

**UNIVERSITY INFORMATION TECHNOLOGY  
DEPARTMENT OF INSPECTION, LEGISLATION AND  
QUALITY ASSURANCE**

## REPORT SURVEY ABOUT LECTURERS' ACTIVITIES IN THE 2<sup>nd</sup> SEMESTER OF THE SCHOOL YEAR 2022- 2023

### I. Survey results

#### 1.1. About theoretical subjects

**Table 1.** Number of students participating in the theoretical course survey

Faculty/Programs	Number of classes		Number of lecturers		Number of students	
	<i>According to timetable</i>	<i>Actual Survey</i>	<i>According to timetable</i>	<i>Actual Survey</i>	<i>According to timetable</i>	<i>Actual Survey</i>
Department of Maths and Physics	55	55	18	18	3377	2430
Faculty of Software Engineering (SE)	81	81	23	23	4537	3406
Faculty of Information Systems (IS)	110	110	44	44	4860	3560
Faculty of Computer Science (CS)	83	83	32	32	3854	2736
Faculty of Computer Engineering (CE)	49	49	26	26	2114	1557
Faculty of Information Science and Engineering (IS&E)	44	44	18	18	2361	1776
Faculty of Computer networks &	76	76	28	28	3262	2554

Faculty/Programs	Number of classes		Number of lecturers		Number of students	
	According to timetable	Actual Survey	According to timetable	Actual Survey	According to timetable	Actual Survey
Communications (CN&C)						
Department of Academic Affairs	97	97	54	54	7493	5503
Center of foreign languages	27	27	10	10	403	313
<b>Total</b>	<b>622</b>	<b>622</b>	<b>253</b>	<b>253</b>	<b>32261</b>	<b>23835</b>

- A survey was conducted for 100% of the classes opened in the second semester of the 2022-2023 academic year.
- The participation rate of students in the survey for theoretical courses was 73.9%.

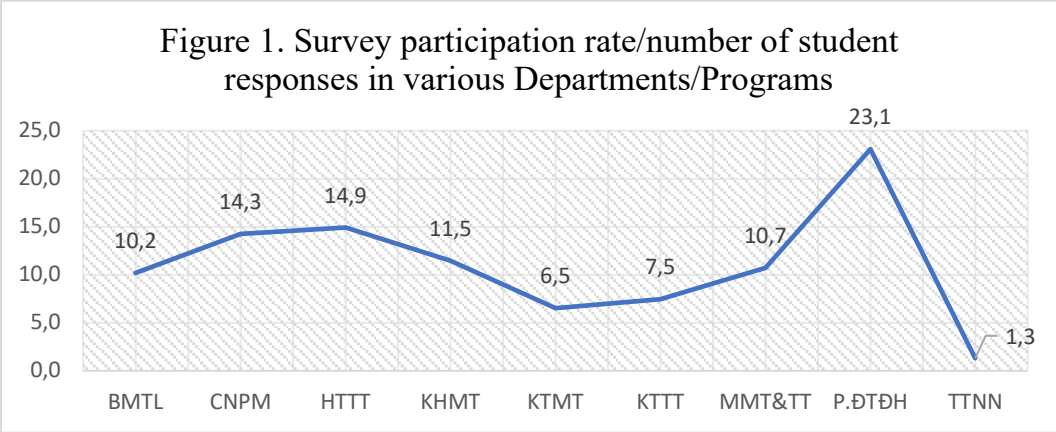
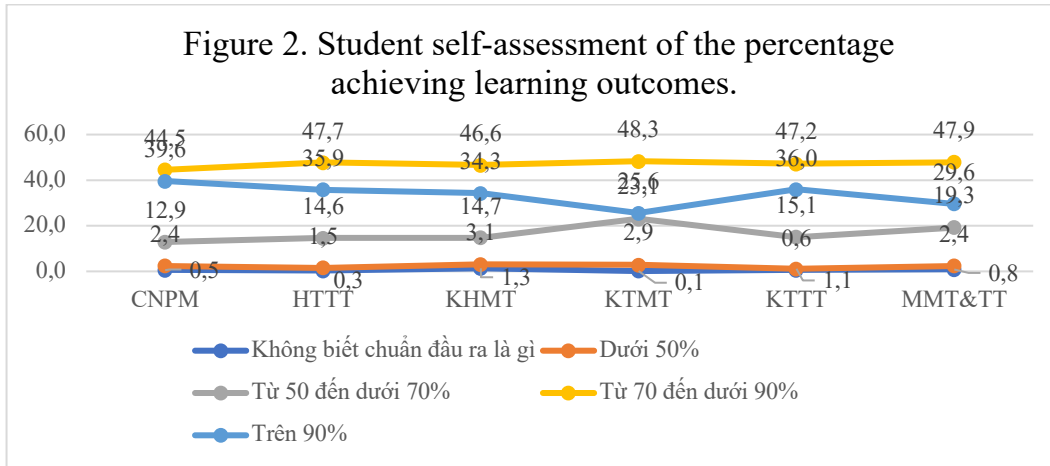
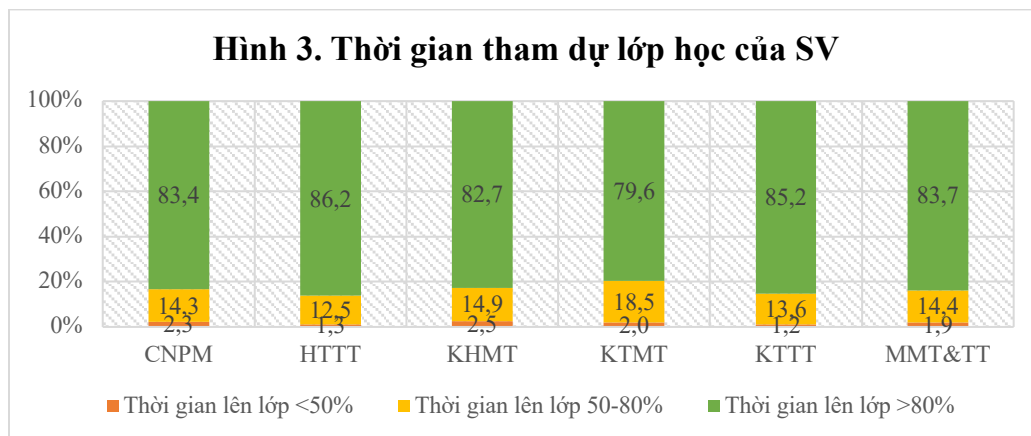


Figure 1 shows:

- Subjects under the management of the University Ward had the highest participation (23.1%)
- The Faculty of Information Systems and the Faculty of Software Engineering have higher response rates than other Faculties (14.9% and 14.3%, respectively)
- The participation rate of students in the Faculty of Science and Technology is the lowest (6.5%) and the Faculty of Science and Technology (7.5%)



- About 3.7% of students do not know about the outcome standards in the Faculties
- The rate of students assessing from 70% to > 90% of the outcome standards is quite high (the average rate is 80.5%); in which, the highest is the Faculty of SE (84.2%); in the next position are the Faculty of IS (83.6%) and the Faculty of IS&E (83.2%).



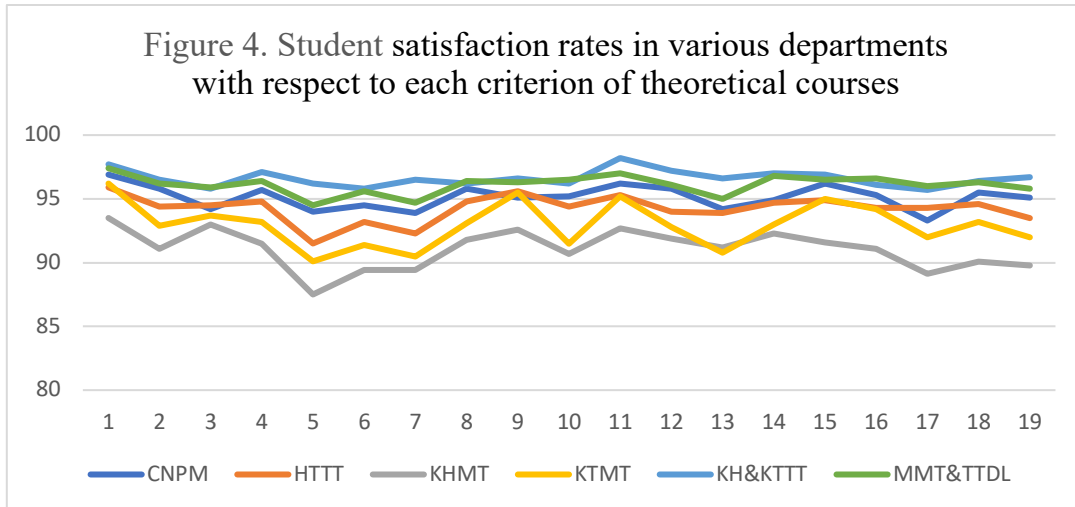
- The highest-class attendance rate is among students in the Faculty of IS and the Faculty of IS&E, with rates of 86.2% and 85.2%, respectively. The lowest attendance rate is in the Faculty of CE, with a rate of 79.6%.
- The percentage of students with class attendance of less than 50% still remains at approximately 11% in all departments.

**Table 2.** Criteria for evaluating theoretical teaching activities*(1- Not good/ Not satisfied; 2- Not good/ Not satisfied; 3- Good/ Satisfied; 4- Very good/ Very satisfied)*

No.	Criteria	Whole school				SE		IS		CS		CE		IS&E		CN&C	
		①	②	③	④	③	④	③	④	③	①	②	③	④	③	④	③
1	Learning outcome, requirement and content of subjects often are introduced in the first lesson and repeated frequently in subsequent sessions	0.8	2.9	23.6	72.7	25.2	71.7	23.9	72	25.7	67.8	23.2	73	23.9	73.8	22.3	75.1
2	The content of subjects are taught exactly, updated and connected to real life	1	4.1	25.3	69.6	26.7	69.1	25.7	68.7	27.3	63.8	25.3	67.6	24.9	71.6	24.3	71.9
3	Classroom/Laboratory and equipment adapted the requirements of teaching and learning.	1.3	4.4	25.7	68.6	26.9	67.3	25.3	69.2	28.1	64.9	26.4	67.3	27.1	68.7	24.3	71.6
4	Curriculum, lesson plans and documentary serve for learning and teaching activities, which are supplied sufficiently and updated on the Moodle system	1.6	4.4	24.5	69.5	25.2	70.5	24.6	70.2	26.4	65.1	23.5	69.7	24.4	72.7	23.3	73.1
5	Lecturers' teaching methods help students to understand and apply for practice.	1.6	5.6	25.7	67.1	27.8	66.2	25.3	66.2	27.9	59.6	25.4	64.7	25.7	70.5	24.9	69.6

No.	Criteria	Whole school				SE		IS		CS		CE		IS&E		CN&C	
		①	②	③	④	③	④	③	④	③	①	②	③	④	③	④	③
6	Lecturers instruct their student to active learning methods and create motivation for studying long-life.	1.4	5.2	25.7	67.7	27.4	67.1	25.8	67.4	27.3	62.1	25.9	65.5	24.2	71.6	24.8	70.8
7	Lecturers have a good transaction ability	1.5	5	24.3	69.2	25.2	68.7	25.7	66.6	27	62.4	23.3	67.2	24.4	72.1	23	71.7
8	Lecturers are enthusiastic and devoted.	1.2	3.7	22.6	72.5	24.4	71.4	23.3	71.5	24.9	66.9	21.2	71.9	21.2	75	22	74.4
9	Teachers guarantee classroom on time.	1	3.4	22.9	72.7	23.4	71.7	23.4	72.2	25.5	67.1	22	73.5	22	74.6	22.4	73.9
10	Teachers use the time at class effectively.	1.3	3.9	23.6	71.2	25.3	69.9	24.2	70.2	26	64.7	21.7	69.8	23	73.2	22.7	73.8
11	Lecturers teach seriously follow to the Syllabus.	0.9	3.2	23.5	72.4	24.4	71.8	24.1	71.2	24.9	67.8	23	72.2	23.9	74.3	23.3	73.7
12	Lecturers use equipment, teaching and learning tools logically and effectively.	1.1	3.9	24.2	70.8	25.8	70	24.6	69.4	26	65.9	23.5	69.3	24.3	72.9	23.6	72.5
13	Lecturers use the software/tools to discuss and support the student on the learning process	2.1	5.1	24.7	68.1	25.8	68.4	24.4	69.5	26.5	64.7	24.7	66.1	24.6	72	24.3	70.7

No.	Criteria	Whole school				SE		IS		CS		CE		IS&E		CN&C	
		①	②	③	④	③	④	③	④	③	①	②	③	④	③	④	③
14	Lecturers used a variety of assessment formality to record students' learning outcomes	1.2	4.1	24.5	70.2	25.8	69.1	24.2	70.5	27.3	65	23.7	69.3	23.4	73.6	23.8	73
15	The testing has synthesized the knowledge and skills of subjects.	1.1	3.6	25.1	70.2	26.8	69.4	24.9	70	27.3	64.3	25.6	69.4	24.2	72.7	24.3	72.2
16	The results of testing reflected correctly and fairly about students' potentia	1.3	4	26	68.7	27.4	67.9	26.6	67.7	28.9	62.2	26.8	67.4	24.4	71.7	25.1	71.5
17	The results are published on time that helps students modifying learning activities themselves	1.6	4.6	25.3	68.5	27.2	66.1	26.2	68.1	27.5	61.6	24.7	67.3	23.9	71.8	24.6	71.4
18	At the end of the lesson, students supplied knowledge and skills adapted learning outcome.	1.2	4.2	26.6	68	28.7	66.8	26.8	67.8	30.3	59.8	27.2	66	24.8	71.6	24.8	71.5
19	Students evaluate satisfaction about lecturers' teaching quality	1.5	4.3	24.7	69.5	25.4	69.7	25.8	67.7	28.1	61.7	23.8	68.2	23.8	72.9	23.4	72.4



- All criteria for theoretical courses are assessed as satisfactory and very satisfactory (collectively referred to as satisfactory), with an average satisfaction rate of 94.5%.
- The criteria assessed as highly satisfactory include: Learning outcomes, requirements, and course content introduced by the lecturer in the first class (96.3%), Lecturers adhering to the course syllabus (95.9%), Lecturers ensuring punctuality (95.6%), Comprehensive test/exam content assessing the knowledge and skills of the course (95.3%), Lecturers being dedicated and enthusiastic (95.1%), Lecturers using teaching tools effectively (95%),...
- The average *dissatisfaction* rate of students regarding theoretical courses is 5.5%, with a focus on criteria related to the teaching methods of lecturers and the timely publication of academic results.

Table 3. Summary of the average scores of theoretical course instructors.

Content	GPA < 3.0	GPA between 3.0 and 4.0	Highest GPA (4)	Lowest GPA (2.6)
Number	9	587	6	2
Percentage	1.5	98.5	1.01	0.34

### 1.2. HT1 Practical Subject

Table 4. Number of students participating in the survey for practical course HT1

Faculty/Programs	Number of classes		Number of lecturers		Number of students	
	According to timetable	Actual Survey	According to timetable	Actual Survey	According to timetable	Actual Survey
SE	53	53	14	14	1699	1180
IS	77	77	19	19	2110	1446
CS	64	64	25	25	1887	1207
CE	74	74	25	25	2041	1434
IS&E	41	41	11	11	1287	928
CN&C	76	76	26	26	2459	1857
Department of Academic Affairs	21	21	10	10	586	301
<b>Total</b>	<b>406</b>	<b>406</b>	<b>130</b>	<b>130</b>	<b>12069</b>	<b>8353</b>

- The percentage of student participation in feedback for Practical Course HT1 is 61.21%.
- The highest feedback participation rates for HT1 are among students from the Faculty of CN&C (75.52%) and the Faculty of IS&E (72.11%).

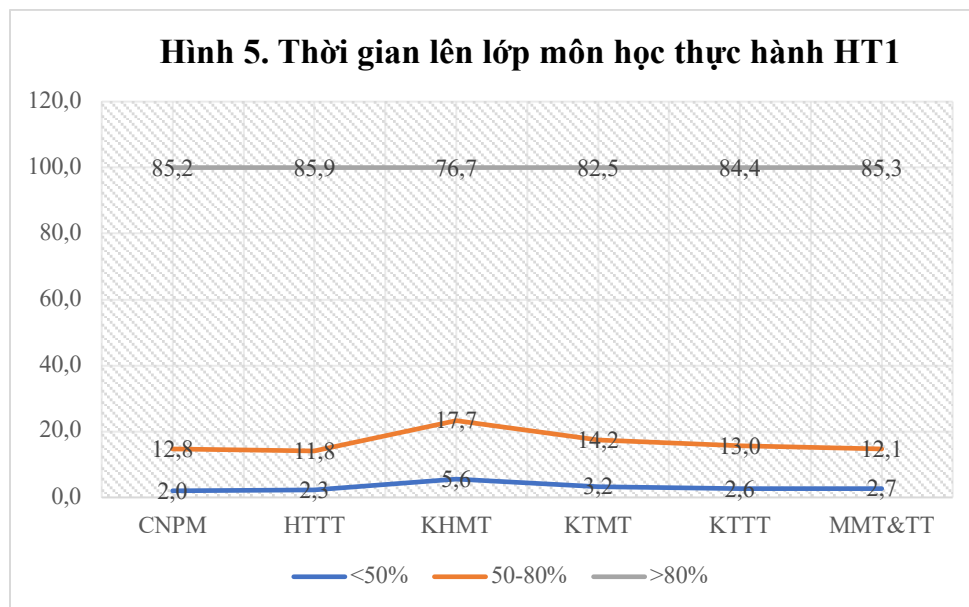


Figure 5. Class attendance time for practical course HT1



- The percentage of students attending HT1 classes with an attendance rate of > 80% is quite high, with an average rate of 83.3%. In most departments, students reported regular class attendance with rates > 84%, except for the Department of Computer-Aided Design (CAD) which achieved a rate of 76.7%.
- The percentage of students attending classes less than 50% remains relatively high at approximately 18.4% for all departments, with the highest being the Department of Mechanical Engineering with a rate of 5.6% and the Department of Electrical Engineering with a rate of 3.2%.

**Table 5.** Criteria for evaluating HT1 practical teaching activities

*(1- Not good/ Not satisfied; 2- Not good/ Not satisfied; 3- Good/ Satisfied; 4- Very good/ Very satisfied)*

No.	Criteria	Whole school				SE		CS		IS		CE		CN&C		IS&E	
		①	②	③	④	③	④	③	④	③	④	③	④	③	④	③	④
1	You are provided with sufficient information of syllabus/laboratory plans	0.8	2.4	20.6	76.2	20.3	75.6	16	81.1	16	81.1	23.8	72.6	20.1	77.7	20	78
2	Syllabus explicitly states the knowledge, skills that students need to achieve after each laboratory meeting	0.9	3	22.8	73.3	22.2	72.1	18.9	78	18.9	78	25.7	69.6	22.3	75.2	23.1	74.8
3	The content of practices to help students reviewing a theory knowledge	1	2.6	22.2	74.2	21	74.8	18.1	78.8	18.1	78.8	26.4	69.8	21.5	75.9	20.8	77.1
4	Assignments practising are suitable with students' abilities	1.3	3.8	23	71.9	21.3	71.8	18.7	78.1	18.8	78.1	27.5	67.5	22.3	73.7	21.8	75.4
5	Timestable practising is	0.9	3.1	21.7	74.3	21.6	73.9	17.9	79.6	18	79.5	24.3	70.6	21.2	75.7	21	76.2

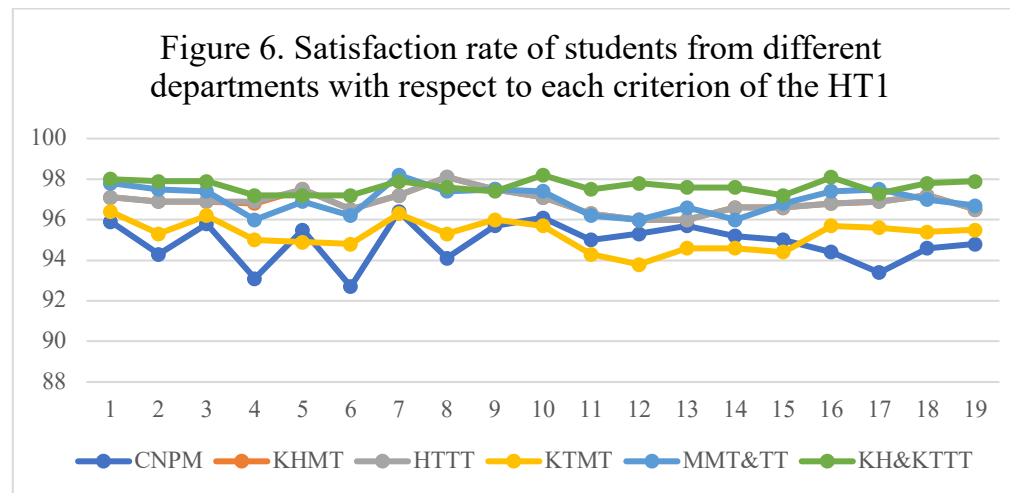
No.	Criteria	Whole school				SE		CS		IS		CE		CN&C		IS&E	
		①	②	③	④	③	④	③	④	③	④	③	④	③	④	③	④
	arranged logically and consistently with theories subjects																
6	Equipment, labs are well supplied and adapted to the students' requirements into the practice process.	1	3.6	22.3	73.1	22.9	69.8	18.1	78.4	18.1	78.4	24.9	69.9	22.1	74.1	21.1	76.1
7	Labs guarantee the safety conditions	0.7	2.2	21.4	75.7	22.2	74.2	17.1	80.1	17.1	80.1	22.2	74.1	22.2	76	21.4	76.5
8	Students are divided into groups suitable.	1	2.8	22.1	74.1	23.2	70.9	17.7	80.4	17.7	80.4	24.1	71.2	22	75.4	20.6	77
9	You are supplied with sufficient learning resources/hands-on exercises	1	2.5	21.4	75.1	20.5	75.2	16.8	80.7	16.8	80.7	24.3	71.7	21.4	76.1	20.9	76.5
10	Students are announced about test formality before taking part in courses.	0.8	2.6	21.2	75.4	19	77.1	17	80.1	17	80.1	23.5	72.2	21.3	76.1	21.1	77.1

No.	Criteria	Whole school				SE		CS		IS		CE		CN&C		IS&E	
		①	②	③	④	③	④	③	④	③	④	③	④	③	④	③	④
11	Lecturers observed and watched the whole of students' practice process	1.2	3.4	21.8	73.6	21.6	73.4	17.4	78.9	17.4	78.9	23.2	71.1	22.3	73.9	20.9	76.6
12	Lecturers instructed the lesson content, described the steps before conducting the practice process.	1.4	3.4	21.4	73.8	21.8	73.5	17.2	78.8	17.1	78.9	22.5	71.3	21.1	74.9	21.6	76.2
13	Lecturers have many professional experiences while instructing and answering the questions of students.	1.2	3	20.7	75.1	19.9	75.8	16.8	79.2	16.8	79.2	21.9	72.7	21.3	75.3	20.5	77.1
14	Students are satisfied with teachers' answers related to the lessons.	1.3	3.2	21.5	74	21.3	73.9	17.8	78.8	17.8	78.8	23.9	70.7	21.3	74.7	19.9	77.7
15	Lecturers ensured and used the time effectively.	1.1	3.1	21.3	74.5	19.8	75.2	17.6	79	17.6	79	22.5	71.9	21.2	75.6	21.2	76

No.	Criteria	Whole school				SE		CS		IS		CE		CN&C		IS&E	
		①	②	③	④	③	④	③	④	③	④	③	④	③	④	③	④
16	Lecturers evaluate accurately and fairly to the practice results of learners.	1	2.8	21.8	74.4	20.2	74.2	18.1	78.7	18.1	78.7	23.6	72.1	22.9	74.5	22.7	75.4
17	Examination/learning assessment methods are matched appropriately with the laboratory subjects	1.2	2.9	22	73.9	22.5	70.9	17.8	79.1	17.8	79.1	23.7	71.9	22.1	75.4	21.8	75.5
18	The knowledge and skills gained through the subject help you meet the outcome standards	1	3	22.5	73.5	21.6	73	18.6	78.6	18.6	78.6	25	70.4	21.9	75.1	22.2	75.6
19	Students are satisfied with lecturers' teaching and learning activities	1.1	3.1	21.2	74.6	20	74.8	17.8	78.7	17.8	78.7	24.3	71.2	20.7	76	18.8	79.1

- The satisfaction rate (comprising both "satisfied" and "very satisfied") among students is remarkably high, exceeding 96%. This level of satisfaction is higher but not significantly different from the level of satisfaction among students in theoretical courses.

- All criteria are assessed as "satisfactory" by students, with ratings > 94%. These criteria include: Ensuring safety conditions in laboratories/practical sessions (97.1%), Detailed information provided by instructors about the curriculum/lesson plan (96.8%), Pre-learning assessment and result evaluation methods (96.6%), Provision of comprehensive materials/exercises for practical sessions (96.5%), Practical content that reinforces theoretical knowledge (96.4%),...
- The average dissatisfaction rate among students in Practical Course HT1 is around 4%, focusing on the following criteria: Practical exercises aligned with learners' abilities (5.1%), Instructors providing guidance on content and outlining the steps before practical exercises/experiments (4.8%), Well-equipped facilities and laboratories meeting requirements during practical sessions/experiments (4.6%), Instructor monitoring and supervision of the practical process; satisfaction with how instructors respond and explain the lesson (4.5%),...



**Table 6.** Summary of the average score of teachers in TH HT1

<b>Content</b>	<b>GPA &lt; 3.0</b>	<b>GPA between 3.0 and 4.0</b>	<b>Highest GPA (4)</b>	<b>Lowest GPA (2.6)</b>
Number	2	361	10	1
Percentage	0.55	99.45	2.75	0.28

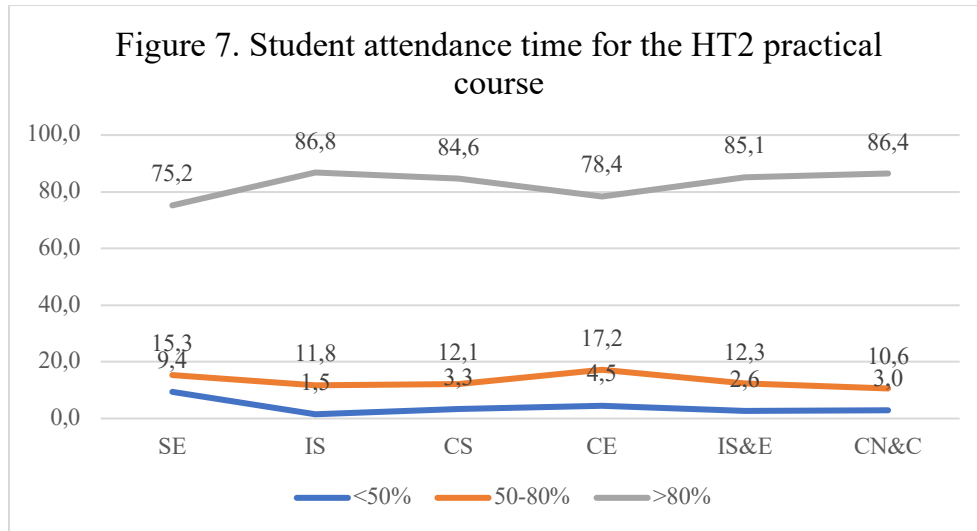
### 1.3. Regard the HT2 practical subjects

**Table 7.** Number of students participating in the survey for the HT2 practical course

<b>Faculty/Programs</b>	<b>Number of classes</b>		<b>Number of lecturers</b>		<b>Number of students</b>	
	<i>According to timetable</i>	<i>Actual Survey</i>	<i>According to timetable</i>	<i>Actual Survey</i>	<i>According to timetable</i>	<i>Actual Survey</i>
SE	34	34	10	10	2268	1691
IS	7	7	3	3	371	269
CS	44	44	17	17	1906	1342
CE	3	3	2	2	80	62
IS&E	17	17	7	7	777	593
CN&C	12	12	8	8	549	434
<b>Total</b>	<b>42</b>	<b>42</b>	<b>47</b>	<b>47</b>	<b>5951</b>	<b>4391</b>

- The response rate of students for the second form of practical course (TH HT2) is 73.8%, which is higher compared to the response rate for the TH HT1 course.
- The highest response rate for TH HT2 is from students of the Faculty of CN&C (79.1%) and the Faculty of CE (77.5%).
- The proportion of students attending HT2 classes with a duration of over 80% is quite high, with an average rate of 82.7%. In most departments, students rate their regular class attendance with rates exceeding 84%. The exception is the Faculty of SE, where the rate of students attending classes over 80% is 75.2%, and the Faculty of CE, with a rate of 78.4%.

- The proportion of students attending classes less than 50% accounts for about 24.3% for all departments, which is higher than in HT1 (18.4%).





**Table 8.** Criteria for evaluating HT2 practical teaching activities

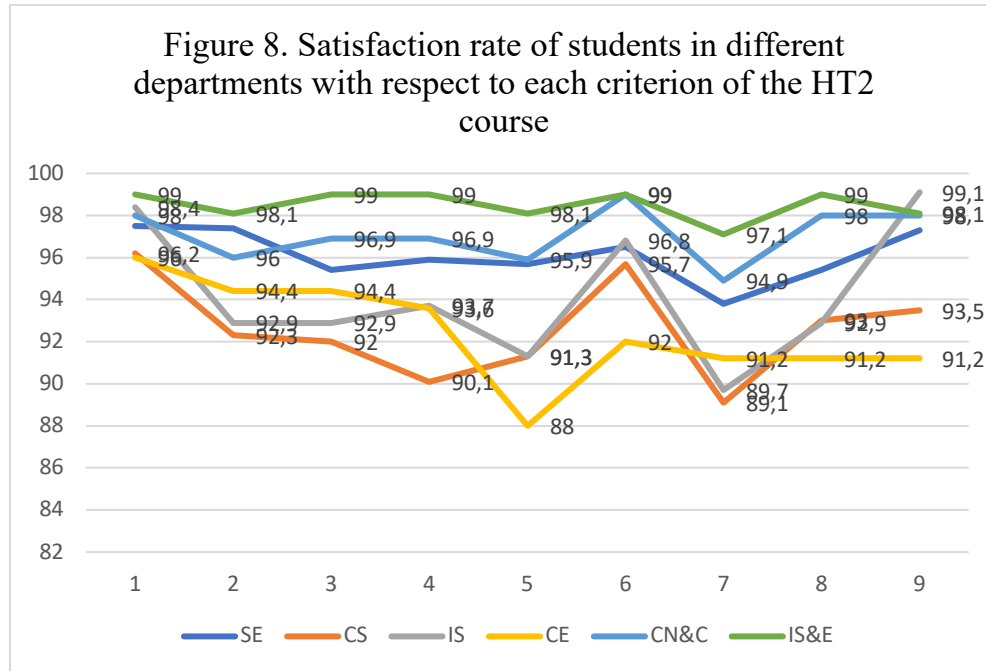
*(1- Not at all good/Not satisfied; 2- Not good/ Not satisfied; 3- Good/Satisfied; 4- Very good/ Very satisfied)*

No.	Criteria	Whole School				SE		CS		IS		CE		CN&C		IS&E	
		①	②	③	④	③	④	③	④	③	④	③	④	③	④	③	④
1	Lecturers met their students (at least 3 times) as prescribed.	1.7	2.8	20.5	75	22.6	74.9	17.1	79.1	17.3	81.1	24	72	23.5	74.5	18.1	80.9
2	Lecturers answered their students' questions very fast (within 24 hours).	1.5	3.5	24.2	70.8	26.6	70.8	23.7	68.6	26	66.9	28.8	65.6	24.5	71.5	20	78.1
3	Exercises, projects aligned with lesson content.	1.4	3.4	23.3	71.9	26.3	69.1	23.4	68.6	25.2	67.7	21.6	72.8	28.6	68.3	22.9	76.1
4	Lecturers supplied documents sufficiently in doing practice process, exercise lessons.	1.5	3.3	23.1	72.1	27.2	68.7	21	69.1	24.4	69.3	27.2	66.4	27.6	69.3	21	78
5	Lecturers always use the Moodle, emails, forums or personal website to discuss with students about the projects, assignments.	1.6	4.2	23.4	70.8	26.3	69.4	21.7	69.6	21.3	70	19.2	68.8	25.5	70.4	22.9	75.2
6	Lecturers set the rule for students about the deadline to finish	1.2	2.3	22.7	73.8	26.3	70.2	21	74.7	20.5	76.3	16	76	22.4	76.6	20	79

No.	Criteria	Whole School				SE		CS		IS		CE		CN&C		IS&E	
		①	②	③	④	③	④	③	④	③	④	③	④	③	④	③	④
	projects, reports and lessons.																
7	Students are satisfied with teachers' methods in the practice process	1.9	3.6	23.4	71.1	26.1	67.7	22	67.1	22.8	66.9	19.2	72	23.5	71.4	17.1	80
8	Teachers evaluated accurately, fairly to the results of students through projects, lessons	1.6	3.2	23.1	72.1	25.5	69.9	23.9	69.1	26.8	66.1	22.4	68.8	28.6	69.4	19	80
9	The results of the project/practice exercises are objective, fair and reflect the learning capacity of students	1.5	2.7	22.8	73	29	68.3	24.9	68.6	29.1	70	20	71.2	30.6	67.4	19	79.1

- The overall satisfaction rate of students (referred to as satisfaction) is very high, over 95%.
- All criteria were rated as satisfactory by students at over 94%, including criteria such as: Instructors specifying deadlines for submitting assignments, exercises, or reports to students (96.5%), Objective, fair, and reflective assessment of students' learning abilities in the assignment/practical work results (95.8%); Instructors meeting students (a minimum of 3 focused study sessions) as per the announced regulations (95.5%),...
- The average dissatisfaction rate of students in the TH HT1 course is still around 4.8% (higher than TH HT1, which has a 4% dissatisfaction rate), focusing on the following criteria: Instructors frequently using Moodle, email, forums, or personal websites

to communicate with students about assignments and practical exercises (5.8%), Instructors quickly addressing students' doubts/questions regarding course content (5%), The assessment methods used by instructors being suitable for the practical content (4.8%),...



**Table 9.** Summary of the average scores for instructors of the HT2 course

Content	GPA < 3.0	GPA between 3.0 and 4.0	Highest GPA (3.9)	Lowest GPA (2.8)
Number	1	116	15	1
Percentage	0.9	99.1	12.8	0.9

## II. Student feedback on lecturers' teaching activities

The satisfaction rate of students regarding the teaching activities of instructors in theoretical courses is moderately high, at 78.5%; the dissatisfaction rate also constitutes a significant 21.5%.

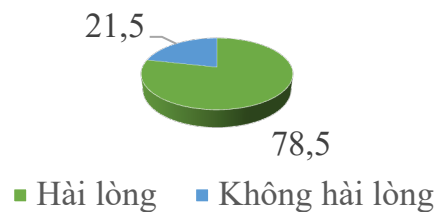
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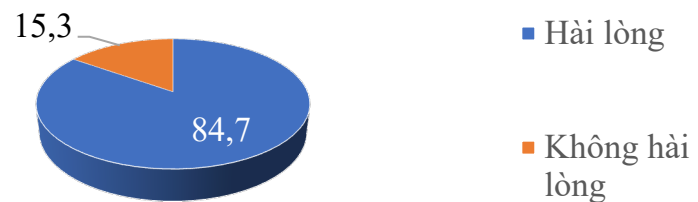
Satisfactory opinions primarily focus on content delivery methods of instructors; enthusiasm, and dedication;...

Dissatisfactory opinions of students revolve around instructors being late, teaching beyond the scheduled time; assigning a significant number of assignments and exams with short deadlines; the method and organization of teaching not being suitable, failing to reflect the learners' abilities; some instructors not actively participating in teaching; tardiness, ...

Satisfaction/dissatisfaction of students' opinions about the teaching activities of theoretical courses



Satisfaction/Dissatisfaction of Students' Opinions about the Teaching Activities of HT1



Satisfaction/dissatisfaction of students' opinions about the teaching activities of HT2

