HO CHI MINH CITY UNIVERSITY OF TECHNOLOGY
OFFICE FOR INTERNATIONAL STUDY PROGRAMS

THE RESULT OF LECTURERS' SATISFACTION 2019

Ho Chi Minh City, December 16th 2019

INTRODUCTION

The Office for International Study Programs (OISP) conducted data collection from June 30th to July 30th 2019 through sending survey questionnaires to each lecturer, including:

- Total number of lecturers surveyed: 227
- Total number of respondents: 141
- Total number of valid answers: 110

RESULT

No		Evaluation Criteria	Mean
1.	X1	Facilities for teaching	8.164
2.	X2	Materials for teaching	7.282
3.	X3	Teaching remuneration	8.045
4.	X4	Lecturer training policy	7.373
5.	X5	Policy supporting scientific research	7.273
6.	X6	Providing information from OISP	8.200
7.	X7	OISP staff support	8.300
8.	X8	Number of students in class	7.836
9.	X9	Learning attitude of OISP students	7.009
10.	X10	Academic capacity of OISP students	7.327
11.	Y	The overall satisfaction level	7.873

Average score of satisfaction

The analysis results show five major factors affecting lecturers' overall satisfaction (arranged in descending order of influence level):

1. Academic capacity of OISP students
2. Facilities for teaching
3. OISP staff support
4. Materials for teaching
5. Learning attitude of OISP students

RESULTS AND DIRECTION OF IMPROVEMENT 2020

- Over the past few years, OISP has been investing heavily to improve quality of the above criteria.

- In 2019, OISP approved the plan to purchase more than 1,000 textbooks and reference materials for subjects of English programs and advanced program.

- In terms of facilities, OISP renovated buildings B9, B10, B6, B8; repaired of teaching equipment; equiping and upgrading the internet system for educational purposes.

- In 2020, OISP is planning to renovate A4 library, Hoa Binh lecture hall, classrooms and self-study areas in buildings B1 and B2; and continue investing in equipment and renovate laboratory facilities in the faculties.

- In addition, OISP continues to organize seminars, competitions, "Buddy Program", teaching assistance classes, etc. in order for students to improve their learning capacity, soft skills, professional skills and career awareness./.