled by the responsible unit. If the receiving unit considers a suggestion to be beyond its authority, it may forward the suggestion through the System to the competent responsible unit. Units which are forwarded a suggestion that they believe to be beyond their authority shall not

forward the suggestion through the System again but shall, instead, provide specific reasoning to the Secretary-General for the determination of the appropriate receiving unit.

6. For suggestions that involve two or more units, the receiving unit shall be responsible for compiling the opinions of all units involved.

Article 5 Units must complete the handling of suggestions within six business days, but for complex matters or suggestions requiring the coordination of or discussion between multiple units, the deadline may be extended to at most 30 business days with the approval of the head of the top-level unit. In the event that a case cannot be concluded within 30 business days, the suggestion provider shall be updated with the latest handling status and the reason(s) for the delay.

Article 6 Once a suggestion is processed, the responsible unit may, following evaluation, de-identify the suggestion by removing any personal information from it and add the suggestion to the unit's collection of frequently asked questions.

Article 7 Every year each unit shall download the suggestion handling results for the previous year from the System by the end of the following February, compile the results into a Suggestions Response and Results Form, and submit it to the head of the top-level unit for review.

Article 8 The auditing process for matters related to the System shall be carried out by a task force composed of representatives from top-level administrative units and colleges.

Article 9 Outstanding performance in handling suggestions, or failure to handle suggestions based on the provisions herein, shall be considered in each unit's annual performance evaluation in accordance with applicable regulations.

Article 10 The Directives shall be passed by the Administrative Meeting and then implemented on the date of promulgation.