

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

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**THE RESULT OF STUDENTS' EVALUATION TOWARD  
ADMISSION CONSULTANCY AND SUPPORT  
2020**

*Ho Chi Minh City, November 2020*

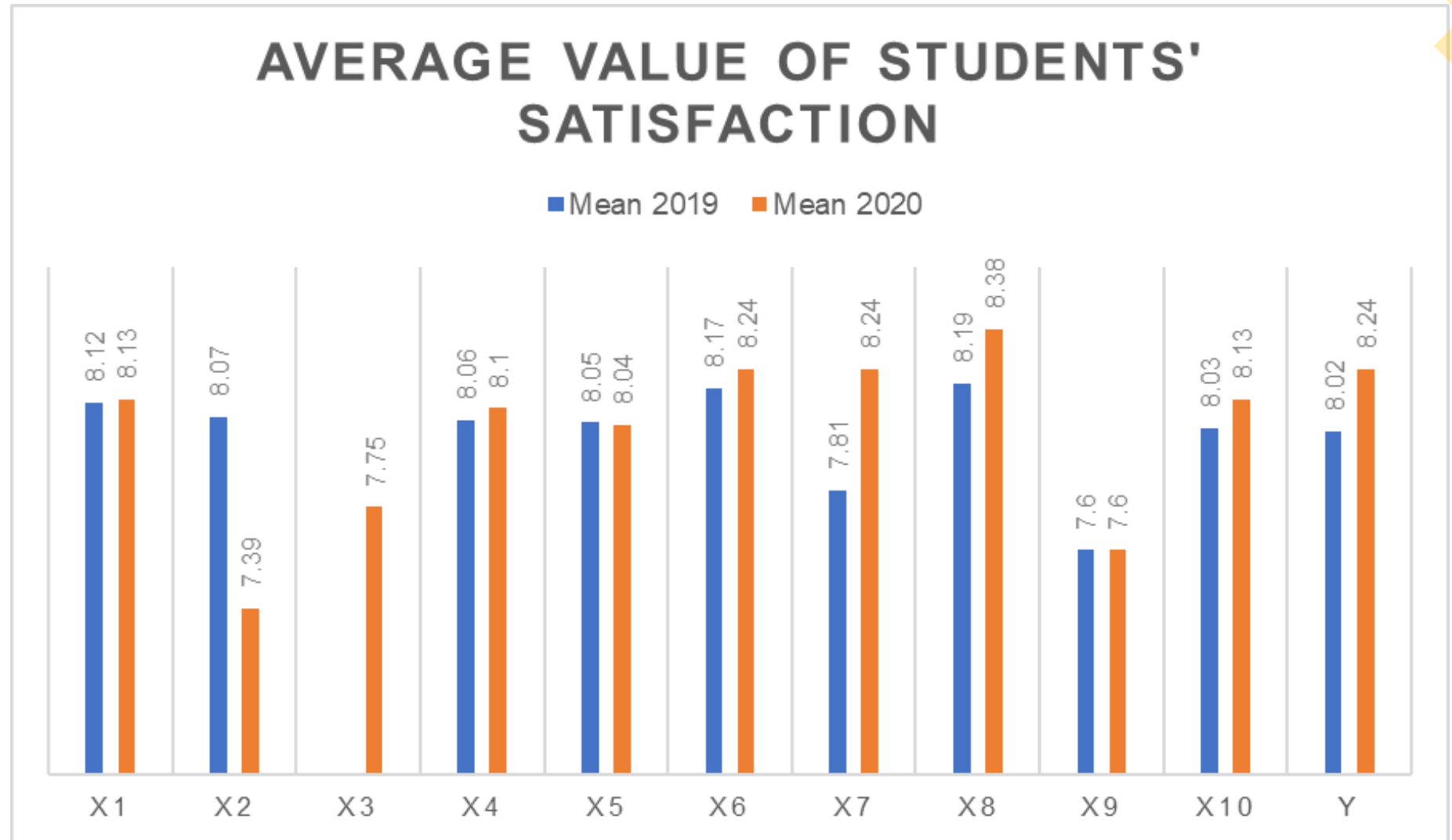
## INTRODUCTION


- 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 20<sup>th</sup> intake new students attending International Study Programs.
- Number of samples collected: **609/1387 respondents (43.9%)**.
- The time for collecting data is from 04 to November 18<sup>th</sup>, 2020 by sending questionnaire to each student on the Lime Survey system.

## RESULT

	Evaluation criteria	Mean 2019	Mean 2020
X1	You are provided with thorough information through online channels ( <i>website/Facebook/Youtube of OISP</i> )	8.12	8.13
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	7.39
X3	You are provided with thorough information from the livestream series and online admission consultancy events.	N/A	7.75
X4	Consultancy quality via telephone, messenger, email, etc.	8.06	8.10
X5	Admission consultancy documents ( <i>leaflet, admission handbook, etc.</i> )	8.05	8.04
X6	Procedures to register for English test, receive results/ English certificate approval	8.17	8.24
X7	Admission procedures ( <i>pay fees, tuition, admission records, dormitory registration, etc.</i> )	7.81	8.24
X8	Quality of OISP entrance ceremony	8.19	8.38
X9	Field Trip	7.60	7.60
X10	Career Orientation Workshop	8.03	8.13
Y	<b>Overall, you are satisfied with the admission consultancy and support of OISP</b>	<b>8.02</b>	<b>8.24</b>

## RESULT





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

Quality Assurance Team

