INTERNATIONAL UNIVERSITY - HCMC

IMPROVEMENT REPORT AFTER SURVEYING

UNDERGRADUATE LEVEL_PERIOD 2023-2024

- BY OQAT-

HCMC, updated in June, 2024

ABBREVIATIONS

You might find the following abbreviations in this report:

UNIT	
IU	International University
HCMC	Ho Chi Minh city
VNU	Vietnam National University
PB	Presidential Board
OUAA	Office of Undergraduate Academic Affairs
OGAA	Office of Graduate Affairs
OQAT	Office of Quality Assurance and Testing
OIAC	Office of International Academic Collaboration
OHRM	Office of Human Resources 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 & Development
OGA	Office of General Administration
CITT	Center for Innovation and Technology Transfer
CIS	Center for Information Services
OPS	Office of Procurement Services
CPA	Center for Public Administration
BA	School of Business
EFA	School of Economics, Finance and Accounting
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
CEM	School of Civil Engineering and Management
MA	Department of Mathematics
PH	Department of Physics
SOL	School of Languages
CEE	School of Chemical and Environmental Engineering
TAs/TA	Teaching assistants/Teaching assistant
CVIP	Computer Vision & Image Processing Lab
MOU	Memorandum of understanding

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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 one year until the end of the first semester of the academic year 2023-2024. 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 2023 at IU.

2. TEACHING AND LEARNING QUALITY

2.1. COURSE EVALUATION

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

Course evaluation survey					
School/ Department/ Office	**Plan for year 2023**		**Plan for year 2024**		
	Action	**Results**	**Action**	**Results/ expected results**	**Time**
Office of Undergraduate Academic Affairs	Lecturer of Scientific socialism course (Sem 1, AY 22-23): 3.43 Lecturer of Philosophy of Marxism and Leninism course (Sem 2, AY 22-23): 2.49 Lecturer of Philosophy of Physical training 1 course (Sem 2, AY 22-23): 3.47	100%	Lecturers need to change their attitude towards teaching and communicating with students	Positive feedback from students	Till 03/2025
School of Business	Discuss with the lecturer to find out the causes and suggest directions for improvement.	100%	Feedback about lecturers (highlighting some basic issues) as follows: - Group assignments are unrelated to the Course content - Lack of application or incomplete knowledge delivery	Forward the information to the Faculty for direct discussion with the lecturer.	03/2024 – 05/2024

Course evaluation survey					
School/ Department/ Office	**Plan for year 2023**		**Plan for year 2024**		
	Action	**Results**	**Action**	**Results/ expected results**	**Time**
	Organize cross-evaluation for the International Marketing course with other lecturers. The Faculty Board will further communicate with students to understand the reasons.		- The number of assignments may be excessive - Lack of necessary study materials for students - Failure to create practical and engaging activities in class - Failure to properly update students with announcements - Lecturers do not spend time answering students' questions during class - Lack of objectivity when grading students' work - Discussion of subject-specific knowledge requirements that are not appropriate for the course - The course load may be overwhelming.		
School of Computer Science and Engineering	Lecturers organized dialogue sessions with students to understand specific aspects of the course and improve teaching excellence. Lecturers added supplementary materials and had teaching assistants organize additional tutorial sessions to help student understand more about complex concepts in the slides.	The lecturer's evaluation scores increase. Redesign the slides to make it easier for students to understand.	The lecturer for the Principles of Database Management course received an evaluation score below 3.75. The lecturer for the Embedded Systems course received an evaluation score below 3.75.	Discuss with the lecturers about teaching methods to identify causes and propose corrective measures. Course evaluation scores are improved.	3/2024-3/2025
School of Electrical Engineering			The Faculty will collaborate with lecturers to review course content to better align with student needs and interests. (Courses with low evaluation scores are listed below) - Programming for Engineers (C) EE057IU (4.22/5) - Image Processing EE103IU (4.26/5)	Increase student evaluation rate	Each semester

Course evaluation survey					
School/ Department/ Office	**Plan for year 2023**		**Plan for year 2024**		
	Action	**Results**	**Action**	**Results/ expected results**	**Time**
			- Power Electronics EE079IU (4.22/5) - Introduction to Electrical Engineering EE049IU (4.28/5) - Programming for Engineers (C) EE057IU (4.28/5) - PC Based Control and SCADA System EEAC004IU (4.29/5)		
School of Biotechnology			The lecturer of the Biochemistry course (Semester 3, BT319IU) has an evaluation score of 3.70.	Lecturers need to make adjustments in their teaching and learning methods.	3/2024-3/2025
			Many students report poor facilities (broken or blurry projectors, hot air conditioners, lack of electrical outlets,...).	Request the OFD and OPS to make a plan for maintenance and replacement of teaching equipment and facilities.	
			Some students provide feedback on the teaching methods of the lecturer (no exam format provided, strict teaching methods, mismatch between exam content and course content,...).	Organize meetings among faculties/departments to address the issues; lecturers need to adjust their teaching and learning methods.	
			Some students give feedback on the teaching methods and attitude of the lecturers for the Chemistry for Engineers (CH011IU), Chem Lab (CH012IU), and Biostatistics (BT317IU).	Organize meetings among faculties/departments to address the issues; lecturers need to adjust their teaching and learning methods.	
School of Civil Engineering and Management	Adjust the subject content and teaching methods more suitable for students.	Improve the course content and change the way of interaction with students. The lecturer who received complaints is no longer teaching in the faculty.	All courses have an evaluation score above 4.00.	Continue to maintain.	Sem 1 Each year
			Adjust the course content and teaching methods to better suit the students.	Improve course content and change the way of interaction with students.	

Course evaluation survey					
School/ Department/ Office	**Plan for year 2023**		**Plan for year 2024**		
	Action	**Results**	**Action**	**Results/ expected results**	**Time**
			The water pumped into the equipment is very dirty, and the laboratory has an unpleasant odor.	Collaborate with OPS to inspect the water supply and drainage system, provide solutions for improvement.	
School of Biomedical Engineering	Plan to register investment projects for machinery and equipment to support training programs as well as other key laboratory projects.	Registered and submitted proposals for laboratories focused on training and research. Currently awaiting approval and implementation.	Plan to propose upgrading, expanding, and rebuilding laboratories. Prepare proposals for teaching equipment and tools.	At least one proposed plan to upgrade, expand and build a new laboratory is approved for investment.	03/2024 – 12/2024
	Discuss with the OFD to upgrade facilities, including network systems and bandwidth.	Upgrade the bandwidth speed of zone L; Repair and replace damaged equipment; Upgrade poorly functioning equipment.	Consult with OFD to upgrade network infrastructure and increase bandwidth.	Upgrade the bandwidth speed of zone L; Repair and replace damaged equipment; Upgrade poorly functioning equipment.	
	Organize training sessions for Teaching assistants (TAs) to enhance their capabilities and productivity; Engage directly with TAs to improve their attitudes and working methods; Conduct training sessions for TAs.	Minimize negative feedback on TAs.	Discuss directly with TAs to improve their attitude and working methods; Organize training sessions for TAs.	Minimize negative feedback on TA.	
Department of Mathematics	The department will research and discuss with the lecturers. However, the average assessment scores of the lecturers are high. Some students have personal opinions about the courses and lecturers, but we need to rely on the overall survey results for each course.	Pass			
Department of Physics	Digital Image Processing: Update the course content to meet the learning and practical application needs.	Increase compared to expectations.	Satellite Signal and Image Processing Laboratory: The course contents need to be updated to reflect the latest advancements in the field.	4.0	3/2024-2/2025

Course evaluation survey					
School/ Department/ Office	**Plan for year 2023**		**Plan for year 2024**		
	Action	**Results**	**Action**	**Results/ expected results**	**Time**
	Improve teaching methods to make the subject more engaging and effective.		Lecturers are required to improve assessment methods to ensure fairness and transparency.		
	Big Data Analytics for Remote Sensing Lab: Update the course content to keep pace with technological advancements and applications. Suggest improving teaching methods to enhance the practical relevance and engagement of the course.	There has been an increase, but it has not met expectations; further improvement is needed.	Big Data Analytics for Remote Sensing Lab: The course contents need to be updated to reflect new technological advancements and applications. Improve teaching methods to increase the interest and effectiveness of the course.		
	Physics 1.2. 3.4 Lecturers need to improve their English pronunciation skills to create a more conducive learning environment for students. Link course content with real-world applications to make the subject more engaging and meaningful for students. Ensure that exam questions align with the course content to maintain fairness and transparency in assessment. Adjust the teaching pace to ensure students have enough time to understand and absorb the course content.	Improve and increase compared to expectations.	Physics 1.2.3.4 (Extract some key issues): Students kindly request lecturers to re-announce homework assignments and provide all slides before the start of the class to prepare better. Adjust the timing of posting learning materials to help students manage their study time more effectively. Students want lecturers to improve and adjust the amount of content in the slides to accurately reflect the course material. Reconsider the difficulty level of exam questions to ensure fairness and feasibility for students.		
School of Industrial Engineering and Management	Maintain all the course evaluation scores above 4.0		The Engineering Drawing course has an Eval1 score (3.96) lower than the overall average for Sem 1 (2022-2023). Adjust the course content and teaching methods for students to study better.	Evaluation scores >= 4.3.	Sem 1 each academic year

Course evaluation survey					
School/ Department/ Office	**Plan for year 2023**		**Plan for year 2024**		
	Action	**Results**	**Action**	**Results/ expected results**	**Time**
			The average survey participation rate across all courses is approximately 37.83% (Sem 1), 40.76% (Sem 2), and 52.27% (Sem 3). Faculty should encourage lecturers to kindly request students to complete surveys before the end of each course.	The survey response rate for each course >=50%.	Each semester
			In the Course Evaluation-Student Feedback, each lecturer receives both positive and negative feedback from students. Lecturers should review student feedback on their courses to capitalize on their strengths and improve upon weaknesses in their teaching methods.	These issues have been addressed and will not appear in the future survey results.	After each semester survey
School of Languages	Global Englishes Course: The Head of Department continues to seek a replacement lecturer for this course. The Scientific Board of the faculty will discuss the transfer of Global Englishes from Linguistics.	Students rated the Global Englishes course above 3.75. Specifically, in Sem 1 2022-2023, one group of classes achieved an evaluation score of 3.91 and another group achieved 4.51. In Sem 22022-2023, the average evaluation score across three classes for this course was 4.5.	Some key issues: Lecturers do not focus on lessons regarding tests, causing difficulties for students. No response to students' emails regarding lessons. No exam review plan, no introduction to exam structure and timing. Teaching activities are not meticulously prepared, and students do not understand grading methods. Kindly request lecturers to consider and revise lessons based on student feedback for better effectiveness.	The Leader will discuss with these lecturers regarding class attendance policies, teaching methods, and will consider discontinuing invitations to these inviting lecturers.6	From Sem 2 2023-2024 to the end of the academic year 2023-2024.
	Feedback on the Global Englishes course in Sem 1 (2022-2023): The Head of faculty discusses with the lecturer about communication methods and skills with students. The Head of Department investigates and have a meeting with students in this class to	This lecturer had employment terminated at the Language Department-IU.			

Course evaluation survey					
School/ Department/ Office	**Plan for year 2023**		**Plan for year 2024**		
	Action	**Results**	**Action**	**Results/ expected results**	**Time**
	address any concerns or misunderstandings.		Propose to revise assessment methods for fairness and ensure students understand grading methods. Classroom equipment issues negatively impact student learning. Propose changes in teaching and assessment methods to create a positive learning environment. Negative feedback to unfair grading and disrespectful attitudes from lecturers.		
	Feedback on the course and a visiting lecturer in Sem 2 (2022-2023): The Head of faculty discusses with the lecturer about the class hour regulations and considers discontinuing the invitation to this visiting lecturer.	Although the evaluation scores for these courses overseen by this lecturer remain above 4.0, concerns about this lecturer persist through student feedback. The Head of faculty considered discontinuing the invitation to this visiting lecturer.			
School of Chemical and Environmental Engineering	Results of the Survey (No. 44-45): Eval 1 for Chemistry for Engineers Course (3.07) and Chemistry Laboratory Course (3.56) are lower than the department average scores. Lecturers adjust teaching methods for students to study.	The satisfaction of students has increased; however, improvement is still needed.	ENEE3102IU (Municipal Wastewater Treatment): Improve course content and provide more detailed guidance to students. Announce the lesson content in advance for students to prepare.	Expected score: 3.75	Sem 1 (2024-2025)-Sem 1 (2025-2026)
	Environmental Science: The course covers various aspects in biology. Lecturers revise the course content (syllabus, lectures).	The evaluation score of Chemistry Laboratory course increased (3.78).	CHE1111IU (Industrial Chemistry): Clearly communicate the submission method on Blackboard at the beginning of the semester. CHE0031IU (Research Methodology): Reduce theoretical content, focusing on practical application and research.	No more student feedback regarding these issues.	19/2/2024 - 18/02/2025
	Environmental Science: Students provide feedback that the lecturer's English proficiency is not fluent and predominantly uses Vietnamese (80-90%).	Improve to meet requirements.	CH012IU (Chemistry Laboratory): Promote self-study among students, encouraging reading materials and teamwork. CHE2041IU (Mass Transfer Operations):	Clearly understand about the role of research methodology.	Sem 1: 2024-2025

Course evaluation survey					
School/ Department/ Office	**Plan for year 2023**		**Plan for year 2024**		
	Action	**Results**	**Action**	**Results/ expected results**	**Time**
	Faculty works with the lecturer to adjust lectures and reassign the lecturer in charge of the course.		Promote self-study; a solid foundation in mathematics is required. Clarify course content and grades. CHE2051IU (Heat Transfer Operations): Promote self-study; a solid foundation in mathematics is required. Create summary slides of basic knowledge and recommend reference books.		
	Advanced Engineering Drawing: Students feedback that the construction lab needs to upgrade computers. Faculty collaborates with DCE to find solutions to improve the quality of computers for courses.		CHE1104IU (Biochemistry): Lecturers should slow down the teaching pace for student to understand clearly. Encourage students to be proactive in studying and asking questions to the lecturers.	Ability to apply knowledge into specific situations such as Internship and Thesis.	Sem1: 2025-Sem 1:2026
School of Economic, Finance and Accounting (since 2023)	Students are disappointed with the lecturer's delivery of lessons, finding the content difficult to understand and unengaging.	Lecturers adjusted and improved. (100%)	The lecturer grades assignments very slowly, affecting some students who are planning to transfer or apply for scholarships.	Kindly request lecturers to adjust and improve.	03/2024 – 12/2024
	The lecturer often cancels classes without prior notice.		Send email to the lecturer regarding the lessons but there is no reply.		
	The exam is considered too challenging and not suitable for the students.		The lecturer should improve both the content and presentation of slides to make them easier for students to understand and have more interest.		
	Students report difficulty in understanding the lecturer's accent.		The lecturer often arrives late and ends class early. They frequently use their phone during lessons.		

Course evaluation survey					
School/ Department/ Office	**Plan for year 2023**		**Plan for year 2024**		
	Action	**Results**	**Action**	**Results/ expected results**	**Time**
	The teaching method is rambling.		The lecturer is suggested to teach more clearly and slow down the teaching pace. Quizzes should be given after completing a lesson for students to better grasp the materia. Besides, correcting the quizzes for bonus points will be done in the next class, instead of before the start of the lesson.		
	The lecturer rarely mentions how to solve the different formats of exercises included in the midterm.		There is a lack of dedication in teaching. The teaching method is too fast and lacks interaction with students, which does not connect the knowledge to real-world. It is suggested to consider using both English and Vietnamese reasonably in teaching and organize additional sessions for exam practice.		
	Students appreciate the lecturers' deep understanding of the course.		Students have difficulty understanding due to the lecturer's accent and fast speaking pace. The lecturer lacks encouragement to motivate students to learn.		
	On the other hand, lecturers would like students not to bring notes or scripts to read during presentations.		Students report that the lecturer often arrives more than 30 minutes late or cancels before the start of the class. The lecturer also cancels make-up classes. The lecturer does not teach the course thoroughly, forcing students to prepare for exams on their own.		

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 courses with below-average scores or specific reflection on the teaching methods. Specifically, these units have outlined clear requirements for: (1) adjusting subjects' content and teaching methods in the direction of being more suitable for students; (2) encouraging student to take surveys; and (3) having 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 2023**		**Plan for year 2024**		
	Action	**Results**	**Action**	**Results/ ecpected results**	**Time**
School of Business	IU's promotional activities are not extensive.	Plan to build promotional channels for school (100%).	Forward information to OPS regarding the improvement of the resting area and the sports activities area.	OPS considers handling options.	03/2024 – 12/2024
	Reduce intensive English (IE) classes and replace with other subjects.	Consider (100%).	Forward information to OUAA about the feedback regarding two consecutive classes at two campuses and feedback on inaccurate information about the process of high school exam preferences registration.	OUAA considers handling options.	
	Students encounter difficulties in intensive English classes (IE0, IE1…).	Discuss with OIAC (100%).	Plan to build twinning programs.	Have a plan to build twinning programs.	
			Update information via fanpage, website, email, direct phone. The Faculty will collaborate further with homeroom teachers and academic advisors.	Information is promptly forwarded.	
	A website has been established for students to view ebooks for courses online.	Buy Cengage book accounts for 1st and 2nsd year students (100%).	Remind homeroom teachers and academic advisors to support students facing mental issues to keep up with lessons.	Students receive support.	
School of Computer	Enhance, exploit and research in-depth about students' majors.	Students participate in the Faculty's Academic Clubs to enhance their	Enhance information about support services such as policies, dormitories, and	Freshmen are provided with comprehensive information about support	3/2024-3/2025

First year students survey					
School/ Department/ Office	**Plan for year 2023**		**Plan for year 2024**		
	Action	**Results**	**Action**	**Results/ ecpected results**	**Time**
Science and Engineering	Enhance and promote communication channels such as email and Blackboard to disseminate information to students about the Department's Academic Groups.	professional research capabilities, such as the CVIP. Additionally, students register for research projects.	scholarships for students through orientation sessions for new students, IT's website, IU's website, and OSS.	services such as policies, dormitories, and scholarships for students.	
	There should be early directions to resolve the location of clubs: send recommendation to IU leaders.	There is a place for Student Club activities (611-CVIP Lab, 612-IT Youth Office).			
	Promote the implementation of academic workshops and alumni sharing sessions.				
School of Electrical Engineering	Add questions to find out the reason for their uncertainty about completing the program in the survey link.	11.4% of surveyed students are not sure they will complete their program.	Add questions to find out the reason for their uncertainty about completing the program in the survey link.	Students complete their program (100%).	Annual
	Enhance promotion of education quality and IU image at high schools to attract students.	Teaching quality is rated highly compared to other educational institutions (2.91/4).	Enhance promotion of education quality and IU image at high schools to attract students.	Increase student satisfaction with the education quality.	
			Enhance promotion of education Faculty's image to attract students at high schools and IU.	Increase student evaluation rates.	
	IU integrates all necessary information for students to refer to and have a suitable study plan.	85.7% find the information sources about IU useful.	IU integrates all necessary information for students to refer to on the website.	100% of students use.	
	Support for extracurricular activities organized by the Youth Union/associations	This is the targets which first-year students consider important for their current studies.	Support for extracurricular activities organized by the Youth Union/associations	Increase student evaluation rates.	

First year students survey					
School/ Department/ Office	**Plan for year 2023**		**Plan for year 2024**		
	Action	**Results**	**Action**	**Results/ ecpected results**	**Time**
	that focus on supplementing soft skills and enhancing knowledge for students, especially computer skills and academic research.		that focus on supplementing soft skills and enhancing knowledge for students, especially computer skills and academic research.		
	Develop a teaching structure combining the two learning structures: Freewheeling exploration/enquiry and structured step by step programming.	The majority of students (60%) prefer a combination of two learning structures.	Develop a teaching structure combining the two learning structures: free exploration/investigation and step-by-step structured learning.	100%	
	Increase the use of video/film in computer-based teaching rather than paper documents.	The majority of students (74.3%) prefer learning through media such as computers/films/videos.	Increase the use of video/film in computer-based teaching rather than paper documents.	100%	
School of Civil Engineering and Management	Ensure the quality of graduate students, strengthen cooperation with businesses and operate an alumni association to create an information channel for graduate students.	Collaborate with the alumni association and recruiting businesses to provide suitable job opportunities for students who are about to graduate, recent graduates, and those currently employed (if necessary).	The facilities are very good, and the quality of education is excellent. Students desire a conducive environment for learning and aiming for good academic results.	Report to Board of Presidents of IU and functional offices about the renovation of landscapes and facilities to meet the modern environment for students to study.	2024-2025
School of Biotechnology	Construct the buildings and facilities early.	BT submits student feedback to the Board of Presidents.	Students need to improve their English skills.	Discuss with the academic club of BT about activities supporting English skills for students.	3/2024-3/2025
	Students provide feedback on the need for detailed guidance on using all the accounts provided to them.	OSS collaborates with academic advisors to organize a session about how to use the provided accounts during the orientation program.			

First year students survey					
School/ Department/ Office	**Plan for year 2023**		**Plan for year 2024**		
	Action	**Results**	**Action**	**Results/ ecpected results**	**Time**
School of Biomedical Engineering	Implement infrastructure projects.	100%	Collaborate with SOL to find solutions to enhance students' discussion and verbal expression skills: Organize sharing sessions on presentation skills; Increase the practice of presentation skills.	Organize at least one seminar/guest lecture on presentation skills; Increase the number of courses that require students to present.	03/2024 – 12/2024
	Provide detailed guidance on the accounts assigned to students.		Collaborate with SOL to find solutions to enhance students' writing skills: Organize sharing sessions on report writing and academic writing skills; Increase the practice of writing skills in courses.	Organize at least one seminar/guest lecture on report writing and academic writing skills; Along with project supervisors, course lecturers will support by reviewing, providing feedback, and grading students' reports.	
Department of Mathematics	Survey results are good, continue to maintain improvements.	100%	All average evaluation scores are above 4.	Pass, continue to maintain.	
Department of Physics	Survey results are good, continue to maintain improvements.	100%	All average evaluation scores are above 4.	Pass, continue to maintain.	
School of Chemical and Environmental Engineering	Find out what students want and what are not satisfied about the quality of registration information.	The evaluation score for the Quality of Registration Information improved from 2.17 to 3.04.	Encourage students to participate in academic consultations (100%).	80%	Annual
	Enhance academic advising activities and support for student registration.	The participation rate (intended participation) of students in academic advising sessions decreased from 66.7% to 49.1%. (The department will plan further improvements for this issue.)	Find out what students want and what are not satisfied about the quality of registration information. Enhance academic advising activities and support for student registration.	3.0/4.0	
	Lecturers conduct survey to schedule a consultation that fits students' schedules. Encourage 100% student participation in	The percentage of students receiving support and having their educational needs or special support needs addressed by IU	Enhance academic advising activities and support for student.	50% of students receive support;	

First year students survey					
School/ Department/ Office	**Plan for year 2023**		**Plan for year 2024**		
	Action	**Results**	**Action**	**Results/ ecpected results**	**Time**
	academic consultations. In cases where students are absent with valid reasons, homeroom teacher will schedule a personal consultation. Increase dissemination of information about IU support services during new student orientation.	increased. 41.5% of students received support. The percentage of students uncertain about receiving support decreased from 100% to 35.8% (Continue to improve: Increase the percentage of students receiving support to 50% and reduce the percentage of students uncertain about receiving support to 20%).		20% of students are uncertain about receiving support.	
School of Languages	From the 2022 survey results, SOL found that there was no need to make improvements and would like to maintain the current method.	100%	There is no feedback from first-year SOL students that should be given to the program and services of EN.	From the 2023 survey results, SOL found that there is no need to make improvements and would like to maintain the current method.	Each academic year
School of Industrial Engineering and Management	Survey results are good, continue to maintain improvements.	100%	The Faculty and IU's enrollment advisory work should focus more on the effective advisory channels to attract more students.	80-90%	Each academic year
			Share the personal information of students with the homeroom teachers to understand the reasons and provide supportive advice.	100%	After each survey period
			Increase participation in educational quality accreditation. Review the curriculum to update new practical programs that will support students after graduation.	100%	Frequent
			Add questions to understand students' desires regarding the timetable and courses in the next survey to propose an improvement plan.	3.5/4.0	

First year students survey					
School/ Department/ Office	**Plan for year 2023**		**Plan for year 2024**		
	Action	**Results**	**Action**	**Results/ ecpected results**	**Time**
			More extracurricular activities.	100%	
			Increase the use of video/film in computer-based teaching rather than paper documents.	100%	
			Send suggestions to relevant departments regarding school facilities to receive support and address student inquiries.	Find the solutions; No more student feedback regarding these issues in next surveys.	After each survey period
School of Economic, Finance and Accounting (since 2023)	Reform teaching methods, create conditions for lecturers to participate in training sessions on active teaching methods.	100%	There is no student feedback related to the Faculty.		

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 2023**		**Plan for year 2024**		
	Action	**Results**	**Action**	**Results/ expected results**	**Time**
School of Business	Job situation immediately after graduation of graduates < 3.0: Connect with businesses.	100%	3.33% of the feedback highlighted the importance of increasing student participation in business competitions.	Complete.	03/2024 – 12/2024
			10% of the feedback suggested improving facilities such as restrooms, projectors,... 3.33% of the feedback recommended	OPS considers handling options.	03/2024-05/2024

Graduating students (exit survey)					
School/ Department	**Plan for year 2023**		**Plan for year 2024**		
	Action	**Results**	**Action**	**Results/ expected results**	**Time**
			having a sports training facility on the campus.		
			3.33% of the feedback suggested IU should update knowledge and practical exercises in the following subjects: Business computing skills: + Power BI and Canva.	Update courses in accordance with the curriculum (if necessary).	03/2024-05/2024
			3.33% of the feedback indicated that the organizational basis of the graduation ceremony needs improvement.	OUAA considers handling options.	03/2024-05/2024
School of Computer Science and Engineering	Faculty should invest in more machines so students can access/serve AI model training.	Have more servers accessible to students for AI model training purposes.	Update and innovate the training programs towards practical applicability for jobs.	Students are more satisfied with the Faculty's curriculum.	3/2024-3/2025
	Students should be supported with international career certificates such as AWS, Microsoft, Azure...	Students are supported in taking international certifications.	Lecturers should closely monitor students throughout their thesis.	Students are more satisfied with the support provided by their academic advisors.	
School of Electrical Engineering	The curriculum has clear goals – 46.7% of students agree and 40% of students totally agree.	90% of students agree and totally agree.	The curriculum has clear goals – 90% of students agree and totally agree.	95-100% of students agree.	Annual
	70% of students relatively agree that teaching activities are associated with career orientation and reality.	Over 80% of students agree and totally agree that the teaching activities are associated with career orientation and reality.	Over 80% of students agree and totally agree that the teaching activities are associated with career orientation and reality.	90% of students agree.	Each semester
	3.3% of students disagree about receiving support for internships at enterprises.	3.4% of students disagree and totally disagree about receiving support for internships at enterprises.	3.3% of students disagree that requests for administrative procedures, academic and facility issues are responded and supported promptly.	100% of students agree.	Each semester
			1.7% of students disagree that academic schedule is notified promptly to create favorable conditions for students.		
			3.4% of students disagree and totally disagree about receiving support for internships at enterprises.		
			1.7% of students disagree that assessment results are timely announced to students.		
			1.7% of students totally disagree that the library has good service and provide adequate reference materials for studying.		

Graduating students (exit survey)					
School/ Department	**Plan for year 2023**		**Plan for year 2024**		
	Action	**Results**	**Action**	**Results/ expected results**	**Time**
			1.7% of students totally disagree that classrooms are well-equipped with light airy space for all students.		
			1.7% of students totally disagree that well-equipped laboratories satisfy students' demand for learning and researching.		
School of Biotechnology	Connect career opportunities.	Promote the use of the online notification system to timely inform students about job positions and internships. BT has supported students in finding internship opportunities.	Equip with Western Blot technique, cell culture and experimental design thinking.	School of Biotechnology collaborates with Biotechnology Department.	3/2024-5/2025
	Add career orientation sessions.	Collaborate with OEPR and OSS to organize career orientation sessions.			
	Introduce practical workshops.	Review, adjust and enhance practical content in classes.			
	Invest in laboratory equipment.	Proposed to the Board of Presidents and OFD-OPS to make a plan for maintenance and replacement of equipment promptly. Additionally, IU should invest in laboratories to support teaching and research for lecturers and researchers.			
	Create condition for students to participate in scientific research.	Lecturers are involved in guiding student research projects.			
	Have clear specialization and career orientation.	Propose BT to review and update various major subjects and encourage lecturers to integrate practical experiences into lessons to support student in having a clear direction (Adjust in 2023).			
	Reduce administrative paperwork.	Propose departments to reduce paperwork procedures.			
	Provide the shuttle service for students.	Propose OSS to develop a plan for the shuttle service for students.			
	Insufficient facilities.	Propose the Board of Presidents to expand facilities to meet student demand.			
	Dissatisfaction with OUAA.	Forward student feedback to the OUAA.			
	Timely event notifications.	Propose enhancing communication channels to ensure effective outreach to students.			
	Some facilities do not adequately meet the needs of students. For example, water	Propose OPS and OFD to make a plan for maintenance and replacement of equipment.			

Graduating students (exit survey)					
School/ Department	**Plan for year 2023**		**Plan for year 2024**		
	Action	**Results**	**Action**	**Results/ expected results**	**Time**
	purifiers are not working, some restrooms are locked during lunchtime…).				
School of Civil Engineering and Management	The curriculum has reasonable volume ratio of theory and practice (Eval =3.86).	Review and make a plan to adjust the curriculum, and organize short courses related to specialized software applications in projects. (Pass)	Add more practical knowledge in the field of construction for the construction department.	Review and make a plan to adjust the curriculum to align with social need.	Annual
			Expand the major in timber structure engineering because most projects in the US and Canada are timber-based. Students will have more choices in their field of study and more opportunities to expand their careers internationally.	The faculty organizes regular monthly meetings to exchange feedback with academic advisors.	
	Academic schedule is notified promptly to create favorable conditions for students Students are supported to take internships at enterprises (Eval =3.86).	Annually, BT actively seeks businesses and projects for students to intern. Moreover, students can find their own internships and BT will support the necessary procedures. (Improved to a rating of 4.0)	Organize competitions on designing construction models in groups so that students can apply their learned knowledge more practically.	Currently, IU organizes weekly psychological counseling sessions for students every Friday morning, aimed at helping students alleviate psychological pressures. Students can register to participate. The faculty will conduct impromptu classroom observations to check out the teaching situation of faculty members.	
	Academic advisors enthusiastically advise and support students in studying (Eval =3.86).	CEM's leader will discuss with the homeroom teachers. (Improved)	Decline the TOEIC speaking and writing required score compared to other schools in VNU-HCM to facilitate students.	Because the program is entirely in English, students must meet minimum English language proficiency requirements. The CEM will collaborate with SOL to enhance these skills for students.	
	Your career situation after graduation (Eval =2.14).	CEM has established an alumni association and partnered with many businesses to proactively find more job opportunities for graduates. (Improved to a rating of 2.72) Due to current legal regulations, many construction projects are unable to proceed as planned.	The current program of the faculty is good but needs additional activities and career support programs for students.	The faculty has established an alumni association and partnered with various businesses to actively seek more job opportunities for graduating students.	
School of Biomedical Engineering	Create conditions for students to visit workplaces: Increase practice time for students.	Students per cohort need to intern in agencies or businesses for practice at least 3 times.	Propose a project to equip research facilities.	Project is approval.	2024
	Innovate teaching methods to make students more interested in the subject.	Organize 3 training sessions or sharing experiences on teaching methods and course assessment. Send lecturers to participate in professional training courses.	Innovate teaching methods to make students more interested in the subject.	Organize at least 1 training/workshop session on teaching methods and course evaluation.	

Graduating students (exit survey)					
School/ Department	**Plan for year 2023**		**Plan for year 2024**		
	Action	**Results**	**Action**	**Results/ expected results**	**Time**
		Plan to develop small experimental kits for demo in theoretical classes.			
	Enhance students' creativity and creative mindset.	Two innovation competitions have been organized this year, including BME Innovation and IU Start-up Demo Day. Five brownbag seminars have been conducted, incorporating creative thinking. These competitions will be continued in the following years.	Connect with businesses.	Sign at least two additional MOU with businesses and hospitals.	
	Connect more with businesses and hospitals.	Signed MOU with 2 hospitals and 1 biopharmaceutical company. Prepare to sign an MOU with a medical equipment company.	The curriculum is too heavy + Essential for this career orientation but unnecessary for another career orientation.	Improve the annual training program within the framework regulated by the Ministry of Education and Training.	
Department of Mathematics	The department should prepare a standardized course description file to assist students applying for master's study abroad.	Pass			
	IU should facilitate internships at multinational companies/corporations for students.				
	Emphasize more on practical and real-world applications to be applicable in professional work.				
Department of Physics	Evaluation scores in improvement sections have shown an increase from the previous year: (excerpt from some key actions) - Promote the IU educational philosophy and mission across student channels (increased by 0.8 points compared to last year). - Continue to disseminate the educational objectives of the department through students and deparment's communication channels (increased by 0.4 points compared to last year).	Achieve the expected results.	The curriculum has reasonable volume ratio of general and specialized courses.	4.0	03/2024-02/2025
			The curriculum has reasonable volume ratio of theory and practice.	3.6	
			Teaching activities are associated with career orientation and reality.	3.8	

Graduating students (exit survey)					
School/ Department	**Plan for year 2023**		**Plan for year 2024**		
	Action	**Results**	**Action**	**Results/ expected results**	**Time**
	- Review, adjust, supplement, and update the curriculum (increased by 0.2 points compared to last year). - Review and update lectures' professional activities (increased by 0.8 points compared to last year). - Review pedagogical professional certificates, organizing regular observation classes (increased by 1.4 points compared to last year). - Encourage and support student participation in research and scientific activities (increased by 0.6 points compared to last year). - Update the application of research results in practical teaching content (increased by 0.4 points compared to last year). - Inform students about the IU's training regulations (increased by 1.2 points compared to last year). - Assist students with administrative procedures (increased by 1.4 points compared to last year).		The activities of communist Party/Association/Reunion are effective and have good effects on students' learning and lifestyle.	3.4	
			Activities to connect and serve the community are diverse and attract many participants.	4.0	
			Your career situation after graduation	3.2	
			The undergraduate program is practical and applicable to current work.	3.8	
School of Industrial Engineering and Management	Review and plan adjustments to the curriculum.		5.8% of students disagree that the curriculum has reasonable volume ratio of theory and practice.	98%-100% of students agree.	Frequent
			4.8% of students disagree that teaching activities are associated with career orientation and reality.	100% of students agree.	
	Faculty actively searches for businesses and projects for students to practice.		5.8% of students disagree that assessment results are timely announced to students.	All students agree.	
			16.3% of students do not have a job after graduation immediatelly.	Find the solutions; No more student feedback regarding these issues in next surveys.	
	School leaders discuss with academic advisors.		There should be more practical activities in enterprises.		
			Courses should have weekly updated in-class grades via Blackboard.		
	Established Alumni Association and linked businesses.		There should be a program for students to have 1:1 exchanges with one of the lecturers once a year.		

Graduating students (exit survey)					
School/ Department	**Plan for year 2023**		**Plan for year 2024**		
	Action	**Results**	**Action**	**Results/ expected results**	**Time**
			Students hope that IU would consider upgrading to new projector equipment, improving the edusoft system, and ensuring cleanliness in the restrooms.		
			Students have complaints about the support provided in the dormitory.		
School of Languages	1. The Head of Department and the Department Council will collaborate to develop plans for: - Utilizing various channels to timely communicate study schedules to students (Edusoft, Blackboard, Email, Academic Advisors, Facebook Fanpage, reminders in lectures by teachers, etc.). - Proactively expanding relationships and partnerships with businesses to support students in internships at external organizations.	Survey results from the 2023 graduates regarding the organization of training and student assessment showed progress in feedback scores, with an overall rating of 4.06.	In the 2023 graduate survey results, students provided positive feedback with high satisfaction levels (rating near 4.0 and above 4.0) for most question groups.	SOL found that there was no need to make improvements and would like to maintain the current method.	Within 12 months until the 2nd semester of the 2024-2025 academic year
	2. Submit a memorandum to replace and upgrade computers and equipment in Labs A1.507, A1.508, and A1.509.	The set of questions related to study materials and facilities also received better feedback compared to the previous year.			
	3. Promote community service activities more widely.	In terms of community engagement and service activities, graduating students of Year 2023 provided quite positive feedback, nearly reaching a satisfaction score of 4.0.	The Head of Faculty and the Scientific Council of the Faculty of English actively review and implement the evaluation of the learning outcomes of the SOL program and improve the curriculum every two years (next cycle: end of 2023) to provide practical knowledge for students to get a job immediately after graduation and apply knowledge to their work.	Graduating students will rate these question groups above 4.00 and provide more positive feedback about the training program.	
	4. Actively review and implement the evaluation of the program's learning outcomes.	When surveyed about their satisfaction with employment status, graduating students of Year 2023 gave negative feedback.			
			Increase career introductory sessions.	Achieve 3.5/5	

Graduating students (exit survey)					
School/ Department	**Plan for year 2023**		**Plan for year 2024**		
	Action	**Results**	**Action**	**Results/ expected results**	**Time**
School of Chemical and Environmental Engineering	Student satisfaction about the undergraduate program is practical and applicable to current work (2.5/5).	Student satisfaction has increased (2.94/5), but still need to improve. The faculty makes a plan for improvements on this issue.	Expand relationships and partnerships with businesses to create more opportunities for internships and jobs for students.	Reduce the unemployment rate among students to 10%.	Annual
			Update feedback from stakeholders, especially employers, during the process of reviewing and adjusting the curriculum and course content (syllabus).	Achieve 3.5/5	
			The faculty will review the activities of all courses to ensure they are conducted in accordance with their syllabus.	No more feedback about the teaching schedule and course content.	
School of Economic, Finance and Accounting (since 2023)	The faculty needs to pay more attention to student career guidance and necessary support in their studies, as well as activities supporting future professional development.	100%	Add more courses related to the field and reduce general courses from other fields.	In progress	03/2024-12/2024
			Organize more career-oriented activities for students in a more specific manner and integrate real-world experiences of faculty into courses to help students learn quickly and gain insights into their future careers.		
			Add more career-oriented activities and partnerships with businesses to provide students with internship interview opportunities.		

Academic units are making significant efforts to enhance the quality of education and support students throughout their academic and career development journey. However, it is crucial to maintain and continue to improve these efforts to ensure that all set objectives are successfully achieved.

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 2022 would be surveyed at the end of 2023.

Alumni survey					
School/ Department	**Plan for year 2023**		**Plan for year 2024**		
	Action	**Results**	**Action**	**Results/ expected results**	**Time**
School of Business	Organize career orientation sharing sessions. Connect with businesses to find job opportunities for students	100%	2.1% suggest reducing general courses and focusing more on specialized subjects.	No feedback suggestions for improvement.	03-12/2024
			1.1% recommend emphasizing office computer skills, such as Microsoft Office.		
			1.1% suggest reviewing specialized courses, as some mandatory courses like International Financial Management are not applicable to careers. Instead, students		

Alumni survey					
School/ Department	**Plan for year 2023**		**Plan for year 2024**		
	Action	**Results**	**Action**	**Results/ expected results**	**Time**
			propose replacing them with project -based courses relevant to students' professions.		
			1.1% advise updating teaching methods and curriculum of BA.		
			1.1% suggest smaller class sizes for better student-teacher interaction.		
			3.2% recommend providing more opportunities for practical experience in fields like taxes, social insurance policies, and labor contracts before students enter the job market.		
			1.1% suggest leveraging IU's reputation and enhancing collaboration with businesses through competitions, guest lectures, case study competitions, field trips, internships, specialized training, workshops, and dedicated recruitment for IU students.		
			1.1% propose making theoretical courses like macroeconomics, microeconomics, and introductory Business Administration more dynamic, understandable, and practical for students.		
			2.1% recommend inviting more professionals to teach marketing courses to provide diverse perspectives. Students also suggest adding more marketing competitions and focusing on practical marketing knowledge rather than purely fundamental concepts.		
School of Computer Science and Engineering	The percentage of getting a job from IU (Job fairs, Career talks, Website IU job hub, lecturers' recommendations…) is still low. Most students have found a job through family member (33%), employers' websites (33%), and other sources (33%).	The percentage of students getting a job from IU has increased.	Reduce general courses like Mathematics, Physics, and Environmental Chemistry.	Students are satisfied with the curriculum changes.	03/2024-03/2025
			IT is planning to revise the curriculum towards updating technology and practical knowledge alignment.	The updated curriculum enhances practical knowledge alignment.	
School of Electrical Engineering	Provide more information.	83% of graduates have jobs.	Provide more information and demand from employers to make it easier for students to access.	100% of graduates have employment.	Annual

Alumni survey					
School/ Department	**Plan for year 2023**		**Plan for year 2024**		
	Action	**Results**	**Action**	**Results/ expected results**	**Time**
	Labor market research.	40.4% of graduates work in their trained fields (40.4%).	Research the labor market, improve the curriculum to meet the specific needs of recruitment in the respective fields.	Increase the percentage of students working in their field of study to 45-50%.	
	Review the content of specialized subjects.	Able to apply academic knowledge in reality/practice (3.7/5).	Review the content of specialized courses to align with practical realities.	Align course knowledge closely with practical applications.	
	Increase group presentation content into the subject.	Able to self-plan, administrate and manage (3.6/5).	Enhance group presentation content within courses and organize team activities within the department.	Increase student evaluation scores to 4/5.	
	Invite businesses and alumni students to consult.	Career orientation activities of the university and the department (3.54/5).	Strengthen teamwork content within courses.	Increase student evaluation scores to 4/5.	
			Regularly collaborate with the university to organize career orientation activities and counseling. Additionally, the faculty is considering inviting more industry partners and alumni to advise on current industry trends for students.	Provide clear career orientation support for students.	
School of Biotechnology	The schedule of students about to graduate needs to be streamlined: request OUAA for support.	Recommend that OUAA should arrange the timetable to facilitate students' course registration.	Provide clearer specialization guidance.	Publish information about specializations on BT's website and fanpage.	3/2024-3/2025
	Lecturers' pronunciation is not clear: remind the lecturer.	Remind lecturers to enhance their teaching skills.	Develop a mentorship program to support and share job trends and necessary skills with students.	Organize talks and seminars between businesses, alumni, and students.	
	Expand relationships with employers: push forward.	Organize seminar discussions with businesses for students.	Supplement knowledge on standards/testing criteria.	Currently in progress.	
	Invite employers to share their experiences: promote.	Actively collaborate OEPR and OSS to invite employers to share their experiences and recruitment needs with students.	Enhance interactions between students and employers.	Organize talks and seminars between businesses, alumni, and students.	
	More seats during peak hours at the library: library petition.	Propose the Board of Presidents and Library to expand facilities and services to support students during peak seasons.	Add more real-life case studies, especially in the Food Product Development and Food Quality Assurance courses.	Consider adding more real-life case studies.	
School of Biomedical Engineering	Organize and encourage students to participate in creative playgrounds; Organize extracurricular classes to equip creative thinking.	Signed an MOU to cooperate on internship programs with companies. Organized creative competitions, short courses/seminars on creative thinking, and many creative competitions such as IU Demo Start-up, Journal Hub, ...	The ability to apply specialized knowledge into practice is not high. Average score: 3.16	The number of students engaged in practical training at professional companies, including foreign elements, increases significantly.	3/2024 - 12/2024
	The training program is more practical.	Planed program to supplement proposals for equipment, or to integrate skills into the subjects in the training program.			

Alumni survey					
School/ Department	**Plan for year 2023**		**Plan for year 2024**		
	Action	**Results**	**Action**	**Results/ expected results**	**Time**
	Invite guest lectures from hospitals, industries, and research experts.	Planed program to invite guest lecturers. Courses have invited guest lecturers include: Entrepreneurship, Medical Instrumentation, BME Capstone Design, Bioethics, Engineering Challenges in Medicine 1,...			
Department of Mathematics	The department can maintain contact with alumni to understand important job-related needs in the field of MA.	Pass	Group of questions related to Program Evaluation.	Implement improvements to achieve GPA above 4.0 in 2024	03/2024-03/2025
			Group of questions related to Evaluation of Skills/Competencies gained after graduation.		
	The curriculum should focus more on programming and simulation.		Evaluation of Career Support Activities.		
Department of Physics	The knowledge and skills students learned at school are essential for their job after graduation.	Did not achieve the expected results	Able to plan, organize, and manage a project.	Enhance curriculum related to planning, organizing, and managing projects skills.	03/2024-02/2025
			The knowledge and skills students learned at school are necessary for their job after graduation.	Improve the training program to meet the labor market needs.	
	The IU’s training program meets the current labor market's needs for human resources.		The school's training program meets the current labor market needs.	Revise the training program to meet the labor market needs by adding short-term classes.	
			About the professional career orientation activities from the Department.	Enhanced the training program to meet the labor market needs.	
School of Industrial Engineering and Management	Organize seminars and invite businesses to share practical experiences with students, conduct company visits.	Establish partnerships with businesses to organize seminars and field trips.	Reduce some courses (e.g., engineering dynamics) to allocate more time for internships. Specifically for the logistics field, IU should introduce more compulsory courses focusing deeply on import-export procedures, detailed documentation, and import-export processes.	Align course knowledge with practical applications through additional real-world examples bridging theory and practice.	Annual
	Participate in business forums and networks (e.g.,BM LSCM has joined the Vietnam Logistics Association VALOMA).	Sign agreements for training, support, and sponsorship for students.	Implement a course on office computing to train students in software applications used in jobs, especially SAP. Additionally, deepen their knowledge in other Excel applications such as VBA, enhanced functions, Power BI, and Power Pivot.	Equip students with basic knowledge of software tools essential for their careers after graduation.	Annual
	Expand and collaborate with companies willing to accept students for internships.	Collaborate with businesses interested in training, internships, and mentorship programs.	IU could provide more specific information to prepare students for the workforce, such as calculating wages (net/gross), social insurance, personal income tax, leave	Establish partnerships with businesses to organize seminars and effectively convey fundamental knowledge, ensuring students are well-prepared upon graduation.	Each semester

Alumni survey					
School/ Department	**Plan for year 2023**		**Plan for year 2024**		
	Action	**Results**	**Action**	**Results/ expected results**	**Time**
			entitlements,... With the volatile job market, pressure on employees is increasing, and students need to be prepared to protect their rights upon entering the workforce.		
	Enhance knowledge in data analysis, data structures, programming structures, and advanced office computing through courses.	Incorporate practical coding and data analysis modules into courses based on real-world use cases.	Offer training on workplace behavior, interpersonal problem-solving, and stress management. Also, incorporate practical knowledge and skills applicable to work environments.	Provide students with both knowledge and mentality to tackle any assigned tasks.	Annual
	Review and align specialized course content to be relevant to industry practices and realities.	Ensure course knowledge aligns closely with practical applications by supplementing with examples bridging theory and practice.	Career direction information is not well-defined for students from the beginning, leaving them uncertain about the current industry status and IU's curriculum relevance, which leads to confusion about their career goals.	Orient and inspire students to recognize the significance of their academic program throughout their learning journey, rather than realizing its value only after getting a job. Sign agreements for training, support, and sponsorship of students.	Frequent
			The Management Information Systems (MIS) course focuses only on theory while it encompasses various aspects like database management, ERP drawing, system modeling, and SQL database querying, which require more practical instruction.	Find the solutions; No more student feedback regarding these issues in next surveys.	Frequent
School of Languages	The Leader and the Faculty Council will collaborate to develop a plan to:		The Leader and the Faculty Council will collaborate to develop a plan to:	Alumni rate above 4.00 for these question groups and provide more positive feedback regarding the EN's training program.	From Sem 2 2023- 2024 to within the 12 months until Sem 2 2024-2025
	- Incorporate situational exercises into specialized courses to enhance students' problem-solving skills (e.g., scenarios in teaching methods courses, cross-cultural communication situations in cultural and literary courses,...)	Students responded more positively to “C. Ability/Competency” gained after graduation, with an overall evaluation score of 3.94. Mean 12 3.69.	- Incorporate situational exercises into specialized courses to enhance students' problem-solving skills (e.g., scenarios in teaching methods courses, cross-cultural communication situations in cultural and literary courses,...)		
	- Actively engage in partnering with businesses to organize specialized talks, career orientation sessions, and job advisory support.	About group “E. Career-oriented Activities”, alumni from the K2022 also provided better feedback compared to previous academic years. However, the progress is still limited. Mean 23 3.31 24 3.1.	- Actively engage in partnering with businesses to organize specialized talks, career orientation sessions, and job advisory support.		
School of Economic, Finance and	Professional career orientation activities from the faculty have an average score of	Organize career orientation (100%)	The faculty's professional career orientation activities have not met expectations.	Organize career orientation sessions.	3/2024 - 12/2024

Alumni survey					
School/ Department	**Plan for year 2023**		**Plan for year 2024**		
	Action	**Results**	**Action**	**Results/ expected results**	**Time**
Accounting (since 2023)	3.30, which has increased from last year's 3.27.				
	Consulting and job support of the faculty have an average score of 3.13, which has decreased from last year's 3.27.	Connect with businesses to find job opportunitries for students (100%)	The faculty's job counseling and support efforts have not met expectations (with an average score of 3.13).	Collaborate with businesses to create job opportunities for students.	
			Students need more practical projects such as financial modeling rather than theoretical/academic topics like dissertations. Students also lack many practical skills (Excel, PowerPoint, programming...).	Invite employers to share their needs and required skills, then adjust the curriculum accordingly.	

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; Some compulsory soft skills should be added.

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 the year 2023**		**Plan for year 2024**		
	Action	**Results/excpected results**	**Action**	**Results/excpected results**	**Time**
School of Business	Reduce the workload for lecturers	100%	The proportion of lecturers who find their workload heavy or quite heavy is higher than 30%.	March 2024: One additional faculty lecturer. April 2024: One additional faculty lecturer.	3/2024 - 12/2024
			32.26% report poor quality projectors; 3.23% mention inadequate soundproofing in room A1.201, non-functional audio systems, and the inability to open microphones; 6.45% provide feedback on outdated Lab equipment, connectors no longer compatible with current laptops.	OPS receives the information and considers the handling approach.	
			12.9% suggest the need to update materials such as market research and law books. 3.23% suggest replacing hardcopy books with electronic databases.	The Library Management Board receives the information and considers the handling approach.	3/2024 - 5/2024
			3.23% propose using Blackboard or mobile applications for student notifications.	CIS receives the information and considers the handling approach.	

Faculty Feedback survey					
School/ Department	**Plan for the year 2023**		**Plan for year 2024**		
	Action	**Results/excpected results**	**Action**	**Results/excpected results**	**Time**
School of Computer Science and Engineering	Recruit additional faculty members.	Recruited 2 more PhDs.	Lecturers are dissatisfied with the quality of facilities in classrooms such as projectors and air conditioning units.	Lecturers are more satisfied with the facilities.	3/2024-3/2025
	Propose upgrading projectors in classrooms.	Some projectors have been replaced in the practical labs at Building A, 6th floor (4 Lab rooms of IT have their LCD screens replaced).	42% of lecturers rate the workload as heavy.	Reduce workload for lecturers.	
	Propose upgrading the quality of WiFi at IU.	The IT Service Center has installed additional Access Points (APs) in the corridors.			
School of Electrical Engineering	Distribute teaching load evenly.	75% of lecturers answered that the teaching load is reasonable.	75% of lecturers answered that the teaching load is reasonable.	100% of lecturers agreed with the teaching workload.	Frequent
	The library increased support, and IU organized pedagogical classes.	Lecturers receive little support for teaching resources (6.3%) and little training in teaching methods (12.5%).	Lecturers receive little support for teaching resources (6.3%) and little training in teaching methods (12.5%).	100% of lecturers are supported with teaching resources. 100% of lecturers are trained in pedagogical skills.	Every year
	Course outlines should be reviewed after each teaching session.	6.3% of lecturers review course outlines every semester, 87.5% respond annually and 6.3% respond every 4 years.	6.3% of lecturers review course outlines every semester, 87.5% respond annually and 6.3% respond every 4 years.	Increase the annual course outlines review rate (>90%).	Each academic year
	IU asked for opinions from lecturers.	Lecturers do not have access to support for unit activities, members of Presidential Board (12.5%).	Lecturers do not have access to support for unit leaders (12.5%).	Increase the support rate for lecturers.	
	Lecturers review and improve lectures.	43.8% of lecturers do not integrate research into their lectures.	43.8% of lecturers do not integrate research into their lectures.	Increase the proportion of lecturers integrating research.	Each semester
	Establish research groups.	31.3% of lecturers do not conduct research with other lecturers/students.	31.3% of lecturers do not conduct research with other lecturers/students.	Reduce the rate to 10-15%.	
	Support students with worthy remuneration.	50% of lecturers said there is no compensation for students when participating in research.	50% of lecturers said there is no compensation for students when participating in research.	Enhance compensation support for students.	Annual
	Projectors and computers must be maintained regularly.	Continue to maintainance process.	The quality of classroom facilities (projector, computer, air-conditioner) receive a rating 3.5/4.	Regularly review and support the maintenance of school facilities.	
School of Biotechnology	The BT 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	The Faculty Board encourages the spirit of open feedback from faculty members and considers assigning suitable subjects to lecturers. The faculty proposes that OUAA arrange a suitable timetable for practical classes, avoiding Saturday afternoons.	Faculty members should be assigned the same courses for at least two consecutive semesters. There should be consistency in course assignments and avoidance of assigning new courses for fewer than one or several semesters. Teaching assignments should be decided transparently in department meetings.	The Faculty Board considers appropriate course allocation.	3/2024 - 3/2025

Faculty Feedback survey					
School/ Department	**Plan for the year 2023**		**Plan for year 2024**		
	Action	**Results/excpected results**	**Action**	**Results/excpected results**	**Time**
	students with skills, adjusting output standards, strengthening scientific researchs.	Lab technicians are requested to make a contingency plan, and OPS should plan timely purchases to meet teaching needs. The Faculty Board of BT, in collaboration with lecturers, regularly reviews and adjusts course learning outcomes to align with the program learning outcomes. The faculty promotes and facilitates research exchanges among lecturers and encourages the incorporation of new research into teaching.	Projectors in some classrooms are not working well. Some classrooms may not have sufficient (or appropriate) light switches to control the lighting.	Request the Board of Presidents, OFD and OPS to plan for maintenance and replacement of teaching equipment.	
			Additional classes should be provided on information searching, statistical analysis, Microsoft Office skills, the use of software for referencing and citation, and chart drawing. Additionally, staff should be equipped with software to check for spelling errors before submitting papers to international journals.	Propose that the library support additional enhancements, upgrades to books, ebooks, and software tools for teaching and research.	
			Main courses need to be reviewed to ensure students have necessary knowledge to participate in the courses.	Review fundamental courses to provide students with necessary background knowledge before registering for specialized courses.	
School of Civil Engineering and Management	Allocate classes according to speciality and coordinate with other departments/units to arrange classrooms when lecturers have not met their required teaching hours.	Coordinate with CEE, SOL and IEM to arrange appropriate classes for lecturers who have not met their required teaching hours. (Achieved 80%)	Projector quality, Improve the projector, computer and wifi. The projector should be replaced. The presentation visual from the old projector is not clear.	Engage with the responsible departments and implement the university's general plan.	
	Continue to use projector screens instead of TVs for presentations.	Engage with the relevant departments and implement according to IU's general policies. (Feedback provided)	Many hours, can not countable.	CEM will collaborate with relevant departments to review and redistribute teaching hours for lecturers, ensuring compliance with state regulations on teaching hours. Further discussions will be held with the Library according to IU's general policies.	
	Create opportunities for students to participate in research projects and access new knowledge.	Guide students to participate in research and engage with companies to apply their learned knowledge. (Achieved 20% of students)	Collaborated with some lectures from other departments to conduct multi-disciplinary researches. Purchase the account for downloading the scientific papers on publisher website (sciencedirect, springer…).	CEM always supports lecturers.	
School of Biomedical Engineering	Need TA support.	Comply with IU regulations.	More faculty member to distribute the teaching load.	Comply with regulations.	3/2024 - 12/2024
	Need to recruit additional staff for BME.	Recruit according to needs and allowable quotas.	Collaborate with OFD to carry out maintenance and upgrade equipment.	Repair and replace damaged equipment.	
	Need to improve the quality of Projector.	Discuss with the OFD about replace old projectors with LCD TV screens; Replace	Collaborate with OFD to upgrade the internet connection and bandwidth speed.		

Faculty Feedback survey					
School/ Department	**Plan for the year 2023**		**Plan for year 2024**		
	Action	**Results/excpected results**	**Action**	**Results/excpected results**	**Time**
		poor-quality equipment, and upgrade equipment that can be improved.		Upgrade bandwidth speed, repair and replace damaged equipment, and upgrade poorly functioning equipment.	
	Need to improve the internet connection.	Upgrade bandwidth speed.			
Department of Mathematics	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.	Some projectors are old and nearly broken. IU has not license for Matlab, Maple which are currently used in a lot of lab sessions. It is suggested to buy such program for studying purpose. Provide new projectors for some classrooms. Set the scree in a right place. The projector lens are not good. Some projectors and computers need to be replaced. IU should recruit more tenured lecturers for Math and Statistics. However, it is hard hire good quality lecturers. As a result, the worload for the current lecturers is pretty high. Provide TA for classes with less than 50 students. More classrooms available please and do not assign teaching duty during the lunch time 11:30 - 1pm. There are no private offices or small meeting rooms like those at the National University of Singapore, making it inconvenient for student support. As a research-oriented university, to improve teaching and research, please provide faculty with practical desktop computers. Due to poor quality, faculty rarely use the computers provided by IU except for printing documents. Teaching 2 courses helps lecturer to do his research. Use a part of lecturer's research in courses and supervise student theses.	Implement improvements and forward information to the relevant department.	3/2023-3/2024
Department of Physics	Projectors in classroom, book and space for reading, labs, English and basic sciences.	Fail to achieve the results.	Integrate Research into Courses: Propose organizing additional seminars and utilizing scientific papers to promote research within courses.	Organize additional seminars and incorporate the content into lectures if deemed appropriate. Introduce scientific papers for students to explore independently.	3/2024 - 3/2025
	How many percent of your time use in public support: >40% take 66.7%		Encourage Collaborative Research:	Strengthen research collaboration between students and department members.	

Faculty Feedback survey					
School/ Department	**Plan for the year 2023**		**Plan for year 2024**		
	Action	**Results/excpected results**	**Action**	**Results/excpected results**	**Time**
			Enhance research collaboration between students and department members, and encourage various research topics.		
	How many percent of faculty conduct research: < 50%.		Support Extracurricular Activities: Propose increasing staff to support extracurricular and public activities.	Propose hiring additional staff within the department to share responsibilities beyond teaching and research.	
			Faculty Research: Consider increasing the time allocated for faculty research and providing appropriate support resources.	Encourage department members to increase their research activities.	
School of Industrial Engineering and Management	Recruit additional lecturers to share the workload.	Decrease to 12.5% of lecturers report heavy workload.	12.5% of lecturers report heavy workload (reduced from 37.5% in 2022).	100% of lecturers receive teaching resources support.	Frequent
	Lecturers receive support in teaching resources and are trained in teaching methods.	Increase to 22.5% of lecturers receive support in teaching resources and are trained in teaching methods.	22.5% of lecturers receive support in teaching resources and training in teaching methods. This number is still relatively low and can be improved.	50% of lecturers participate in annual training sessions.	Annual
	75% of lecturers review course outlines annually, while 25% do so every 2 years.	No improvement.	75% of lecturers review the course outline annually, while 25% do so every two years.	90% of lecturers conduct annual curriculum reviews, while 10% review every two years.	Each academic year
	25% of lecturers do not integrate research into their teaching.	Decrease to 12.5% of faculty members do not integrate research into their teaching.	12.5% of lecturers do not integrate research into their teaching (reduced from 25% in 2022).		
	75% of lecturers report that there is no compensation for students participating in research.	Decrease to 50% of faculty members report no compensation for students participating in research.	50% of lecturers indicate that there is no compensation for students participating in research (reduced from 75% in 2022).		
	The quality of classroom facilities (projector, computer, air-conditioner) is rated at 4.	The quality of classroom facilities (projector, computer, air-conditioner) is rated at 3.55.	The quality of classroom facilities (projector, computer, air-conditioner) is rated at 3.55.	5 (Excellent)	Frequent
School of Languages	From the survey results, the SOL found that there was no need to make improvements and would like to maintain the current method.	Continue to maintain the current method	From the survey results, the SOL found that there was no need to make improvements and would like to maintain the current method. However, with the opinion of one lecturer, the Head of Department will coordinate with personnel to review the program to assign classes according to the expertise and experience of lecturers. The Head of Department may provide input on the facilities of classroom to OPS to	The survey results for the EN's lecturers in 2023 still highlight some issues with infrastructure such as computers, projectors, and wireless Wi-Fi network.	

Faculty Feedback survey					
School/ Department	**Plan for the year 2023**		**Plan for year 2024**		
	Action	**Results/excpected results**	**Action**	**Results/excpected results**	**Time**
			better support teaching and learning for lecturers.		
School of Chemical and Environmental Engineering	CEE adjusts teaching assignments for common subjects to reduce the teaching load of lecturers.	25% of lecturers report heavy workload.	25 % of lecturers report heavy workload.	15%	Annual
	Connect to Library.	37.5% of lecturers receive teaching resources support, and 25% of lecturers received training on teaching methods.	37.5% of lecturers receive teaching resources support, and 25% of lecturers received training on teaching methods.	50%	
			12.5% of lecturers review the course syllabus each semester, while 75% do so annually.	20% of lecturers review the course syllabus each semester; 90% do so annually.	
			Classroom quality rating: 3.63/5 Student satisfaction with the knowledge to begin courses (3.63) Satisfaction with the quality of the training program (3.88).	Improve to achieve 4.0.	
School of Economic, Finance and Accounting (since 2023)	Use research findings to demonstrate theories delivered to students.	100%	Discuss the suitability of the curriculum and textbooks, and implement necessary changes.	Complete	03/2024 - 12/2024

4. SUPPORTING STAFF SURVEYS

This type of survey is inteded specigfically for staff members, who support daily teaching and taking care of students, not faculty and administrators. The Supporting Staff Surveys provide an additional perspective to improve IU's academics and its overall quality. This type of survey begins in 2022, continued in 2023, and the following are the improvement results for 2023 and the next plan for 2024.

Supporting staff surveys					
School/ Department/ Office	**Plan for the year 2023**		**Plan for the year 2024**		
	Action	**Results/ expected results**	**Action**	**Results/ expected results**	**Time**
Office of Human Resources Management	Proposing to organize refresher training courses according to professional titles; Bachelor of human resources to participate in refresher training courses as planned.	100%	The available opportunities for improving skills and knowledge in the course of work is 3.83.	Professionals are equipped with the necessary knowledge and skills to apply for jobs.	03/2024-12/2024
	Strengthen social communication.		The average score for career advancement opportunities is 3.67.	Professionals have many career advancement opportunities when they meet the necessary conditions.	

Supporting staff surveys					
School/ Department/ Office	**Plan for the year 2023**		**Plan for the year 2024**		
	Action	**Results/ expected results**	**Action**	**Results/ expected results**	**Time**
	Create conditions for professionals to participate in appropriate training courses.		The average score for the number of employees available for performing work tasks is 3.50.	Supplement human resources to share the workload and avoid overload.	
	Proposal to build and update a new set of evaluation procedures;		The average score for sanction for errors committed is 3.83.	Help to clearly identify errors and how to anage them.	
	Proposing research and application of evaluation results to reward, contract renewal, appointment consideration or income impact.		The average score for your salary compared to the work you perform is 3.17.	Salary levels are based on job positions, suitable for everyone.	
	Developed and promulgated Labor Regulations.		The average score for the current model for rewarding overtime work is 3.33.	Assist in supporting employees working overtime according to the work demand.	
	Build a research team to improve wages, OT money.		The average score for your salary compared to other external comparable groups is 2.67.	Improve income compared to the average level.	
	Create connection and teamwork spirit, solidarity, mutual support.		The average score for the involvement of people with other competencies in your works is 3.67.	Increase teamwork capabilities and mutual support when coordination is needed.	
	Support the replacement and re-equipment of working equipment and facilities.		The average score for your satisfaction with the facilities and infrastructure is 3.67.	Enhance infrastructure and working conditions to increase work efficiency.	
Office of Undergraduate Academic Affairs	Employees are satisfied with their performance (3.71)	Pass 100%	Actively participate in short-time training courses organized by IU – Frequently improve knowledge and skills to enhance work efficiency - Refer to the survey results on student satisfaction with support staff to enhance and improve work quality.	All employees are satisfied	04/2024- 04/2025
	Employees are satisfied with their workload (3.0)		Arrange the appropriate workload, ensure the completion schedule - Standardize work processes to improve efficiency and completion rates.		
	Employees are satisfied with their salary (2.92)		Propose the University consider the salary of staffs.		
			Increase the number of classrooms for students and ensure facilities support extracurricular activities - Regularly maintain and upgrade machinery and equipment, especially for units that use a lot of software for training purposes.		
	Opportunities to improve skills and knowledge.	4.17	The public’s respect for your competence.	Staff feel that their competence is respected.	04/2024 - 12/2024

Supporting staff surveys					
School/ Department/ Office	**Plan for the year 2023**		**Plan for the year 2024**		
	Action	**Results/ expected results**	**Action**	**Results/ expected results**	**Time**
Office of Graduate Affairs	Career advancement opportunities.	3.8	Career advancement opportunities.	Help staff gain an overall perspective on career advancement and shape their personal development plans.	
	Current fixed working hours.	4.5	The performance evaluation process.	Staff feel that the performance evaluation process is in accordance with regulations and fair.	
	Number of employees available to perform job duties.	4.17	The performance evaluation results.	Staff feel that the performance evaluation results are fair and appropriate to their abilities.	
	Penalties for committed errors.	3.5	Sanction for errors committed.	Staff feel that errors are handled according to regulations, in a fair and transparent manner.	
	Workload presure.	4.0	Involvement of people with other competencies in your works.	Staff feel there is active participation from everyone in their work.	
	Salary compared to the work you perform.	4.17	Respect from your co-workers.	Staff feel respected by their colleagues.	
	The current model for rewarding overtime work.	4.0			
	Salary compared to other external comparable groups.	4.0	Possibilities to receive assistance from co-workers when necessary.	Staff feel they receive positive support from their co-workers.	
	Facilities and infrastructure.	4.33			
Office of Investment & Development	Create conditions for staff to participate in training courses, learn, adjust the appropriate workload, suggest IU to consider the salary for staff.	95%	Recruit sufficient personnel according to OID's staffing plan to reduce the workload on certain staff members. Assign tasks reasonably based on professional qualifications. Enhance the team's solidarity to support each other in completing tasks.	Reduce workload pressure and increase labor productivity.	6-12/2024
			IU is implementing a plan to pay salaries based on working results.	Enhance the satisfaction of OID's supporting staff.	
			IU is implementing a plan to pay salaries based on working results.	Enhance the satisfaction of all staff members.	
			Provide better Wi-Fi equipment to support the overall work of IU.	Enhance the satisfaction of all staff members.	
Office of External and Public Relations	Satisfaction with career advancement opportunities (3.6)	A staff set up excellent achievements in performing tasks to be considered for a salary increase ahead of time; A staff has been sent for training abroad.	Continue proposing that IU should establish a specialized unit to match the workforce with the workload instead of bearing a heavy burden of various tasks as now.	The establishment of the media unit has been included in the Strategic Plan of VNU-HCM for 2021-2025, and will be implemented if approved by VNU's Board	2024-2025

Supporting staff surveys					
School/ Department/ Office	**Plan for the year 2023**		**Plan for the year 2024**		
	Action	**Results/ expected results**	**Action**	**Results/ expected results**	**Time**
				of Management as appropriate and meeting all necessary conditions.	
	Satisfaction with the performance evaluation process (3.8)	2023: OHRM has developed clear and transparent evaluation forms and rating criteria for assessing the quality of civil servants and employees.	Satisfaction level regarding sanctions for errors committed.	OEPR has no additional suggestions for improvement.	
	Satisfaction with work pressure (3.6)	Due to the staff shortage, there is significant work pressure on the OEPR.	OEPR has proposed and is preparing to redistribute work teams by continent to balance the workload among staffs.	Rebalancing the workload among staff groups, ensuring each individual is proficient in all departmental areas to support each other during work processes.	Frequent
	Satisfaction with discipline when there is a violation (3.4)	No suggestions.	Establish a task assignment table and provide clear reports on workload levels quarterly throughout the year.		
	Satisfaction level with salary compared to workload (3.2)	In the near future, IU will implement the Job Position Proposal.	Collaborate with OHRM to recruit new staff to replace those who have recently resigned.		
	Compensation for overtime work (3.6)	No improvement.	OEPR proposes that IU should survey the labor market in current fields of study, evaluate salary levels applied by other member universities of VNU-HCM, and adjust accordingly.		
	Number of employees available for performing work tasks (3.8)	Currently, OEPR is overloaded due to staff shortages (03 staffs on leave, 01 staff on maternity leave), particularly in the area of international cooperation programs and student exchange.			
Office of Finance and Planning	All staff can participate in skill training courses to improve professional knowledge and learn more; Collaborate with OHRM to review the process and adjust the non-conformities, then conduct an objective, fair and appropriate assessment; Recruit more staff; Reviewing specific violations to handle; Report IU to review salary and overtime compensation for staff; Review the work process of OFP and discuss with the staff about the coordination in the work of OFP.	Provide more opportunities for all staff to learn and develop. Review specific cases for appropriate action. Report to the university to review compensation levels for staff. (Achieved 90%)	The career advancement opportunities (3.63)	Provide more opportunities for all staff to learn and develop.	6-12/2024
			The performance evaluation process (3.25)	IU is implementing a job position project to accurately evaluate employee performance.	
			The performance evaluation results (3.25)	IU is implementing a job position project to accurately evaluate employee performance.	
			Sanction for errors committed (3.00)	Consider specific cases for appropriate action.	
			Your salary compared to other external comparable groups (3.50)	IU is implementing a plan to pay salaries based on working results.	
Office of Students Services	Ezncourage staff to achieve outstanding performance in task execution to be considered for early salary increments. Collaborate with OHRM to nominate long-	Staff with outstanding achievements will be considered for salary increases and will participate in relevant training courses for career advancement opportunities.	Encourage staff to achieve outstanding performance in their works to be considered for early salary increments. Collaborate with the OHRM to nominate long-time staff	Staff with outstanding achievements will be considered for salary increases and will participate in relevant training courses for career advancement opportunities.	09/2023-08/2024

Supporting staff surveys					
School/ Department/ Office	**Plan for the year 2023**		**Plan for the year 2024**		
	Action	**Results/ expected results**	**Action**	**Results/ expected results**	**Time**
	time staff with potential for advancement to participate in specialized training sessions.		with potential for promotion to participate in professional training sessions.		
	Review each staff 's workload and balance if significant discrepancies are found. Propose establishing a "Student Support and Business Relations Department" to efficiently organize activities and professionalize operations. Recommend recruiting additional staffs to maintain the correct staff-to-student ratio.	Optimize the balance between the overall workload of the office and the available staff. Recruit additional staffs.	Establish a KPI evaluation process and conduct regular assessments. Develop a KPI evaluation process, publicly announce results, and reward accordingly.	KPI assessment table for employees.	
	Organize quarterly internal meetings for staff to report and self-assess their current workload, and propose adjustments to workload with unit leadership.	Increase staff satisfaction levels.	Review each staff 's workload and balance if significant discrepancies are found. Propose establishing a "Student Support and Business Relations Department" to efficiently organize activities and professionalize operations. Recommend recruiting additional staffs to maintain the correct staff-to-student ratio.	Recruiting additional staffs. Establishing "Student Support and Business Relations Department.”	
	Propose implementing a workload measurement scale to regularly evaluate individual productivity and suggest university subsidies based on work efficiency.	Increase staff satisfaction with salary/bonus policies based on performance and workload.	Organize quarterly internal meetings for staff to report and self-assess their current workload, and propose adjustments to workload with unit leadership.	Recruiting additional staffs. Organize quarterly internal meetings.	
	Propose reviewing and adjusting salary/allowance levels for staff positions.	Decrease staff satisfaction with salary/bonus policies.	Propose implementing a workload measurement scale to regularly evaluate individual productivity and suggest university subsidies based on work efficiency.	Implement a workload measurement scale – Adjust salary levels for staffs.	
	Recommend upgrading internet connection and proactively maintaining equipment (computers, printers, photocopiers) periodically.	Decrease staff satisfaction with facilities and working conditions.	Propose reviewing and adjusting salary/allowance levels for staff positions.	Adjust salary/allowance levels for staff position.	
			Recommend upgrading internet connection and proactively maintaining equipment (computers, printers, photocopiers) periodically.	Upgrade internet connection and maintain equipment periodically.	

Supporting staff surveys					
School/ Department/ Office	**Plan for the year 2023**		**Plan for the year 2024**		
	Action	**Results/ expected results**	**Action**	**Results/ expected results**	**Time**
			Sanction for errors committed (3.5)	No suggestion.	
			Current model for rewarding overtime work (2.83)	No suggestion.	
Office of Facility Development	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.	All criteria reached 4.0.	All survey questions about OFD have an average rating of 4.0 or higher.	Continue to maintain.	3/2024-12/2024
Office of Quality Assurance and Testing	Create better opportunities for all staffs to have more learning opportunities.	87.5%	Create better opportunities for all staffs to have more learning opportunities.	All employees are satisfied.	06/2023-12/2024
	Consider specific cases for resolution.		IU is implementing a job position project to accurately assess employee performance.		
	Report to IU for salary consideration for staffs.		IU is implementing a plan to pay based on job performance results.		
			IU is implementing a plan to renovate facilities.		
Library	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		Provide opportunities for staffs to attend advanced training courses and enhance their professional skills.		Frequent
			Propose that IU should adjust the seniority allowance coefficient for above 9 years (the current coefficient is 1.5). Streamline some processes and procedures within the unit to reduce the workload for employees.	The salary allowance coefficient for staff has been improved.	
			Complete tasks during office hours and limit overtime, except for urgent tasks.		
			Propose feedback in meetings regarding staff income compared to comparable external groups.	Staff income has been improved.	
			Submit a proposal to add more computers for research. Send an official proposal to replace the library's camera system. Submit	Equipment and facilities at the library have been upgraded.	1st and 2nd quarter of 2024

Supporting staff surveys					
School/ Department/ Office	**Plan for the year 2023**		**Plan for the year 2024**		
	Action	**Results/ expected results**	**Action**	**Results/ expected results**	**Time**
			a proposal for repairing and upgrading facilities.		
Office of International Academic Collaboration					
Office of Procurement Services	The OPS has maintained and built upon the achievements made in 2023.	Excellent.	Implementation of the plan for purchasing and distributing machinery, equipment, and work tools (3.65)	In progress	2024
	Staff are encouraged to develop and implement work improvement initiatives.	Annually, the OPS has recognized work initiatives.	Maintenance and repair of equipment and facilities at units (3.76)		
			Collection and disposal of hazardous waste in accordance with regulations (3.82)		
Office of Inspection and Legal Affairs	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.		Conduct internal inspections and audits, as well as inspections and audits of examinations at IU according to the plan; conduct unexpected inspections and audits (if necessary). Handle citizen receptions, resolve complaints and denunciations, and prevent and combat corruption in accordance with legal regulations on citizen reception, complaint and denunciation resolution, and anti-corruption. Verify the legality of diplomas and certificates at the University (if requested). Diversify methods of legal dissemination, popularization, and education at IU: Post legal documents of IU's website and the unit's Facebook page; continuously update the electronic legal bookcase; organize legal knowledge competitions for students of IU to participate. Provide legal advice to staffs, employees, and students of IU according to regulations. Review and appraise internal management documents before submitting them for approval and issuance (if requested).	Conduct three periodic inspection/audit teams. Perform examination inspections/audits according to IU's examination schedule. Assist the president in handling citizen receptions; advise the president on the process of resolving complaints and denunciations as per regulations when receiving petitions. Advise the Board of President to issue a response verifying the legality of diplomas (if requested). Post over 200 articles on State and IU regulations on the IU's website and the unit's Facebook page during the 2022-2023 academic year. Organize legal knowledge competitions. Implement legal dissemination, popularization, and education at IU in various forms. Provide legal advice to the Board of President, individuals, and units at IU (if directed or requested). Appraise internal management documents before submission for approval and issuance.	2024 -2025

Supporting staff surveys					
School/ Department/ Office	**Plan for the year 2023**		**Plan for the year 2024**		
	Action	**Results/ expected results**	**Action**	**Results/ expected results**	**Time**
				Regularly monitor law enforcement in combination with enhanced inspection and supervision activities.	
Office of General Administration	Continue to maintain and support staff in improving their skills and knowledge.	100%	Continue to maintain and support staff in improving their skills and knowledge.	Staffs enhance their necessary knowledge and skills applicable to their job.	03/2024 - 12/2024
	Continue to facilitate staff participation in appropriate training courses.		Continue to facilitate staff participation in appropriate training courses.	Staffs have career advancement opportunities when they meet all necessary requirements.	
	Continue to ensure that there is always staff available to provide support when needed.		Continue to ensure that there is always staff available to provide support when needed.	There is always staff involve in and support job handling.	
	Remind individuals of violations and ensure compliance with the IU's labor regulations.		Remind individuals of violations and ensure compliance with the IU's labor regulations.	Ensure that the office complies with the IU's labor regulations.	
	Detail tasks and distribute work among staffs to avoid creating pressure.		Detail tasks and distribute work among staffs to avoid creating pressure.	Workloads are evenly distributed and allocated appropriately among staff.	
Center for Information Services	CIS conducts a review and maintenance of the fiber optic cables in Building A1. Replace damaged network infrastructure equipment.	Completed the fiber optic cable splicing for building A1; upgraded some network equipment for better internet signal reliability.	Internet system quality in classrooms and laboratories.	Improved internet signal.	4/2024 - 8/2024
	Continue to replace outdated equipment that is no longer effective, and add additional Wi-Fi devices in areas with weak signals.	Upgraded Wi-Fi signals in some areas for improved stability.	Wi-Fi system quality across the campus.	Improved Wi-Fi internet signal quality.	4/2024 - 12/2024
Center for Innovation and Technology Transfer	Rebalance workload and recruit 2 additional staffs for CITT	100%	Rebalance workload and recruit 2 additional staffs for CITT.	Reduce workload pressure.	02/2024 - 12/2024
			Propose the management unit to redistribute and review accordingly.	Reallocate salaries more appropriately to improve living standards.	
			The responsible unit support infrastructure upgrades and development.	Infrastructure will be improved and upgraded.	
Center for Public Administration	Regarding career advancement opportunities, there are 20% negative feedback and 40% neutral feedback.	100%	Regarding career advancement opportunities, there are 25% negative feedback and 25% neutral feedback. Staff support feedback: The computer cores are quite weak, Windows is not activated, and the office space is rather small. Suggest providing larger offices for storing records and more spacious workspaces for better working conditions.	Provide feedback on improving infrastructure and facilities to support work and research at the center.	06/2023 - 08/2023
	"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.				

Supporting staff surveys					
School/ Department/ Office	**Plan for the year 2023**		**Plan for the year 2024**		
	Action	**Results/ expected results**	**Action**	**Results/ expected results**	**Time**
School of Business	Issue labor regulations and job completion evaluation guidelines. Widely announce promotion opportunities for individuals to apply in case of managerial vacancies.	100%	The score of satifaction of Sanction for errors committed is below 3.00	Implement according to the Labor Regulations of IU and the Regulations of the Faculty	03/2024-12/2024
School of Computer Science and Engineering	Overload of work	Support staff feel that the workload is reduced.	Implement the salary scale based on job positions from July 1, 2024.	Improve satisfaction among support staffs regarding income.	03/2024-03/2025
School of Electrical Engineering	25% of support staff replied that they were not satisfied with the teaching volume too much.	The faculty will distribute the teaching load evenly among the lecturers.	Q2: 50% of staff are dissatisfied with the process and results of performance evaluations.	100% staffs are satisfied.	Annual
	25% of support staff are not satisfied with facilities and infrastructure.	IU coordinates a review of salary levels and job performance evaluations.	Q4: 50% of support staff are dissatisfied with their salaries relative to their job roles and evaluations for overtime work.	Increase the percentage of satisfaction of staffs.	
School of Biotechnology	Recruit more staff to reduce the work. Proposing the PB, OHRM, and OFP to agree on overtime payment for supporting staff		Slow procurement processes (including for practical class materials and office supplies).	VNU-HCM has issued document number 618/QD-DHQG dated June 12, 2024 on the pilot decentralization of procurement and public investment.	2024-2025
			Unclear and non-transparent procedures.	IU has established the following procedures: 1) Conference and Workshop Participation Procedure (244/ĐHQT-TCCB), 2) Seniority Confirmation Procedure (249/ĐHQT-TCCB).	
			Departments have limited collaboration and support for each other, lacking uniformity.	IU is preparing a working procedure among the Board of Presidents, offices and faculties.	
			The process for evaluating and recognizing innovations needs to be transparent, emphasizing quality.	Transparency has been ensured in the process of international publication disclosures by faculty and staff through the SCIMAN software. Regarding the recognition of inventions by administrative members, submissions are directly sent to ORD, and will be reviewed for recognition by the university's Innovation Evaluation Board.	

Supporting staff surveys					
School/ Department/ Office	**Plan for the year 2023**		**Plan for the year 2024**		
	Action	**Results/ expected results**	**Action**	**Results/ expected results**	**Time**
School of Civil Engineering and Management	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		The training program on quality assurance and accreditation in higher education, organized by the Quality Assurance Management Department in collaboration with the Support for Autonomous Higher Education Project (SAHEP), was held in 2022.	When IU has a training plan, faculty will notify faculty members to participate and register.	2024-2025
School of Biomedical Engineering	Upgrade to ensure 100% of computers at the Faculty meet the needs of lecturers. Provide additional computers as requested by new lecturers.	100% of computers at the Faculty have been updated to meet the needs of lecturers. Report the survey and await delivery and setup of new computers for new lecturers.			
Department of Physics	All indicators have average scores above 4.00	Some indicators are below 4.0 Need an improvement.	The career advancement opportunities. Sanction for errors committed. The current model for rewarding overtime work. Satisfaction of the facilities and infrastructure.	Achieve 4.0	03/2024-02/2025
School of Industrial Engineering and Management	The evaluattion of the available opportunities for improving your skills and knowledge in the course of your work.	Not achieve the expected result (2/5)	The evaluattion of the available opportunities for improving your skills and knowledge in the course of your work. (2/5 compared to the year 2022 is 3.5/5) The evaluation of the career advancement opportunities. (3/5 compared to the year 2022 is 3.1/5) The performance evaluation process and the performance evaluation results (3/5)	Above 3.5/5	09/2023-2024
	The evaluation of the career advancement opportunities.	Not achieve the expected result (3/5)			
	The performance evaluation process and the performance evaluation results.	Not achieve the expected result (3/5)			

Supporting staff surveys					
School/ Department/ Office	**Plan for the year 2023**		**Plan for the year 2024**		
	Action	**Results/ expected results**	**Action**	**Results/ expected results**	**Time**
	Salary compared to the work you perform.	Not achieve the expected result (3/5)	Salary compared to the work you perform (3/5 compared to the year 2022 is 3.4/5) The current model for rewarding overtime work (1/5 compared to the year 2022 is 3.5/5) Salary compared to other external comparable groups (3/5 compared to the year 2022 is 3.1/5)		
	The current model for rewarding overtime work.	Not achieve the expected result (1/5)			
School of Languages	From the survey results, the SOL found that there was no need to make improvements and maintain the current method.		The support staff of SOL has not responded requiring follow-up. However, there has been a change in staff for 2/3 of the support staff since Sem 2, academic year 2023-2024.		
School of Chemical and Environmental Engineering			The department leadership improves communication channels with support staff through various means (IUOffice, meetings/ direct discussions, email, Zalo, ...)	75%	2024-2025
School of Economics, Finance and Accounting	Reforming teaching methods	100%	Ensuring students are equipped with sufficient knowledge from the beginning of the course.	Complete	03/2024 - 12/2024

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 2023**		**Plan for year 2024**		
	Action	**Results/ expected results**	**Action**	**Results/ expected results**	**Time**
Office of Undergraduate Academic Affairs	Admission counseling activities provide necessary information to interested people	92.2%	Course registration for students (3,61)	Propose improvements to facilities and increase the number of teaching staff (currently lacking) for courses. Suggest the Department/Faculty to accurately forecast the number of students enrolling in courses	03/2024-12/2024
	Course registration for students	100%			

Student services quality survey					
Office/ Center	**Plan for year 2023**		**Plan for year 2024**		
	Action	**Results/ expected results**	**Action**	**Results/ expected results**	**Time**
				to avoid a shortage of classrooms due to underestimating student numbers.	
	Creating class schedules for students	98.7%	Creating class schedules for students	Hope for the early completion of the QT.A1 building (15 floors) to increase facilities (classrooms) and alleviate the pressure of classroom shortages when scheduling timetables.	
	Instructions for new student enrollment (3.97)	100%			
	The operation of communication channels between the International University and students	100%	Informing exam results on time (3,60)	Standardize the exam schedule across cohorts to easily manage grade entries. Lecturers need to enter grades on time as per the deadlines.	
	Informing students of exam schedules (3.99)	100%			
	Informing exam results on time	95.2%	Dealing with questions or complaints regarding students' study results (3,75)	The Department/Faculty should closely coordinate with the OUAA in communicating with lecturers and addressing students' grade inquiries. The Department/Faculty should inform lecturers about the current grading scale and calculation methods to avoid incorrect grade entries and multiple corrections.	
	Dealing with questions or complaints regarding students' study results	99.4%			
Office of External and Public Relations	Activities to disseminate information about domestic and foreign scholarships to students (pass-rate 96%)	Successful and effective	Create a database that describes the student exchange programs of each partner university on IU's list. Students can use this database to find all necessary information to prepare for their exchange period (academic information, application conditions, visa, accommodation, monthly costs).	Successfully build the database system.	Frequent
	Support students in completing student exchange procedures (pass-rate 98%)		Regularly update information on the student exchange program's website.	Regularly update Information on the website.	
	Quality of information on the website (pass-rate 96%)		Develop a quality survey for the student exchange program's website and send it to the IU student community to identify areas for improvement in the future.	The website is more visually appealing and better suited to the preferences of the IU student community.	
Office of Finance and Planning	Methods and means of collecting tuition fees and other fees: Aiming to collect tuition and fees online, through the website of the OFP, less cash collection.	Achieve 94%	Methods and means of collecting tuition fees and other fees by the university.	Aim to collect tuition fees and other fees online through the website of OFP. Minimize cash transactions.	2024

Student services quality survey					
Office/ Center	**Plan for year 2023**		**Plan for year 2024**		
	Action	**Results/ expected results**	**Action**	**Results/ expected results**	**Time**
	Payment of scholarships and grants for students on time.	Achieve 92%	Ensure timely and proper disbursement of scholarships and grants to students.	Coordinate with OUAA and OSS to issue procedures for awarding scholarships and grants for students.	
Office of Students Services	The average survey score in 2023 is 3.95, an increase from 3.90 in 2022.	Implement a psychological counseling center with psychological consultant. Post job information, organize skill classes.	Implement psychological and health counseling sessions, soft skill and life skill training classes, and support for accommodation and job counseling…	Increase the number of psychological and health counseling sessions, life skill classes…	09/2023-08/2024
	The average survey score in 2023 is 3.97, an increase from 3.91 in 2022.	Disseminate information about extracurricular activities for students.	Disseminate information through various channels: email, fanpage, groups, SMS, and the website.	Disseminate information and support communication about extracurricular activities for students.	09/2023-08/2024
	The average survey score in 2023 is 3.86, an increase from 3.74 in 2022.	Organize the Citizens' Activities Week for 1st year students according to regulations: thematic sessions and a field trip to Cu Chi.	Diversify the organization methods depending on social situation and regulations of VNU-HCM/IU.	Organize the Citizens' Activities Week at the beginning of the course according to regulations.	09/2023-10/2023
	The average survey score in 2023 is 3.96, an increase from 3.85 in 2022.	Inform students about VNU-HCM and the services provided by IU, organize soft skill classes, and hold a field trip to the Cu Chi Tunnels.	Announce information through various channels: email, fanpage, groups, SMS, and the website.	Disseminate information and support communication about the Citizens' Activities Week.	09/2023-10/2023
	The average survey score in 2023 is 3.95, an increase from 3.86 in 2022.	Ensure 100% of students are provided accommodation upon registration.	Diversify registration forms (online, offline); Continue to collaborate with the Dormitory of VNU-HCM and service providers.	100% of students are provided accommodation upon request.	Frequent
	The average survey score in 2023 is 3.95, an increase from 3.89 in 2022.	Organize the 2023 Job Fair in two formats: face-to-face and online.	Regularly organize Job Fairs in both formats: face-to-face and online. Connect with businesses to organize career counseling and recruitment workshops, company and factory tours (Company Tour, Factory Tour). Provide recruitment information on website, fanpage...	Organize Job Fairs. Increase the number of businesses connected by 10% to provide jobs, participate in seminars, and conduct factory tours.	
	The average survey score in 2023 is 3.81, a slight decrease from 3.89 in 2022.	Post recruitment information with more than 120 job positions per week.	Use the new online system for evaluating training points. Innovate and add new criteria for evaluating training points. Enhance the dissemination and promotion of the training point evaluation regulations.	Implement the new software system for evaluating student trsining points according to new regulations.	
	The average survey score in 2023 is 3.97, an increase from 3.94 in 2022.	Implement a new online evaluation system for the training point, Promote and disseminate information about the training point evaluation regulations.	Improve administrative processes in file evaluation and information reception. Develop a reward system.	Issue regulations on student rewards.	
	The average survey score in 2023 is 3.88, an increase from 3.84 in 2022.	99% of the work is conducted through online and face-to-face reception systems.	Improve administrative work in receiving loan applications and student certification -	Provide information and guidance on tuition loan procedures, tuition fee exemptions, and reductions - Issue the	

Student services quality survey					
Office/ Center	**Plan for year 2023**		**Plan for year 2024**		
	Action	**Results/ expected results**	**Action**	**Results/ expected results**	**Time**
			Update regulations on tuition fee exemptions and reductions.	regulations on tuition fee exemptions and reductions according to new guidelines.	
Office of Facility Development	The quality of sanitary service at IU (4.04)	Fail to upgrade the quality of cleanliness on campus. Bid for industrial cleaning services for 2024–2026.	Bid for industrial cleaning services for 2024–2026.	Upgrade the quality of cleanliness on campus; bid for industrial cleaning services for 2024–2026.	3/2024 - 12/2024
	The quality of equipment in classrooms, auditoriums and laboratory (3.94)	Fail to upgrade the quality of projectors and equipment in lecture halls.	Continue to rent 30 projectors to serve classrooms in Zone A; submit a proposal to the Board of President for purchasing new projectors/TVs to replace blurry projectors.	Rent 30 projectors to serve classrooms in Zone A; Purchase 15 new projectors/TVs to replace blurry projectors.	
Office of Quality Assurance and Testing	The average score of student opinion survey form to evaluate the subject is 4.07 (the average score in 2022 is 4.02).	Pass, the average score increases.	Survey of student opinion survey form to evaluate the subject (4.07)	The number of surveyed students exceeds 50%.	Midterm till the end of the course
	The average score of survey of students about IU services is 4.05 (the average score in 2022 is 4.01).	Pass, the average score increases.	Survey of students about IU services (4.15)	The number of surveyed students exceeds 50%.	Beginning – End of the year
Library	The librarians' support in searching for information.	Ensure student satisfaction. The 2023 survey shows a fairly high rating for this criterion.	The resourcefulness of the library meeting the needs of readers (3.99)	Meet the needs of readers about resourcefulness.	From January 2024
	Quality of systems for searching library resources.	The quality of systems for searching library resources has improved, but the 2023 survey indicates that students' ratings for this criterion remain modest.	Quality of systems for searching library resources (3.96)	Quality of systems for searching library resources will be better.	
	The process of checking out, returning and deadline extension of library books.	Students have proficiently performed the checking out, returning and deadline extension processes. The 2023 survey shows a high rating for this criterion.	The number of seats in the library meeting the needs of readers (3.72)	Meet the needs of readers about the number of seats.	
	The library opening hours meeting the needs of readers.	There has been an improvement; however, the 2023 survey shows that students' ratings for this criterion remain modest.			
	The number of seats in the library meeting the needs of readers.	There has been an improvement; however, the 2023 survey shows that students' ratings for this criterion remain modest.			
Canteen	Continue to maintain a satisfactory level of completion and further improve service quality for all students and staff.	Pass	The average scores are above 4.0	Continue to maintain	Frequent
Center for Information Services	Internet quality in classrooms and laboratories.	Complete the fiber optic cable splicing for building A1; Replace several network devices with better ones to ensure improving internet signal.	Internet quality in classrooms and laboratories.	Improve the quality of the internet. Students are satisfied.	04/2024 - 08/2024

Student services quality survey					
Office/ Center	**Plan for year 2023**		**Plan for year 2024**		
	Action	**Results/ expected results**	**Action**	**Results/ expected results**	**Time**
	Quality of Wi-Fi system in campus.	The Wi-Fi signal in some areas, which is newly upgraded, is more stable.	Quality of Wi-Fi system in campus.	Improve the quality of Wifi signal. Students are satisfied.	04/2024 - 12/2024
Center for Innovation and Technology Transfer	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.	100%	The support work for registration to participate in workshops, seminars, events, and activities related to innovative entrepreneurship is rated 4.05.	There are more groups and students participating in activities, workshops, and startup competitions.	02/2024 - 12/2024
	Financial support for student projects Connect advisors and experts for potential projects. Introduce potential projects to larger incubation organizations.		The work of incubating startup projects with commercialization potential.	Many projects have products with high commercialization potential.	
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.				

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.

Staff services quality survey					
Office/ Center	**Plan for year 2023**		**Plan for year 2024**		
	Action	**Results/ expected results**	**Action**	**Results/ expected results**	**Time**
Office of Human Resources Management	Creating faculty and staff development plans (Year 2022: 4.01, Year 2023: 3.74).	Pass 100%	Creating faculty and staff development plans (3.74).	Recruit the required number of staffs without exceeding the targets in the 2024 recruitment plan.	03/2024-12/2024
	Process of recruitment and labor contracting (Year 2022: 4.08, Year 2023: 3.97).		Process of recruitment and labor contracting (3.97).	Update and promptly issue the IU's rules, regulations, and working procedures in accordance with current laws and regulations of VNU-HCM.	
	Supporting the development and stipulating rules, regulations, and working procedures related to the IU's activities (Year 2022: 4.13, Year 2023: 3.87).		Supporting the development and stipulating rules, regulations, and working procedures related to the IU's activities (3.87).	Faculty and staff at IU are informed about professional development courses.	

Staff services quality survey					
Office/ Center	**Plan for year 2023**		**Plan for year 2024**		
	Action	**Results/ expected results**	**Action**	**Results/ expected results**	**Time**
	Making plans and programs to organize the training, fostering of faculty and staff (Year 2022: 3.96, Year 2023: 3.78)		Making plans and programs to organize the training, fostering of faculty and staff (3.78) Procedures on business trips, studying, attending conferences, seminars abroad and receiving back (3.88)	Faculty and staff who meet the necessary conditions and requirements will be supported to receive decisions for business trips, studying, attending conferences, seminars abroad and receiving back...	
	Procedures on business trips, studying, attending conferences, seminars abroad and receiving back (Year 2022: 4.04, Year 2023: 3.88)		Process and time in preparing paperwork for faculty and staff (4.01)	Faculty and staff follow the procedures correctly. The process is quick and on time. Faculty and staff can track the number of leave days used.	
	Process and time in preparing paperwork for faculty and staff (Year 2022: 4.16, Year 2023: 4.01)		The salary, compensation, allowances, annual leave regimes (4.02)	Faculty and staff have access to information about the salary, compensation, allowances, annual leave regimes.	
	The salary, compensation, allowances, annual leave regimes (Year 2022: 4.14, Year 2023: 4.02) Health insurance and social insurance regimes (Year 2022: 4.31, Year 2023: 3.94)		Health insurance and social insurance regimes (3.94)	Faculty and staff receive health insurance. Faculty and staff are informed about necessary details when the university organizes health check-ups.	
Office of Undergraduate Academic Affairs	Creating teaching schedules.	95%	Creating teaching schedules (3,86).	Improve the arrangement of teaching schedules to meet the needs of both teachers and students.	Based on the academic year
	Organizing admission counseling sessions.	94.4%	Organizing admission counseling sessions (3,88)	Maintain and enhance current admissions counseling plans, and add more interactive activities with students to increase awareness and interest of both parents and students to IU.	
	Operation of the Edusoft web software.	94.4%	Organizing admission counseling sessions (3.75).	Plan to upgrade the Edusoft system in the coming years. Implement according to the proposal of the leadership (with the approval of the Board of Presidents).	Frequent
	Organizing semester examinations.	97.8%			
	Process of delivering test papers and getting test scores.	97.8%			
Office of External and Public Relations	Public relations and media activities (4.1)	The number of articles remains consistently high, addressing the IU's information crises in 2023.	Proposal to establish a specialized Media unit with a budget aligned with the IU's expectations.	Establish and operate the Office of Media.	2024 -2025
	Building and developing the various types of international cooperation (4.13)	Currently effectively implementing with new partner institutions on exchange students program.	Diversify the fields of international cooperation and training partnership models based on society needs and the IU's training development strategy, focusing on developing postgraduate training programs.	Complete the opening of 04 Joint Training Programs (2+1) with Macquarie University (Australia) in the fields of Computer Science and Engineering, Accounting, Finance, and Business Administration.	

Staff services quality survey					
Office/ Center	**Plan for year 2023**		**Plan for year 2024**		
	Action	**Results/ expected results**	**Action**	**Results/ expected results**	**Time**
			Priority will be given developing new partnership models with strategic partners.	Extend 04 Joint Training Programs (2+2) with the University of Nottingham (UK) in Business Administration, Computer Science and Engineering, Biotechnology, and Food Technology. Extend 01 Joint Training Program (2+2; 3+1) with Deakin University (Australia) in Computer Science and Engineering.	
	Opening and renewing the joint-training programs with international partners (4.06)	Good	Issuance of Procedures/Criteria for selecting faculty members to participate in short-term training and exchange programs abroad.	New Joint Training Programs are currently being drafted or under discussion with partners.	
	Supporting faculty and staff to participate in short-term lecturer exchange programs abroad (3.93)	Successful	Issuance of procedures and regulations regarding inbound and outbound delegation activities.	Complete the issuance of Procedures and Criteria.	
	The organizational matters of business trips for the Board of Presidents (3.97)	Successful	Collaboration with CIS to enhance technical aspects, possibly engaging agency for additional feedback to adjust interface designs accordingly.	Complete the issuance of Procedures to enhance information quality and adjust interfaces accordingly.	
	The quality of information on IU website (3.93)	Attempted to complete all items in the plan, but due to limited budget, a broad-scale communication campaign is unable to be executed.			
Office of Finance and Planning	Send notices to units to review implemented budgets and prepare budget estimates for the new academic year.	93%	Formulating annual budget estimates allocations (3.76).	Work directly with units on budget estimates for the fiscal year.	2024
	Collaborate with the OHRM to connect data to human resources and salary software.		The payment of salary, allowances, social insurance, health insurance, unemployment insurance, welfare, commendation and reward, teaching remuneration, and other personal payments (3.97).	Develop a process for salary and remuneration payments.	
	Review, adjust forms, instructions, and upload to the IU website.		Supporting faculty and staff in paying working expenses (3.86).	Develop a process for the payment of working expenses.	

Staff services quality survey					
Office/ Center	**Plan for year 2023**		**Plan for year 2024**		
	Action	**Results/ expected results**	**Action**	**Results/ expected results**	**Time**
	Review, adjust forms, instructions, and upload to the IU website.		Supporting schools and departments in paying operating costs (3.67).	Develop a process for the payment of operating costs.	
	Send a notice to all staff to compare total income for the year and authorize settlement.		Supporting for finalising staff's personal income tax (4.08).	Send notifications to all faculties and staffs to reconcile total annual income and authorize tax finalization.	
	Review and update the contents of the internal spending regulations to comply with the law and the university's practice.		Establishing, amending and supplementing the internal expenditure regulations of the IU (3.77).	Review and update the internal expenditure regulations to comply with legal requirements and align with IU's status.	
Office of Facility Development	Equipment in classrooms and auditoriums.	Upgrade the quality of projectors and equipment in lecture halls (Fail).	Equipment in classrooms and auditoriums (3.73).	Continue to rent 30 projectors to serve classrooms in Zone A. Submit a proposal to the Board of Presidents for purchasing new projectors/TVs to replace blurry projectors.	3/2024 - 12/2024
	Activities serving lecture halls and conference rooms including: opening and closing doors; arranging teaching equipment; tables and chairs; dais, boards; sound; lighting; air conditioners; computers; projectors; drinks services.	Continue to maintain operations to better serve classroom and auditorium activities. Purchase new equipment to replace outdated ones.			
	The quality of sanitary service at IU, monitoring and caring for the trees on IU's campuses.	Continue to maintain cleanliness throughout the school and caring for and monitoring greenery on campus. Tender for industrial cleaning services and landscaping for 2024-2026.	Activities serving lecture halls and conference rooms - including opening and closing doors; arranging teaching equipment; tables and chairs; dais, boards; sound; lighting; air conditioners; computers; projectors; drinks services (4.06).	Continue to maintain operations to better serve classroom and auditorium activities.	
	Fire protection and prevention, safety and labor protection.	Plan periodic maintenance for the fire protection and firefighting system. Replenish fire extinguishers in June 2024. Plan for fire protection and firefighting inspections. Conduct fire drill exercises for school facilities.	The quality of sanitary service at IU, monitoring and caring for the trees on IU's campuses (4.01).	Continue to maintain sanitary service at IU, monitoring and caring for the trees on IU's campuses. Tender for industrial cleaning services and landscaping for 2024-2026.	
	Provide the shuttle service for the IU's faculty and staff.	Continue to transport and welcome school staff.	Fire protection and prevention, safety and labor protection (4.08).	Plan periodic maintenance for the fire protection and firefighting system. - Replenish fire extinguishers in June 2024.	

Staff services quality survey					
Office/ Center	**Plan for year 2023**		**Plan for year 2024**		
	Action	**Results/ expected results**	**Action**	**Results/ expected results**	**Time**
		Implement bidding for the district 7 bus route.		- Plan for fire protection and firefighting inspections. - Plan fire drill exercises for school facilities.	
Office of Quality Assurance and Testing	All survey questions about OQAT had an average rating above 4, OQAT will maintain a satisfactory level of completion. Keep current methods such as: Send surveys by link, directly at the Faculties, Departments, and scan QR codes, Collect complete improvement reports from stakeholders.		The process of surveying students' opinions on course evaluation (3.89).	OQAT will plan specific surveys and send survey notifications before mid-term exams to obtain results by the end of the semester.	Frequent
			Formulating development strategies, long-term plans, annual plans on accreditation and education quality assurance activities of the IU (3.96).	OQAT will plan to monitor KPIs for activities according to operational plans.	
			The system of documents provides regulations and guidelines on all quality assurance activities inside the university. (3.93)	OQAT will review and update related regulations and guidelines.	
			Analysing course evaluation and sending the results to stalkholders. (3.94)	Survey results will be accessible online. OQAT will provide regular updates to stakeholders.	
Library	Train part-time students, improve website, disseminate book borrowing process, late service during exam time, add more seats.	Pass	Close coordination, accelerate progress with relevant offices.	Timely improvement.	From January 2024
			Enhance advisory services for lecturers to supplement materials at the counter. Review the supplementary material works of faculties.	Meet the demand for content materials from readers.	
Office of Procurement Services	Making plans to purchase and distribute machinery, equipment and tools for work.	The procurement process requires coordination among multiple units within and outside IU, which hampers the OPS's ability to proactively plan for purchasing, distributing machinery, equipment, and work tools, resulting in slower progress than expected.	All criteria for 2023 of OPS achieve an average score above 4.0	OPS consistently strives to enhance and update laws on bidding, circulars, decrees, and related regulatory documents to fulfill assigned tasks.	Frequent
	Maintaining and repairing equipment and facilities at schools and departments.	The technical team has partially carried out maintenance, repaired equipment and infrastructure at various units; however, due to the age of some equipment and infrastructure, the frequency of breakdowns is relatively high.		Actively seek to enhance knowledge by participating in training courses and skill workshops organized by IU and trade union.	

Staff services quality survey					
Office/ Center	**Plan for year 2023**		**Plan for year 2024**		
	Action	**Results/ expected results**	**Action**	**Results/ expected results**	**Time**
	Hazardous waste collection and treatment activities according to regulations.	Hire a capable and specialized contractor to perform scheduled maintenance twice a year.		Establish criteria to create job positions that align with the requirements of each department.	
Office of General Administration	Continue to support faculty and staff in enhancing their knowledge and skills. Continue to facilitate specialists' participation in relevant training courses. Continue to ensure that there are always staff available to provide support when needed. Remind employees to comply with the IU's labor regulations.Specify job tasks in detail and allocate responsibilities among staffs to avoid creating pressure.	Pass 100%	Continue to support faculty and staff in enhancing their knowledge and skills.	Staffs are equipped with enhanced knowledge and skills necessary for their job responsibilities.	03/2024 - 12/2024
			Continue to facilitate specialists' participation in relevant training courses.	Staffs have opportunities for career advancement when they meet the necessary requirements.	
			Continue to ensure that there is always staff available to provide support when needed.	There is always staff available to provide support when needed.	
			Remind employees to comply with the IU's labor regulations.	Ensure that the office complies with labor regulations.	
			Specify job tasks in detail and allocate responsibilities among staffs to avoid creating pressure.	Workload is evenly distributed and allocated to suitable staffs.	
Canteen	Continue to maintain a satisfactory level of completion and further improve service quality for all students and staff	Excellent results	The quality of services in the Canteen. The average score of the year 2021 is 4.21. The average score of the year 2022 là 4.11.	The result is above 4. Excellent results.	During 2024
Center for Information Services	Perform optical signal testing and hire a maintenance team to repair and splice damaged optical cable lines; maintain and replace faulty equipment that no longer meets performance requirements.	Complete the fiber optic cable splicing for building A1; Replace several network devices with better ones to ensure improving internet signal.	The quality of the Internet system in classrooms, auditoriums and laboratories.	Improve the Internet system.	04/2024 - 08/2024
	Continue to replace outdated equipment and supplementing additional WiFi devices in areas with weak signals.	The Wi-Fi signal in some areas, which is newly upgraded, is more stable.	The quality of the Wi-Fi system at IU.	Improve the Wi-Fi system.	04/2024 - 12/2024
Center for Innovation and Technology Transfer	Supporting schools, departments and individuals in implementing technology transfer contracts (3.89). Supporting to promoting start-up activities (3.91). Evaluating technology incubation activities (3.85).	Pass 100%	Continuously enhance support for faculties/departments and faculty staffs to engage in research and technology transfer activities with local provinces and businesses.	Sign more MOUs and technology transfer research contracts with provinces/localities and businesses.	02/2024 - 12/2024
			Organize IU Startup competitions, participate in other competitions and both domestically and internationally activities.	Increase participation of numerous groups and students in workshops and startup competitions.	
			Support incubation of startup projects and facilitate commercialization of products.	Many projects have products with high potential for commercialization.	
Office of Inspection and Legal Affairs	Evaluating inspection activities - implementation of legal policies, education, citizen reception, complaint	- Conduct 03 periodic inspection teams: inspect the functions and duties at OEPR; review the university admissions for 2023;	Evaluating inspection activities - implementation of legal policies, education, citizen reception, complaint	Conduct 02 inspection teams, including the OGA Inspection in April 2024 and the Examination Organization Inspection for	01/2024 - 12/2024

Staff services quality survey					
Office/ Center	**Plan for year 2023**		**Plan for year 2024**		
	Action	**Results/ expected results**	**Action**	**Results/ expected results**	**Time**
	settlement, information verification, legalization of certificates issued by the University,...(3.79)	audit the issuance and management of diplomas and certificates at OUAA and OGA. - Conduct inspections/examinations according to the school's exam schedule. - Assist the President in handling citizen receptions; In 2023, IU received 12 complaint letters. OILA advised IU to solve the issues according to regulations.	settlement, information verification, legalization of certificates issued by the University,...	the undergraduate level at BA. Advise university leadership on the procedures for resolving complaints and denunciations according to regulations. Promptly advise the Board of Presidents with written verification of the legality of diplomas (if required).	
	Evaluating legal affairs - consulting on legal issues, offering suggestions on draft legal documents, propagating and disseminating legal education, petitioning for measures to prevent, overcome consequences, and handling violations, internal rules and regulations in the operation of the University and the units,...(3.80)	- Publish over 270 articles on State and IU's regulations. - Organize the "IU & THE LAWGICAL" competition in 2023 for all students to participate. - Conduct legal propaganda, dissemination, and education at IU through various diverse forms. - Issue the 2023 Plan for Monitoring and Implementing Legal Compliance. - Conduct legal propaganda to celebrate the World No Tobacco Day. - Develop and implement the plan for organizing Vietnam Law Day 2023 at IU. - Continue to update the electronic legal library. - Develop and conduct professional training for IU staff to oversee the High School Graduation Exam in 2023. - Create and implement Infographics for legal propaganda and education on drug and gambling prevention for all students and learners at IU. - Review internally issued management documents of IU. - Provide legal advice to the Board of Presidents, individuals, and units at IU: 166 cases. - Review internal management documents before submission for approval.	Evaluating legal affairs - consulting on legal issues, offering suggestions on draft legal documents, propagating and disseminating legal education, petitioning for measures to prevent, overcome consequences, and handling violations, internal rules and regulations in the operation of the University and the units,...	Publish over 60 articles on State and IU's regulations on the IU's website and the unit Facebook page in 2024. Conduct legal propaganda, dissemination, and education at IU through various forms. Provide legal advice to the Board of Presidents, individuals, and units at IU (if directed or requested). Review internal management documents before submission for approval. Update the electronic legal library: over 130 documents have been updated up to the reporting time. Regularly monitor legal compliance combined with enhancing inspection activities.	

6. CONCLUSIONS

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 2024, or up to the first quarter of 2025. 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.

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