

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

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**THE RESULT OF STUDENTS' EVALUATION  
TOWARD OISP'S SERVICE  
2013, 2017, 2018**

*Ho Chi Minh City, July 02<sup>nd</sup> 2018*

## INTRODUCTION

- The survey was conducted by the Office of International Study Programs (OISP) with the purpose of evaluating service for International Study Programs students .
- Survey population: all students attending International Study Programs.

# Survey Result in 2018

	Min	Max	Mean	Scale 1 to 4		Scale 5 to 7		Scale 8 to 10	
				SL	%	SL	Min	Max	Mean
<b>Working time of OISP</b>	1	10	<b>7.66</b>	11	4%	91	36%	152	60%
<b>Information of the University's and OISP's scholarships</b>	1	10	<b>7.28</b>	16	6%	113	44%	125	49%
<b>The process of dealing with procedures, documents, students' interests and questions</b>	1	10	<b>7.26</b>	21	8%	97	38%	136	54%
<b>Recording and responding to student comments</b>	1	10	<b>7.37</b>	19	7%	88	35%	147	58%
<b>Accuracy and timeliness of information provided to students by OISP staff</b>	1	10	<b>7.39</b>	20	8%	90	35%	144	57%
<b>Financial procedures (tuition fees, scholarships)</b>	1	10	<b>7.45</b>	19	7%	76	30%	159	63%
<b>Attention and protection of student interests</b>	1	10	<b>7.52</b>	15	6%	88	35%	151	59%
<b>Attitude of OISP staff</b>	1	10	<b>7.84</b>	11	4%	70	28%	173	68%
<b>Working style of OISP staff</b>	1	10	<b>8.02</b>	7	3%	58	23%	189	74%

## Students' satisfaction level of service over years

	<b>2013</b>	<b>2017</b>	<b>2018</b>
<b>Working time of OISP</b>	6.62	7.23	7.66
<b>Information of the University's and OISP's scholarships</b>	6.31	7.04	7.28
<b>The process of dealing with procedures, documents, students' interests and questions</b>	6.72	6.96	7.26
<b>Recording and responding to student comments</b>	6.42	6.94	7.37
<b>Accuracy and timeliness of information provided to students by OISP staff</b>	6.45	6.69	7.39
<b>Financial procedures (tuition fees, scholarships)</b>	6.80	7.26	7.45
<b>Attention and protection of student interests</b>	6.79	7.01	7.52
<b>Attitude of OISP staff</b>	7.50	7.28	7.84
<b>Working style of OISP staff</b>	7.58	7.41	8.02

# STUDENTS' SATISFACTION LEVEL OF SERVICE

■ 2013 ■ 2017 ■ 2018

