

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



**THE RESULT OF STUDENTS' EVALUATION
TOWARD
ADMISSION CONSULTANCY AND SUPPORT
2021**

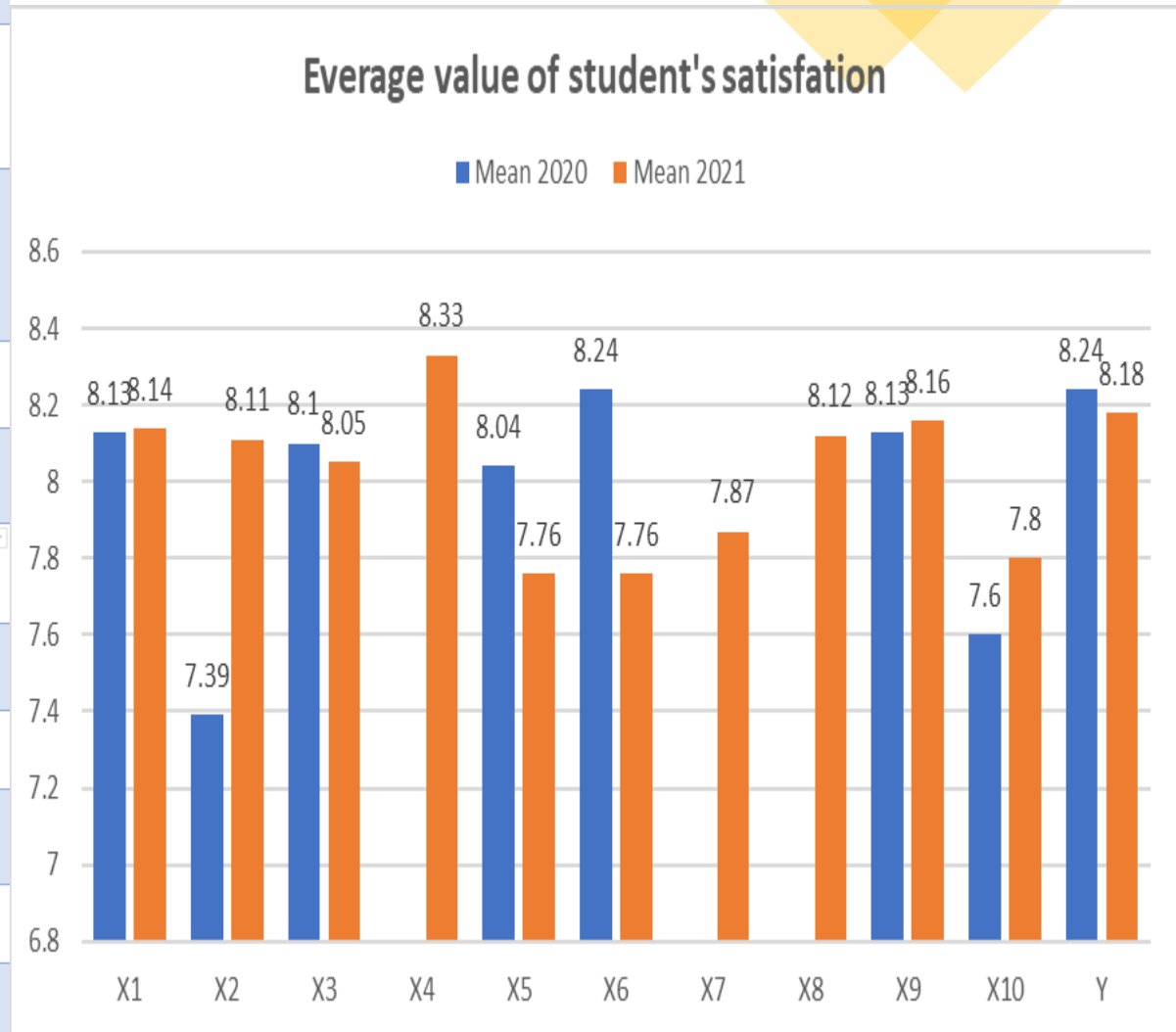
Ho Chi Minh City, November 2021

INTRODUCTION

- The survey was conducted by the Office of International Study Programs (OISP) with the purpose of evaluating quality of Admission Consultancy and Support for International Study Programs students .
- Survey population: 1500 intake new students attending International Study Programs.
- Number of samples collected: **1176 respondents (78.4%)**.
- The time for collecting data is from October 21st to November 9th, 2021 by sending questionnaire to each student on the Lime Survey system.

RESULT

	Evaluation criteria	Mean 2020	Mean 2021
X1	You are provided with thorough information through online channels <i>(website/Facebook/Youtube of OISP)</i>	8.13	8.14
X2	You are provided with thorough information from the admission consultancy events <i>(at high school, University of Technology (VNU-HCM), seminars, campus tours, etc.)</i>	7.39	8.11
X3	Consultancy quality via telephone, messenger, email, etc.	8.10	8.05
X4	The counselor provides full admission information, enthusiastically supports related and rising problems.	N/A	8.33
X5	Admission consultancy documents <i>(leaflet, admission handbook, etc.)</i>	8.04	7.76
X6	Procedures to register for English test (Exam schedule, online exam software, receive results)	8.24	7.76
X7	Registration and placement of Social Skills classes	N/A	7.87
X8	Quality of OISP online entrance ceremony on Facebook & Youtube channel	N/A	8.12
X9	Career Orientation Workshop	8.13	8.16
X10	Field Trip	7.60	7.80
Y	Overall, you are satisfied with the admission consultancy and support of OISP	8.24	8.18



The analysis results have shown major factors affecting students' overall satisfaction with the OISP's admission consultancy and support (arranged in descending order of influence level):

1. **The counselor provides full admission information, enthusiastically supports related and rising problems.**
2. **Field trip**
3. **You are provided with thorough information through online channels**
(website/Facebook/Youtube of OISP)
1. **You are provided with thorough information from the admission consultancy events**
(at high school, University of Technology (VNU-HCM), seminars, campus tours, etc.)
1. **Quality of OISP online entrance ceremony on Facebook & Youtube channel**
2. **Career Orientation Workshop**
3. **Registration and placement of Social Skills classes**
4. **Procedures to register for English test (Exam schedule, online exam software, receive results)**

In particular, the factor with the greatest influence is "**The counselor provides full admission information, enthusiastically supports related and rising problems.**" (0.2329). Therefore, it should be paid attention to improve continuously.

However, there are two factors on "Consultancy quality via telephone, messenger, email, etc." and "Admission consultancy documents (*leaflet, admission handbook, etc.*)" that do not much influence on the results.