



AN OVERVIEW OF STAKEHOLDERS SURVEY AT UIT

Parties	Survey Aims	Frequency	Time	Survey Method	Units in charge	Coordination Units
University Students	Subjects Quality	Twice a year	At the end of the semester and before the publication of grades	Online	QA unit	IT unit
University Seniors	Full Program Quality	Twice a year	Two weeks before the Graduation Ceremony	Online + Paper	QA unit	IT, Academic Affairs, Student Affairs
Alumni	Employment Status	Once a year	August – October	Online	QA unit	The Organization Board to collect alumni's feedback
Employers	Graduate Quality	Once a year	August – October	Online + Paper		
Staff & Lecturers	Satisfaction Level of Working Environment and Conditions	Every two years	December - January	Online	QA unit	IT unit



**VIETNAM NATIONAL UNIVERSITY
UNIVERSITY OF INFORMATION TECHNOLOGY**

**STUDENTS FEEDBACK SURVEY ON A LECTURER'S
ACTIVITIES**

This survey was conducted to get feedback from students survey on teaching from 2017 to 2023 at VNUHCM-University of Information Technology (UIT):

Legal document

Regulations on “Students feedback survey on teaching activities” were issued under the Decision No. 08/QĐ-ĐHCNTT-ĐBCL, on December 17th 2013 by the UIT’s Rector. The Regulation is as below:

- ✓ Purposes and demands of the survey;
- ✓ Contents, methods and forms of the surveys to collect feedback;
- ✓ Time to collect the feedbacks: periodically two times in a year (time between classes end and the announcement of examination results);
- ✓ The procedures to carry out the survey;
- ✓ Duties of Faculties/Departments/related Offices in performing and conducting the surveys.

I. Number of student participants

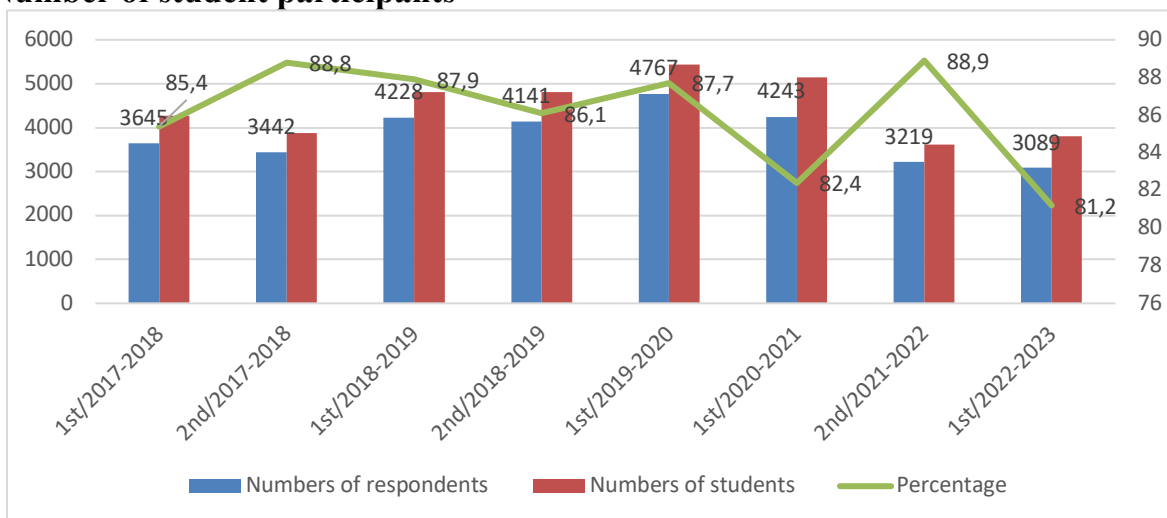


Table 1. Numbers of students participated in subjects survey from 2017- 2023

Table 1 shows the percentage of students participating in subjects survey fluctuated significantly from 85.4% to 81.2% in 2023

III. Survey results

3.1 Mean of theory subjects

No.	Content	2017-2018		2018-2019		2019-2020		2020-2021		2021-2022		2022-2023	
		1st, Semester	2nd, Semester	1st, Semester	2nd, Semester	1st, Semester	2nd, Semester	1st, Semester	2nd, Semester	1st, Semester	2nd, Semester	1st, Semester	2nd, Semester
1	You got mean above ≥ 3.0	366 (98.1%)	376 (97.4%)	475 (99.4%)	418 (99.6%)	546 (99.1%)	To conduct survey about the adaptation-level of the conditions on teaching-learning online	694 (100%)	987 (100%)	807 (100%)	468 (99.6%)	184 (100%)	Not yet
2	You got mean above < 3.0	7 (1.9%)	5 (2.6%)	3 (0.6%)	2 (0.5%)	5 (0.91%)		-	-	-	2 (0.66)	-	
3	Max mean	4	4	4.0	4.0	4		5	4.9	5	4	4	
4	Min mean	2.5	2.5	2.8	2.8	2.5		3.1	3.0	2.9	2.8	3	

3.2 Student's satisfaction level about the teaching process of lecturers

This survey focuses on 3 criteria:

- The way how to organize classes;
- Teaching activities;
- Examining and evaluating the student's learning results

Results of students' satisfaction in the subjects, as follows:

	Students' satisfaction rate for criteria (%)												
	2017-2018		2018-2019		2019-2020		2020-2021		2021-2022		2022-2023		
	1st, Semester	2nd, Semester	1st, Semester	2nd, Semester	1st, Semester	2nd, Semester	1st, Semester	2nd, Semester	1st, Semester	2nd, Semester	1st, Semester	2nd, Semester	
Theory Subjects	84.3 - 89.8	85.9- 89.6	88.0 - 90.3	88.1- 91.0	88.1- 91.0	Online survey	80.8 - 87.3	85.5- 89.8	88.5- 92.3	94.4- 96.7	94.2- 97.4	Not yet	
Hands-on Subject 1	86.1 - 91.5	85.5 - 89.9	87.8- 91.7	88.1- 90.9	89.0- 92.7		85.2- 89.6	-	-	94.4- 97.2	95.5- 97.7		
Hands-on Subject 2	88.1 - 89.6	89.7 - 91.3	90.45- 92.5	90.4- 92.1	88.3- 90.4		83.7-86	-	-	94.7- 96.3	92-97.3		



VIETNAM NATIONAL UNIVERSITY UNIVERSITY OF INFORMATION TECHNOLOGY

SENIOR STUDENTS SURVEY

This document includes the information related to the senior student survey from 2017 to 2023 at VNUHCM-University of Information Technology (UIT):

- Legal document
- Report on surveys
- Survey templates

I. Legal document

Regulations on “Students’ feedbacks on curriculum programs” surveys were issued under the Decision No. 08/QĐ-ĐHCNTT-ĐBCL, on December 17th 2013 by the UIT’s Rector. The Regulation is as below:

- Purposes and requirements of the surveys;
- Contents, methods and forms of the surveys to collect feedbacks;
- Time to collect the feedbacks: periodically two times in a year (on conferring degree ceremonies);
- The procedures to conduct the surveys;
- Duties of Faculties/Departments/related Offices in performing and conducting the surveys.

II. Survey results from 2017 to 2022

2.1 Numbers of students graduate to participate in the survey

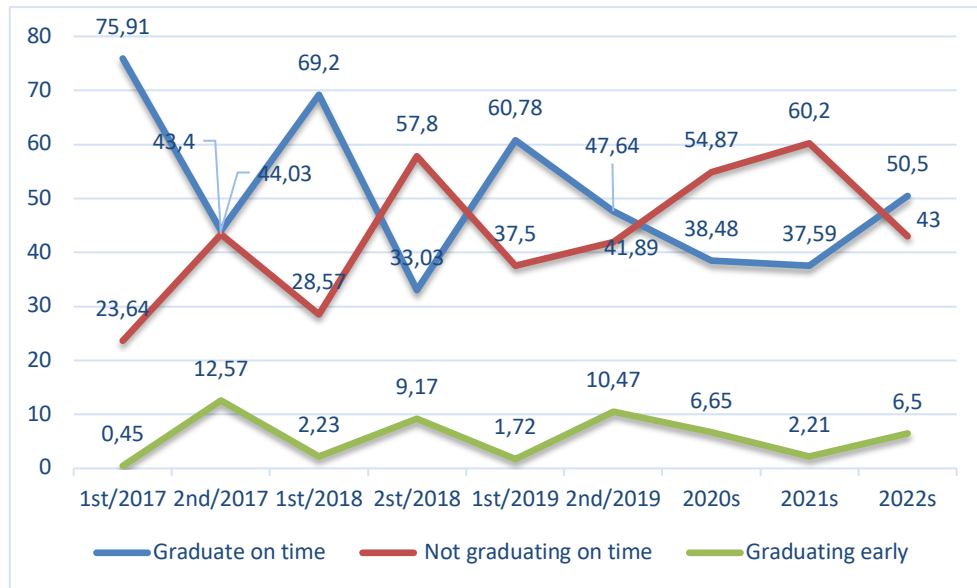


Table 2. Percentage of senior student reponses from 2017- 2022

2.2 Statistical mean of students to graduate about curriculum

Content	2017 (M/4)		2018 (M/4)		2019 (M/4)		2020 (M/4)	2021 (M/4)	2022 (M/4)
	1st, Semester	2nd, Semester	1st, Semester	2nd, Semester	1st, Semester	2nd, Semester			
Goals and program	2.5 - 3.0	2.7 - 3.2	2.9 - 3.1	3.0-3.3	2.8- 3.2	3.0-3.3	3.06-3.89	3.12-3.77	3.27-3.50
Lecturers	2.8 - 3.0	2.8 - 3.1	3.0 - 3.2	3.0-3.3	2.6- 3.3	3.1- 3.4	3.15-3.65	3.35-3.59	3.37-3.56
Management and academic service	2.7 - 2.9	2.8 - 3.0	2.8 - 3.1	2.7-3.1	2.4- 3.1	3.0-3.3	3.04-3.96	3.18-4.10	3.24-3.46
General evaluation	2.9 - 3.1	2.9 - 3.2	3.0 - 3.2	3.0-3.2	3.0-3.1	3.2-3.5	3.16-3.35	3.33-3.62	3.41-3.48



EMPLOYERS SURVEY

This document includes the information related to the employers’ survey from 2017 to 1st 2022 in labour recruiting demands and remarks on UIT graduated students:

- Legal document
- Report on the survey;
- Report on survey results;
- Thankful letter for employers.

I. Legal Document

Survey regulation collecting alumni’s remarks issued with Decision No. 02/QĐ ĐHCNTT-ĐBCL, on 08 May 2015 by University of Information Technology Rector.

The details of regulation as below:

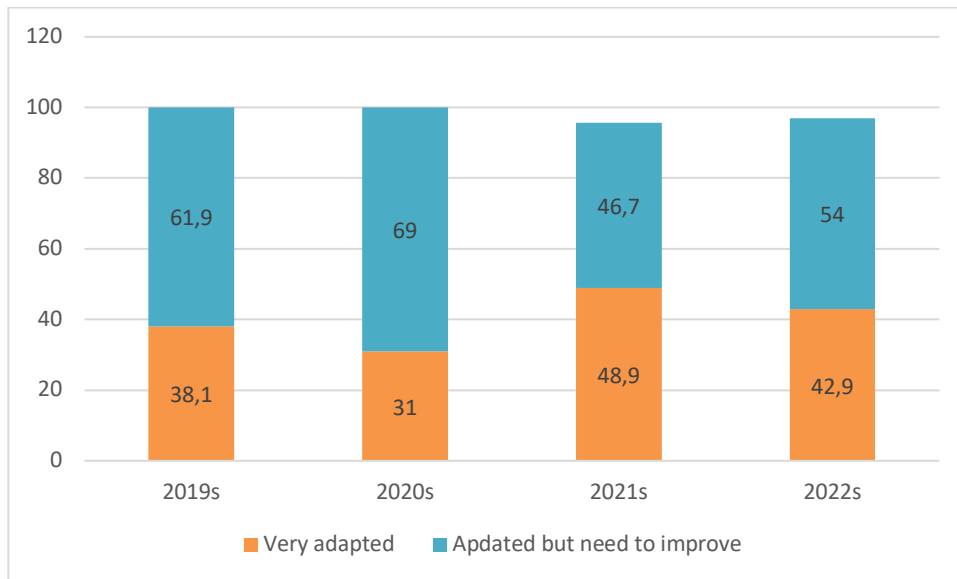
- Purpose and demands of the survey;
- Content, tool and manner of collecting survey;
- Time on collecting the remarks: annual once in a year;
- The process of survey collection;
- Duties of each faculty/departments/related offices.

II. Survey results (2017 – 2022)

1. Number of employers response

Faculties		2017	2018	2019	2020	2021	2022
1	Software Engineering (SE)	No survey because UIT hold the conference to get feedback of employers about all curriculum	18	19	24	23	12
2	Information Systems (IS)		6	2	3	4	-
3	Computer Science (CS)		-	2	3	4	4
4	Computer Engineering (CE)		-	6	11	2	10
5	Computer Network and Communication (CN&C)		5	11	6	6	30
6	Sciences and Information Engineering (S&IE)		-	2	7	6	1
7	Student Affairs Office		6	-	5	-	6
TOTAL		-	35	42	59	45	63

2. The UIT's alumni adapting to job requirements (%)



3. Satisfaction employers to UIT alumni (%)





ALUMNI SURVEY

This survey conduct to get feedback of UIT alumni about the employment status and application level of knowledge that students was learned in the current job:

- ✓ Legal documents
- ✓ Results survey report
- ✓ Questionnaire form
- ✓ Report on using result survey
- ✓ Letter that thanks to the alumni

I. Legal documents

The regulations for surveying students' opinions were issued under Decision No. 02 / QĐ-ĐHCNTT-ĐBCL, dated 08/05/2015 by Rector of UIT.

The regulation states the following contents:

- ✓ The survey purpose and requirements;
- ✓ Contents, tools and forms to collect student's opinions;
- ✓ Time to conduct the survey: once a year
- ✓ Process of survey;
- ✓ Responsibility of each unit in organizing and conducting the process of survey.

II. Survey results from 2017-2022

1. Number of alumni participating in the survey

Number	2017	2018	2019	2020	2021	2022
Total numbers of alumni (within 5 years up to the survey time)	1820	2030	2476	2352	3272	3341
Numbers of alumni participating in the survey	475	514	647	647	907	1038
Percentage (%)	26.1	25.3	26.1	31.7	27.72	31.07

2. Employment status of Alumni

Employment status	2017		2018		2019		2020		2021		2022	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Employed	447	94.1%	498	96.9%	600	92.7%	687	92%	840	92.6%	969	93.4
Unemployed	25	5.9%	16	3.1%	47	7.3%	25	3.3%	25	2.7%	29	6.65%

3. Time for looking for a job after graduating

Timeline	2017		2018		2019		2020		2021		2022	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Before graduating	358	80.1	394	79.1	501	83.5	619	90.1%	710	86.6%	800	82.6%
Within 6 months after graduating	77	17.2	92	18.5	89	14.8	65	9.5%	97	11.8%	148	15.3%
6 months to 1 year	3	0.7	8	1.6	6	1	1	0.1%	5	0.6%	11	1.14%
After 1 year	6	1.3	6	0.8	4	0.7	2	0.3%	8	1%	10	1.03%

4. Matching level of the current job and his major was trained.

Level	2017		2018		2019		2020		2021		2022	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Related	432	96.9	391	81.3	583	97.2	666	96.9%	786	95.8%	943	97.3%
Non-related	14	3.1	93	18.7	17	2.8	21	3.1%	36	4.4%	26	2.7%



SURVEY ON THE WORKING ENVIRONMENT AND CONDITIONS OF OFFICERS AND EMPLOYEES

The survey was conducted to get feedback of staffs and You about the environment and working conditions at VNUHCM-University of Information Technology (UIT):

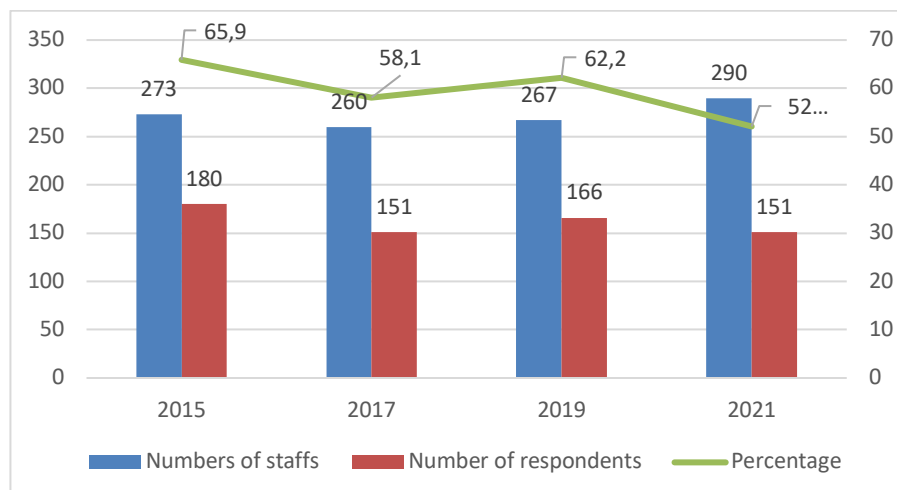
- Legal document
- Report on surveys
- Survey templates

1. Legal document

Regulations on “Staff and You survey on the working environment and conditions at UIT were issued under the Decision No. 08/QĐ-ĐHCNTT-ĐBCL, on December 8th 2017 by the UIT’s Rector. The Regulation is as below:

- Survey purposes and demands;
- Contents, tools and forms to collect student’s opinions;
- Time to conduct the survey: once a year
- Process of survey;
- Duties of Faculties/Departments/related Offices in conducting survey.

2. Number of staffs participating in the survey



3. Survey results

No.	Content	2015			2017			2019			2021		
		Managers	Lecturers	Specialist	Managers	Lecturers	Specialist	Managers	Lecturers	Specialist	Managers	Lecturers	Specialist
<i>1. Understanding about the UIT's vision, mission, and contributions</i>													
1.1	You get to know in-depth about UIT's mission and vision.	100	81.4	82.8	100	96.9	96	100	95	98.2	100	94.6	98
1.2	You get to know in-depth about UIT's educational goals.	91.2	88.5	76.3	97	98.5	92.2	100	95	98.1	100	91.8	91.8
1.3	Planning for using land, facilities appropriate to UIT's development goals	76.5	53.5	56.2	85.3	84.9	82.3	97.4	85	86.7	72	60.8	65.3
1.4	Organizational structure appropriate for UIT training and research tasks.	88.2	53	68.4	100	75.7	90.2	100	80	83.3	-		
1.5	You participate in building/contributing comments on the UIT year plan, strategy plan.	85.3	-	-	100	84.8	94.1	97.4	93.3	86.6	100	83.8	77.5

	UIT has many channels of information (such as forum, a box of comment, email,...) to collect the staffs' claims or their opinion	-	-	-	-	-	-	-	-	-	96	91.9	89.8
2. Working organizations													
2.1	You are assigned tasks appropriate to potency and a professional degree.	97.1	84.8	80.5	100	95.5	94.2	97.5	95	85	92	95.9	67.3
2.2	You are given an opportunity to participate in training activities and advance training.	94.1	79.7	68.9	97	97	92.1	100	93.3	83.3			
2.3	Your comments are highly appreciated.	100	69.7	74.6	100	92.4	94.2	92.3	95	88.4	96	93.3	91.9
2.4	There be good relationships/supports on working from all staff.	82.4	75.6	77.9	100	94	94.1	97.4	91.6	85	92	94.6	87.8
2.5	You are assessed of working performance in ways of objectivity and justice by boss	85.3	67.8	82.7	100	95.5	96.1	94.8	90	85	96	94.5	93.9

2.6	You are satisfied with their direct boss about management potency, professional qualification	-	-	-	100	86.4	90.2	89.7	90	81.7	-	-	-
	You know exactly the place that help you address or give and receive feedback on your job	-	-	-	-	-	-	-	-	-	100	93.3	85.7
	You ease to seek documents which are enacted on UIT's website and other departments.	-	-	-	-	-	-	-	-	-	84	78.4	81.7
	Internet and management softwares (Daa, survey, website, and etc) adapt to job requirements.	-	-	-	-	-	-	-	-	-	92	83.8	93.9
3. Caring for staffs' health and support activities													
3.1	There are a lot of channels to take staff comments.	94.1	60.9	77.9	97	92.3	94.1	97.5	90	90	-	-	-
3.2	You r health is cared for.	91.2	66.7	82.8	97.1	83.4	98.1	82	73.3	76.7	-	-	-

3.3	Gala, sports activities, travel,...adapt to staff demand.	67.6	54	56	91.1	80.3	94.1	94.9	89.7	85	-	-	-
3.4	Working rooms, facilities adapt to lecturers' job demands, teach, and research.	91.2	66.6	78.9	94.1	78.7	94.2	82	76.6	83.4	-	-	-
3.5	Internet systems and software for serving training activities, such as daa, moodle, ... adapt to lecturers' job demands, teach, and research.	88.2	64.3	75.9	85.3	87.8	92.2	97.4	91.7	83.3	-	-	-
3.6	Document management and process relevant, which support for staffs' job efficiently	-	-	-	94.1	84.9	94.1	92.3	85	83.3	-	-	-

4. Career development and promotion opportunities

4.1	Career promotion opportunities are fair and objective, which create more motivation for employees	-	-	-	-	-	-	-	-	-	92	73	73.5
4.2	I was allowed to join extra-course to improve the capacity job	-	-	-	-	-	-	-	-	-	88	74.3	89.8
	Standards, appointment process were notified clearness, going public, and transparency	-	-	-	-	-	-	-	-	-	88	71.6	85.7

5. Allowance and benefits													
5.1	Your income are equivalent to responsibility and job quality.	-	-	-	-	-	-	-	-	-	92	73	85.8
5.2	You are satisfied with prize money and other allowance that received on holiday, Tet,etc	-	-	-	-	-	-	-	-	-	96	74.3	93.9
5.3	Salary and allowance policy of school encourage employees in working	-	-	-	-	-	-	-	-	-	88	71.3	93.9
6. Staff satisfactions													
6.1	You are satisfied with the planning, finance division.	64.7	-	-	94.1	76.8	92.3	81.6	85	81.6			
6.2	You are satisfied on the allowance in UIT	-	-	-	97	66.6	88.2	89.7	71.6	81.6			
6.3	Income is equal to You r responsibility.	64.7	36.7	50.9	79.4	59.1	84.3	82	73.3	76.7			
6.4	You are satisfied with their current jobs	91.2	60.9	81	97	91	90.2	92.3	91.7	83.3	100	93.15	87.7
6.5	You are going to stick for a long time in UIT.	97	80.5	86.4	97.1	93.9	94.1	92.3	95	85	100	97.26	89.8

6.6	You are satisfied with staffs work at administrative about their service attitude	91.2	71.2	83	-	-	-	-	-	-	-	-	-
6.7	You are satisfied with the policy in caring for employees' healthy	-	-	-	-	-	-	-	-	-	88	82.19	89.36
6.8	You are satisfied with yards condition for doing exercise or entertainment	-	-	-	-	-	-	-	-	-	91.3	71.83	80.85
6.9	You are satisfied with working room or equipment adapted to job requirements	-	-	-	-	-	-	-	-	-	91.67	87.5	81.25
* Questions for teaching and researching													
a.	You are participated in designing and adjusting on the curriculum	-	74.1	-	-	86	-	-	92.7	-	75	92.42	
b.	Faculties often organize a seminar that is professional activities for lecturers	-	63.5	-	-	88	-	-	93.3	-	78.95	88.41	
c.	You are being given opportunities to renew teaching methods	-	51.9	-	-	94	-	-	95	-	95	95.53	
d.	Document sources of UIT adapts to lecturers' teaching and research demand.	-	29.4	-	-	76	-	-	85.7	-	80	95.65	

e.	You are satisfied with the curriculum of their faculties	-	60	-	-	85	-	-	91.9	-			
f.	You are divided to teach fairly.	-	-	-	-	89	-	-	93.3	-	95	89.55	
g.	UIT/Faculties create conditions for You to participate in projects, research topics.	-	70.6	-	-	93	-	-	93.3	-	90	92.65	
h.	You are encouraged enjoying to the conference, seminars indoor and outdoor.	-	75.3	-	-	95	-	-	94.5	-	95.24	9.2	
i.	You are supported about fee, rooms, facilities,...to complete on time research activities.	-	44.7	-	-	81	-	-	87	-			
k.	You are satisfied with school facility conditions support teaching activities	-	-	-	-	-	-	-	-	-	90.91	78.78	
l.	You are satisfied with your results of research	-	-	-	-	-	-	-	-	-	68.42	74.25	
m.	You are satisfied with your quality of teaching	-	-	-	-	-	-	-	-	-	90.48	68.66	

7. Community service

7.1	Learning activities in public environment were approached by learners	-	-	-	-	-	-	-	-	-	91.3	88.41	
7.2	Your research subject carry on the benefits for learners and communities	-	-	-	-	-	-	-	-	-	81.82	84.85	
7.3	You have products/initiatives/research projects that were transmitted technology	-	-	-	-	-	-	-	-	-	47.37	50.83	
7.4	Some activities linked to community service (such as consult career, cooperating in training activities indoors and outdoors, exchange students, seminars, etc) that you joined were essential and realistic	-	-	-	-	-	-	-	-	-	81.82	90.14	
7.5	Volunteer activities, community service activities (loved spring, old computers new knowledge; blood donation, etc) carry on some real benefits for learners, lecturers, staff, and communities	-	-	-	-	-	-	-	-	-	100	97.22	
7.6	You are satisfied with the service community of UIT	-	-	-	-	-	-	-	-	-	95.65	100	95.56