

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

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**THE RESULT OF STUDENTS' EVALUATION  
TOWARD QUALITY OF SERVICE  
2021**

*Ho Chi Minh City, December 2021*

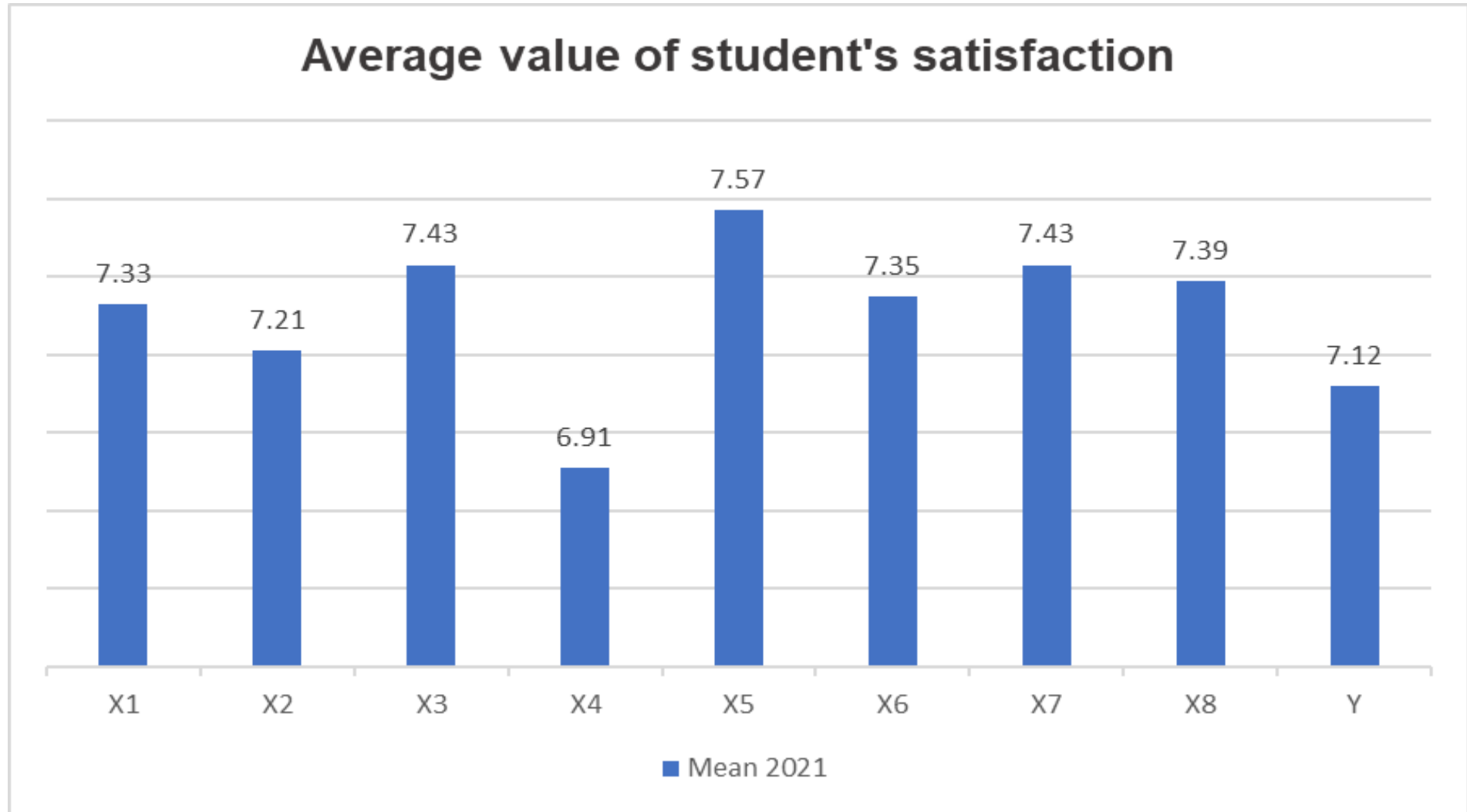
## INTRODUCTION

- 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: 3309 students attending International Study Programs.
- Number of samples collected: **567 respondents (17,1%)**.
- The time for collecting data is from 9<sup>th</sup> to 22<sup>nd</sup> December 2021 by sending questionnaire to each student on the Lime Survey system.

## RESULT

	<b>Evaluation criteria</b>	<b>Mean 2021</b>
X1	OISP staff's support for academic affairs	7.33
X2	Information provided by OISP staff is accurate and timely	7.21
X3	Ardor and attitude of OISP staff	7.43
X4	Concern and protect student benefits	6.91
X5	Activities of Youth Union - Students' Association and community service	7.57
X6	Quality of Career orientation events and Business tour	7.35
X7	Quality of job introduction activities for students.	7.43
X8	Student support policies ( <i>scholarships, health insurance, etc.</i> )	7.39
Y	<b>Your overall satisfaction with the service quality of OISP</b>	<b>7.12</b>

## RESULT



The analysis results have shown 05 major factors affecting students' overall satisfaction with the OISP's service quality (arranged in descending order of influence level):

1. **Concern and protect student benefits**
2. **OISP staff's support for academic affairs**
3. **Student support policies (*scholarships, health insurance, etc.*)**
4. **Information provided by OISP staff is accurate and timely**
5. **Activities of Youth Union - Students' Association and community service**

In which, the factor with the greatest influence is "**Concern and protect student benefits**" (0.23). Also, this is the lowest average score compared to the remaining factors, so OISP will focus on improving the most.

In addition, OISP will enhance the factor which ranks in the second position is "**OISP staff's support for academic affairs**".

Compared to 2020, the factor of "**Ardor and attitude of OISP staff**" has been improved well and is no longer on the list of prioritized for improvement in 2021.