

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



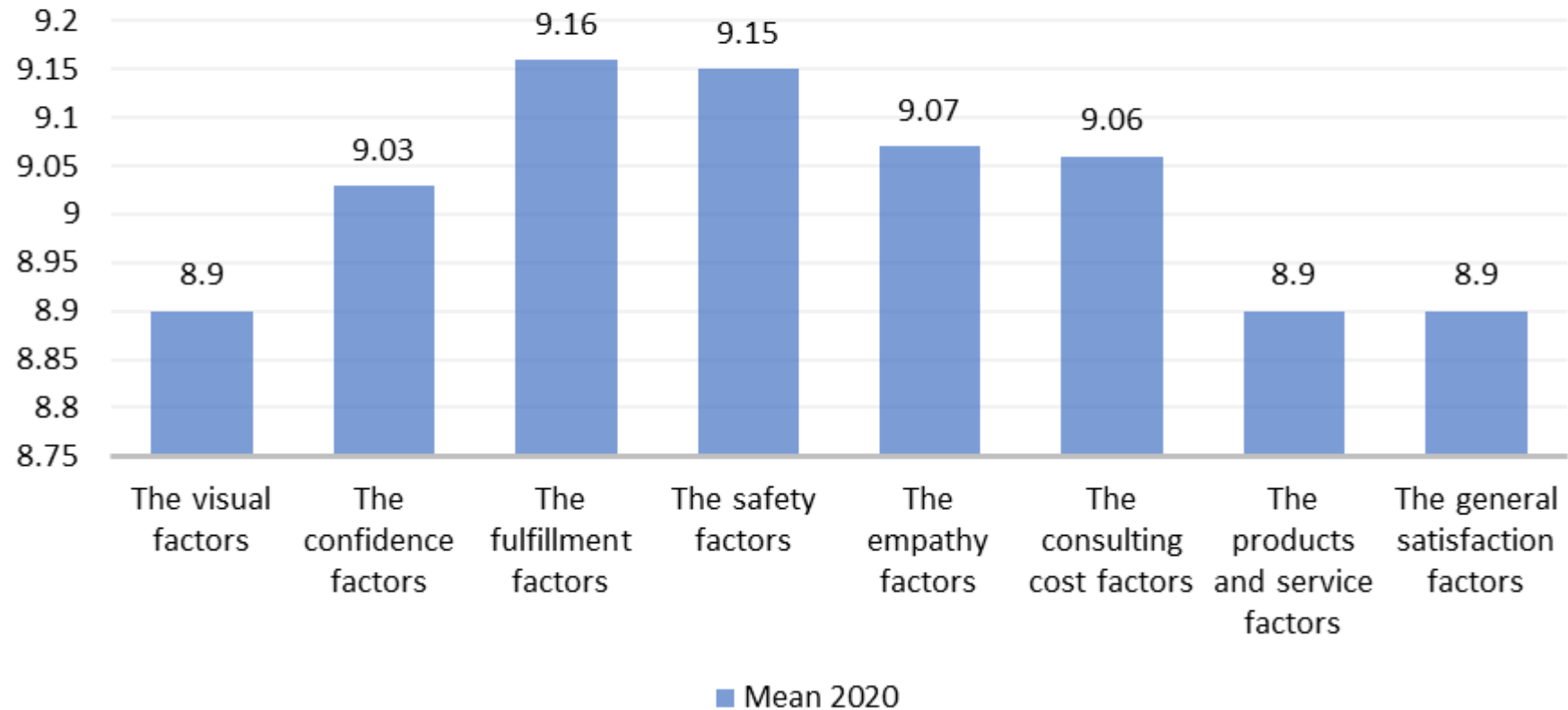
**SURVEY RESULT OF
MOBILITY CONSULTING SERVICE QUALITY 2020**

Ho Chi Minh City, September 2020

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 2020, obtained 26/38 samples (accounting for 68%).

Student's satisfaction with factors related to moility service quality 2020



No	Evaluation criteria	Mean 2020
I	The visual factors	8.90
1	Mobility Department is equipped with modern facilities	8.62
2	Attractive visual consultation room design	8.69
3	The consulting room is always ready to welcome you during working hours	9.08
4	Consultant's dress code is neat and polite	9.23
II	The confidence factors	9.03
5	Mobility Department always keeps its promise of service providing	9.12
6	When you have problems in using the service, the support makes you feel safe	8.88
7	You trust Mobility Dept	9.04
8	Mobility Dept ensures the steps in transition period	9.12
9	Mobility Dept records accurate information	9.00
III	The fulfillment factors	9.16
10	Mobility Dept informs you of completion time accurately	9.15
11	You receive advice as soon as you need	9.23
12	The consultant is always available to assist you	9.00
13	Consultants always take a reasonable/appropriate time to respond to your request	9.27
IV	The safety factors	9.15
14	You trust the consultant	8.92
15	You feel secure talking with your consultant	9.04
16	The consultant has a polite attitude	9.38
17	The consultant always receive support from OISP to complete his/her tasks correctly	9.27

V	The empathy factors	9.07
18	Mobility Dept always cares about each individual student	9.23
19	The consultant always cares about each individual student	9.15
20	The consultant knows student's needs well	8.92
21	Mobility Dept has brought many benefits to students	8.96
22	Working time is convenient for students	9.08
VI	The consulting cost factors	9.06
23	Mobility costs are in line with your expectations	9.00
24	The cost of mobility consulting is competitive with other services	9.15
25	The cost of mobility consulting is commensurate with the quality of the service	9.04
VII	The products and service factors	8.90
26	Mobility consulting service meets individual needs	8.96
27	Students have many options when using the mobility consulting service at OISP	9.04
28	OISP can provide additional services in addition to existing packages	8.81
29	OISP's mobility consultant service is diversified	8.81
VIII	The general satisfaction factors	8.90
30	Overall, you are satisfied with the service of this service	8.81
31	Overall, you are satisfied with the quality of OISP's mobility consulting services	9.00

Student's satisfaction with factors related to moility service quality (2020 vs 2018)

