

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

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**SURVEY RESULT OF  
MOBILITY CONSULTING SERVICE QUALITY 2021**

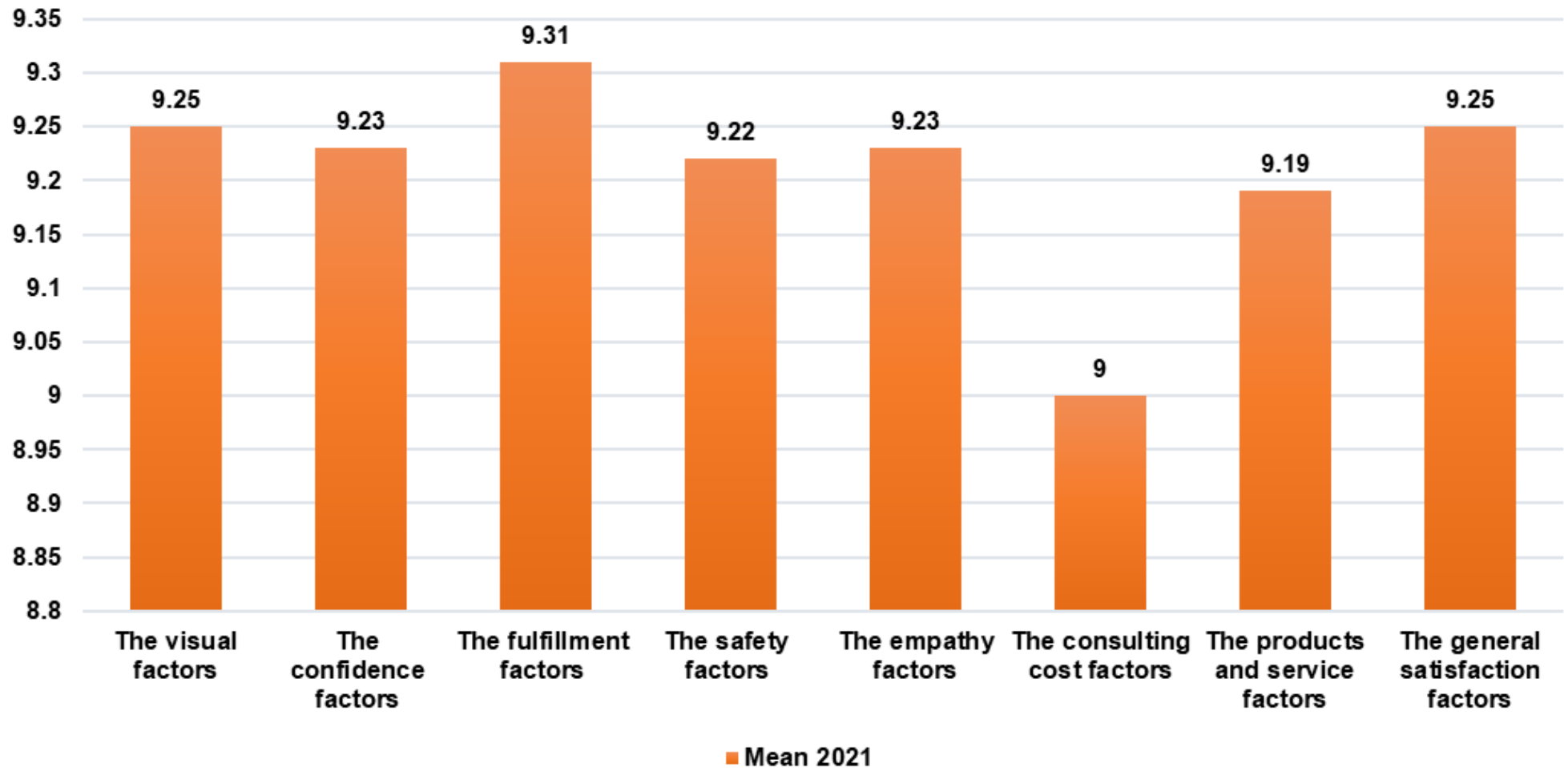
*Ho Chi Minh City, August 2021*

## 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 2021, obtained 8/31 samples (accounting for 25,8%).

# RESULT

## Student's satisfaction with factors related to moility service quality 2021



No	Evaluation criteria	Mean 2021
1	Mobility Department is equipped with modern facilities	9.13
2	Attractive visual consultation room design	9.00
3	The consulting room is always ready to welcome you during working hours	9.25
4	Consultant's dress code is neat and polite	9.63
<b>Average score of The visual factors</b>		<b>9.25</b>
5	Mobility Department always keeps its promise of service providing	9.25
6	When you have problems in using the service, the support makes you feel safe	9.13
7	You trust Mobility Dept	9.25
8	Mobility Dept ensures the steps in transition period	9.25
9	Mobility Dept records accurate information	9.25
<b>Average score of The confidence factors</b>		<b>9.23</b>
10	Mobility Dept informs you of completion time accurately	9.13
11	You receive advice as soon as you need	9.63
12	The consultant is always available to assist you	9.25
13	Consultants always take a reasonable/appropriate time to respond to your request	9.25
<b>Average score of The fulfillment factors</b>		<b>9.31</b>
14	You trust the consultant	9.25
15	You feel secure talking with your consultant	9.13
16	The consultant has a polite attitude	9.25
17	The consultant always receive support from OISP to complete his/her tasks correctly	9.25
<b>Average score of The safety factors</b>		<b>9.22</b>

18	Mobility Dept always cares about each individual student	9.25
19	The consultant always cares about each individual student	9.25
20	The consultant knows student's needs well	9.25
21	Mobility Dept has brought many benefits to students	9.25
22	Working time is convenient for students	9.13
<b>Average score of The empathy factors</b>		<b>9.23</b>
23	Mobility costs are in line with your expectations	8.88
24	The cost of mobility consulting is competitive with other services	9.00
25	The cost of mobility consulting is commensurate with the quality of the service	9.13
<b>Average score of The consulting cost factors</b>		<b>9.00</b>
26	Mobility consulting service meets individual needs	9.13
27	Students have many options when using the mobility consulting service at OISP	9.25
28	OISP can provide additional services in addition to existing packages	9.13
29	OISP's mobility consultant service is diversified	9.25
<b>Average score of The products and service factors</b>		<b>9.19</b>
30	Overall, you are satisfied with the service of this service	9.25
31	Overall, you are satisfied with facilities are equipped of this service	9.25
32	Overall, you are satisfied with the quality of OISP's mobility consulting services	9.25