

**SUMMARY REPORT OF SURVEY
FROM POSTGRADUATE STUDENTS
OF THE INFORMATION SYSTEMS FACULTY
ABOUT TEACHING AND LEARNING ACTIVITIES
FROM THE SCHOOL YEAR 2019-2020 TO 2021-2022.**

The questionnaire consists of 16 questions/criteria related to subject objectives, subject outlines, curricula, teaching materials, equipment, teaching methods, teacher performance, assessment of learning outcomes, and overall satisfaction with the subject.

Each question on the questionnaire is structured using a Likert scale with 5 levels

- *Level 1*: Totally Not Good/Completely Unsatisfied 1 point
- *Level 2*: Not good/not satisfied 2 points
- *Level 3*: Normal 3 points
- *Level 4*: Good/Satisfied 4 points
- *Level 5*: Very Good/Very Satisfied 5 points

1. Number of students participating in the survey

The Inspection, Legislation, and Quality Assurance Department collaborates in sending email invitations to all postgraduate students registered for subjects during the academic year 2019-2020 to 2021-2022, encouraging them to participate in the survey. This increased frequency of subject offerings is attributed to the growing number of postgraduate program graduates. The number of attending students is as follows:

Table 1: Statistics of Master's students participating in the subject survey from 2019-2020 to 2021-2022

No.	Subject codes	Subject	Lecturer	Number of Master's students registered	Number of Master's students responses	Percentage (%)	Notes
1.	IT2001	Scientific research methodology	Assoc. Prof., Dr. Do Phuc	26	11	42.3	2019-2020
2.	IS6002	Advanced database system	Assoc. Prof., Dr. Nguyen Dinh Thuan	50	28	56.0	
3.	CS2201	Knowledge representation and inference	Assoc. Prof. Dr. Do Van Nhon	57	10	17,54	2020-2021
4.	CS2202	Computer Linguistics	Dr. Nguyen Luu Thuy Ngan	39	14	35,9	

No.	Subject codes	Subject	Lecturer	Number of Master's students registered	Number of Master's students responses	Percentage (%)	Notes
5.	CS2203	Image processing and computer vision	Dr. Le Minh Hung	78	22	28,21	
6.	CS2205	Scientific research methods	Assoc.Pr of.Dr. Le Dinh Duy	59	21	35,59	
7.	CS2205	Scientific research methodology	Assoc.Pr of.Dr. Do Phuc	59	26	44,07	
8.	IS6002	Advanced database system	Assoc.Pr of.Dr. Nguyen Dinh Thuan	27	7	25,93	
9.	IS6101	E-Business	Dr. Duong Minh Duc	34	6	17,65	
10.	IS6301	Advanced Information Systems Analysis and Design	Dr. Cao Thi Nhan	67	19	28,36	
				71	12	16,9	
11.	IS6401	Business Data Analytics	Assoc.Pr of.Dr. Nguyen Dinh Thuan	34	8	23,53	
12.	MA2001	Mathematics	Dr. Duong Ton Dam	83	15	18,07	
				70	32	45,71	
13.	PH2001	Philosophy	Dr. Bui Van Thanh	82	39	47,56	
				72	16	22,22	
14.	IS6102	E-commerce technology	Assoc.Pr of.Dr. Nguyen Dinh Thuan	43	13	30,23	
15.	IS6108	Big Data Analytics	Dr. Nguyen	41	11	26,83	

No.	Subject codes	Subject	Lecturer	Number of Master's students registered	Number of Master's students responses	Percentage (%)	Notes
		and Cloud Computing	Thanh Binh				2021-2022
16.	IT2015	Enterprise Resource Planning	Assoc.Pr of.Dr. Do Phuc	75	22	29,33	
17.	IS6002	Advanced database system	Nguyen Dinh Thuan	22	2	9.1	
18.	IS6108	Big Data Analytics and Cloud Computing	Nguyen Thanh Binh	45	10	22.2	
19.	IS6301	Advanced Information Systems Analysis and Design	Cao Thi Nhan	16	4	25.0	
20.	CS2205	Scientific research methodology	Do Phuc	62	13	21.0	
21.	MA001	Mathematics 1	Duong Ton Dam	32	8	25.0	
22.	MA001	Mathematics 2	Duong Ton Dam	48	12	25.0	
23.	PH2001	Philosophy 1	Bui Van Mua	42	10	23.8	
24.	PH2001	Philosophy 2	Bui Van Mua	38	10	26.3	

In general, the percentage of students participating in the survey is not high. The Department of Training and Science and Technology, along with the faculties, needs to coordinate more closely to find specific methods for reaching out to students and recording their opinions on teachers' teaching activities

2. The percentage of Master's students who allocate their time to attend classes

Table 2: Master's student attendance by subject

No.	Subject	>80%	50-80%	No answer	School year
1	Scientific research methodology	72.7	18.2	9.1	2019-2020

No.	Subject	>80%	50-80%	No answer	School year	
2	Advanced database system	78.6	17.9	3.6		
10	E-commerce technology	0	69,23	30,77		
12	Advanced database system	0	85,71	14,29		
13	E-business	50	33,33	16,67		
14	Enterprise Resource Planning	9,09	90,91	0		
17	Data analysis in business	25	75	0		
18	Big Data Analytics and Cloud Computing	27,27	63,64	9,09		
19	Advanced Information Systems Design Analysis	15,79	73,68	10,53		
22	Scientific research methodology (1st)	4,76	90,48	4,76		
23	Scientific research methodology (2nd)	3,85	92,31	3,85		
4	Mathematics 1 (1st)	13,33	73,33	13,33		
5	Mathematics (2nd)	18,75	78,13	3,13		
6	Philosophy (1st)	6,25	87,5	6,25		
7	Philosophy (2nd)	10,26	87,18	2,56		
9	Advanced malware analysis techniques	12.5	87.5	-		2021-2022
10	Modern network and communication technologies	16.7	83.3	-		
11	Knowledge technology and applications	37.5	62.5	-		
12	Advanced database system	-	100.0	-		
13	Machine learning in network and systems security	20.0	80.0	-		
14	Machine learning in medical data processing	23.1	69.2	7.7		
15	Big Data Analytics and Cloud Computing	50.0	50.0	-		
16	Advanced Information Systems Design Analysis	25.0	75.0	-		
17	Scientific research methodology	30.8	69.2	-		
18	English	37.5	62.5	-		
19	Math 1	12.5	87.5	-		

No.	Subject	>80%	50-80%	No answer	School year
20	Math 2	41.7	58.3	-	
21	Philosophy 1	20.0	80.0	-	
22	Philosophy 2	22.2	66.7	11.1	

3. Organized the classroom.

Unlike undergraduate students, Master's students are typically individuals who are actively employed in various organizations. Therefore, the organization of classes must accommodate their primary work commitments in their respective companies. To ensure this, the school conducted a survey to gather opinions from Master's students regarding the most suitable study schedule that would enable them to attend classes regularly. The survey results are presented as follows:

Table 3. Preferred study times for Master's students

	School year of 2019-2020		School year of 2020-2021		School year of 2021-2022	
	Agree	Not Agree	Agree	Not Agree	Agree	Not Agree
On the weekend	60.3	39.7	34.94	65.51	72.4	27.6
Every morning of the week	1.3	98.7	0.65	99.35	4.1	95.9
Every evening of the week	82.1	17.9	35.57	64.43	58.5	41.5
Alternate days in a week	17.1	82.9	10.85	89.15	8.9	91.1

4. Masters student's satisfaction with the criteria

The subject questionnaire comprises 16 questions (criteria) pertaining to training programs, teaching methods of instructors, testing and assessment methods, and facility conditions. The survey results are presented as the percentage (%) of Master's student respondents for each criterion, as shown in the following table:

Table 4. Percentage of Master’s Students assessing subjects according to each criterion in 2019-2020

TT	Criterion	Not good/ not satisfied	Normal	Good/ Satisfied	Very good/ Very satisfied
1	The subject syllabus, including objectives and assessment methods, is distributed during the initial lessons	0.7	36.3	58.5	
2	The objectives of the subject clearly state the knowledge, skills and attitudes learners need to achieve	0.3	40.6	51.7	
3	The teaching content of teachers closely follows the subject syllabus	0.8	41.9	50.9	
4	Allocate time for theoretical study, self-study, exercises, projects, and meaningful discussions	1835	40.6	49.6	
5	Classrooms and equipment meet teaching and learning requirements	1872	47.4	42.7	
6	Textbooks and reference materials are introduced and provided by lecturers (teachers) according to the subject syllabus	1634	44.6	47.6	
7	Lecturers use platforms such as Moodle, forums, email, and other channels for academic exchange and delivering lectures to you	3.8	44.4	50.4	
8	Teachers make effective use of teaching aids	0.9	43.6	50.9	
9	Teachers guide and motivate you for self-study and encourage lifelong learning	4.3	42.7	51.3	
10	Teachers' teaching methods are suitable for subject specifics	1773	41.9	49.1	
11	Teachers ensure class hours and instructional plans	0.9	45.3	52.1	
12	Dedicated and enthusiastic teachers	133	37.6	58.1	
13	Teachers correctly and fairly assess your learning results	0.9	45.7	50	

14	The content of the test closely follows the subject progress	
15	You are equipped with knowledge and skills as subject objectives	
16	You are satisfied with the teaching activities of teachers	

Table 5. Percentage of Master's Students assessing subjects according to each criterion in 2020-2021

TT	Criterion	Totally not good/completely unsatisfied	Not good/Not satisfied	Normal	Good/Satisfied	Very good/Very satisfied
1	The subject syllabus, including objectives and assessment methods, is distributed during the initial lessons	0.85	22.99	75.05		
2	The objectives of the subject clearly state the knowledge, skills and attitudes learners need to achieve	0.63	24.08	73.1		
3	The teaching content of teachers closely follows the subject syllabus	0.89	21.69	75.05	0.22	
4	Allocate time for theoretical study, self-study, exercises, projects, and meaningful discussions	0.63	24.51	70.5	0.22	
5	Classrooms and equipment meet teaching and learning requirements	3.08	29.28	60.95	0.43	
6	Textbooks and reference materials are introduced and provided by lecturers (teachers) according to the subject syllabus	0.87	21.91	73.75		
7	Lecturers use platforms such as Moodle, forums, email, and other channels for academic exchange and delivering lectures to you	0.43	23.64	71.58	0.22	
8	Teachers make effective use of teaching aids	0.87	24.08	72.45		

9	Teachers guide and motivate you for self-study and encourage lifelong learning	0.85	24.95	70.07	
10	Teachers' teaching methods are suitable for subject specifics	0.85	23.86	71.58	
11	Teachers ensure class hours and instructional plans	0.89	20.17	76.57	
12	Dedicated and enthusiastic teachers	0.87	19.31	79.18	
13	Teachers correctly and fairly assess your learning results	0.85	22.99	72.02	2.39
14	The content of the test closely follows the subject progress	0.83	24.3	71.58	1.08
15	You are equipped with knowledge and skills as subject objectives	0.63	27.77	67.25	0.22
16	You are satisfied with the teaching activities of teachers	0.85	22.99	73.1	

Table 5. Percentage of Master's Students assessing subjects according to each criterion in 2021-2022

TT	Criterion	Totally not good/completely unsatisfied	Not good/Not satisfied	Normal	Good/Satisfied	Very good/Very satisfied
1	The subject syllabus, including objectives and assessment methods, is distributed during the initial lessons	-	3.94	25.2	70.86	-
2	The objectives of the subject clearly state the knowledge, skills and attitudes learners need to achieve	-	3.15	25.98	70.87	-
3	The teaching content of teachers closely follows the subject syllabus	0.79	1.57	25.2	72.44	-
4	Allocate time for theoretical study, self-study, exercises, projects, and meaningful discussions	-	4.72	28.35	66.93	-

5	Classrooms and equipment meet teaching and learning requirements	0.79	7.09	30.7	61.42	-
6	Textbooks and reference materials are introduced and provided by lecturers (teachers) according to the subject syllabus	0.79	2.36	26.77	70.08	-
7	Lecturers use platforms such as Moodle, forums, email, and other channels for academic exchange and delivering lectures to you	-	4.72	29.14	66.14	-
8	Teachers make effective use of teaching aids	-	3.94	27.56	68.5	-
9	Teachers guide and motivate you for self-study and encourage lifelong learning	0.79	2.36	33.07	63.78	-
10	Teachers' teaching methods are suitable for subject specifics	-	3.94	26.77	69.29	-
11	Teachers ensure class hours and instructional plans	0.79	1.57	25.2	72.44	-
12	Dedicated and enthusiastic teachers	0	2.36	20.47	77.17	-
13	Teachers correctly and fairly assess your learning results	0.79	3.94	25.98	68.5	0.79
14	The content of the test closely follows the subject progress	0.79	3.17	26.2	69.84	-
15	You are equipped with knowledge and skills as subject objectives	-	3.97	24.6	71.43	-
16	You are satisfied with the teaching activities of teachers	-	4.76	25.4	69.84	-

5. Average score for assessing satisfaction in the following criteria

Based on students' satisfaction levels for each criterion in each class, the Department of Inspection, Legislation, and Quality Assurance has processed data to calculate the average score of each teacher according to each criterion, using the following convention:

- GPA < 3 points: Below satisfied/not good;
- GPA 3 – 4 points: Satisfied/good

Each subject taught by teachers is assessed based on 16 criteria, and the results are presented in Table 4 as follows:

Table 6. Average satisfaction ratings of Master’s students in the following criteria for 2019-2020

Teacher in charge of the subject	TC 1	TC 2	TC 3	TC 4	TC 5	TC 6	TC 7	TC 8	TC 9	TC 10	TC 11	TC 12	TC 13	TC 14	TC 15	TC 16	Average score (*)
Nguyen Dinh Thuan	3.6	3.5	3.5	3.3	3.4	3.5	3.6	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5
Do Phuc	3.8	3.6	3.7	3.8	3.5	3.6	3.5	3.6	3.7	3.5	3.7	3.7	3.5	3.5	3.5	3.5	3.6

(*) The general EIA does not include a score for evaluating the criteria for facilities

Table 7. Average satisfaction ratings of Master’s students in the following criteria for 2020-2021

Teacher in charge of the subject	TC 1	TC 2	TC 3	TC 4	TC 5	TC 6	TC 7	TC 8	TC 9	TC 10	TC 11	TC 12	TC 13	TC 14	TC 15	TC 16	Average score (*)
Nguyen Dinh Thuan	3,72	3,7	3,72	3,65	3,51	3,68	3,67	3,68	3,64	3,66	3,72	3,77	3,73	3,7	3,62	3,68	3,7
Cao Thi Nhan	3,73	3,7	3,73	3,67	3,51	3,7	3,68	3,7	3,65	3,68	3,74	3,78	3,76	3,72	3,64	3,69	3,7
Duong Ton Dam	3,74	3,71	3,73	3,67	3,52	3,7	3,69	3,7	3,66	3,67	3,74	3,78	3,75	3,72	3,64	3,7	3,69
Bui Van Mua	3,74	3,71	3,73	3,67	3,52	3,7	3,69	3,7	3,66	3,68	3,74	3,78	3,75	3,72	3,64	3,7	3,69
Do Van Nhon	3,73	3,7	3,73	3,66	3,53	3,7	3,69	3,71	3,65	3,68	3,73	3,77	3,77	3,73	3,64	3,68	3,68
Le Dinh Duy	3,74	3,71	3,73	3,67	3,52	3,7	3,69	3,7	3,66	3,68	3,74	3,78	3,76	3,72	3,64	3,7	3,69
Nguyen Thanh Binh	3,71	3,67	3,69	3,64	3,46	3,69	3,66	3,67	3,63	3,62	3,71	3,77	3,76	3,72	3,63	3,66	3,67
Do Phuc	3,74	3,7	3,73	3,67	3,52	3,7	3,68	3,69	3,66	3,67	3,74	3,78	3,75	3,71	3,64	3,69	3,69

Table 8. Average satisfaction ratings of Master’s students in the following criteria for 2021-2022

Teacher in charge of the subject	Subject	TC 1	TC 2	TC 3	TC 4	TC 5	TC 6	TC 7	TC 8	TC 9	TC 10	TC 11	TC 12	TC 13	TC 14	TC 15	TC 16	Average score (*)
Bui Van Mua	Philosophy 1	3.7	3.7	3.7	3.6	3.5	3.6	3.6	3.6	3.6	3.6	3.7	3.7	3.7	3.6	3.7	3.6	3.6
Bui Van Mua	Philosophy 2	3.7	3.7	3.7	3.6	3.5	3.7	3.6	3.6	3.6	3.7	3.7	3.7	3.7	3.7	3.7	3.7	3.7
Cao Thi Nhan	Advanced Information Systems Analysis and Design	3.7	3.7	3.7	3.6	3.5	3.6	3.6	3.6	3.6	3.6	3.7	3.7	3.7	3.6	3.7	3.6	3.6
Do Phuc	Scientific research methodology	3.7	3.7	3.7	3.6	3.5	3.7	3.6	3.6	3.6	3.7	3.7	3.7	3.6	3.6	3.7	3.6	3.7
Duong Ton Dam	Math 1	3.6	3.6	3.6	3.6	3.5	3.6	3.6	3.6	3.5	3.6	3.6	3.7	3.6	3.6	3.6	3.6	3.6

Teacher in charge of the subject	Subject	TC 1	TC 2	TC 3	TC 4	TC 5	TC 6	TC 7	TC 8	TC 9	TC 10	TC 11	TC 12	TC 13	TC 14	TC 15	TC 16	Average score (*)
Duong Ton Dam	Math 2	3.7	3.7	3.7	3.6	3.5	3.7	3.6	3.6	3.6	3.7	3.7	3.7	3.7	3.6	3.7	3.7	3.7
Nguyen Dinh Thuan	Advanced database system	3.7	3.7	3.7	3.6	3.5	3.6	3.6	3.6	3.6	3.6	3.7	3.7	3.6	3.6	3.7	3.6	3.6
Nguyen Thanh Binh	Big Data Analytics and Cloud Computing	3.7	3.7	3.7	3.6	3.5	3.6	3.6	3.6	3.6	3.6	3.7	3.7	3.6	3.6	3.7	3.6	3.6

Most of the teachers received high satisfaction ratings from Master's students, with the average scores in the criteria being predominantly 'good' and 'very good.' The majority of teachers scored above 3.5, reflecting common assessments.

In general, during this school year, teachers have implemented numerous changes to enhance the quality of teaching and meet training goals. The Department of Information and Technology encourages teachers and unit leaders to continue their efforts in promoting and upholding the reputation of IT training.

Additionally, in the previous academic year, the Department of Science and Technology initiated various research activities with diverse content to provide students with opportunities to learn and enhance their research capabilities. This represents one of the notable achievements of the Department of Science and Technology, which should be maintained and further developed.

6. Comments/suggestions on teaching activities

Within each criterion in the survey, in addition to the evaluation scales, there is a section for recording students' comments and opinions on teaching activities. Generally, students' opinions and suggestions tend to focus on aspects related to the instructor. These specific areas include:

1. **Class Organization:** Some students have suggested that the arrangement of tables and chairs is too crowded and not suitable for the size of the class.
2. **Support for Students in Related Majors:** Given the complexity of the subject, particularly in the rapidly evolving field of communication networks, students have

expressed the need for better orientation and support, especially for those who are not specialized in the field.

3. *Adherence to the Syllabus and Effective Use of Class Time:* Students have requested that instructors strictly follow the curriculum and subject content. They also suggest optimizing the use of class time by focusing more on teaching and minimizing interruptions or excessive comments that can disrupt the flow of the class.

From 2019-2020 to 2021-2022, there was feedback regarding teaching facilities and equipment, including issues such as weak Wi-Fi connectivity, inadequate cooling from air conditioning systems, and challenges related to HDMI ports due to the absence of VGA ports in current computers. These concerns were duly noted by the Department of Science and Technology, and significant improvements were implemented. As a result, during the current semester, feedback regarding facilities has been minimal and nearly absent

APPENDIX

SATISFACTION/DISSATISFACTION WITH THE TEACHING PERFORMANCE OF POSTGRADUATE STUDENTS

TT	Teacher's name	Subject	Satisfied	Dissatisfaction	Further suggestions	Note
25	Do Phuc	Scientific research methodology			I kindly request permission for students to utilize technology, specifically mobile phones, during class. This is essential as many tasks and questions arise during the course that require the use of technology for efficient problem-solving. Your consideration of this request would be greatly appreciated. Thank you.	2019-2020
1	Bui Van Mua	Philosophy	Very good approach to the problem			2020-2021
	Bui Van Mua	Philosophy	Dedicated teaching faculty.			
	Do Phuc	Enterprise resource planning	He supports students to approach business problems very well			
	Do Phuc	Scientific research methodology	Mr. Phuc is an enthusiastic and experienced teacher. I really like your lessons because I learned a lot of useful knowledge and information.			

	Do Phuc	Scientific research methodology	- Very satisfied		
	Duong Ton Dam	Mathematics	Dedicated teacher		
	Duong Ton Dam	Mathematics	Dedicated teacher.		
	Ngo Thi My Ngoc	English	I am satisfied with the teacher's enthusiasm for teaching.	I am not satisfied because I believe the focus should be on following the syllabus closely, allowing students to accumulate experience in exam preparation, rather than deviating from the current content	
	Ngo Thi My Ngoc	English	She was very enthusiastic		
	Nguyen Dinh Thuan	E-commerce		His lectures were not well-prepared, and the content he taught had limited relevance to the subject with low knowledge value. During class, the teacher often goes off-topic with storytelling or requests word definitions, which	

				consumes valuable time.		
	Nguyen Dinh Thuan	E-commerce	He taught in great detail			
	Nguyen Dinh Thuan	Business Data Analytics	The teacher is very enthusiastic, understands problems carefully, and addresses them effectively. Thank you			
	Nguyen Thanh Binh	Big Data Analytics and Cloud Computing	The course material is presented very clearly, and the teacher's enthusiasm greatly enhances the learning experience			
	Cao Thi Nhan	Advanced Information Systems Analysis and Design	Currently, I am very satisfied when studying advanced ICT taught by Ms. Cao Thi Swallow. She teaches dedicatedly, providing knowledge in an easy-to-understand and receptive way. I only regret that because I had to study for the TA GNU exam because of the outcome standard, I had to miss 02 of her lessons. In the future, I will participate in full study,			2021-2022

			because I want to thoroughly understand this subject to find a direction for my graduation thesis.			
	Do Phuc	Scientific research methodology	He gave an introduction and guidance on the direction of the graduation topic			
	Nguyen Dinh Thuan	Advanced database system	In addition to subject knowledge, lecturers also teach about thinking, personal development and research orientation for students			
	Nguyen Thanh Binh	Big Data Analytics and Cloud Computing	The lecturers are very dedicated and enthusiastic.			
	Nguyen Thanh Binh	Big Data Analytics and Cloud Computing	The lecturer is very enthusiastic, the subject content is very good and attractive.			
	Nguyen Thanh Binh	Big Data Analytics and Cloud Computing	The subject closely follows practice, there are many practical examples.			