International University-HCMC

Improvement report after surveying

Period 2022-2023

By OQAT

HCMC, updated by February, 2024

ABBREVIATIONS

You might find the following abbreviations in this report:

The Party	The communist Party of Viet Nam	
IU	International University	
HCMC	Ho Chi Minh city	
VNU	Viet Nam National University	
PB	Presidential Board	
OUAA	Office of Undergraduate Academic Affairs	
OGA	Office of Graduate Affairs	
ORD	Office of Research and Development	
OQAT	Office of Quality Assurance and Testing	
OIAC	Office of International Academic Collaboration	
OHRM	Office of Human Resources and Management	
OFP	Office of Finance and Planning	
OFD	Office of Facility Development	
OILA	Office of Inspection and Legal Affairs	
OSS	Office of Students Services	
OEPR	Office of External and Public Relations	
OID	Office of Investment and Development	
CITT	Center for Innovation and Technology Transfer	
OFM	Office of Facilities Management	
OPS	Office of Procurement Services	
BA	School of Business	
EFA	School of Economics, Finance and Accounting	Depart from school of Business since 2023
BT	School of Biotechnology	
BME	School of Biomedical Engineering	
IT	School of Computer Science and Engineering	
EE	School of Electrical Engineering	
IEM	School of Industrial Engineering and Management	
CE	Department of Civil Engineering	Upgrade to **CEM** (School of Civil Engineering and Management) since 2023
MA	Department of Mathematics	
PH	Department of Physics	
EV	Department of Environmental Engineering	Upgrade to **CEE** (School of Chemistry and Environmental Engineering) since 2023
EN	Department of English	Upgrade to **ELL** (School of Languages) since 2023
CPA	Center for Public Administration	
CIS	Center for Information Services	

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Note: The items page might not be accurate because the report is in the process of being updated continuously.

The first stage of this report was completed in September 2021. By this time, the contents consisted of Survey results in year 2021 and Plan for year 2022.

Then, the next stage was continuously added to with Year 2022 units' report and Plan for year 2023 on beginning months of 2023.

1. INTRODUCTION

The International University (IU) always pays special attention to the work of ensuring educational quality, to maintain and improve the academic reputation as well as service quality of the University. Periodically every semester/academic academic 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 OQAT of all units' plans after studying the survey results for 1 year until the end of the first semester of the academic year 2021-2022. This report summarizes all issues as superbly presents the improvement plans after surveying teaching and learning quality, academic and support staff, and support service quality in 2022 at IU.

After that, OQAT continues to update and monitor issues until the end of the summer semester of the academic year 2022-2023. Relevant units are informed of the survey results, and they continuously report issues that need to be improved.

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 with the corresponding expected results.

Course evaluation survey								
School/ Department/ Office	**Plan for year 2022**			**Year 2022 units' report**	**OQAT's checking (Survey results in year 2023)**	**Plan for year 2023**		
	Action	**Time**	**Results/ expected results**			**Action**	**Results/ expected results**	**Time**
Office of Undergraduate Academics Affairs	Adjust subject content and teaching methods more suitable for students.	03/2021-03/2022	Positive feedback from students			Course scientific socialism (Sem 1, AY 22-23): 3.43 Course philosophy of Marxism and Leninism (Sem 2, AY 22-23): 2.49 Course philosophy of Physical training 1 (Sem 2, AY 22-23): 3.47	Positive feedback from students	Till 03/2023
School of Business	Report the lecturers to adjust, Stop inviting the complained guest lecturers.	8/2 – 8/4/2022	Adjusted	All matters are adjusted. 100%		Teacher BA104's International Marketing subject has bad reviews. comes from students: Discuss with this lecturer to find out the causes and suggest directions for improvement.	Complete	2/2023
School of Computer Science and Engineering	Adjust subject content and teaching methods more suitable for students	**03/2021-03/2022**		The course evaluation scores rise.	Course Computer Networks, and Fundamental Fundamental Concepts of Data Security: evaluation scores have been	Introduction to Data Science (3.71): lecturer must have an adjustment. Lecture slides of the subject "Theoretical Models in Computing" in the first semester	Instructor evaluation scores increase. Redesign to make it easier for students to understand	3/2023-3/2024

Course evaluation survey								
School/ Department/ Office	**Plan for year 2022**			**Year 2022 units' report**	**OQAT's checking (Survey results in year 2023)**	**Plan for year 2023**		
	Action	**Time**	**Results/ expected results**			**Action**	**Results/ expected results**	**Time**
					increased. No longer below 3.75	of 2022 - 2023 are a bit difficult for students to understand.		
School of Electrical Engineering	Adjust subject content and teaching methods more suitable for students	Every semester						
School of Biotechnology	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's evaluation scores rise. Practical classes are held in labs. More students participate in course assessments survey and subject assessment scores improve	The assessment scores of most subjects below 4.0 in 2021 have improved	The assessment scores of most subjects below 4.0 in 2021 have improved			
School of Industrial Engineering and Management	Adjust the subject content and teaching methods more suitable for students.	Semester 1 per each academic year	The rating score is higher.					
School of Biomedical Engineering	Discuss with lecturers to adjust the program and teaching methods of the subject	04/05 – 25/06/2022	Improve student assessment and feedback.	Improved assessment scores and student feedback	3.8 (2021) to 4.29 (2022) During the 2022-2023 academic year, all practical classes are in labs	Need more labs: Plan and propose upgrading, expanding, and building new labs. The central library's Wi-Fi network is not good. TAs of There are subjects have not done their job well.	At least one proposed plan to upgrade, expand and build a new laboratory is approved for investment. Upgrade the bandwidth speed of zone L. Minimize negative feedback on TA.	2023
Department of Mathematics	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	The average assessment score of Calculus 3 and Optimization 2 improved	Achieving satisfactory results, Optimization 2 achieved 4.71				
Department of Physics	Lecturers improve teaching methods.	2/2022-2/2023	Midterm exam of Physics 1 and Physics 2	The Department lecturer's average evaluation score	Overall, there are improvements	There are subjects have a rating below 4.0 such as Digital Image	At least reach 4.0	3/2023-3/2024

Course evaluation survey								
School/ Department/ Office	**Plan for year 2022**			**Year 2022 units' report**	**OQAT's checking (Survey results in year 2023)**	**Plan for year 2023**		
	Action	**Time**	**Results/ expected results**			**Action**	**Results/ expected results**	**Time**
			(Do Xuan Hoi) is difficult.	from 3.57 (2021) go up to 4.13 (2022)		processing, Dig data analysis for remote sensing lab, Physics 4, intro to Space Engineering Dr. Hoi gives difficult exam question, Dr. Vu needs better English pronunciation, Dr. Lan speak a bit quickly		
School of Civil Engineering and Management	Improve subject content and approach to students.	Semester 1 per each academic year	>=4.0	Computer-Aided Design and Drafting (CADD) 2021: 3.75, 2022: 4.21 Construction Management 2021: 3.75, 2022: 4.72	There are no more comments with similar content from students.	All subjects (Eval > 4.00): maintain.	All subjects are eval >4.0. Minimize the number of negative comments	
Department of English (upgrade to School of Language since 2023)	Head of EN has a personal talk with the lecturer.	Semester 2 – academic year 2021-2022		Lecturer (Nguyen Thi Thanh Thuong) received helpful reviews from students and achieved an evaluation score of over 3.75 (of which the subject was rated 4.11 in term 3 2021-2022) The subject achieved higher scores in subsequent semesters (4.68 in semester 1 and 4.61 in semester 2 of the 2021-2022 AY) New lecturer (Do Hoang Nga) received the class rated 3.59 in Sem 2, AY 2021-2022 and 4.27 in Sem 1 of the AY 2022-2023, respectively.	4.11	Opinions say that projectors, air conditioners, and Wi-Fi stability need to be improved. The course Global English is not helpful, and the lecturer is not supportive and friendly to students (3.59, 3.57)	OFM helps to better support lecturers' teaching and learning. Replace lecturer, target 4.0	2023
Department of Environmental Engineering (since 2023, upgraded to school of	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%	4.0 The rate of students participating in surveys in	Worse than last years	Survey results - Eval 1 of Chemistry for Engineers (3.07) and Chemistry Laboratory (3.56) are lower than the average of CEE.	4.0	2023

Course evaluation survey								
School/ Department/ Office	**Plan for year 2022**			**Year 2022 units' report**	**OQAT's checking (Survey results in year 2023)**	**Plan for year 2023**		
	Action	**Time**	**Results/ expected results**			**Action**	**Results/ expected results**	**Time**
Chemical and Environmental Engineering)				environmental accounting subjects has improved, 67% of subjects have a survey rate greater than 80%.		Environmental Science: lecturers do not speak English fluently, most speak 80-90% Vietnamese. Advanced Engineering Drawing: construction lab needs computer improvements	adjust accordingly	
School of Economic, Finance and Accounting (since 2023)						Like: the instructor has a deep knowledge of the subject, understandable calculation instructing Improve: presenting students should not bring notes or scripts to read (Vũ Thúy Mai Uyên) Her voice is quite difficult to hear and absorb. She rarely teaches how to do the exercises in mid (Nguyễn Thị Lê Hà) The lecturer is not familiar with using English, the lesson delivery is not easy to understand, the lecturer takes a break without notice. The exam questions are too broad and not suitable for students. Course Advanced Financial Reporting and Analysis (3.26) (Nguyễn Thị Ngọc Linh)	Not any more Improve Improve	2-12/2023

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 There are 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 truly clear goals and timelines.

2.2. FIRST YEAR STUDENTS

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

First year students survey								
School/ Department/ Office	**Plan for year 2022**			**Year 2022 units' report**	**OQAT checking (Survey results in year 2023)**	**Plan for year 2023**		
	Action	**Time**	**Results/ expected results**			**Action**	**Results/ expected results**	**Time**
School of Business	Reform teaching methods. Build school promotion channels.	2022	Complete 70% -100%	100%	IU's promotional activities are not extensive.	Build school promotion channels. Consider	100%	2023

First year students survey								
School/ Department/ Office	**Plan for year 2022**			**Year 2022 units' report**	**OQAT checking (Survey results in year 2023)**	**Plan for year 2023**		
	Action	**Time**	**Results/ expected results**			**Action**	**Results/ expected results**	**Time**
	Discuss with lecturers. Request the secretariat to promptly update information on the website and Facebook fan page. Review the training program. Buy data and documents online. Encouragement from instructors			100% 100% 100%	Reduce intensive English (IE) classes (if) Students have difficulty with IE. IU should have a website for students to view eBooks of subjects online	Discuss with OIAC Buy Cengage book accounts for 1st and 2nd year students.	70% 100%	
School of Computer Science and Engineering	Strengthen communication channels such as email and Blackboard to inform students better. Email and Blackboard are used to inform students. Redesigning the website interface of Faculty of IT Promote the implementation of academic seminars and sharing of alumni	03/2022-03/2023	Students are satisfied with the registration information received for the course. The number of students participating in academic counseling sessions increased. The SCSE website interface needs to be designed to be more user-friendly. Increase student access to academics	Students are satisfied. The number increased. The SCSE's website interface has been redesigned		Enhance, exploit and research in-depth about students' majors. : Strengthen communication channels such as email and Blackboard to inform students about the Faculty's Academic Groups There should be early directions to resolve the location of clubs: send recommendation to IU leaders.	Students participate in the school's Academic Clubs to improve their professional research capacity. There is a place for Student Club activities.	3/2023-3/2024
School of Electrical Engineering	Add questions to find out the reason for their uncertainty in the survey link. Promotion of education quality and IU image to attract students. IU integrates all the necessary information for students to refer to and has a suitable study plan. More extracurricular activities Increase the use of video/film in computer-based teaching rather than paper documents	Annual	100% 60-70% 100% of students use it. 100% 100%	7.4% < 2.84, 85.2%, 2.78, 74.1,	With respect to the issues raised, 2022 results are quite on par with 2021.	7.4% of students surveyed are not sure they will complete their program. Find out students' wishes about classes, schedules, and courses. specifically, from which to produce an improvement plan.	0% Increase student evaluation rate	

First year students survey								
School/ Department/ Office	**Plan for year 2022**			**Year 2022 units' report**	**OQAT checking (Survey results in year 2023)**	**Plan for year 2023**		
	Action	**Time**	**Results/ expected results**			**Action**	**Results/ expected results**	**Time**
School of Biotechnology	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. Promote the information channel of public transport moving from the downtown to IU (schedule of bus routes with stops/pickups around the campus) Improve the school website interface. Academic advisors enhance interaction and support students. Inform students of surveys/ assessments of quality and services at IU	03/2022-12/2022	Students are satisfied with the course registration information; schedule received. Students are well supported in terms of transportation. Enhance information coverage to students. Students feel supported during their studies at IU. Most students participated in the surveys	Students are satisfied with course registration information, timetables, are well supported with transportation information, and are supported during the study process. The number of students participating in the surveys increased.	Better duplicity from students	Build infrastructure projects early. Need detailed instructions on the accounts that students are given	Infrastructure projects built early. Students are guided	3-12/2023
School of Industrial Engineering and Management	Add questions to find out the reason for not having a sure plan to complete the degree in the survey link. Participate in education quality accreditation from international accrediting organizations to promote education quality and attract students. Find out what students want and what they are not satisfied with, therefore, come up with an improvement plan. Extracurricular activities organized by the Youth Union/ Student Union/ association with the orientation of	Annual	100%					

First year students survey								
School/ Department/ Office	**Plan for year 2022**			**Year 2022 units' report**	**OQAT checking (Survey results in year 2023)**	**Plan for year 2023**		
	Action	**Time**	**Results/ expected results**			**Action**	**Results/ expected results**	**Time**
	supplementing soft skills, improving knowledge for students, especially computer skills and academic research. Increase the use of video/film in computer-based teaching rather than paper documents							
School of Biomedical Engineering	Lecturers announce the deadline for submitting assignments. Discuss with English Department to find out the weak points of the intensive English program. Coordinate with the library to survey students' need to learn these skills	04/05 – 31/12/2022	At least 50% of the syllabus has a detailed description of the assignment and the deadline for submission. Specific survey on the learning progress of students in the Intensive English program Make training programs for the mentioned skills based on the needs of the students	All lecturers announce deadlines for submitting assignments. Collaborate with the language department. Coordinated with the library to survey students' needs to learn computer and internet skills and organized corresponding training sessions/seminars.		Discussion/verbal expression is weak (2.33) Written expression is weak (2.09)	Collaborate with the Language Department to come up with solutions to enhance discussion/verbal/writing expression skills for students.	2023
Department of Mathematics	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		Quality of registration information received. (average survey score 2.57) and Satisfied with the schedule you received (average survey score 2.24): not as expected. Take the classes you want (survey average score 2.29) and get the specific courses you want (survey average score 2.24): Improved		Organizing workshops should avoid school hours. Quality of instruction		3/2024
Department of Physics	PH department always develops and expands connections with businesses / specialized research institutes		More students could practice abroad (There are now a few more PhDs, professors working abroad					

First year students survey								
School/ Department/ Office	**Plan for year 2022**			**Year 2022 units' report**	**OQAT checking (Survey results in year 2023)**	**Plan for year 2023**		
	Action	**Time**	**Results/ expected results**			**Action**	**Results/ expected results**	**Time**
	to support students to practice and do research		accepting students to practice online)					
School of Civil Engineering and Management	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 create a dynamic and fun environment. Increase the use of video/film tools in teaching	Annual	Solve all the problems	100%				
Department of English (upgrade to School of Language since 2023)	From the survey results, the EN found that there was no need to make improvements and would like to maintain the current method					There are no first-year students of the Faculty of Languages Feedback should be given to the program and Services of the Faculty of Languages.	From the 2022 survey results, the Faculty of Languages found that there is no need to make improvements and would like to maintain the current method.	2023
Department of Environmental Engineering (since 2023, upgraded to school of Chemical and Environmental Engineering)	Add career orientation content in class meeting, EV welcoming new students. Communication activities, introduce professions through recruitment consulting activities. More academic advising and student registration support 100% of students are encouraged to participate in academic counseling sessions		70% 100% 3.5/4 100%	50% 83.3% 2.17 66.7%	Less than the target Less than the target Worse than last year Less than the target	The quality of the registration information received is low (2.17) The rate of students participating in the academic counseling session is still low (66.7%) 100% of students are not sure when they have special learning or support needs	3.0 80% 20%	2023

First year students survey								
School/ Department/ Office	**Plan for year 2022**			**Year 2022 units' report**	**OQAT checking (Survey results in year 2023)**	**Plan for year 2023**		
	Action	**Time**	**Results/ expected results**			**Action**	**Results/ expected results**	**Time**
School of Economic, Finance and Accounting (since 2023)						"I hope the school will have teaching methods to help new students like us understand in-depth and practice better in the field we have chosen."	Reform teaching methods, create conditions for lecturers to participate in training sessions on active teaching methods	2023

There are many issues that first-year students 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 (EXIT SURVEY)

When students are eligible to graduate, OQAT 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.

Graduating students (exit survey)								
School/ Department	**Plan for year 2022**			**Year 2022 units' report**	**OQAT checking (Survey results in year 2023)**	**Plan for year 2023**		
	Action	**Time**	**Results/ expected results**			**Action**	**Results/ expected results**	**Time**
School of Business	Review the training program	9/2022-1/2023	complete	Wait for the Scientific Council to approve the proposal to adjust the program output standards	100%	Job situation immediately after graduation of graduates < 3.0: Connect with businesses	>3.0	2023
School of Computer Science and Engineering	Proposing training courses, seminars for lecturers Use the online notification system to keep up to date with students. Organize more recruiting sessions. Notify academic evaluation criteria to students through academic advisors. Improve the early entry of points on the system.	03/2022-03/2023	Lecturers have good teaching methods. Students are informed of their schedule soon. Students quickly find internships. Students understand the status of assessment of learning outcomes. Students will see their course results in a timely manner. Students are allowed to participate in	The lecturer has better teaching methods. Students are notified of plans early. Students quickly find internships. Students understand the situation. Students will see their course results promptly.		Faculty should invest in more machines so students can access/serve AI model training. Students should be supported with international career certificates such as AWS, Microsoft, Azure	have more servers. Students are supported to take international certification exams	3/2023-3/2024

Graduating students (exit survey)								
School/ Department	**Plan for year 2022**			**Year 2022 units' report**	**OQAT checking (Survey results in year 2023)**	**Plan for year 2023**		
	Action	**Time**	**Results/ expected results**			**Action**	**Results/ expected results**	**Time**
	Proposing extracurricular activities that do not coincide with the student's schedule. Provide specific and practical guidance for students in their academic lifestyle		extracurricular activities and do not overlap with the schedule. Activities of The Party/Youth Union will be effective and have favorable effects on students' learning and lifestyle	Students are allowed to participate in extracurricular activities that do not conflict with their class schedules.				
School of Electrical Engineering	Lecturer integrates more practical examples of career-oriented opportunities; EE gives more field trips at companies	Annual	increased to 95-100% of students agree.	70% of students relatively agree with the course's teaching activities associated with career orientation and practical connections. 3.3% of students disagree about being supported for internships at agencies and businesses outside IU	2022 results are lower than 2021. 2022 results are better than 2021. 6.7% of students disagreed about administrative procedures, 6.7% of students disagreed about study plans, 3.3% of students disagreed about being supported for internships, 3.3% Students disagree about assessment results being published promptly	Promote to students the goals of the training program. During the teaching process, lecturers integrate practical examples. Timely support, widespread notification,	increase to 95-100% increase to 80-90% of students agreeing. Increase to 100% students agree	
School of Biotechnology	The online notification system is used to inform students more effectively. Notify the learning assessment criteria to students from the lecturer from beginning; BT urges grading and announcing scores.	03/2022-12/2022	Students are informed timely.	Plans will be announced soon. Students: - easily find internships		Connect career opportunities. More career counseling sessions Add practice classes. Investing in equipment in laboratories. Create conditions for students to participate in scientific research.	Student satisfaction	3-12/2023

Graduating students (exit survey)								
School/ Department	**Plan for year 2022**			**Year 2022 units' report**	**OQAT checking (Survey results in year 2023)**	**Plan for year 2023**		
	Action	**Time**	**Results/ expected results**			**Action**	**Results/ expected results**	**Time**
	Create a network to introduce internship placements for students. Encourage and guide students in community activities. Lecturers make practical contact with students, update modern techniques in the process of teaching practice, organize seminars to foster professional skills. 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. Organize academic seminars so that students can easily access the research direction of lecturers; students are encouraged to participate in academic activities of BT. Recruit more qualified lecturers.		Students can easily find internships. Increase the number of students participating. Students are equipped with professional skills. Students get jobs after graduation. Students can participate in research projects with faculty staff and researchers. Recruit 1-2 more PhDs	-Understand the criteria for evaluating learning outcomes -See the results of the course in a timely manner -Participate in community service -Equipped with professional skills -Be confident about your career after graduating -Participate in research projects Recruited 1 more PhD		Need specialized subjects and clear career guidance. Reduce procedure load. Consider implementing student transportation. Lack of facilities Not satisfied with OUAA Notify events in a timely manner. Scholarship information needs to be announced sooner.		
School of Industrial Engineering and Management	Widely publish training programs on the media such as the IU website, school website, faculty Facebook fan page. Lecturers improve teaching methods.	Regular activities	95-100% of students agree. 50% of Lecturers participate in the school's pedagogical course (if any)					

Graduating students (exit survey)								
School/ Department	**Plan for year 2022**			**Year 2022 units' report**	**OQAT checking (Survey results in year 2023)**	**Plan for year 2023**		
	Action	**Time**	**Results/ expected results**			**Action**	**Results/ expected results**	**Time**
	IU and IEM organize academic competitions to create conditions for students to participate in research and practice. Lecturers give practical examples to help students better understand their future career; BME organizes; refer lecturers who used to work outside. Training regulations are posted on the IU website, BME website. 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. Academic advisors hold a class meeting at least once a year. Academic advisors and office staff guide, help, quickly respond to legitimate requests of students. They are always friendly, listen to 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 beneficial effects on students' learning and lifestyle. The training program is reviewed, updated, and adjusted annually to meet the needs of the career market		1-2 times/year Organize at least 5 field trips per year. 0% 3% 0%					

Graduating students (exit survey)								
School/ Department	**Plan for year 2022**			**Year 2022 units' report**	**OQAT checking (Survey results in year 2023)**	**Plan for year 2023**		
	Action	**Time**	**Results/ expected results**			**Action**	**Results/ expected results**	**Time**
School of Biomedical Engineering	Organize creative competitions, short courses/ seminars on creative thinking, and quality control.	04/05 – 31/12/2022	At least one creative contest and one short course/ seminar on creative thinking and quality control in 1 year	Organized two innovation competitions during the year including BME Innovation and IU Start up demo day. Five brownbag seminars were organized in which creative thinking was integrated. Three short course/seminar/guest lecture on operating laboratory equipment experiments conducted by businesses, five brownbag seminars integrating information and knowledge about quality control were held during the year.		Create conditions for students to visit workplaces: Increase practice time for students. Innovating teaching methods helps students become more interested in the subject. Connect more with businesses and hospitals. Omit or reduce general general subjects.	The minimum number of practice sessions for each course is three times. Organize at least one training/experience sharing session on teaching methods. Sign at least one additional MOU with businesses and hospitals. Improve training programs every year	2023
Department of Mathematics		3/2022-3/2023	Point: 4.0	All questions scored above 4.0				
Department of Physics	Lecturers update new knowledge about science and technology and practical applications through lectures, Enhance student support in career guidance.	02/2022-02/2023	Lecturers update knowledge and improve teaching methods.	There has been improvement, but it has not reached the desired level.		Questions in the entire survey have an average score no higher than 4.0/5.0.	Improve all low average scores.	
School of Civil Engineering and Management	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.	Upgraded computer system, Deployed short-term training courses. Suggestion box and annual Alumni Association meeting. Create a Zalo group to share information with alumni.	The training program has a reasonable ratio of theory and practice (3.86) Internship plans are announced promptly (3.86) Academic advisors actively advise and support students (3.86)	Review and plan adjustments to the training program. The CEM school actively searches for businesses and projects for students to practice. School leaders discuss with academic advisors. Established Alumni Association and linked businesses.	>= 4.0 >= 4.0 >= 4.0	2023

Graduating students (exit survey)								
School/ Department	**Plan for year 2022**			**Year 2022 units' report**	**OQAT checking (Survey results in year 2023)**	**Plan for year 2023**		
	Action	**Time**	**Results/ expected results**			**Action**	**Results/ expected results**	**Time**
					Job situation immediately after graduation (2.14)		>= 4.0	
Department of English (upgrade to School of Language since 2023)	Use a variety of channels to promptly notify study plans to students. The school is more active in opening relationships and links with businesses. Replace and upgrade computers and equipment of three labs A1.507, A1.508, A1.509 Promote community service activities more widely. Actively review and implement assessment of the Output Standards of the English Language program	2022	All issues achieved a 4.0 rating					
Department of Environmental Engineering (since 2023, upgraded to school of Chemical and Environmental Engineering)						Student satisfaction with the program which is applicable to current jobs is still low (2.5/5)	3.5	2023
School of Economic, Finance and Accounting (since 2023)						Faculty should pay more attention to student orientation as well as necessary support in learning as well as future career support activities.	Each lecturer will share more career orientation for students in the courses as well as invite more businesses to share.	2023

Through this kind of survey, few graduating students think that lecturers do not have good teaching methods. Besides that, there are students who have not been well supported to practice at companies outside of IU. Meanwhile, there are students who 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 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 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 appreciates the opinions and contributions of alumni. This type of survey is conducted after 1 year for graduating students. For example, students who graduated in 2021 would be surveyed at the end of 2022.

Alumni survey								
School/ Department	**Plan for year 2022**			**Year 2022 units' report**	**OQAT checking (Survey results in year 2023)**	**Plan for year 2023**		
	Action	**Time**	**Results/ expected results**			**Action**	**Results/ expected results**	**Time**
School of Business Administration	Organize career orientation sharing sessions. Connect with businesses to find job opportunities for students	2-5/2023	100%	100% 50%	The rate of students working in the wrong major is quite high. The unemployment rate after 1 year of graduation is still high. Average monthly income is still low.	Organize career orientation sharing sessions. Connect with businesses to find job opportunities for students	The results of the mentioned indicators are higher than 2022 graduates graduating in 2021	2-12/2023
School of Computer Science and Engineering	Review subjects that have not met the needs of students to improve.	03/2022-12/2022	Students apply practical knowledge to work.	Students apply practical knowledge to work.		The rate of finding a job introduced by the Faculty/School is still low. Through referrals from relatives (33%), recruitment websites (33%), and other media channels (33%)	The rate of finding a job introduced by the IU/SCSE increased.	3/2023-3/2024
School of Electrical Engineering	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 on the subject and organize collective activities in the school.	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	Improved percentage of students doing the right training major (38.5%) Able to apply professional knowledge into practice? Rating score: 3.69 Able to apply planning, organization, and project management? Rating score: 3.77 Career orientation activities of the school and IU: 3.54	92.3% of graduates have jobs. Improve the odds of students doing the right major. create (38.5%) Able to apply professional knowledge into practice? (3.69) Able to apply planning, organization, and project management? (3.77)	Provide more information. Labor market research. Review the content of specialized subjects. Increase group presentation content into the subject. Invite businesses and alumni students to consult.	100% of graduates have jobs. 45-50% Knowledge of subjects is close to reality. 4.0 Support students with clear career orientation.	2023

Alumni survey								
School/ Department	**Plan for year 2022**			**Year 2022 units' report**	**OQAT checking (Survey results in year 2023)**	**Plan for year 2023**		
	Action	**Time**	**Results/ expected results**			**Action**	**Results/ expected results**	**Time**
	Invite more business partners, former students to consult current industry trends for students.		Increase rating by 4.0. Support students with a clear career direction after graduation.		Career orientation activities (3.54)			
School of Biotechnology	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)	Students find jobs from a variety of sources		1. The schedule of students about to graduate needs to be streamlined: request OUAA for support. 2. Lecturers' pronunciation is not clear: remind the lecturer 3. Expand relationships with employers: push forward 4. Majors should invite employers to share: promote 5. More seating during peak hours at the library: library petition	Students do not have overlapping schedules. Students are satisfied. Students find jobs. Students participate. Meet student needs.	03-12/2023
School of Industrial Engineering and Management	Open seminars, invite businesses to share practical experiences with students, conduct company visit tours. Join forums, Business & University networks (e.g., BM LSCM has joined VN VALOMA Logistics Association). Through the subjects, promote the knowledge of data analysis, data structure, program	Annual	Links with businesses to open seminars and tours. Signing agreements on training, support, and sponsorship for students. The subjects have modules to practice coding, analyze data					

Alumni survey								
School/ Department	**Plan for year 2022**			**Year 2022 units' report**	**OQAT checking (Survey results in year 2023)**	**Plan for year 2023**		
	Action	**Time**	**Results/ expected results**			**Action**	**Results/ expected results**	**Time**
	structure, advanced office informatics.		based on real use cases.					
School of Biomedical Engineering	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 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.	04/05 – 31/12/2022	Add a chapter on network knowledge and network safety. Add courses or integrate skills into subjects in the curriculum. Make a program and plan to invite guest lecturers.	Added a chapter on network knowledge and network safety to the Medical Instrumentation subject. Have created a program and plan to add subjects or integrate skills into subjects in the training program. Prepared the program and planned to invite guest lectures: Entrepreneurship, Medical instrumentation, BME Capstone design, Bioethics, Engineering challenge in medicine 1, ...	Lack of creativity (2.33)	Organize and encourage students to participate in creative playgrounds; Organize extracurricular classes to equip creative thinking.	Organize at least one extracurricular class/guest lecture/seminar to equip creative thinking.	3-12/2023
Department of Mathematics	Questions related to Evaluation of IU's training program. Questions related to Assessment of Abilities/Competencies acquired after graduation. Questions related to Evaluation of career support activities	03/2022-03/2023	4.0 3.0-4.0 3.5	4.0 3.5-4.5 3.5				
Department of Physics	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 02/2023-02/2024	4.0	3.75				

Alumni survey								
School/ Department	**Plan for year 2022**			**Year 2022 units' report**	**OQAT checking (Survey results in year 2023)**	**Plan for year 2023**		
	Action	**Time**	**Results/ expected results**			**Action**	**Results/ expected results**	**Time**
	Improve programs to meet human resource needs							
School of Civil Engineering and Management	Plan to upgrade and maintain the computer lab. Update the curriculum and plan to open short courses related to specialized software applied to the project. Set up a suggestion box for students.	2022	Upgrading computer systems, Deploying short-term training courses Suggestion box					
Department of English (upgrade to School of Language since 2023)						Able to resolve problems/issues (3.0) Professional career orientation activities (3.0) IU's consulting and employment support activities facilitate students in the job search process (3.0)	Add case studies in specialized subjects. Schoolwork is more actively associated with businesses. Expect 4.0	2023
School of Economic, Finance and Accounting (since 2023)						Professional career orientation activities from the faculty are not satisfactory (average score is 3.27) Consulting and job support of the faculty is not satisfactory. (average score is 3.27)	Organize career orientation. Connect with businesses to find job opportunities for students.	2023

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*)

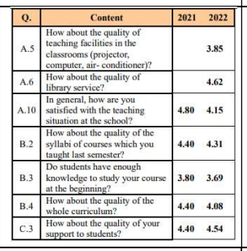
Not only collecting opinions of students and alumni, but IU also cares about the feelings of its own faculty staff. These are the ones who directly create IU's values and reputation. This type of survey is specifically for lecturers.

Faculty Feedback survey								
School/ Department	**Plan for year 2022**			**Year 2022 units' report**	**OQAT checking (Survey results in year 2023)**	**Plan for year 2023**		
	Action	**Time**	**Results/ expected results**			**Action**	**Results/ expected results**	**Time**
School of Business	School labor regulations for evaluating the level of work completion. Widely announce promotion opportunities and promotion conditions	11/2022-1/2023	Promulgate labor regulations and regulations for evaluating the level of work completion. Make announcements	100%	The proportion of lecturers who think the workload is heavy or quite heavy is higher than 30%.	Discuss further with the Board of President and relevant departments to improve the situation	Reduce the workload for lecturers	4-12/2023
School of Computer Science and Engineering	Recruiting more personnel More books and eBooks used for teaching. Lecturers participate in short/long-term training courses on improving professional knowledge and skills. Create/add more forms such as quiz, Kahoot, minigame, increase the interest of students.	01/2022-01/2023	Recruited 1 Master and 2 PhDs More books and eBooks available Lecturers participate in training courses. More creative and fun ways of teaching	Reduce workload. Enough teaching materials Enough lecturer training courses. Appropriate form/method of assessment in teaching.		The workload is still heavy. The projectors need to be upgraded. Wi-Fi needs to be upgraded.	Recruited 1 Master and 2 Doctors	3/2023-3/2024
School of Electrical Engineering	EE will continue to distribute the teaching load evenly among the faculty members. (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.	Regular activities Annual Annual	100% of the lecturers agree with the teaching volume. 100% Instructors are supported with teaching resources.	83.3% of lecturers answered that the teaching load is reasonable. Lecturers receive little support for teaching resources (16.7%) and little training in teaching methods (25%). 16.7% of lecturers review course outlines every semester, 75% respond		Distribute teaching load evenly. The library increased support, and IU organized pedagogical classes. Course outlines should be reviewed after each teaching session. IU asked for opinions from lecturers.	100% 100% 80-90%	2023

Faculty Feedback survey								
School/ Department	**Plan for year 2022**			**Year 2022 units' report**	**OQAT checking (Survey results in year 2023)**	**Plan for year 2023**		
	Action	**Time**	**Results/ expected results**			**Action**	**Results/ expected results**	**Time**
	The subject outline should be reviewed after each teaching course to adjust and update in a timely manner according to current trends. Lecturers review and improve lectures, put case studies into the course. Establishing research groups; Students conduct graduation thesis, subject project with research project of the faculty (Students participating in research are supported with a fair remuneration)	Each semester	Increase the percentage of annual subject outline review (80 - 90%) 75% of lecturers apply. Reduce the percentage to 10-15%	annually and 8.3% respond every 3 years. Lecturers do not have access to support for unit leaders (8.3%) 66.7% of lecturers do not integrate research into their lectures. 41.7% of lecturers do not conduct research with other lecturers/students. 33.3% of lecturers said there is no compensation for students when participating in research		Lecturers review and improve lectures. Establish research groups. Support students with worthy remuneration. Projectors and computers must be maintained regularly.	75% 10-15%	
School of Biotechnology	Recruit more staff. More scientific research activities at Faculty. Lecturers in charge of the subject remind students to participate. OQAT checks and adjusts accordingly. Invest in more suitable laboratories. More books, eBooks supplied by the library. CIS upgrade and well maintain the Blackboard system.	03/2022-12/2022	Recruit 1-2 more PhDs. Increase the percentage of personnel participating in scientific research. More than 2/3 of the students participate in the assessment. The survey form is suitable for the actual situation. The quality of teaching equipment has been upgraded.	Recruited one more PhD. Increase the proportion of personnel participating in scientific research. Increase the number of students participating in scientific research. The survey form is appropriate to the actual situation. ***The quality of teaching equipment has not yet improved.*** Books and eBooks are updated. Fix Blackboard system errors. The subject syllabus has been updated. The subject registration system has been improved.		The BT school will have many activities to improve according to lecturers' opinions: Encourage discussion, assign appropriate subjects, do not arrange practice classes on Saturday afternoons, upgrade classroom equipment, support access to journals science, virtual experiment software, materials and chemicals, equipping students with skills, adjusting output standards, strengthening scientific research links	Improve quality, satisfaction, and convenience for lecturers	03-12/2023

Faculty Feedback survey								
School/ Department	**Plan for year 2022**			**Year 2022 units' report**	**OQAT checking (Survey results in year 2023)**	**Plan for year 2023**		
	Action	**Time**	**Results/ expected results**			**Action**	**Results/ expected results**	**Time**
	OUAA and CIS upgrade the transmission line and support the operation of the Edu-soft system. BT considers bringing this subject into the curriculum		More books, eBooks, teaching aids Upgrade and fix the error of the Blackboard system. Improved subject registration system					
School of Industrial Engineering and Management	The faculty recruits more lecturers to share the workload. (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 explicitly stated in the university's regulations.	2022	(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	Discuss with the OHRM about the recruitment program.	2022	Have a plan to recruit additional staff for BME (if necessary)	BME has been recruiting lecturers according to needs and allowed quotas.		Need TA support. Need to improve the quality of Projector.	Comply with IU regulations. Discuss with the OFD about	3-12/2023

Faculty Feedback survey								
School/ Department	**Plan for year 2022**			**Year 2022 units' report**	**OQAT checking (Survey results in year 2023)**	**Plan for year 2023**		
	Action	**Time**	**Results/ expected results**			**Action**	**Results/ expected results**	**Time**
	Discuss with the OFD about maintenance and upgrade equipment. Discuss with the Library to update textbooks and references for subjects		Repair and replace damaged equipment. Implemented updating of books used in the curriculum of BME.	The OFD has replaced the use of LCD TV screens. BME has also added the following books: General Biomedical Engineering (Editor-in-Chief Author Vo Van Toi), Nano tubes and nano wires (C N R Rao), Concepts and Design of Materials Nano architectonics (Omar Azzaroni), Anticorrosive Nanomaterials: Future Perspectives (Chandrabhan Verma), Anisotropic 2D Materials and Devices (YueRui Lu) …		Need to improve the internet connection.	maintenance and upgrade equipment. Upgrade bandwidth speed.	
Department of Mathematics	Update syllabus every 2 years. Increase time participating in community support. Increase the number of students participating in scientific research with lecturers.	09/2022-09/2023				The whiteboard is small and degraded. Projector in laboratory room should be equipped.	It should be replaced by blackboard which can be sliced up and down and provides more space for instructor to write down explanation and solution clearer.	3/2023-3/2024
Department of Physics	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		Average score 2021: 4.0. Average score 2022: 4.5 Average score 2021: 4.0 Average score 2022: 4.33.	Increased more than expected	Projectors in classroom, book and space for reading, labs, English and basic sciences, How many percent of your time use in public support: >40% take 66.7%	proposed to stakeholders. Get 50% 50%	3/2023-3/2024

Faculty Feedback survey								
School/ Department	**Plan for year 2022**			**Year 2022 units' report**	**OQAT checking (Survey results in year 2023)**	**Plan for year 2023**		
	Action	**Time**	**Results/ expected results**			**Action**	**Results/ expected results**	**Time**
						How many percent of faculty conduct research: < 50%		
School of Civil Engineering and Management	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	Lecturers review syllabus every 2 years 10% 20% 30%		Workload should be enough for all lectures: Classify classes according to professional expertise and coordinate with other schools to arrange classes when lecturers do not have enough standard classes. Communicate with the department in charge and follow the school's general policies to answer questions and requests about facilities and equipment.	80%	2023
Department of English (upgrade to School of Language since 2023)	From the survey results, the EN found that there was no need to make improvements and would like to maintain the current method	2022	Continue to maintain the current method	From the 2022 survey results, although the evaluation scores for some items decreased from 0.11 to 0.62 points, Language Faculty still expressed satisfaction with the services provided at IU.	 Q. / Content / 2021 / 2022 A.5 How about the quality of teaching facilities in the classrooms (projector, computer, air- conditioner)? 3.85 A.6 How about the quality of library service? 4.62 A.10 In general, how are you satisfied with the teaching situation at the school? 4.80 4.15 B.2 How about the quality of the syllabi of courses which you taught last semester? 4.40 4.31 B.3 Do students have enough knowledge to study your course at the beginning? 3.80 3.69 B.4 How about the quality of the whole curriculum? 4.40 4.08 C.3 How about the quality of your support to students? 4.40 4.54			
Department of Environmental Engineering (since 2023, upgraded to school of Chemical and Environmental Engineering)	The course outline is reviewed and updated before the start of the new semester and adjusted and updated in a timely manner.	Each semester Annual	100% of lecturers review the outline every semester. 100% of students are paid for	Lecturers: 20% responded that the teaching load is quite heavy; 80% responded that the teaching load is normal. 44% of lecturers received support with teaching resources and training on teaching methods.		CEE adjusts teaching assignments for common subjects to reduce the teaching load of lecturers. Connect to Library	100% 80%	

Faculty Feedback survey								
School/ Department	**Plan for year 2022**			**Year 2022 units' report**	**OQAT checking (Survey results in year 2023)**	**Plan for year 2023**		
	Action	**Time**	**Results/ expected results**			**Action**	**Results/ expected results**	**Time**
	Students participating in research are supported with a decent remuneration. 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. 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		participating in research. 4.0 3.5	20% review course outlines each semester, 80% review each year. 100% said they receive compensation for students when participating in research. Satisfaction level about the quality of students entering the subject is lower than the average level (mean=4.0) Satisfaction level about the quality of training programs is lower than the average level (mean=4.2)				
School of Economic, Finance and Accounting (since 2023)						Use research findings to demonstrate theories delivered to students	Reform teaching methods	2023

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 courses. The CIS upgrades and well maintains the Blackboard system. All of these will make teaching tasks more effective.

4. SUPPORTING STAFF SURVEYS *(BEGIN IN 2022)*

According to the requirements of practice and experts, this type of survey is intended specifically for staff members, not faculty and administrators. 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. This type of survey begins in **2022**, so the first improvements are planned for **2023**.

Supporting Staff surveys					
School/ Department/ Office	**Survey results in year 2022**	**Plan for year 2023**			**Year 2023 unit's report**
	Activities need improvement in 2022	**Action**	**Time**	**Results/ expected results**	
Office of Human Resources Management	Opportunities are available to enhance skills and knowledge on the job. The students and others respect your ability. Career advancement opportunities. Performance Evaluation Process and results. Penalties for violations. Salary compared to the work performance, OT work, compared to outside comparable groups. Involvement of people with other competencies in your work. Facilities and infrastructure satisfaction.	Proposing to organize refresher training courses according to professional titles; Bachelor of human resources to participate in refresher training courses as planned. Strengthen social communication. Create conditions for professionals to participate in appropriate training courses. Proposal to build and update a new set of evaluation procedures; Proposing research and application of evaluation results to reward, contract renewal, appointment consideration or income impact. Developed and promulgated Labor Regulations Build a research team to improve wages, OT money. Create connection and teamwork spirit, solidarity, mutual support. Support the replacement and re-equipment of working equipment and facilities	08/2022-08/2023	Professionals are equipped with the necessary knowledge and skills to apply for the job. Professionals improve their ability to communicate and behave. Professionals have many opportunities for career advancement when they meet the necessary conditions. New set of procedures to make the assessment more detailed and efficient. Help to specify violations and how to manage them. Salary according to job position, suitable for all subjects Increase the ability to work in groups, support each other when coordination is needed. Equipping infrastructure and working conditions to increase work efficiency	
Office of Undergraduate Academic Affairs	Employees are satisfied with their performance (3.71) Employees are satisfied with their workload (3.0) Employees are satisfied with their salary (2.92)	Actively participate in short-term training courses organized by the University; Constantly improve knowledge and skills. Arrange the appropriate workload, ensure the completion schedule, Standardized work processes. Propose the University consider the salary of staff.	08/2022-08/2023	All employees are satisfied	
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.	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.	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.	

Supporting Staff surveys					
School/ Department/ Office	**Survey results in year 2022**	**Plan for year 2023**			**Year 2023 unit's report**
	Activities need improvement in 2022	**Action**	**Time**	**Results/ expected results**	
	Your salary, bonus compared to the work you perform. Facilities and infrastructure.	Connecting the room So from buying equipment for computers, desks, and cabinets ... Wi-Fi quality		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) Satisfaction with the performance evaluation process (3.8) Satisfaction with available human resources for the workload (3.8) Compensation for overtime work (3.6), Salary versus externally comparable group (3.4), Satisfaction with discipline when there is a violation (3.4) Work Pressure (3.6) Satisfaction level with salary compared to workload (3.2) Satisfaction level with facilities and infrastructure (3.2)	Staff set up excellent achievements in performing tasks to be considered for a salary increase ahead of time. Improve the performance evaluation sheet. Review the workload of each employee and rebalance if there is a significant difference in the amount of work everyone must perform. Request IU to establish a Communication Department according to the Strategic Plan of International University for the period of 2021-2025 and rebalance human resources for each activity segment. No plan Organize monthly internal meetings for employees to report, self-assess current workload, and propose to OEPR leaders on adjusting workload if any. Use workload scale. Procedures for obtaining new facilities (computers, scanners,.), as well as repairing facilities when needed.	Annual Academic year 2022-2023 Academic year 2022-2023 Monthly Academic year 2022-2023	Employees have a better overview of the promotion mode and the importance of career enhancement. Increase transparency and clarity in the process of evaluating the performance of OEPR staff. Optimizing the balance between the Department's overall workload and the number of available personnel. Increase employee satisfaction. Increase employee satisfaction. Increase employee satisfaction	
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	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	08-12/2022	All employees are satisfied	

Supporting Staff surveys					
School/ Department/ Office	**Survey results in year 2022**	**Plan for year 2023**			**Year 2023 unit's report**
	Activities need improvement in 2022	**Action**	**Time**	**Results/ expected results**	
	compared to externally comparable groups (3.71); Involvement of people with other capacities in jobs (3.86)	of OFP and discuss with the staff about the coordination in the work of OFP.			
Office of Student Services	Content of thematic classes and seminars (3.99) How to organize the first week of political activities (3.87) 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)	Diverse content in accordance with requirements and regulations Diverse forms of registration (online, online) Improve administrative work. Periodically organize job fairs in both forms: face-to-face and online Connecting companies and entrepreneurs	Academic year 2021-2022 09-10/2021 Regular activities	All criteria reached 4.0	
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) Training opportunities	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	
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?"	Waiting 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 second 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					

Supporting Staff surveys					
School/ Department/ Office	**Survey results in year 2022**	**Plan for year 2023**			**Year 2023 unit's report**
	Activities need improvement in 2022	**Action**	**Time**	**Results/ expected results**	
Office of Procurement Services	Opportunities to improve skills. and knowledge; Training opportunities. Career advancement opportunities. Number of staff available to perform job duties. Workload pressure and salary.	Recommend professional courses or organize exchange sessions with major universities to gain experience. 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.	08/2022-02/2023	All staff participate in courses. All staff know the promotion path as well as the necessary skills for higher positions. The workload is divided among the members with the 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. Your salary compared to other external comparable groups	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. 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% Elevating education levels of officials and employees of OILA.	07/2022-09/2023	Organizing at least 01 competition of law for students; continuously updating legal news and legal documents vis several ways during academic year. All officials and employees of OILA have master's degrees	
Office of General Administration	Opportunities available to enhance skills and knowledge, Training opportunities. Career advancement opportunities. Number of staff available to perform job duties. Workload pressure, Salary,	Recommend courses related to expertise. There should be a clear roadmap as well as requirements for necessary skills for higher positions. Evenly divide the workload Propose appropriate allowances and bonuses	8/2022-2/2023	OGA staff participate. OGA staff know the roadmap. The workload is divided among the OGA staff, with the right functions and tasks. Staff satisfy with the salary commensurate with the workload	
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%	

Supporting Staff surveys					
School/ Department/ Office	**Survey results in year 2022**	**Plan for year 2023**			**Year 2023 unit's report**
	Activities need improvement in 2022	**Action**	**Time**	**Results/ expected results**	
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 people with other competencies in works (3.86)	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 working principles and procedures	7/2022-7/2023	All employees are satisfied	
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. "Penalties for mistakes made at work" receiving 20% unsatisfactory feedback. About salary received mostly neutral feedback. Regarding training opportunities, received many disagreeing responses	Ensure career advancement opportunities are communicated to members of the department. CPA will improve by recruiting more qualified researchers. Design a system of rewards and punishments in CPA in a systematic and transparent manner. CPA tries to improve income by doing more research projects. Find and organize training courses that meet the needs of the members in CPA	06-12/2022 06/2022-12/2023 06-12/2022 06/2022-08/2023 06-12/2022	All members receive information. 03 new researchers. Errors caused at work will be criticized and corrected in a timely manner. Registered for National University-level scientific research projects, Incubator Project 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. 25% of support staff are not satisfied with facilities and infrastructure	The school will distribute the teaching load evenly among the faculty members. Regularly check and maintain facilities to ensure the quality of teaching	Regular activities	100% of support staff agree with the teaching volume. 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.	

Supporting Staff surveys					
School/ Department/ Office	**Survey results in year 2022**	**Plan for year 2023**			**Year 2023 unit's report**
	Activities need improvement in 2022	**Action**	**Time**	**Results/ expected results**	
	The overtime compensation model is not reasonable	Proposing the PB, OHRM, and OFP to agree on overtime payment for supporting staff	03/2022-03/2023	Support staff are 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. Workload pressure. Salary vs volume of work, OT.	Discuss personal wishes to have a suitable plan. Review staff workload. Receive comments and reflect the University.	09/2022-09/2023	All staff are trained. Workload balance At the discretion of the University	
Department of English (upgrade to School of Language since 2023)	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 (since 2023, upgraded to school of Chemical and 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. In actual implementation, the support staff began to get used to this type of survey specifically for them.

5. 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. In this type of survey, students will evaluate all departments and centers annually.

	Student services quality survey							
Office/ Center	**Plan for year 2022**			**Year 2022 units' report**	**OQAT checking (Survey results in year 2023)**	**Plan for year 2023**		
	Action	**Time**	**Results/ expected results**			**Action**	**Results/ expected results**	**Time**
Office of Undergraduate Academic Affairs	Continue to maintain the current enrollment counseling methods. Academic Advisors support students register for courses 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. Continue to maintain the organization of guiding new students to admission. Actively guide and widely disseminate the communication channels of the OUAA so that students can contact when necessary. Promote the announcement of exam schedule on Edu-soft web and Facebook fan page for students to get timely information; Remind schools/departments, academic advisors, and lecturers disseminate the exam schedule to students. Remind lecturers and faculty staff by email, as well as send continuous dispatches to the schools/departments so that 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.	Regular activities	95-96% 90-91% 96-97% 96-97% 91-92% 92-93% 90-91%	OUAA's self-assessed activities ranged from 96% to 100% compared to plan	2021: 4.02, 2022: 4.02 2021: 3.54, 2022: 3.47 2021: 4.14, 2022: 3.97 2021: 3.95, 2022: 3.94 2021: 3.99, 2022: 3.91 2021: 3.78, 2022: 3.81 2021: 3.77, 2022: 3.72	Admission counseling activities: 4.02 Means for students to register for courses: 3.47. Exam schedule for students: 3.86 Guiding new students upon admission: 3.97 Communication channels between students and the OUAA: 3.94 Exam schedule for students: 3.99 Exam results according to the specified time: 3.78 Resolving questions and complaints about student performance: 3.77	>4.0 3.7 4.0 4.0 >4.0 >4.0 4.0 4.0	Through 2023

Office/ Center	Student services quality survey							
	Plan for year 2022			Year 2022 units' report	OQAT checking (Survey results in year 2023)	Plan for year 2023		
	Action	Time	Results/ expected results			Action	Results/ expected results	Time
Office of Research and Development	Use IU website, Facebook, the pages of IU, 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%	Complete the proposed plans	2022 (3.93) is better than 2021 (3.85) 2022 (3.91) is better than 2021 (3.82) 2022 (4.04) is better than 2021 (3.76)	Use IU website, Facebook, the pages of IU, 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	4.1 4.1 4.2	
Office of External and Public Relations	Provide students with information about annual/short-term exchange programs, exchange scholarships on channels such as IU website, Center for International Mobility (CIM) website, Facebook fan pages, 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. 3. Build a resolute Tik Tok channel for IU-SEaSAP. 4. Building a Guidebook of IU-SEaSAP program information 5.Organize webinar sessions	When there is a notification from partners (Regular activities) From 05/2022 From Sem 1-2022-2023 05-08/2022 06-10/2022	Students can access information quickly, completely, and accurately. Easy to use, full information. Use English and sub in Vietnamese. Students can learn 60-70% of information on their own through the Guidebook.			Activities to disseminate information about domestic and foreign scholarships to students (pass-rate 96%) Support students in completing student exchange procedures (pass-rate 98%) Quality of information on the website (pass-rate 96%)	Students can access information quickly, completely, and accurately. The system's interface is friendly, easy to use, and full of information for students. Full and accurate content, eye-catching format, using English and Vietnamese subtitles	Frequent
Office of Finance and Planning	Towards collecting tuition and fees online, minimizing cash collection	02/2022-02/2023	Students pay tuition fees easily,			Methods and means of collecting tuition fees and other fees: Aiming to collect tuition and fees online,	Students pay tuition fees easily,	9-12/2023

Office/ Center	Student services quality survey							
	Plan for year 2022			Year 2022 units' report	OQAT checking (Survey results in year 2023)	Plan for year 2023		
	Action	Time	Results/ expected results			Action	Results/ expected results	Time
			conveniently, and quickly.			through the website of the OFP, less cash collection. Payment of scholarships and grants for students on time	conveniently, and quickly.	
	Coordinating with OUAA, OSS to issue the process of awarding scholarships to students	02-12/2022	OUAA, OSS send scholarship/exemption documents on time to OFP, OFP make timely payment to students				OUAA, OSS send scholarship/exemption documents on time to OFP, OFP make timely payment to students	2-12/2023
Office of Student Services	Diversify content in accordance with requirements and regulations. Diversify the form of organization depending on the social situation and regulations of VNU-HCM/IU Diverse forms of registration (online, offline); Continue to coordinate with the Dormitory of VNU-HCM and service providers. Improve administrative work in receiving loan applications. 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, Facebook fan page ...	Through the academic year 2021-2022 09-10/2021 Regular activity Regular activity Regular activity	4.0 4.0 4.0 4.0 4.0	Activities require coordination from Faculties/Departments and related departments	Average survey score in 2022 is 4.00, increased compared to 2021 (3.99) Most of the issues raised had an increase in average rating after 1 year. These results achieved thanks to many activities organized, improved, and coordinated with stakeholders.	OSS plans to improve all tasks with an evaluation score below 4.0 (5-points scale) such as: student counseling, extracurricular activities, orientation weeks, accommodation, career counseling, training evaluation, rewards, and tuition loans through many activities.	OSS hopes these activities will result in a rating of 4.0	Throughout 2023
Office of Facilities Management	Better hygiene in the campus Keep the satisfactory level	Midterm till end semester 2, academic	>=4.0	Pass Fail	2021: 3.95, 2022: 4.04: pass 2021: 4.00, 2022: 3.94: failed	Sanitation in the campus (4.04) The quality of the equipment in classrooms (3.94)	Keep the satisfactory level	02-12/2023

Office/ Center	Student services quality survey							
	Plan for year 2022			Year 2022 units' report	OQAT checking (Survey results in year 2023)	Plan for year 2023		
	Action	Time	Results/ expected results			Action	Results/ expected results	Time
		year 2021-2022						
Office of Quality Assurance and Testing	Improve survey customers: send surveys by web link and directly in class, scan QR code. Improve survey customers: send surveys by web link and directly in class, scan QR code.	From the middle till end of Semester 2/2021-2022 Through the academic year 2021-2022	4.0 4.0	The average survey score in 2022 is 4.02, an increase compared to 2021 which was 3.97. The average survey score in 2022 is 4.01, an increase compared to 2021 which was 3.92	Completed well, the survey's average score results increase	Student opinion survey form to evaluate the subject. (average score 4.02) Survey of students about IU services (average score 4.01)	4.05 4.05	
Library	Consult lecturers to order learning materials at service counters; Put into use manuals for ordering learning materials; Put into use the Odilo eBooks reference book database. The library will increase training for part-time students who serve in the library. The library has applied an online renewal system for students to be more initiative-taking in renewing. Guide readers to look up on the system and upgrade the library's website configuration	02/2022-long time	Consult quickly and promptly about the need to order materials from lecturers. A 100% guarantee for part-time staff will be fully enhanced training to serve readers in the best way. Readers are more active in borrowing, returning, and extending documents. Borrowing time is increasingly flexible. Instructions to look up at the counter for 100% of readers	Students have additional resources to use	The average rating scores did not decrease	Training part-time students, improving website, disseminating book borrowing process, late service during exam time, adding more seats	Increase student and faculty satisfaction	By mid-2023
Canteen	Continue to maintain a satisfactory level of completion and further	Throughout the	Excellently	Enhance, develop, and diversify services	Quality of services in the Canteen	Continue to maintain a satisfactory level of completion and further	Excellently results	During 2023

Office/ Center	Student services quality survey							
	Plan for year 2022			Year 2022 units' report	OQAT checking (Survey results in year 2023)	Plan for year 2023		
	Action	Time	Results/ expected results			Action	Results/ expected results	Time
	improve service quality for all students and staff. Enhance, develop, and diversify more services	academic year 2021-2022			(Score average 4.29), score increased by 0.16.	improve service quality for all students and staff		
Center for Information Service	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.	The content of posting news, events and banners on the website is responsible for the implementation of the Office of External and Public Relations The center reviews and replaces campus network cables; Upgrade IU's international bandwidth from 35 Mbps to 50 Mbps. The center reviewed and completely upgraded Wi-Fi 6 for the 2nd and 3rd floors of buildings A1 and A2, replacing cable lines in the campus.	Some damaged connection cables have been replaced; internet signal is guaranteed. The newly upgraded Wi-Fi signal in some areas is more stable.	Internet quality in classrooms and laboratories (3.52) Quality of Wi-Fi system in campus (3.84)	Review, weld, and replace fiber optic cables throughout the campus; Replace damaged or broken network cables; Replace network equipment at the end of its useful life.	Till 12/2023
Center for Innovation and Technology Transfer	Give good support	02-12/2023	More groups of students participating in activities More projects are capable of commercialization.	Organize many training sessions, seminars, and camps throughout the year. Communication about outstanding project events Connect with instructors. Connect with alumni who have successfully started businesses. Financial support for student projects				

Office/ Center	Student services quality survey							
	Plan for year 2022			Year 2022 units' report	OQAT checking (Survey results in year 2023)	Plan for year 2023		
	Action	Time	Results/ expected results			Action	Results/ expected results	Time
				Connect advisors and experts for potential projects. Introduce potential projects to larger incubation organizations				
Office of International Academic Collaboration						Activities to support students with transfer procedures to partner schools under the joint program (3.98): Consulting and guiding students to prepare documents, prove finances, apply for visas, and register accommodation	Building a website to provide information and online consultation	2023

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 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 (including office staff and lecturers) on administrative units, providing a distinct perspective on the effectiveness of these units. All faculty and staff can take this type of survey. It is issued at the end of each year.

Office/ Center	Staff services quality survey							
	Plan for year 2022			Year 2022 units' report	OQAT checking (Survey results in year 2023)	Plan for year 2023		
	Action	Time	Results/ expected results			Action	Results/ expected results	Time
Office of Human Resources Management	Insurance: 97%: continue to support employees to register and complete insurance payment procedures. Recruitment process: 95%: keep improving recruitment process, signing labor contract. Document process: 93%: keep improving process and time for issuing necessary documents to employees. Mr. Hoa often loses documents, information about overtime work, employee contracts: try to	Regular activities	97-98% 96-97% 95% 93%	Recruitment process and labor contract signing: The average survey score in 2022 is 4.08, slightly lower than in 2021, which is 4.22. Process and time for issuing necessary documents to employees: The average survey score in 2022 is 4.16,	In general, OHRM's activities tend to increase and are always above 4.0	Attract more staff and lecturers (4.01); Recruitment and signing labor contracts (4.08); Support the development and promulgation of rules, regulations, and work processes related IU's activities and work (4.13); Plans, programs and organization of training and	Improve all	02-12/2023

Office/ Center	Staff services quality survey							
	Plan for year 2022			Year 2022 units' report	OQAT checking (Survey results in year 2023)	Plan for year 2023		
	Action	Time	Results/ expected results			Action	Results/ expected results	Time
	implement as soon as possible after receiving Official Letters from superior units. OHRM often sends notices close to the deadline, resulting in a rush or no time for staff to complete: notify the relevant units on how to pay and the date to 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. Medical: 98-99%: continue to maintain and improve the quality of medical services at IU		93% 93% 98-99%	higher than 2021 which is 4.09. Support employees to register and complete insurance payment procedures: The average survey score in 2022 is 4.31, higher than 2021 which is 4.24		fostering programs for officials and lecturers (3.96); Procedures for staff and lecturers to go on business trips, study, attend conferences and seminars abroad and receive them again (4.04); Process and time for issuing necessary documents (4.16); Salary, benefits, allowances, annual leave regime (4.14); Health insurance and social insurance regimes (4.31)		
Office of Undergraduate Academic Affairs	Exams organization: 99%: keep the current way of exams organization. The process of delivering and receiving exams and test scores: 99%: keep the current process.	Regular activities	99-100% 99-100%	The results are quite stable, the rating drops little.	2021: 4.17, 2022: 4.15 2021: 4.19, 2022: 4.15	Teaching schedule arrangement: 4.06 Admissions consulting: 4.11 Edu-soft-web software: 3.97 Organizing semester exams: 4.15 Deliver the exam and exam score: 4.15	Improve	Through 2023
Office of Research and Development	Topic registration: 97%: continue to improve the online registration and review procedures for topics (October 2019); Continue to improve the online midterm assessment (December 2021) The acceptance of scientific research topics: 97%: 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, through 2022	97-98% 97-98%	Finishing all the targets	2022 (4.12) is better than 2021 (3.94) 2022 (4.11) is better than 2021 (3.89)	Short-term, medium-term, and long-term plans and programs on scientific and technological research and services of IU (4.03) Internal regulations and regulations on scientific and technological research and services (4.06) Receiving projects and laboratories (4.1) Support staff in registering project (4.12) Evaluate the project (4.11) SCIMAN system (4.11)	4.2 4.2 4.2 4.2 4.2 4.2	02/2023-02/2024

	Staff services quality survey							
Office/ Center	**Plan for year 2022**			**Year 2022 units' report**	**OQAT checking (Survey results in year 2023)**	**Plan for year 2023**		
	Action	**Time**	**Results/ expected results**			**Action**	**Results/ expected results**	**Time**
						Intellectual Property (4.01) Connecting lecturers and students to conduct social and business projects (4.01)	4.1 4.1	
Office of External and Public Relations						Public relations and media and press (4.1) Building and developing diverse types of international cooperation (4.13) Open and renew joint training programs with international partners (4.06) Support staff/lecturers to participate in short-term lecturer exchange programs abroad (3.93) Organize group activities for the Board of President group (3.97) Quality of information on the website (3.93)	Strengthen the IU's image. Build and develop diverse types of international cooperation. Open extend more joint training programs with international partners. Found 1-2 projects that sponsored international university staff and lecturers to exchange abroad. Strengthen expansion with partners in Europe and US Coverage of IU's brand recognition	Frequent
Office of Finance and Planning	Supporting staff to pay travel expenses and operating expenses: review, adjust forms, instructions, and upload to the IU website.	02-12/2022	All staff understand the process, payment progress is improved	Construction and allocation of annual estimates (4.0)	100%	Send notices to units to review implemented budgets and prepare budget estimates for the new academic year.	Issue decisions to allocate funds to units.	In year 2023

	Staff services quality survey							
Office/ Center	**Plan for year 2022**			**Year 2022 units' report**	**OQAT checking (Survey results in year 2023)**	**Plan for year 2023**		
	Action	**Time**	**Results/ expected results**			**Action**	**Results/ expected results**	**Time**
				Payment of salaries, allowances, social insurance, health insurance, unemployment insurance, welfare, rewards, and teaching remuneration (4.2) Supporting staff to pay business expenses (4.11) Supporting units to pay operating expenses (4.03) Support for personal income tax finalization (4.29) Work on building, amending, and supplementing the IU's internal spending regulations (4.07)		Coordinate with the OHRM to connect data to human resources and salary software. Review, adjust forms, instructions, and upload to the IU website. Review, adjust forms, instructions, and upload to the IU website. Send a notice to all staff to compare total income for the year and authorize settlement. Review and update the contents of the internal spending regulations to comply with the law and the university's practice.	OHRM enters data on the human resources and salary management software. Then, OFP will calculate salaries. Staff clearly understand the process and the payment progress is improved. Staff clearly understand the process and the payment progress is improved. Complete personal income tax finalization. Promulgate internal spending regulations 2024.	
Office of Facilities Management	Sanitation in the campus (average score 4.13): keep the satisfactory level. The quality of the equipment in classrooms (average score 3.94): improve and upgrade the quality of projectors and equipment in classrooms and halls.	Midterm till end Sem 2/2021-2022	>=4.0	Pass Fail	2021: 4.13, 2022: 4.13: pass 2021: 3.94, 2022: 3.86: failed	Equipment in the classroom (3.86); Serving the classroom (4.07); hygiene (4.02); fire prevention and labor safety (4.18); pick up and drop off staff (4.21)	Improve problems to achieve better results.	02-12/2023
Office of Quality Assurance and Testing	The process of surveying learners' opinions on course assessment (average score 3.89): complete the process completely and accurately.	Regular activities Through out AY	Complete process results, 90% accuracy	The average survey score in 2022 is 4.09, an increase compared to 2021 which was 3.89.	The results of implementing the process are complete and accurate, the	All survey questions about OQAT had an average rating above 4, OQAT will maintain a satisfactory level of completion. Keep	Results of implementing the complete process, reaching	Often, through 2023

Office/ Center	Staff services quality survey							
	Plan for year 2022			Year 2022 units' report	OQAT checking (Survey results in year 2023)	Plan for year 2023		
	Action	Time	Results/ expected results			Action	Results/ expected results	Time
	Processing of course evaluation results sent to stakeholders (average score 3.87): collect full stakeholder improvement reports for 2021-2022 Survey of lecturers' opinions about the school's services (average score 3.92): improve Survey Plan: Send surveys by link, directly at Schools and Departments and scan QR code. Support for the self-assessment process and organization of the unit's assessment (average score 4.02): continue to maintain a satisfactory level of completion	2021-2022 08-11/2022 Regular activities	Complete 100% of the plan. The number of surveys collected reached over 50%. 100%	The average survey score in 2022 is 4.06, an increase compared to 2021 which was 3.87. The average survey score in 2022 is 4.13. an increase compared to 2021 which was 3.92	average assessment score increased and continued to be maintained.	current methods such as: Send surveys by link, directly at the Faculties, Departments, and scan QR codes, Collect complete improvement reports from stakeholders.	a survey rate of over 50%.	
Library	Library materials to meet the needs of readers [average score of 3.8]: 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 about the need to order materials from lecturers.	Quickly consult lecturers. Lecturers have been given instructional materials.	The average rating scores did not decrease	Training part-time students, improving website, disseminating book borrowing process, late service during exam time, adding more seats.	Increase student and faculty satisfaction.	By mid-2023
Office of Procurement Services	Purchasing: 86%: continue to conduct and accelerate the procurement and distribution of machinery, equipment and working tools. Maintenance: 89%: 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.	Regular activities	95% 95%	Average score in 2022: 4.02 higher than in 2021: 3.62 Average score in 2022: 4.0 higher than in 2021: 3.82	The results reached over 4.0 (4.04), higher efficiency than last year, successfully completing the improvement plan.	Score for Procurement and allocation of machinery and equipment in 2022: 4.02. Score for maintenance and repair of equipment and facilities: 4.0.	Continue to maintain and promptly respond to the requests of units.	Through 2023
Office of General Administration	Information about IU activities to staff: 97%: Email, Portal Office, Phone, Zalo, Viber	Through academic year 2021-2022	100%	Average score in 2022: 4.24 higher than in 2021: 4.23		Information about IU activities to staff (4.24) Receiving, reviewing, and submitting to the Board of President for approval of documents, and vouchers (4.02) Operation of Portal Office system (4.16) Issuing travel documents, introduction letters,	Notify staff quickly. Records easily track the progress of signing. The system operates stably, avoiding errors.	

Office/ Center	Staff services quality survey							
	Plan for year 2022			Year 2022 units' report	OQAT checking (Survey results in year 2023)	Plan for year 2023		
	Action	Time	Results/ expected results			Action	Results/ expected results	Time
						certificates, and confirmations (4.18)	Full process instructions	
Canteen	Quality of services in the Canteen (Score average 4.21): continue to maintain a satisfactory level of completion and further improve service quality for all students and staff. Enhance, develop, and diversify more services	Through out the academic year 2021-2022	Excellently	Enhance, develop, and diversify services for all staff.	The rating has decreased by 0.1 compared to last year (4.21 to 4.11), not much.	Continue to maintain a satisfactory level of completion and further improve service quality for all students and staff	Excellently results	During 2023
Center for Information Service	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 7/2022-7/2023	The content and quality of information on the web will be richer and better.	The content of posting news, events and banners on the website is responsible for the implementation of the Office of External and Public Relations The center reviews and replaces campus network cables; Upgrade IU's international bandwidth from 35 Mbps to 50 Mbps. The center reviewed and completely upgraded Wi-Fi 6 for the 2nd and 3rd floors of buildings A1 and A2, replacing cable lines in the campus.	Some damaged connection cables have been replaced; internet signal is guaranteed. The newly upgraded Wi-Fi signal in areas is more stable	Internet quality in classrooms and laboratories (3.95) Quality of Wi-Fi system in campus (3.66)	Review, weld, and replace fiber optic cables throughout the campus; Replace damaged or broken network cables; Replace network equipment at the end of its useful life	Till 12/2023
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)					
Office of Inspection and Legal Affairs						Inspection work: Exam inspection, complaint resolution, anti-corruption, verifying the legality of diplomas.	Complete works according to plans	01-12/2023

Office/ Center	Staff services quality survey							
	Plan for year 2022			Year 2022 units' report	OQAT checking (Survey results in year 2023)	Plan for year 2023		
	Action	Time	Results/ expected results			Action	Results/ expected results	Time
						Legal work: uploading legal documents to the website, providing legal advice, reviewing internal documents, monitoring law enforcement.		

Just like being rated by students, staff rates service units quite highly, most are around 93-95%. However, there are 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. As a cycle, the process repeats, checking for issues that were discovered and IU try to find out if they have been resolved.

Note: In this report:

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

8. Office of Facility Development *8.1 Staff Service Quality Survey 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*		*4.3 Alumni Survey Report* *4.4 Lecturer Feedback 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*	*4.4 Lecturer Feedback Survey Report* *4.5 First Year University Entrance 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*