

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



**THE RESULT OF STUDENTS' EVALUATION TOWARD
ADMISSION CONSULTANCY AND SUPPORT
2019**

Ho Chi Minh City, February 28, 2019

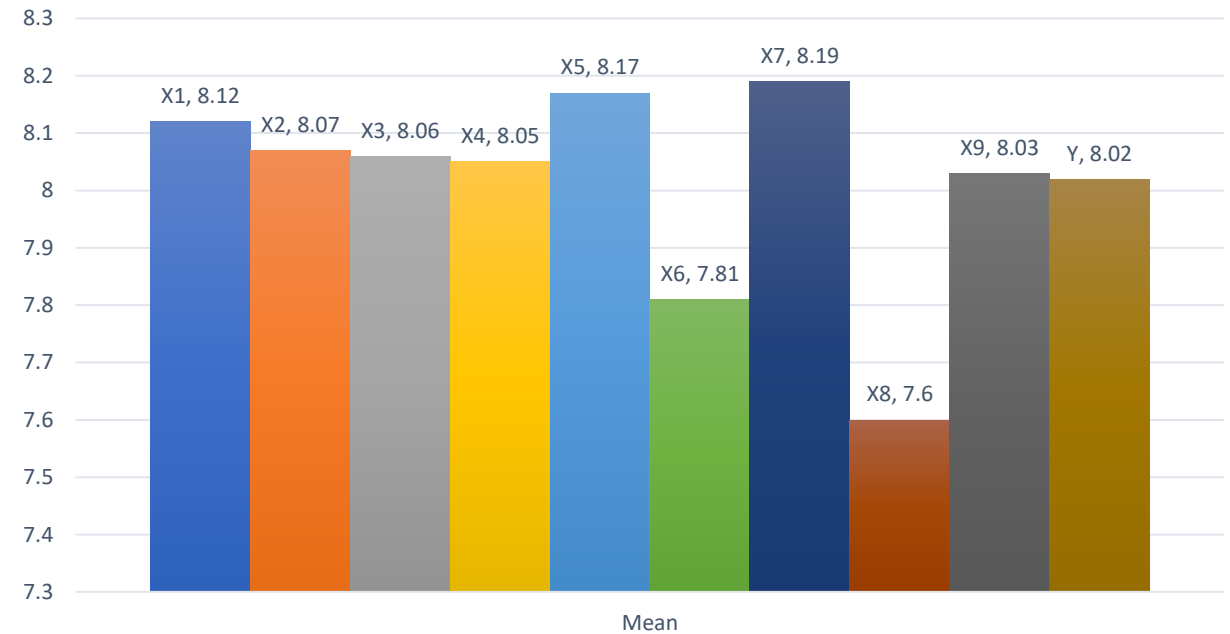
INTRODUCTION

- The survey was conducted by the Office of International Study Programs (OISP) with the purpose of evaluating quality of Admission Consultancy and Support for International Study Programs students .
- Survey population: all 19th intake new students attending International Study Programs.
- Number of samples collected: **442/898 respondents (49.22%)**.
- The time for collecting data is from December 23rd, 2019 to February 19th, 2020 by sending questionnaire to each student on the Lime Survey system.

RESULT

	Evaluation criteria	Mean
X1	You are provided with thorough information through online channels (<i>website/Facebook/Youtube of OISP</i>)	8.12
X2	You are provided with thorough information from the admission consultancy events (<i>at high school, University of Technology (VNU-HCM), seminars, campus tours, etc.</i>)	8.07
X3	Consultancy quality via telephone, messenger, email, etc.	8.06
X4	Admission consultancy documents (<i>leaflet, admission handbook, etc.</i>)	8.05
X5	Procedures to register for English test, receive results/ English certificate approval	8.17
X6	Admission procedures (<i>pay fees, tuition, admission records, dormitory registration, etc.</i>)	7.81
X7	Quality of OISP entrance ceremony	8.19
X8	Field Trip	7.60
X9	Career Orientation Workshop	8.03
Y	Overall, you are satisfied with the admission consultancy and support of OISP	8.02

Average value of students' satisfaction



The analysis results have shown five major factors affecting students' overall satisfaction with the OISP's admission consultancy and support (arranged in descending order of influence level):

- 1. Career Orientation Workshop**
- 2. Admission procedures**
- 3. Information provided through online channels**
- 4. Consultancy quality via telephone, messenger, email, etc.**
- 5. Field Trip**

In particular, "Field trip" (7.60) and "Admission procedures" (7.81) are evaluated lower than the other factors, so it is necessary to prioritize improvement these 02 factors. Although the "Career Orientation Workshop" is evaluated at a good level (8.03), it is the factor with the largest contribution. Therefore, it should be paid attention to improve continuously./.