

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



**SURVEY RESULT OF
MOBILITY CONSULTING SERVICE QUALITY 2018**

Ho Chi Minh City, November 20th 2018

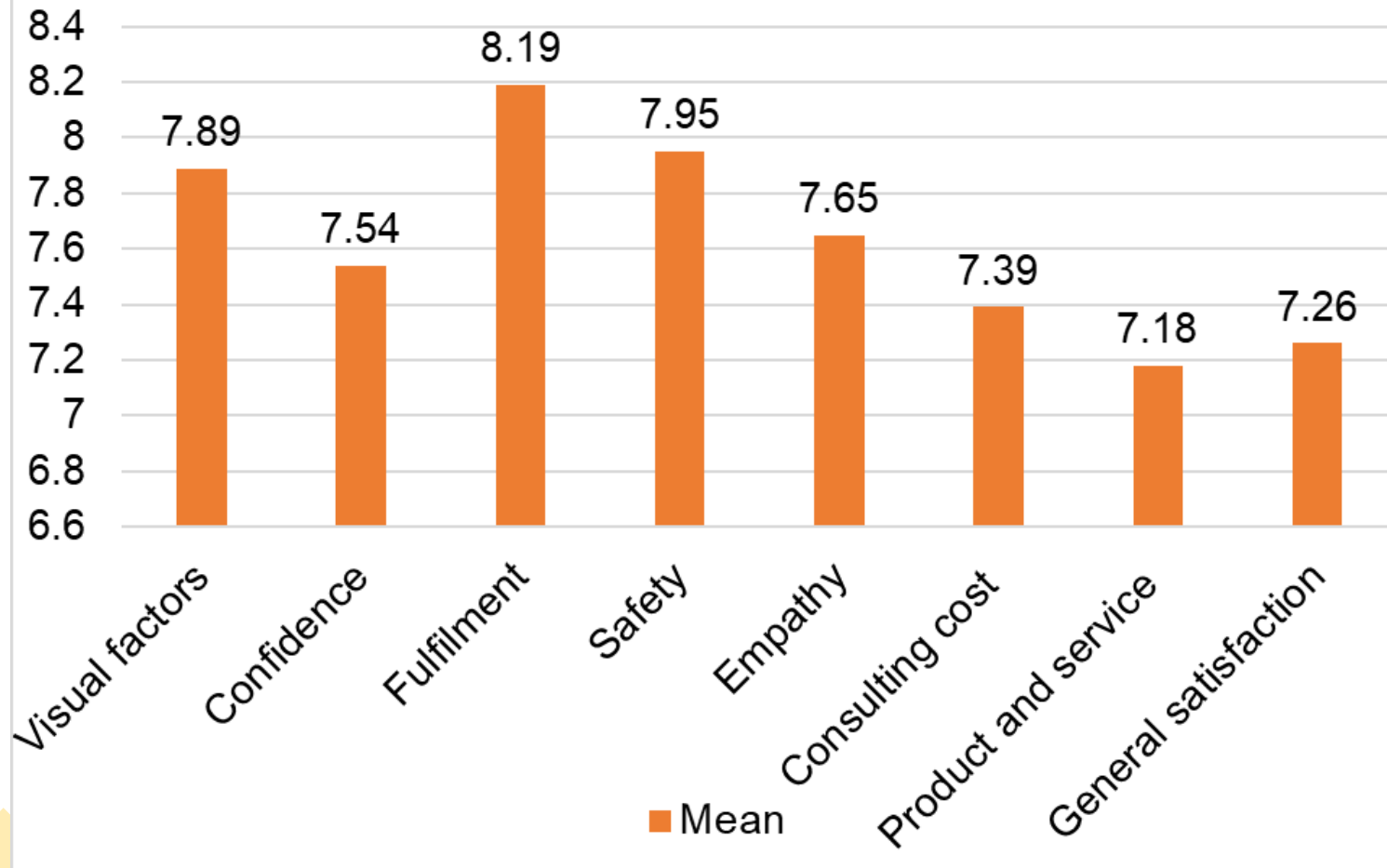
INTRODUCTION

- Collect data on students' satisfaction and opinion to ensure and improve the quality of mobility service at OISP (Office for International Study Programs).
- The survey was conducted in February and July 2018, obtained 38/114 samples (accounting for 33.3%).

STT	Evaluation Criteria	Mean 2018
1	Mobility Department is equipped with modern facilities.	7.94
2	Attractive visual consultation room design	7.37
3	Consulting room is always ready to welcome you during working hours.	7.69
4	Consultants' dress code is neat and polite.	8.92
Average score of the visual factors		7.98
5	Mobility Dept always keeps its promise of service providing.	8.35
6	When you have problems in using the service, the support makes you feel safe.	6.84
7	You trust Mobility Dept.	7.05
8	Mobility Dept ensures the steps in transition period.	8.42
9	Mobility Dept records accurate information.	7.05
Average score of the confidence factors		7.54
10	Mobility Dept informs you of completion time accurately.	8.55
11	You receive advice as soon as you need it.	8.21
12	Consultant is always available to assist you.	8.03
13	Consultant always take the reasonable/ appropriate time to respond to your requests.	7.97
Average score of the fulfilment factors		8.19
14	You trust the consultant.	7.24
15	You feel secure talking with your consultant.	7.51
16	The consultant has a polite attitude.	9.16
17	The consultant always receives support from OISP to complete his/her tasks correctly.	7.89
Average score of the safety factors		7.95

18	Mobility Dept always care about each individual student.	7.61
19	The consultant always cares about each individual student.	8.41
20	The consultant knows students' needs well.	7.61
21	Mobility Dept have brought many benefits to students.	7.32
22	Working time is convenient for students.	7.30
Average score of the empathy factors		7.65
23	Mobility costs are in line with your expectations.	7.39
24	The cost of mobility consulting is competitive with other services.	7.51
25	The cost of mobility consulting is commensurate with the quality of the service.	7.27
Average score of the consulting cost factors		7.39
26	Mobility consulting service meets individual needs.	7.24
27	Students have many options when using the mobility consulting service at OISP	7.24
28	OISP can provide additional services in addition to existing packages.	7.32
29	OISP's mobility consulting service is diversified.	6.92
Average score of the product and service factors		7.18
30	Overall, you are satisfied with the service of this service.	7.46
31	Overall, you are satisfied with the quality of OISP's mobility consulting services.	7.26

Students' satisfaction with factors related to mobility service quality



Students' satisfaction with factors related to mobility service quality (2016 & 2018)

