

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



**THE RESULT OF STUDENTS' EVALUATION
TOWARD QUALITY OF SERVICE
2020**

Ho Chi Minh City, November 2020

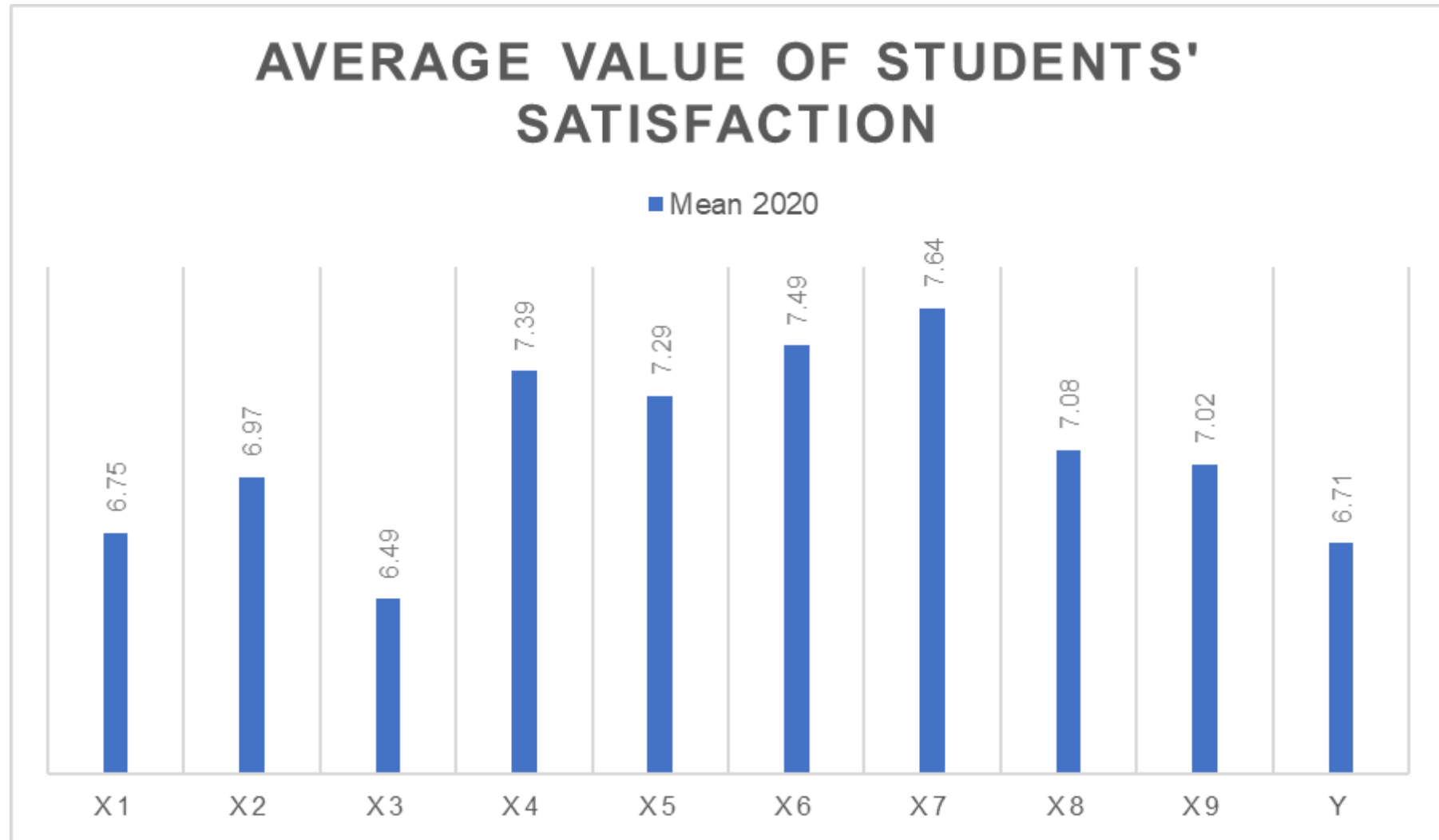
INTRODUCTION


- The survey was conducted by the Office of International Study Programs (OISP) with the purpose of evaluating quality of service for International Study Programs students .
- Survey population: all students attending International Study Programs.
- Number of samples collected: **755/2467 respondents (30.6%)**.
- The time for collecting data is from 13th to 31st November 2020 by sending questionnaire to each student on the Lime Survey system.

RESULT

	Evaluation criteria	Mean 2020
X1	OISP staff's support for academic affairs	6.75
X2	Information, feedback provided form OISP Academic Affairs Department	6.97
X3	Ardour and attitude of OISP staff	6.49
X4	Activities of Youth Union - Students' Association and community service	7.39
X5	Activities of Clubs (<i>BOMB, OSA, HOPE, etc.</i>)	7.29
X6	Cultural – traditional and sports events	7.49
X7	Career orientation and introduction events (<i>OISP Career Orientation, Industry Night, Biztech, Career Day</i>)	7.64
X8	OISP's support for students' research activities	7.08
X9	Student support policies (<i>scholarships, health insurance, etc.</i>)	7.02
Y	Your overall satisfaction with the service quality of OISP	6.71

RESULT





The analysis results have shown 06 major factors affecting students' overall satisfaction with the OISP's service quality (arranged in descending order of influence level):

- 1. Ardour and attitude of OISP staff**
- 2. Student support policies**
- 3. Information, feedback provided form OISP Academic Affairs Department**
- 4. OISP's support for students' research activities**
- 5. Activities of Youth Union - Students' Association and community service**
- 6. OISP staff's support for academic affairs.**



OISP Quality Assurance Team