International University - VNU HCM

Improvement report after surveying

By QATO

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ABBREVIATIONS

You might find the following abbreviations in this report:

The Party	The communist Party of Viet Nam	**CITT**	Center for Innovation and Technology Transfer
IU	International University	**OFM**	Office of Facilities Management
HCMC	Ho Chi Minh city	**OPS**	Office of Procurement Services
VNU	Viet Nam National University	**BA**	School of Business
PB	Presidential Board	**BT**	School of Biotechnology
OUAA	Office of Undergraduate Academic Affairs	**BME**	School of Biomedical Engineering
OGA	Office of Graduate Affairs	**IT**	School of Computer Science and Engineering
ORD	Office of Research and Development	**EE**	School of Electrical Engineering
QATO	Office of Quality Assurance and Testing	**IEM**	School of Industrial Engineering and Management
CIS	Center for Information Services	**CE**	Department of Civil Engineering
OHRM	Office of Human Resources and Management	**MA**	Department of Mathematics
OFP	Office of Finance and Planning	**PH**	Department of Physics
OFD	Office of Facility Development	**EV**	Department of Environmental Engineering
OILA	Office of Inspection and Legal Affairs	**EN**	Department of English
OSS	Office of Students Services	**CPA**	Center for Public Administration
OEPR	Office of External and Public Relations	**OIAC**	Office of International Academic Collaboration
OID	Office of Investment and Development		

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1. Introduction

The International University (IU) always pays special attention to the work of ensuring educational quality, in order to maintain and improve the academic reputation as well as service quality of the University. Periodically every semester/academic school year, IU conducts surveys and consults with stakeholders on the quality of training, academic service, scientific research and community service. This report is compiled by QATO of all units' plans after studying the survey results for 1 year until the end of the 1st semester of the academic year 2021-2022. This report summarizes all issues as well presents the improvement plans after surveying teaching and learning quality, academic and support staff, and support service quality in 2022 at IU.

2. Teaching and Learning Quality

2.1. Course evaluation

According to the improvement reports from Schools, Departments and OUAA, this part describes improvement plans regarding students' comments on the subjects, faculty staff, and related issues. Students take these surveys at the end of the course each semester. In the following table, each unit (school, department or office) has activities needed for the improvement of teaching and learning quality in a period of time with the corresponding expected results.

School/Department/Office	Activities need improvement	Action	Time	Results/expected results
Office of Undergraduate Affairs	Some subjects have lower scores than the general average	Adjust subject content and teaching methods more suitable for students	03/2021-03/2022	Positive feedback from students
School of Business	There are some reflections such as: Lecturers instruct quickly, lack of computer skills, do not listen to students' opinions, lack of enthusiasm, lack of communication, late class, rude, or give the class a break because of personal work, rambling lessons, hard to hear English speaking, not replying to student emails, emotional grading…	Report the lecturers to adjust, Stop inviting the complained guest lecturers	8/2 – 8/4/2022	Adjusted
School of Computer Science and Engineering	Some subjects have lower scores than the general average	Adjust subject content and teaching methods more suitable for students	**03/2021-03/2022**	The course evaluation scores raise
School of Electrical Engineering	Some subjects have lower scores than the general average	Adjust subject content and teaching methods more suitable for students	Every semester	

School/Department/Office	Activities need improvement	Action	Time	Results/expected results
School of Biotechnology	Some subjects have low evaluation scores, less than 4 points (over 5) Lecturers' teaching methods need to be improved Practice classes should not be taught online The rate of students participating in the surveys is still low	Lecturers need to adjust in teaching method; the school find better substitute lecturers Organize meetings to rectify; Make sure practical classes are held in labs. Lecturers need to notify students to increase the percentage of students participating in the assessment so that the results are more objective	03/2022-12/2022	The lecturer evaluation scores raise Practical classes are held in labs. More students participate in course assessments survey and subject assessment scores improve
School of Industrial Engineering and Management	Some subjects have scores lower than the overall average	Adjust the subject content and teaching methods more suitable for students.	Semester 1 per each academic year	Rating score is higher
School of Biomedical Engineering	The online lab classes do not meet the individual needs of students as well as subject requirements	Discuss with lecturers to adjust the program and teaching methods of the subject	04/05 – 25/06/2022	Improve student assessment and feedback
Department of Mathematics	Collect students' opinions in many forms, focusing on giving consideration to the design/ content of the course and the teaching process of the lecturers.	Based on the students' evaluations and comments, MA will make changes, additions and improvements	Sem 1-academic year 2022-2023 to Sem 2-academic year 2022-2023	

School/Department/Office	Activities need improvement	Action	Time	Results/expected results
Department of Physics	There are some complication such as: Poor teaching skill, midterm exam is very difficult compared to the knowledge learned in class, ask for examples at the end of each theory section	Lecturers improve teaching methods	2/2022-2/2023	
Department of Civil Engineering	There are 2 subjects with low evaluation scores, students are not satisfied with the lecturers	Improve subject content and approach to students	Semester 1 per each academic year	>=4.0
Department of English	One lecturer is very prejudiced, put emotions in when teaching, so there are many unpleasant lessons	Head of EN has a personal talk with the lecturer	Semester 2 – academic year 2021-2022	
Department of Environmental Engineering	Introduction to Computing has a lower score of Eval 2 (4.14) than the general average The percentage of students participating in the survey is low in some subjects (40-78%)	Adjust subject content and teaching methods more suitable for students Notify survey information, encourage students to take it	Semester 1 per each academic year Annual	Rating >= 4.3 100%

After receiving the survey results on the courses evaluated by students, the academic units (6 schools, 5 departments and OUAA) studied the outstanding issues, focusing on some subjects which have lower scores than the general average or have a specific reflection on the teaching methods. Specifically, the units made clear requirements for adjusting subjects' content and teaching methods in the direction of being more suitable for students, encouraging students to take surveys, with very clear goals and timelines.

2.2. First year students

This type of survey collects the interests of freshmen. Academic and service units through this survey, build plans for adjustments to create satisfaction to these students in the future.

School/Department	Activities need improvement	Action	Time	Results/expected results
School of Business				
School of Computer Science and Engineering	Some students are not satisfied with the quality of the registration information received	Strengthen communication channels such as email, Blackboard to inform students better	03/2022-03/2023	Students are satisfied with the registration information received for the course
	Not many students participating in study counseling sessions	Email, Blackboard are used to inform students		The number of students participating in academic counseling sessions increased
	The website interface of IT school needs to be designed to be more user-friendly	Redesigning the website interface of Faculty of IT		The website interface of IT needs to be designed to be more user-friendly
	There are not many academic seminars and experience sharing from alumni	Promote the implementation of academic seminars and sharing of alumni		Increase student access to academics
School of Electrical Engineering	6.7% of students surveyed are not sure they will complete their program	Add questions to find out the reason for their uncertainty in the survey link	Annual	100%
	Academic reputation is the most important in choosing IU compared to other educational institutions	Promotion of education quality and IU image to attract students		60-70%
	The level of satisfaction about classes and schedule is still low (<2.8/4); 91% rate the source of	IU integrates all the necessary information for students to refer to and have a suitable study plan		100% students use

School/Department	Activities need improvement	Action	Time	Results/expected results
	information about IU that students find useful is the academic year calendar			
	Things students found important their studies: Have a good time (3.09/4), Improve general knowledge and intellectual skills (3.07/4), Get specific jobs related to knowledge and skills (2.8/4)	More extracurricular activities		100%
	The majority of students (>77%) think that they prefer learning through educational media such as computers/movies/videos	Increase the use of video/film in computer-based teaching rather than paper documents		100%
School of Biotechnology	Some students are not satisfied with the quality of course registration information and schedule	It is recommended that OUAA and lecturers use communication channels such as email, Blackboard... to inform students about the timetable of subjects in the first year	03/2022-12/2022	Students are satisfied with the course registration information; schedule received
	Most students consider transportation to IU a concern.	Promote the information channel of public transport moving from the downtown to IU for students (schedule of bus routes with stops/pickups around the campus)		Students are well supported in terms of transportation

School/Department	Activities need improvement	Action	Time	Results/expected results
	The IU website interface is hard to access the expected schedule information	Improve the school website interface.		Enhance information coverage to students
	A few students think that they should be cared for and closely followed their learning process at IU	Academic advisors enhance interaction and support students		Students feel supported during their studies at IU
	A few students think that surveys should be conducted periodically to get students' opinions	Inform students of surveys/ assessments of quality and services at IU		The majority of students participated in the surveys
School of Industrial Engineering and Management	13.6% students plan to complete only 1-4 semesters or are uncertain about completing the degree	Add questions to find out the reason for not having a sure plan to complete the degree in the survey link	Annual	100%
	The quality of teaching, academic reputation and the size of the institution are rated the highest in terms of importance in choosing IU compared to other educational institutions	Participate in education quality accreditation from international accrediting organizations to promote education quality and attract students		
	The level of satisfaction about the quality of registration information, timetable is still low (<=2.8/4)	Find out what students want and what they are not satisfied, therefore, come up with an improvement plan		
	The goals considered by the 1st year students as important for	Extracurricular activities organized by the Youth Union/		

School/Department	Activities need improvement	Action	Time	Results/expected results
	the current time in their studies: 1. Improve general knowledge and intellectual skills, 2. Become a more mature individual, 3. Achieving goals, social and leadership skills. In which, in terms of intellectual skills, students rated their own skills as the weakest in computer skills and research (out of a total of 6 skills)	Student Union/ association with the orientation of supplementing soft skills, improving knowledge for students, especially computer skills and academic research		
	The majority of students (>57%) think that they prefer learning through educational media such as computers/movies/videos	Increase the use of video/film in computer-based teaching rather than paper documents		
School of Biomedical Engineering	The syllabus should include specific assignment dates beforehand	Lecturers announce the deadline for submitting assignments	04/05 – 31/12/2022	At least 50% of the syllabus has a detailed description of the assignment and the deadline for submission
	Students feel no progress when they finish intensive English	Discuss with English Department to find out the weak points of the intensive English program		Specific survey on the learning progress of students in the Intensive English program
	Students want to be trained with computers and internet using skills.	Coordinate with the library to survey students' need to learn these skills		Make training programs for the mentioned skills based on the needs of the students

School/Department	Activities need improvement	Action	Time	Results/expected results
Department of Mathematics	Issues receiving low ratings from students: registration information received, satisfaction with the schedule received, attending classes wanted	Organize student meetings, organize trial lessons for students to understand more about how to teach, how to study as well as why it is necessary to learn English intensively, prerequisite subjects	Sem 2 – academic year 2021-2022 to Sem 2 – academic year 2022-2023	
Department of Physics	The investment for students to practice in many domestic and foreign environments to experience the real world	PH department always develops and expands connections with businesses / specialized research institutes to support students to practice and do research		More students have the opportunity to practice abroad (There are now a few more PhDs, professors working abroad accepting students to practice online)
Department of Civil Engineering	Low satisfaction with the schedule received Objectives considered important by 1st year students in learning include: (1) Improving general knowledge and intellectual skills (3.33/4); (2) Obtain specific work related to knowledge and skills (3/4); (3) Gain social and leadership skills (3.17/4); (4) Becoming a more mature individual (3.5/4); and (5) Have a good time (3/4)	Find out what students want and what are not satisfied about the quality of information, schedule Support extracurricular activities with the orientation of supplementing soft skills, improving knowledge for students, especially information technology skills and academic research; Create a club playground for students to have the opportunity to participate in extracurricular activities to	Annual	

School/Department	Activities need improvement	Action	Time	Results/expected results
	50% of students think that they like learning through computers/movies/videos	create a dynamic and fun environment Increase the use of video/film tools in teaching		
Department of English	Students do not respond to EN programs and services	From the survey results, the EN found that there was no need to make improvements and would like to maintain the current method		
Department of Environmental Engineering	33.3% of students consider professional development related to their current job or position	Add career orientation content in class meeting, EV welcoming new students		70%
	Decide on the scope of study: 66.7% of the overall reputation of the program	Communication activities, introduce professions through recruitment consulting activities		100%
	Satisfaction about the quality of the registration information received is still low (2.67/4)	More academic advising and student registration support		3.5/4
	Student participation rate (intended to attend) Study counseling session is still low 66.7%	100% of students are encouraged to participate in academic counseling sessions		100%

There are many issues that freshmen are interested in. Students are not satisfied with the quality of the registration information received. Students complain about the IU website interface. Students care about academic reputation. They are worried about the transportation to IU. They show low satisfaction with the schedule received. They want to improve general knowledge and intellectual skills…

All these issues are solved with detailed plans. They are: Strengthening communication channels, more extracurricular activities, promoting the information channel of public transport moving from the downtown to IU main campus for students, enhancing interaction and support students by academic advisors…

2.3. Graduating students

When students are eligible to graduate, QATO gives surveys to these to summarize their opinions during the past learning process. Their opinions are an important basis for comprehensively assessing the quality of training and services provided by IU.

School/Department	Activities need improvement	Action	Time	Results/expected results
School of Business				
School of Computer Science and Engineering	A few lecturers do not have good teaching methods	Proposing training courses, seminars for lecturers	03/2022-03/2023	Lecturers have good teaching methods.
	The schedule has not been announced in a timely manner	Use the online notification system to keep up to date with students		Students are informed of their schedule soon.
	Some students have not been well supported to practice at companies outside of IU	Organize more recruiting sessions		Students quickly find internships.
	Some students have not been fully informed about the criteria for assessing their learning outcomes	Notify academic evaluation criteria to students through academic advisors		Students understand the status of assessment of learning outcomes
	The results of the assessment test have not been published in time for some students	Improve the early entry of points on the system		Students will see their course results in a timely manner
	Some extracurricular activities have not been organized in accordance with the student's schedule, helping students	Proposing extracurricular activities that do not coincide with the student's schedule		Students are allowed to participate in extracurricular activities and do not overlap with the schedule

School/Department	Activities need improvement	Action	Time	Results/expected results
	develop and train their personality Some activities of The Party/Youth Union have not been effective	Provide specific and practical guidance for students in their academic lifestyle		Activities of The Party/Youth Union will be effective and have good effects on students' learning and lifestyle
School of Electrical Engineering	75% of students relatively agree with the course's teaching activities associated with career orientation	Lecturer integrates more practical examples of career-oriented opportunities; EE gives more field trips at companies	Annual	increased to 95-100% of students agree
School of Biotechnology	The study plan, the criteria for assessing the learning results and the test results have not been announced in a timely manner	The online notification system is used to inform students more effectively. Notify the learning assessment criteria to students by the lecturer from beginning; BT urges grading and announcing scores	03/2022-12/2022	Students are informed timely
	Some students have not been well supported to intern at agencies and businesses outside of IU	Create a network to introduce internship placements for students.		Students can easily find internships
	Some students do not see the impact of community service activities	Encourage and guide students in community activities		Increase the number of students participating
	Some students responded that the courses did not help equip career skills	Lecturers make practical contact with students, update modern techniques in the process of teaching practice, organize		Students are equipped with professional skill

School/Department	Activities need improvement	Action	Time	Results/expected results
		seminars to foster professional skills		
	A few students do not feel confident about their career prospects after graduation	Lecturers discuss with students about career orientation, introduce them to internship positions, and encourage them to participate in research activities. BT associates with companies/ organizations to help students find work		Students get jobs after graduation
	Students face difficulties when they want to participate in research projects	Organize academic seminars so that students can easily access the research direction of lecturers; students are encouraged to participate in academic activities of BT		Students can participate in research projects with faculty staff and researchers
	Biochemistry has a shortage of lecturers	Recruit more qualified lecturers		Recruit 1-2 more PhDs
School of Industrial Engineering and Management	9.1% of students do not feel "The training program is public"	Widely publish training programs on the media such as the IU website, school website, faculty fanpage, etc	Regular activities	95-100% of students agree
	18.2% of students completely disagree with the statement "The vast majority of course lecturers have good teaching methods"	Lecturers improve teaching methods		50% of Lecturers participate in the school's pedagogical course (if any) 1-2 times/year

School/Department	Activities need improvement	Action	Time	Results/expected results
	IU creates conditions for students to participate in scientific research activities to improve research skills	IU and IEM organize academic competitions to create conditions for students to participate in research and practice		Organize at least 5 field trips per year
	9.1% of students disagreed "Teaching activities of the course are associated with career orientation, practical contact"	Lecturers give practical examples to help students better understand their future career; BME organizes; refer lecturers who used to work outside		
	9.1% of students said they were not informed about the school's training regulations	Training regulations are posted on the IU website, BME website.		0%
	Some students said that the exam forms are not suitable for the training program objectives, do not properly reflect the students' ability, in addition, the assessment results are not published in a timely manner to the students.	The course outline is regularly reviewed and adjusted when necessary; Lecturers complete the assessment and announce it to students in 2-3 weeks after the exam		3%
	45.5% of students assessed that the academic advisors were not very active in advising and supporting students in their studies.	Academic advisors hold a class meeting at least once a year		0%
	Some student rated the BME faculty and staff as not	Academic advisors and office staff guide, help, quickly		

School/Department	Activities need improvement	Action	Time	Results/expected results
	interested in advising and supporting students in the learning process Some students said that extracurricular activities are not organized in accordance with the student's schedule; the activities of The Party/ Youth Union/ Association's organizations are not effective Some students are not confident about their career prospects after graduation	respond to legitimate requests of students. They are always friendly, listen and solve the problems of the students The school organizes extra-curricular activities fit to the student's class schedule; The Party/Union/Society activities are organized effectively and have good effects on students' learning and lifestyle The training program is reviewed, updated and adjusted annually to meet the needs of the career market		
School of Biomedical Engineering	Enhance students' creativity and creative thinking Should have some short courses about Quality control	Organize creative competitions, short courses/ seminars on creative thinking, and quality control	04/05 – 31/12/2022	At least 1 creative contest and 1 short course/ seminar on creative thinking and quality control in 1 year
Department of Mathematics				
Department of Physics	Students evaluate the training program has clear goals, most of the lecturers have good methods, are confident about their profession after graduation	Lecturers update new knowledge about science and technology and practical applications through lectures, Enhance student support in career guidance	02/2022-02/2023	

School/Department	Activities need improvement	Action	Time	Results/expected results
Department of Civil Engineering	Upgrading and maintaining faculty's computer room, implementing specialized software teaching applied to the project It is necessary to have a comment box on problems arising for students of each faculty or subject during the course of study	Planning to upgrade and maintain the department's computer room. Update curriculum and plan to open short-courses related to specialized software applied to the project Set up a suggestion box for students	Annual	Upgrading computer systems, implementing short-term training courses Suggestion box
Department of English				
Department of Environmental Engineering				

Through this kind of survey, some graduating students think that a few lecturers do not have good teaching methods. Beside that, some students have not been well supported to practice at companies outside of IU. Meanwhile, some students think that the study plan, the criteria for assessing the learning results and the test results have not been announced in a timely manner. And a few students do not feel confident about their career prospects after graduation. Academic units want to change in positive ways. They planned to hold more training courses, seminars for lecturers, organize more recruiting sessions, and use the online notification system more effectively. These units encourage the lecturers to discuss with students about career orientation, introduce them to internship positions, and encourage them to participate in research activities. These activities promise to bring many benefits to the students who are continuing their studying.

2.4. Alumni

Employment, job quality, and graduate salaries are clear measures of a university's training achievements. IU appriciates the opinions and contributions of alumni.

School/Department	Activities need improvement	Action	Time	Results/expected results
School of Business				
School of Computer Science and Engineering	Some of the knowledge and skills learned in school are not yet necessary for a job after graduation	Review subjects that have not met the needs of students to improve	03/2022-12/2022	Students apply practical knowledge to work
School of Electrical Engineering	35.7% of students doing the right major Operate and expand relationships with businesses Ability to apply professional knowledge into practice (3.71/5) Ability to apply planning, organization and project management (3.64/5) Career orientation activities of IU and EE (3.57/5)	Improve curriculum Coordinate with the school to open seminars, seminars on career opportunities and internships Review the content of specialized subjects to be consistent with practice and reality Enhance the content of group presentations into the subject and organize collective activities in the School Invite more business partners, former students to consult current industry trends for students	Annual	Increase the percentage of students doing the right major: 40 -50% Links with businesses Knowledge of subjects close to reality through the addition of examples Increase rating by ⅘ Support students with a clear career direction after graduation

School/Department	Activities need improvement	Action	Time	Results/expected results
School of Biotechnology	There is no source of employment information from IU	Exploit external relations and cooperation with research institutes, domestic and foreign companies... to support job information and graduate scholarships for students	03/2022-12/2022	Students find jobs and graduate scholarships from a variety of information sources (especially from IU)
School of Industrial Engineering and Management	More activities close to reality, opportunities to contact businesses for assignments, theses Expand relationships with businesses, mentors - mentee program Change teaching/practicing methods of coding subjects to suit business requirements	Open seminars, invite businesses to share practical experiences with students, conduct company visit tours Join forums, Business & University networks (eg BM LSCM has joined VN VALOMA Logistics Association) Through the subjects, promote the knowledge of data analysis, data structure, program structure, advanced office informatics	Annual	Links with businesses to open seminars and visit tours Signing agreements on training, support and sponsorship for students The subjects have modules to practice coding, analyze data based on real use cases.
School of Biomedical Engineering	Additional knowledge about cyber security and networking devices Additional subjects to equip soft skills, loyalty, innovation, critical thinking, positive thinking, etc.	Add knowledge of network and network safety to Medical instrumentation Adding subjects or integrating knowledge and skills on soft skills, loyalty, innovation, critical thinking, positive	04/05 – 31/12/2022	Add a chapter on network knowledge and network safety Add courses or integrate skills into subjects in the curriculum

School/Department	Activities need improvement	Action	Time	Results/expected results
	Guest lectures from hospital, industry and R&D specialist	thinking into the training program Invite guest lecturers from hospitals, industry and research experts in the form of: short course, seminar, lecture in the subject		Make a program and plan to invite guest lectures
Department of Mathematics				
Department of Physics	Add some compulsory soft skills Student have ability to plan, organize and manage a project	PH has added the subject of professional ethics to the training program of the industry from the 2019 class onwards Update content of specialized subjects with research projects	Done 02/2022-02/2023	
Department of Civil Engineering				
Department of English				
Department of Environmental Engineering				

The opinions of alumni are among the most unbiased in the surveys obtained. We receive comments such as: Some of the knowledge and skills learned in school are not yet necessary for a job after graduation; There is a lack of employment information from IU; Change teaching/practicing methods of coding subjects to suit business requirements is a need (*comment form IEM*); Some compulsory soft skills should be added (*comment form PH*).

Short-term plans (from academic units) quickly provide solutions to these problems. It is reviewing subjects that have not met the needs of students to improve. It is also exploiting external relations and cooperation with research institutes, domestic and foreign companies... to support job information and graduate scholarships for students. Through subjects, the school of IEM promotes the knowledge of data analysis, data structure, program structure, and advanced office informatics. The PH department has added the subject of professional ethics to the training program of the industry from the 2019 class onwards.

3. Academic Staff (*Faculty Feedback*)

Not only collecting opinions of students and alumni, IU also cares about the feelings of its own faculty staff. These are the ones who directly create IU's values and reputation.

School/Department	Activities need improvement	Action	Time	Results/expected results
School of Business				
School of Computer Science and Engineering	The workload is quite heavy	Recruiting more personnel	01/2022-01/2023	Recruited 1 Master and 2 PhDs
	Lack of teaching materials	More books and ebooks used for teaching		More books and ebooks available
	Lecturer training courses are lacking	Lecturers participate in short/long-term training courses on improving professional knowledge and skills		Lecturers participate in training courses
	The form/method of assessment in teaching is still limited	Create/add more forms such as quiz, kahoot, minigame, increase the interest of students		More creative and fun ways of teaching

School/Department	Activities need improvement	Action	Time	Results/expected results
School of Electrical Engineering	87.5% of lecturers answered that the teaching volume was reasonable	EE will continue to distribute the teaching load evenly among the faculty members	Regular activities	100% of the lecturers agree with the teaching volume
	Lecturers receive little support in terms of teaching resources (12.5%) and little training in teaching methods (25%)	(1) The library has increased its support for a list of books and magazines for teaching; (2) The school organizes professional pedagogical classes for Lecturers more often	Annual	100% Instructors are supported with teaching resources
	12.5% Lecturers review course outlines every semester, 62.5% answer every year and 25% answer every 2 years	The subject outline should be reviewed after each teaching course to adjust and update in a timely manner according to current trends	Annual	Increase the percentage of annual subject outline review (80 - 90%)
	50% of lecturers do not integrate research into their lectures	Lecturers review and improve lectures, put case studies into the course	Each semester	75% of lecturers apply
	37.5% of lecturers do not conduct research with other lecturers/students	Establishing research groups; Students carry out graduation thesis, subject project with research project of the faculty (Students participating in research are supported with a fair remuneration)		Reduce the percentage to 10-15%
School of Biotechnology	The workload of teaching and research is quite heavy	Recruit more staff More scientific research activities at Faculty	03/2022-12/2022	Recruit 1-2 more PhDs

School/Department	Activities need improvement	Action	Time	Results/expected results
	Faculty members are not involved in scientific research much Few students participated in the courses survey The survey form for the online courses needs to be adjusted to suit the actual situation Invest in more modern laboratories in line with the improvement of the syllabus for practical subjects Teaching aids/tools need to be updated soon at the request of the lecturers The teaching support system often has errors Student's subject registration system should be upgraded and improved Chemical Engineering subject should have Chemistry Laboratory subject	Lecturers in charge of the subject remind students to participate QATO checks and adjusts accordingly Invest in more suitable laboratories More books, ebooks supplied by library CIS upgrade and well maintain the Blackboard system OUAA and CIS upgrade the transmission line and support the operation of the Edusoft system BT considers bringing this subject into the curriculum		Increase the percentage of personnel participating in scientific resear More than 2/3 students participate in the assessment The survey form is suitable for the actual situation The quality of teaching equipment has been upgraded More books, ebooks, teaching aids Upgrade and fix the error of the Blackboard system Improved subject registration system
School of Industrial Engineering and Management	37.5% of lecturers answered that the teaching load is quite heavy	Faculty recruits more lecturers to share workload		

School/Department	Activities need improvement	Action	Time	Results/expected results
	Lecturers receive no support with instructional resources and no training in teaching methods 12.5% of the lecturers did not develop and expand the lecture 75% of lecturers review course outline every year, 25% answer every 2 years 25% of lecturers do not integrate research into lectures, do not conduct research with other lecturers/students	(1) The library supports more specialized journals such as www.informs.org or taylors & francis; (2) IU organizes pedagogical classes for lecturers more often Lecturers invest and update information in their lectures The course outline is reviewed after each teaching course and adjusted Form research teams, students can join; Students participating in research are supported with a fair remuneration and are publicly stated in the university's regulations		(1) All lecturers are supported with teaching resources (2) All lecturers can take pedagogical skills classes 90% of Lecturers conduct annual review, 10% review every 2 years
School of Biomedical Engineering	Hire more regular faculty members The quality of the projector needs to be improved Provide updated textbooks	Discuss with the OHRM about the recruitment program Discuss with the OFD about maintenance and upgrade equipment Discuss with the Library to update textbooks and references for subjects		Have a plan to recruit additional staff for BME (if necessary) Repair and replace damaged equipment Implemented updating of books used in the curriculum of BME
Department of Mathematics	50% of lecturers update syllabus after 4 years	Update syllabus every 2 years	09/2022-09/2023	

School/Department	Activities need improvement	Action	Time	Results/expected results
	Not much time to participate in community support Not many students participate in scientific research with lecturers	Increase time participating in community support Increase the number of students participating in scientific research with teachers		
Department of Physics	The quality of the syllabus The quality of student support	After each semester, the Department reviews and updates the syllabus Support students in learning, research and living activities at the campus	02/2022-02/2023	
Department of Civil Engineering	100% lecturers review syllabus every 3 years 100% of students do not participate in Lecturer's research projects 100% of Lecturers answered that they did not conduct research with lecturers/students 100% of Lecturers do not integrate research into teaching	The course outline is reviewed after each teaching course and promptly updated according to current and future employment requirements Create conditions for students to have the opportunity to participate in research projects and access new knowledge Organize academic exchange seminars, seek research cooperation opportunities Advanced review of lectures, bringing research teaching into the course in various forms (advanced reading, project)	Annual	Lecturers review syllabus every 2 years 10% of students participating in scientific research in the research group 20% >=30% of lecturers integrate their research into teaching

School/Department	Activities need improvement	Action	Time	Results/expected results
Department of English	In general, the faculty feedback is good	From the survey results, the EN found that there was no need to make improvements and would like to maintain the current method		
Department of Environmental Engineering	66.7% Lecturers review course outlines every semester, 33.3% review each year	The course outline is reviewed and updated before the start of the new semester and adjusted and updated in a timely manner	Each semester	100% of lecturers review the outline every semester
	33.3% of lecturers said that there is no remuneration for students when participating in research	Students participating in research are supported with a decent remuneration		100% of students are paid for participating in research
	Satisfaction level about the quality of students entering the subject is lower than the average level (mean=3.0)	The EV conducts a review of the teaching content (ITU survey) of the previous, prerequisite and subsequent subjects. Unify the teaching content of the subjects before/after so that students have enough knowledge before participating in the course	Annual	4.0
	Satisfaction level about the quality of training programs is lower than the average level (mean=2.67)	Enhance the role of lecturers in the process of reviewing/ updating/ adjusting /improving the quality of training programs; Continuous improvement of training program quality based on stakeholder feedback		3.5

Listening to the lecturers' opinions, we find that the workload is quite heavy, and there is a lack of teaching materials. Some lecturers do not integrate research into their lectures. The teaching support system often has errors. Actively, all schools and departments reply that they will recruit more suitable personnel, and more books and ebooks will be used for teaching. Lecturers review and improve their lectures, and put case studies into the course.The CIS upgrades and well maintains the Blackboard system. All of these will make teaching tasks more effective.

4. Support Staff

These people pay silent contributions to help daily teaching and taking care of students. Their comments provide an additional perspective to improve IU's academics and its overall quality.

School/Department/ Center/Office	Activities need improvement	Action	Time	Results/expected results
Office of Human Resources Management	Opportunities are available to enhance skills and knowledge on the job	Proposing to organize refresher training courses according to professional titles; Bachelor of human resources to participate in refresher training courses as planned.	08/2022-08/2023	Professionals are equipped with the necessary knowledge and skills to apply for the job
	The students and others respect your ability	Strengthen social communication		Professionals improve their ability to communicate and behave
	Career advancement opportunities	Create conditions for professionals to participate in appropriate training courses		Professionals have many opportunities for career advancement when they meet the necessary conditions
	Performance Evaluation Process and results	Proposal to build and update a new set of evaluation procedures; Proposing research		New set of procedures to make the assessment more detailed and efficient

School/Department/ Center/Office	Activities need improvement	Action	Time	Results/expected results
		and application of evaluation results to reward, contract renewal, appointment consideration or income impact		
	Penalties for violations	Developed and promulgated Labor Regulations		Help to specify violations and how to handle them
	Salary compared to the work performance, OT work, compared to outside comparable groups	Build a research team to improve wages, OT money		Salary according to job position, suitable for all subjects
	Involvement of people with other competencies in your work	Create connection and teamwork spirit, solidarity, mutual support		Increase the ability to work in groups, support each other when coordination is needed
	Facilities and infrastructure satisfaction	Support the replacement and re-equipment of working equipment and facilities		Equipping infrastructure and working conditions to increase work efficiency
Office of Undergraduate Academic Affairs	Employees are satisfied with their performance (3.71)	Actively participate in short-term training courses organized by the University; Constantly improve knowledge and skills	08/2022-08/2023	All employees are satisfied
	Employees are satisfied with their workload (3.0)	Arrange the appropriate workload, ensure the completion schedule; Standardized work processes		
		Propose the University to consider the salary of staff		

School/Department/ Center/Office	Activities need improvement	Action	Time	Results/expected results
	Employees are satisfied with their salary (2.92)			
Office of Graduate Academic Affairs	Opportunities to improve skills and knowledge Career advancement opportunities Current fixed working hours Number of employees available to perform job duties Penalties for committed errors Your salary, bonus compared to the work you perform Facilities and infrastructure	Open skill classes Develop a career progression path for employees Rules and regulations on working hours for employees Recruit more staff to reduce work Implement penalties for violations in accordance with regulations and notices Build a salary scale by title and job Connecting the room So from buying equipment for computers, desks and cabinets .. wifi quality	07-12/2022	Staff improve skills and knowledge Staff have an overview and shape future career plans Ensure the prescribed number of working hours Support staff feel the workload is reduced Increase employee discipline Support staff are properly compensated for overtime Improve working environment
Office of Research and Development	Opportunities to improve skills and knowledge (3.67), opportunities for career advancement (3.83), penalties for violations (3.67), Workload pressure (3.67), wages compared to other groups external matchable (3.83)	Create conditions for staff to participate in training courses, learn, adjust the appropriate workload, suggest the University to consider the salary for staff	09/2022-8/2023	All employees are satisfied

Office of External and Public Relations	Satisfaction with career advancement opportunities (3.6)	Staff set up excellent achievements in performing tasks to be considered for a salary increase ahead of time	Annual	Employees have a better overview of the promotion mode and the importance of career enhancement
	Satisfaction with the performance evaluation process (3.8)	Improve the performance evaluation sheet	Academic year 2022-2023	Increase transparency and clarity in the process of evaluating the performance of OEPR staff
	Satisfaction with available human resources for the workload (3.8)	Review the workload of each employee and rebalance if there is a significant difference in the amount of work each individual must perform. Request IU to establish Communication Department according to the Strategic Plan of International University for the period of 2021-2025 and rebalance human resources for each activity segment	Academic year 2022-2023	Optimizing the balance between the Department's overall workload and the number of available personnel
	Compensation for overtime work (3.6), Salary versus externally comparable group (3.4), Satisfaction with discipline when there is a violation (3.4)	No plan		
	Work Pressure (3.6)	Organize monthly internal meetings for employees to report, self-assess on current	Monthly	Increase employee satisfaction

	Satisfaction level with salary compared to workload (3.2) Satisfaction level with facilities and infrastructure (3.2)	workload, and propose to OEPR leaders on adjusting workload if any Use workload scale Procedures for obtaining new facilities (computers, scanners, etc.), as well as repairing facilities when needed	Academic year 2022-2023	Increase employee satisfaction Increase employee satisfaction

School/Department/ Center/Office	Activities need improvement	Action	Time	Results/expected results
Office of Finance and Planning	Opportunities are available to enhance skills and knowledge on the job (3.86); Career advancement opportunities (3.71); Performance Evaluation Process (3.86); Performance evaluation results (3.86); Number of employees available to perform job duties (3.14); Penalties for violations (3.71); Workload pressure (3.29); Paying for overtime work (3.86); Salary compared to externally comparable groups (3.71); Involvement of people with other capacities in jobs (3.86)	All staff can participate in skill training courses to improve professional knowledge and learn more; Coordinate with OHRM to review the process and adjust the non-conformities, then conduct an objective, fair and appropriate assessment; Recruit more staff; Reviewing specific violations to handle; Report IU to review salary and overtime compensation for staff; Review the work process of OFP and discuss with the staff about the coordination in the work of OFP.	08-12/2022	All employees are satisfied
Office of Student Services	Content of thematic classes and seminars (3.99) How to organize the first week of political activities (3.87)	Diverse content in accordance with requirements and regulations Diverse forms of registration (online, online) Improve administrative work	Academic year 2021-2022 09-10/2021	All criteria reached 4.0

School/Department/ Center/Office	Activities need improvement	Action	Time	Results/expected results
	Support for students to register for accommodation in the dormitory (3.83) Student support for student loan procedures (3.68) Career counseling activities for students (3.86)	Periodically organize job fairs in both forms: face-to-face and online Connecting companies and entrepreneurs	Regular activities	
Office of Facilities Management	Career advancement opportunities. (3.89) Penalties for violations (3.89) Salary compared to work performed (3.78) Current model to reward overtime work (3.67) Wages versus externally comparable groups (3.67)	There should be a policy for promoting excellent officers who can be promoted in the unit Specify the levels of penalties for violations Improve wages for unskilled labor contracts Clear norms for each job There should be a suitable salary regime for each job position Proposing training courses suitable to staff	08/2022-02/2023	All criteria reached 4.0

School/Department/ Center/Office	Activities need improvement	Action	Time	Results/expected results
	Training opportunities			
Office of Quality Assurance and Testing	Opportunities to improve skills and knowledge (3.88/5) Career advancement opportunities (3.88/5) Penalties for violations (3.88/5) Salary versus externally comparable groups (3.1 /5)	Organize skills training sessions Meeting for assessing and orienting career advancement opportunities Consider specific cases Report to the University to review the salary for employees	08/2022-08/2023	All employees are satisfied
Library	"How satisfied are you with your ability?" "How satisfied are you with the facilities and infrastructure?"	Wait for the review from the OHRM Send a proposal to repair and upgrade the computer; Send a letter proposing to repair the air outlet; Proposal to repair facilities on the 2nd floor	Every three months	Library staff will know the assessment results so that they can improve their working capacity Upgrade equipment and facilities at the Library
Office of International Academic Collaboration				
Office of Procurement Services	Opportunities to improve skills and knowledge; Training opportunities	Recommend professional courses or organize exchange sessions with major universities to gain experience	08/2022-02/2023	All staff participate in courses

School/Department/ Center/Office	Activities need improvement	Action	Time	Results/expected results
	Career advancement opportunities Number of staff available to perform job duties Workload pressure and salary	A clear roadmap as well as the required skills for higher positions Allocate the workload to staff Proposing allowances and bonuses in line with the department's workload		All staff know the promotion path as well as the necessary skills for higher positions The workload is divided among the members with right function and mission All staff satisfy
Office of Inspection and Legal Affairs	The students respect for your competence The current model for rewarding overtime work	Plan more legal propaganda, dissemination and education activities for students such as organize some competitions of law; update legal news and legal documents related to students via social media platforms: Facebook, IU website, publish legal leaflets, brochures, handbooks for student, etc According to Article 98 Labor Code 2019, the overtime pay should be based on the piece rate or actual salary as follows: a) On normal days: at least 150%; b) On weekly days off: at least 200%	07/2022-09/2023	Organizing at least 01 competition of law for students; continuously updating legal news and legal documents vis various ways during academic year

School/Department/ Center/Office	Activities need improvement	Action	Time	Results/expected results
	Your salary compared to other external comparable groups	Elevating education levels of officials and employees of OILA		All officials and employees of OILA have master's degrees
Office of General Administration				
Office of Investment & Development	Number of staff available to perform job duties Workload pressure	Recruiting more staff according to OID's plan in 2022 Organize a reasonable assignment with the working plan in 2022 and will re-assign after new personnel are available	1/6-31/12/2022 2/2022-2/2023	66,7% 60%
Canteen				
Center for Information Service	Career advancement opportunities (3.57), The performance evaluation process (3.71), performance evaluation results (3.57), Sanction for errors committed (3.57), Workload pressure (3.86), Your salary compared to the work (3.43), The current model for rewarding overtime work (3.29), Salary compared to other external comparable groups (2.71), Involvement of	Create more conditions for all staff to have the opportunity to learn and improve their professional skills; Evaluation results are objective and honest to achieve reasonable and accurate evaluation results; Learn and review violations to handle; Find out the aspirations and give directions to reduce the workload; Proposal to the school to consider the salary and overtime fee for staff;Requires respect and compliance with	7/2022-7/2023	All employees are satisfied

School/Department/ Center/Office	Activities need improvement	Action	Time	Results/expected results
	people with other competencies in works (3.86)	working principles and procedures		
Center for Innovation and Technology Transfer	Career advancement opportunities Salary received	attend professional courses or skills training Propose IU consider the income of support staff	07/2022-07/2023	All CITT staff joined
Center for Public Administration	Regarding career advancement opportunities, there are 20% negative feedback and 40% neutral feedback "The number of employees available to do the work in the CPA" receives 20% unsatisfied feedback; About work pressure, get 20% unsatisfied feedback	Ensure career advancement opportunities are communicated to members of the department CPA will improve by recruiting more qualified researchers	06-12/2022 06/2022-12/2023	All members receive information 03 new researchers

School/Department/ Center/Office	Activities need improvement	Action	Time	Results/expected results
	"Penalties for mistakes made at work" receiving 20% unsatisfactory feedback	Design a system of rewards and punishments in CPA in a systematic and transparent manner	06-12/2022	Errors caused at work will be criticized and corrected in a timely manner
	About salary received mostly neutral feedback	CPA tries to improve income by doing more research projects	06/2022-08/2023	Registered for National University-level scientific research projects, Incubator Project 2022
	Regarding training opportunities, received many disagreeing responses	Find and organize training courses that meet the needs of the members in CPA	06-12/2022	The members of CPA can participate in appropriate and useful training courses for their work
School of Business				
School of Computer Science and Engineering	Overload of work	Recruit more staff to reduce the work	01-12/2022	Support staff feel that the workload is reduced
School of Electrical Engineering	25% of support staff replied that they were not satisfied with the teaching volume too much	The school will distribute the teaching load evenly among the faculty members	Regular activities	100% of support staff agree with the teaching volume
	25% of support staff are not satisfied with facilities and infrastructure	Regularly check and maintain facilities to ensure the quality of teaching		100% support staff satisfy
School of Biotechnology	Overload of work	Recruit more staff to reduce the work	03/2022-12/2022	Support staff feel that the workload is reduced
	The overtime compensation model is not reasonable		03/2022-03/2023	

School/Department/ Center/Office	Activities need improvement	Action	Time	Results/expected results
		Proposing the PB, OHRM, and OFP to agree on overtime payment for supporting staff		Support staff are reasonably compensated for overtime hours
School of Industrial Engineering and Management	Opportunities to improve skills and knowledge (3.5/5) Career advancement opportunities (3.1 /5) Salary versus work performed (3.4/ 5) Current model to reward overtime work (3.5/5) Salary versus externally comparable groups (3.1 /5)	Organize skills training sessions Meeting for assessing and orienting career advancement opportunities Organize the evaluation of the salary regime based on the workload Survey on changing overtime bonus scheme Survey the desired salary of employees and organize the assessment of the salary regime based on the workload	From 09/222 From 09/222 From 09/222 From 09/222 From 09/222	> 3.5/5 > 3.5/5 > 3.5/5 > 3.5/5 > 3.5/5
School of Biomedical Engineering	Upgrade computers for staff	Review the use of computers in the whole BME and the status of new or upgraded equipment	04/05 – 31/12/2022	100% of the computers at the Faculty meet the working needs of the teaching staff
Department of Mathematics	There are not many opportunities for professional training	more courses to improve professional skills	09/2022-09/2023	
Department of Physics	All indicators have average scores above 4 /5	Maintain and promote the results achieved	Regular activities	
Department of Civil Engineering	Opportunities to enhance skills and knowledge on the job	Discuss personal wishes to have a suitable plan	09/2022-09/2023	All staff are trained

School/Department/ Center/Office	Activities need improvement	Action	Time	Results/expected results
	Workload pressure Salary vs volume of work, OT	Review staff workload Receive comments and reflect back the the University		Workload balance At the discretion of the University
Department of English	There are no responses to be answered and the average scores of the questions are above 4 (over 5)	From the survey results, the EN found that there was no need to make improvements and maintain the current method		
Department of Environmental Engineering	35% of employees said that they have not had the opportunity to participate in any training program	The EV department in conjunction with OHRM learns/identifies employee needs, encourages/facilitates staff participation in training courses	Annual	100%

From the perspective of support staff, workload pressure, salary received and career advancement opportunities are considered top concerns. Some solutions have been given as organizing a reasonable assignment with the working plan in 2022, proposing IU consider the income of support staff.

5. Support Service Quality

5.1. By Students

According to the improvement reports from offices, this is an improvement plan based on student comments about the service units.

Office	Activities need improvement	Action	Time	Results
Office of Undergraduate Academic Affairs	Admission counseling activities: 95% Means for students to register for courses: 85%	Continue to maintain the current enrollment counseling methods Academic Advisors support students register for courses	Regular activities	95-96% 90-91%

Office	Activities need improvement	Action	Time	Results
		counseling; Remind schools/departments to regularly popularize the Training Program so that students can understand the learning path and avoid registering for subjects that are not included in the curriculum		
	Guiding new students upon admission: 96%	Continue to maintain the organization of guiding new students to admission		96-97%
	Communication channels between students and the OUAA: 96%	Actively guide and widely disseminate the communication channels of the OUAA so that students can contact when necessary		96-97%
	Exam schedule for students: 91%	Promote the announcement of exam schedule on Edusoft web and Fanpage for students to get timely information; Remind schools/departments, academic advisors, and lecturers disseminate the exam schedule to students		91-92%
	Exam results according to the specified time: 92%	Remind of lecturers and faculty staff by email, as well as send continuous dispatches to the schools/departments so that		92-93%

Office	Activities need improvement	Action	Time	Results
	Resolving questions and complaints about student performance: 88%	students can have exam results on time OUAA has built an online request website for students to send requests about their questions and complaints in addition to receiving complaints directly		90-91%
Office of Research and Development	Information: 95% Support: 7% Activities to evaluate and accept the students' scientific research topics: 96%	Use IU website, Facebook, the pages of the schools, departments, centers to inform students; Inform the unit leaders and all lecturers Support and update progress with Scientific Research Assistants on application status Organize the Annual Scientific Research Student Conference; Record feedback from common situations	Regular activities	95-96% 97-98% 96-97%
Office of External and Public Relations	Information about scholarships to students (average score: 3.85)	Provide students with information about annual/short-term exchange programs, exchange scholarships on channels such as IU website, Center for International Mobility (CIM) website,	When there is a notification from partners (Regular activities)	Students can access information quickly, completely and accurately

Office	Activities need improvement	Action	Time	Results
	Support students to complete procedures for student exchange (average score: 3.81)	fanpages, emails, notice boards, google form… 1.Online application system 2. Build a separate category (playlist) on IU-SEaSAP's Youtube channel with video clips to guide students on how to fill out their resumes, write CVs, compose letters expressing their aspirations, points to note about learning progress, etc; 3. Build a dedicated Tik Tok channel for IU-SEaSAP 4. Building a Guidebook of IU-SEaSAP program information 5.Organize webinar sessions	From 05/2022 From Sem 1-2022-2023 05-08/2022 06-10/2022	Easy to use, fully information Use English and sub in Vietnamese Students can learn 60-70% of information on their own through the Guidebook
Office of Finance and Planning	Methods and means of collecting tuition fees and others fee Payment of scholarships and grants for students on time	Towards collecting tuition and fees online, minimizing cash collection Coordinating with OUAA, OSS to issue the process of awarding scholarships to students	02/2022-02/2023 02-12/2022	Students pay tuition fees easily, conveniently and quickly OUAA, OSS send scholarship/exemption documents on time to OFP, OFP make timely payment to students

Office	Activities need improvement	Action	Time	Results
Office of Student Services	Content of thematic classes and seminars (average score: 3.99)	Diversify content in accordance with requirements and regulations	Through the academic year 2021-2022	4.0
	Organize the first week of political activities (average score: 3.87)	Diversify the form of organization depending on the social situation and regulations of VNU-HCM/IU	09-10/2021	4.0
	Support students to register for accommodation in dormitories and dormitories (average score: 3.83)	Diverse forms of registration (online, offline); Continue to coordinate with the Dormitory of VNU-HCM and service providers	Regular activity	4.0
	Student support for student loan procedures (average score: 3.68)	Improve administrative work in receiving loan applications	Regular activity	4.0
	Career counseling activities for students (average score: 3.86)	Periodically organize job fairs in both forms: face-to-face and online; Connect businesses to organize: Career counseling and recruitment seminars, company tours; Provide recruitment information: on website, fanpage...	Regular activity	4.0
Office of Facilities Management	Sanitation in the campus (average score 3.95)	Better hygiene in the campus Keep the good level	Midterm till end semester 2 ,	>=4.0

Office	Activities need improvement	Action	Time	Results
	The quality of the equipment in classrooms (average score 4.0)		academic year 2021-2022	
Office of Quality Assurance and Testing	Student opinion survey form to evaluate the subject. (average score 3.97)	Improve survey customers: send survey by web link and directly in class, scan QR code	From the middle till end of Semester 2/2021-2022	The number of students surveyed reached more than 50%
	Survey of students about IU services (average score 3.92)	Improve survey customers: send survey by web link and directly in class, scan QR code	Through the academic year 2021-2022	The number of students surveyed reached more than 50%
Library	Materials meets the needs of readers (average score of 3.9)	Consult lecturers to order learning materials at service counters; Put into use manuals for ordering learning materials; Put into use the Odilo ebook reference book database	02/2022-long time	Consult quickly and promptly the need to order materials of lecturers
	Librarian's support for students in looking up information (average score of 3.8)	The library will increase training for part-time students who serve in the Library		100% guarantee of part-time staff will be fully enhanced training to serve readers in the best way
	The process of lending, returning and renewing books of the library (average score of 3.9)	The library has applied an online renewal system for students to be more proactive in renewing		Readers are more active in borrowing, returning and extending documents.

Office	Activities need improvement	Action	Time	Results
	Quality of the library's document retrieval system (average score of 3.9)	Guide readers to look up on the system and upgrade the Library's website configuration		Borrowing time is more and more flexible Instructions to look up at the counter for 100% of readers
Canteen	Quality of services in the Canteen (Score average 4.13)	Continue to maintain a good level of completion and further improve service quality for all students and staff Enhance, develop and diversify more services	Throughout the school year 2021-2022	Excellently
Center for Information Service	Quality of information on the IU website Quality of Internet system in classrooms and laboratories	CIS only posts information provided by other units; Units responsible for the content regularly provide and update information on IU website Equipment and facilities have been seriously degraded, outdated, and no longer responsive, the Firewall license was proposed to be purchased early but was not purchased in time. CIS is developing an overall report on the current state of the network infrastructure and proposing an upgrade plan and roadmap to submit to the PB for approval	From 2022	The content and quality of information on the web will be richer and better

Each service unit is commented on by students at different points, according to learners' expectations and the functions of that unit.With the Office of Undergraduate Academic Affairs, students rated the activities of this unit quite well. Admission counseling activities; Means for students to register for courses; Guiding new students upon admission; Communication channels; Exam schedule and exam results according to the specified time, as well as resolving questions and complaints about student performance are among these comments. OUAA has a plan to maintain and improve those activities. Other units such as Office of Research and Development, Office of External and Public Relations, Office of Finance and Planning, Office of Student Services, Office of Facilities Management, Office of Quality Assurance and Testing, as well as the Library, Canteen, and Center for Information Service are generally rated very well. They all planned to maintain and improve those activities at a higher level.

5.2. By Staff

This survey was evaluated by the staff themselves on administrative units, providing a different perspective on the effectiveness of these units.

Office/Center	Activities need improvement	Action	Time	Results
Office of Human Resources Management	Insurance: 97%	Continue to support employees to register and complete insurance payment procedures	Regular activities	97-98%
	Recruitment process: 95%	Keep improving recruitment process, signing labor contract		96-97%
	Document process: 93%	Keep improving process and time for issuing necessary documents to employees		95%
	OHRM often sends notices close to the deadline, resulting in a rush or no time for staff to complete	Try to implement as soon as possible after receiving Official Letters from superior units		93%
	Mr. Hoa often loses documents, information about overtime work, employee contracts	Notify the relevant units on how to actually pay and the date to		93%

Office/Center	Activities need improvement	Action	Time	Results
	Speed up the process of recruiting lecturers. Currently the recruitment process takes a lot of time Medical: 98-99%	pay in time to pay with the plan in installments The recruitment process has been combined into 01 working week to shorten the time; Conduct online grading to save time Continue to maintain and improve the quality of medical services at IU		93% 98-99%
Office of Undergraduate Academic Affairs	Exams organization: 99% The process of delivering and receiving exams and test scores: 99%	Keep the current way of exams organization Keep the current process	Regular activities	99-100% 99-100%
Office of Research and Development	Topic registration: 97% The acceptance of scientific research topics: 97%	Continue to improve the online registration and review procedures for topics (October 2019); Continue to improve the online midterm assessment (December 2021) Continue to improve logistics in the acceptance of the topic; Consult on organizing the acceptance of a number of topics on an online platform	Regular activities	97-98% 97-98%

Office/Center	Activities need improvement	Action	Time	Results
Office of External and Public Relations				
Office of Finance and Planning	Supporting staff to pay travel expenses and operating expenses	Review, adjust forms, instructions and upload to the school website	02-12/2022	All staff understand the process, payment progress is improved
Office of Facilities Management	Sanitation in the campus (average score 4.13) The quality of the equipment in classrooms (average score 3.94)	Keep the good level Improve and upgrade the quality of projectors and equipment in classrooms and halls	Midterm till end Sem 2/2021-2022	>=4.0
Office of Quality Assurance and Testing	The process of surveying learners' opinions on course assessment (average score 3.89) Processing of course evaluation results sent to stakeholders (average score 3.87) Survey of lecturers' opinions about the school's services (average score 3.92) Support for the self-assessment process and organization of the unit's assessment (average score 4.02)	Complete the process completely and accurately Collect full stakeholder improvement reports for 2021-2022 Improve Survey Plan: Send surveys by link, directly at Schools and Departments and scan QR code. Continue to maintain a good level of completion	Regular activities Throughout the school year 2021-2022 08-11/2022 Regular activities	Complete process results, 90% accuracy Complete 100% of the plan. The number of surveys collected reached over 50%. 100%

Office/Center	Activities need improvement	Action	Time	Results
Library	Library materials to meet the needs of readers [average score of 3.8] The buying process is slow	Consult lecturers to order learning materials at service counters; The library will review and coordinate with relevant departments to accelerate the purchase of documents	Regular activities	Consult quickly and promptly the need to order materials of lecturers.
Office of Procurement Services	Purchasing: 86% Maintenance: 89%	Continue to carry out and accelerate the procurement and distribution of machinery, equipment and working tools Continue the maintenance and repair of equipment and facilities at the units according to the process of Maintenance and repair of machinery and equipment issued under Decision No. 27/QD-ĐHQT dated February 8, 2022		95% 95%
Office of General Administration	Information about school activities to staff: 97%	Email, Portal Office, Phone, zalo, viber	Through academic year 2021-2022	100%
Canteen	Quality of services in the Canteen (Score average 4.21)	Continue to maintain a good level of completion and further improve service quality for all students and staff Enhance, develop and diversify more services	Throughout the school year 2021-2022	Excellently

Office/Center	Activities need improvement	Action	Time	Results
Center for Information Service	Quality of information on the IU website Quality of Internet system in classrooms and laboratories	CIS only posts information provided by other units; Units responsible for the content regularly provide and update information on IU website Equipment and facilities have been seriously degraded, outdated, and no longer responsive, the Firewall license was proposed to be purchased early but was not purchased in time. CIS is developing an overall report on the current state of the network infrastructure and proposing an upgrade plan and roadmap to submit to the PB for approval	From 2022	The content and quality of information on the web will be richer and better
Center for Innovation and Technology Transfer	Support: 96%	Support units and individuals to implement technology transfer contracts	Regular activity	96-97% (Give the best possible support to the project manager to be able to sign the contract)

Just like being rated by students, service units are rated by staff quite high, most are around 93-95%. However, there are some remaining problems as follows. OHRM often sends notices close to the deadline, resulting in a rush or no time for staff to complete. It will try to implement it as soon as possible after receiving Official Letters from superior units. The buying process is slow with the Library. The library will review and coordinate with relevant departments to accelerate the purchase of documents.

6. Conclusion

The above are the types of surveys about Teaching and learning Quality (Course Evaluation Survey, First Year University Entrance, Exit Survey and Alumni Survey), Support Service Quality (Student Service Quality at IU and Staff Service Quality) as well as Support Staff Survey. Students, staff and faculty give their positive and objective comments for academic as well as service units to make their improvement plans. They are regular or short-term plans to be implemented in 2022, or up to the first quarter of 2023. These plans show feasibility, measurable and promise to increase stakeholder satisfaction.

Note: In this report:

Offices	Centers	Schools	Departments
1. Office of Human Resources Management	*1. Center for Information Service*	*1. School of Business*	*1. Department of Mathematics*
1.1 Staff Service Quality Survey Report	*1.1 Staff Service Quality Survey Report*	*1.1 Course Evaluation Survey Report*	*1.1 Course Evaluation Survey Report*
1.2 Supporting Staff Feedback Report	*1.2 Supporting Staff Feedback Report*	*1.2 Exit Survey Report*	*1.2 Exit Survey Report*
2. Office of Undergraduate Academic Affairs	*1.3 Student Service Quality Survey Report*	*1.3 Alumni Survey Report*	*1.3 Alumni Survey Report*
2.1 Staff Service Quality Survey Report	*2. Center for Innovation and Technology Transfer*	*1.4 Lecturer Feedback Survey Report*	*1.4 Lecturer Feedback Survey Report*
2.2 Supporting Staff Feedback Report	*1.1 Staff Service Quality Survey Report*	*1.5 First Year University Entrance Report*	*1.5 First Year University Entrance Report*
2.3 Student Service Quality Survey Report	*1.2 Supporting Staff Feedback Report*	*1.6 Supporting Staff Feedback Report*	*1.6 Supporting Staff Feedback Report*
2.4 Course Evaluation Survey Report	*3. Higher Training Public Administration*	*2. School of Computer Science and Engineering*	*2. Department of Physics*
3. Office of Graduate Affairs	*3.1 Supporting Staff Feedback Report*	*2.1 Course Evaluation Survey Report*	*2.1 Course Evaluation Survey Report*
3.1 Supporting Staff Feedback Report		*2.2 Exit Survey Report*	*2.2 Exit Survey Report*
4. Office of Research and Development		*2.3 Alumni Survey Report*	*2.3 Alumni Survey Report*
4.1 Staff Service Quality Survey Report		*2.4 Lecturer Feedback Survey Report*	*2.4 Lecturer Feedback Survey Report*
4.2 Supporting Staff Feedback Report		*2.5 First Year University Entrance Report*	*2.5 First Year University Entrance Report*
4.3 Student Service Quality Survey Report		*2.6 Supporting Staff Feedback Report*	*2.6 Supporting Staff Feedback Report*
5. Office of External and Public Relations		*3. School of Electrical Engineering*	*3. Department of Civil Engineering*
5.1 Staff Service Quality Survey Report		*3.1 Course Evaluation Survey Report*	*3.1 Course Evaluation Survey Report*
5.2 Supporting Staff Feedback Report		*3.2 Exit Survey Report*	*3.2 Exit Survey Report*
5.3 Student Service Quality Survey Report		*3.3 Alumni Survey Report*	*3.3 Alumni Survey Report*
6. Office of Finance and Planning		*3.4 Lecturer Feedback Survey Report*	*3.4 Lecturer Feedback Survey Report*
6.1 Staff Service Quality Survey Report		*3.5 First Year University Entrance Report*	*3.5 First Year University Entrance Report*
6.2 Supporting Staff Feedback Report		*3.6 Supporting Staff Feedback Report*	*3.6 Supporting Staff Feedback Report*
6.3 Student Service Quality Survey Report		*4. School of Biotechnology*	*4. Department of English*
7. Office of Student Services		*4.1 Course Evaluation Survey Report*	*4.1 Course Evaluation Survey Report*
7.1 Supporting Staff Feedback Report		*4.2 Exit Survey Report*	*4.2 Exit Survey Report*
7.2 Student Service Quality Survey Report		*4.3 Alumni Survey Report*	*4.3 Alumni Survey Report*
8. Office of Facility Development		*4.4 Lecturer Feedback Survey Report*	*4.4 Lecturer Feedback Survey Report*
8.1 Staff Service Quality Survey Report			*4.5 First Year University Entrance Report*

8.2 Supporting Staff Feedback Report *8.3 Student Service Quality Survey Report* *9. Office of Quality Assurance and Testing* *9.1 Staff Service Quality Survey Report* *9.2 Supporting Staff Feedback Report* *9.3 Student Service Quality Survey Report* *10. Library* *10.1 Staff Service Quality Survey Report* *10.2 Supporting Staff Feedback Report* *10.3 Student Service Quality Survey Report* *11. Office of International Academic Collaboration* *11.1 Supporting Staff Feedback Report* *12. Office of Procurement Services* *12.1 Staff Service Quality Survey Report* *12.2 Supporting Staff Feedback Report* *13. Office of Inspection and Legal Affairs* *13.1 Supporting Staff Feedback Report* *14. Office of General Administration* *14.1 Staff Service Quality Survey Report* *14.2 Supporting Staff Feedback Report* *15. Office of Investment & Development* *15.1 Supporting Staff Feedback Report* *16. Canteen* *16.1 Staff Service Quality Survey Report* *16.2 Supporting Staff Feedback Report* *16.3 Student Service Quality Survey Report*		*4.5 First Year University Entrance Report* *4.6 Supporting Staff Feedback Report* *5. School of Industrial Engineering and Management* *5.1 Course Evaluation Survey Report* *5.2 Exit Survey Report* *5.3 Alumni Survey Report* *5.4 Lecturer Feedback Survey Report* *5.5 First Year University Entrance Report* *5.6 Supporting Staff Feedback Report* *6. School of Biomedical Engineering* *6.1 Course Evaluation Survey Report* *6.2 Exit Survey Report* *6.3 Alumni Survey Report* *6.4 Lecturer Feedback Survey Report* *6.5 First Year University Entrance Report* *6.6 Supporting Staff Feedback Report*	*4.6 Supporting Staff Feedback Report* *5. Department of Environmental Engineering* *5.1 Course Evaluation Survey Report* *5.2 Exit Survey Report* *5.3 Alumni Survey Report* *5.4 Lecturer Feedback Survey Report* *5.5 First Year University Entrance Report* *5.6 Supporting Staff Feedback Report*

HCMC, Date 5 September 2022

Reporter

Head of Office of Quality Assurance and Testing





Nguyễn Đức Hùng

Nguyễn Thị Thanh Sang