REPORT

Student satisfaction survey on support services at the University 2019

Pursuant to Decision No.3982/QD-BGDĐT dated September 17, 2013 of the Ministry of Education and Training on the approval of the Project on Developing a method to measure people's satisfaction with public education services, the Ministry of Education and Training guides the implementation of determining the People's Satisfaction Index for public education services;

Pursuant to Decision No. 2163/QD-BGDĐT dated June 28, 06, 2016 of the Minister of Education and Training promulgating the administrative reform plan of the Ministry of Education and Training for the period 2016 – 2020;

Pursuant to Decision No. 1603/QD-BGDĐT May 10, 2017 of the Minister of Education and Training promulgating the Plan for the implementation of the Project on measuring people's satisfaction with public education services in 2017;

For the purpose of meeting the accreditation requirements according to the standards of the Ministry of Education & AUN-QA training and standards, University of Information Technology, Vietnam National University Ho Chi Minh City (VNU-HCMC) has issued Notice No. 38/TB-DHCNTT dated May 23, 2019 of the Rector of VNU-HCMC on organizing a survey on student satisfaction with the quality of student service and support; The notice clearly states the purpose, objectives, survey requirements, implementation form and assignment of tasks to each department with the desire to timely grasp the needs and aspirations of students to have solutions to improve the quality of service to meet their satisfaction.

I. IMPLEMENTATION SITUATION

1. Purpose of the survey

The student satisfaction survey on the quality of student service and support is conducted in order to scientifically and objectively assess the quality of service provision of the University of IT.

It is the basis for the School Board and Deans of Departments and Units to better meet the needs of students and ensure students' satisfaction with the quality of the University's services.

2. Subjects and scope of survey: Full-time students studying at UIT.

4**. Implementation plan**

− Survey period: from 15/06/2019 - 27/07/2019;

− Data processing and data separation: 28/07/2019 – 12/08/2019;

− Report writing: 13/08 – 17/08/2019.

5. Survey form and contents

5.1. Survey format

The survey was conducted with the participation of students studying in the school via online answers system. Students use authenticated accounts to log in www.daa.uit.edu.vn/khaosat and take surveys.

5.2. Survey content

− Determine student satisfaction level with support services and counseling; facilities, equipment and libraries.

− The questions in the questionnaire are built on the Likert scale with 4 levels:

- *Level 1:* Not Good/Satisfied   1 point
- *Level 2:* Normal   2 points
- *Level 3:* Good/Satisfied   3 points
- *Level 4:* Very Good/Satisfied   4 points

II. SURVEY RESULTS

2.1. Description of the survey sample

There were 3477/4951 students participating in the full assessment of the content of service and support quality, achieved at the rate of 70.2%, are presented in Table 1:

Majors/faculties	Number of students	Number of students' response	Percentage
Sofware engineering (SE)	456	332	72.8
SE_high quality program (CLC)	468	325	69.4

Majors/faculties	Number of students	Number of students' response	Percentage
Information System (IS)_CLC	267	187	70
IS	620	481	77.6
IS_Advance program (CTTT)	168	102	60.7
Computer Science (CS)_CLC	174	106	60.9
CS	380	264	69.5
CS_(Bachelor of talent program: CNTN)	116	96	82.8
Computer engineering (CE)_CLC	296	200	67.6
CE	326	228	69.9
Information techonology (IT)_CLC	99	38	38.4
IT	517	363	70.2
Computer Networks and Communications (CN&C)	707	515	72.8
CN&C _CLC	241	140	58.1
CN&C_(Engineering Talent Program: KSTN)	116	100	86.2
Total	**4951**	**3477**	**70.2**

Table 1: Number of students participating in the survey by Faculties.

This is the first time, the Department of Inspection- Legislation- Quality Assurance **(ILQA)** in collaboration with units in the school has conducted student opinions, the results show that the percentage of students interested in evaluating the quality of support services at the University is slightly high (from 58.1 to 82.8%). In the next surveys, the **ILQA** will collaborate closely with the Department of Training Academic, Student Affairs and Faculties to increase the participation rate of students to record many comments to help the University have a basis to improve the quality of service.
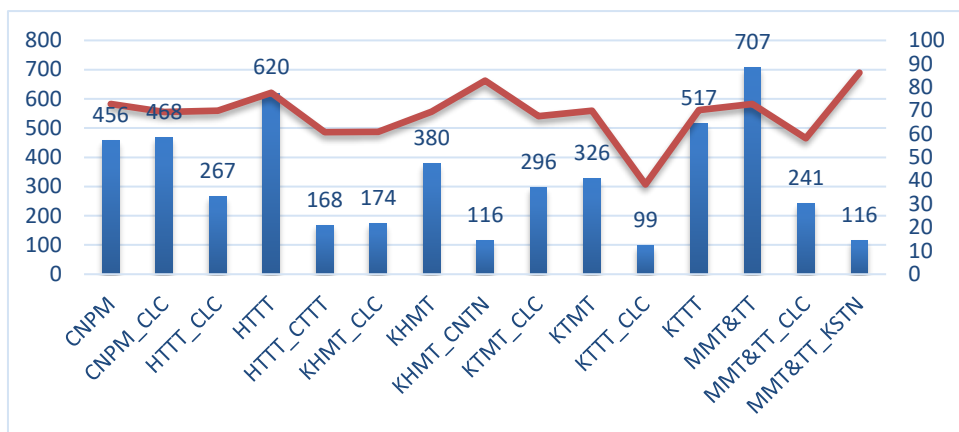
Figure 1: Percentage of students participating in the survey

2.2. Student satisfaction with support and counselling services at the University

2.2.1. Service attitude of staff of Departments, Faculties and Faculties

Unit	Satisfaction	Numbers of students' assessment	Percentage (%)
Staff of Departments	Not good/ Not satisfied	65	1.9
	Normal	723	20.8
	Good/Satisfied	1457	41.9
	Very good/ Very satisfied	1232	35.4
	Total	3477	100.0
Office staff of Faculties	Not good/ Not satisfied	39	1.1
	Normal	587	16.9
	Good/Satisfied	1499	43.1
	Very good/ Very satisfied	1352	38.9
	Total	3477	100.0

Table 2: Students' assessment of service attitude of staff of departments and faculties

Overall, students rated the service attitude of departmental staff at 77.3% satisfaction or higher and 82.0% for the Faculty office. Paired-Samples Test T-Test in SPSS statistics to look at whether or not there is a difference in student satisfaction assessment, the result shows Sig = 0.00 < 0.05 this means that the overall average of the 2 comparison variables is different or in other words there is a difference in the assessment of student satisfaction.

Basically, students rated satisfaction with the service attitude of Faculties' staff higher than Departmental staff. In fact, students interact directly and primarily with the Faculty on professional activities as well as issues related to academic work; Only in specific cases will students contact units to solve. Therefore, the assessment results show the disparity. Although the satisfaction rate is quite good but not at a high level, the **ILQA** recommends that units

need to improve more in serving students, have an appropriate and friendly attitude in receiving problems from students. Some statistical comments from students that need to be noted and considered by unit leaders such as *(17 comments):*

– *I see that some brothers and sisters in the Office of Excellent Programs (OEP) sometimes have an unpleasant attitude when answering questions with students, not happy and enthusiastic; (6 comments)*

– *Please ask the OEP to respond to the email more politely; (3 comments)*

– *The Office of Training Academic (TAO) doesn't seem very friendly, the tone is usually in a superior-subordinate state, not cheerful, not enthusiastic (but just doing enough responsibility),.... If learning is a service, the student is the customer, and the TAO is the provider, it is more like the customer is asking for the provider's help than being served by the provider; still yelling at students (4 comments);*

– *Student Affair' staff need to have a more sociable and cheerful attitude (3 comments);*

– *The Office of Property Services has people with unpleasant, unhappy, mindless attitude (1 comment)*

2.2.2. Student satisfaction with support, settlement and access to educational services.

a. Support to answer questions and complaints

Along with the administrative reform process throughout the country, the University of IT has also reviewed and issued processes and forms to support students to quickly and accurately implement learning and life issues.

The results of the satisfaction assessment of the support for answering questions and complaints of students in the school are presented in table 4 below:

Degree	Number respondent	Percentage (%)	Mean (M)	standard deviation (SD)
Not good/ Not satisfied	107	3.1		
Normal	797	22.9		
Good/Satisfied	1423	40.9	3.04	0.83
Very good/ Very satisfied	1150	33.1		
Total	**3477**	**100.0**		

Table 3: The percentage of students satisfied with the level of resolution of inquiries.

Students assessed that inquiries and complaints in direct or indirect forms (email, forum ,...) to the University were resolved quickly and satisfactorily, achieving a rate of 74% (average good score 3.04/4.0; SD: 0.83). However, the proportion of students assessed as not good/normal is also quite high (26%).

Student comments such as: *(18 comments)*

- *Unsatisfactory resolution, still not solving the problem on dreamspark; (3 comments)*
- *I emailed for The TAO, sometimes without a response (7 comments); The extruded rooms held each other accountable for a disabled person in a wheelchair who had to go back and forth between the two rooms several times but was also spiteful (1 comment).*
- *I sent an email to the training department asking about the English problem of the class of 2015, but it took more than 1 day to receive an answer and an unclear answer made me very confused and worried; (2 comments)*
- *Email has been sent for sloving the problem relevant to the English subject 2 for a few days and has not been resolved. (3 comments);*
- *The Student Affairs consulted unclear, misleading (3 comments)*

b. Interaction and comments with the school Board and the leaders of units.

It is content related to the participation of learners in the role of management and evaluation of the quality of training at the school. Students evaluate the level of interaction, contribute directly with the School Board and unit heads when necessary at a level of satisfaction or higher. The school has organized regular dialogues and meeting to listen to student's thoughts and aspirations. In 2018 was the first time that the school implemented a lunch program with the Principal to shorten the distance between school leaders and students, these activities were attended and responded to by a large number of students.
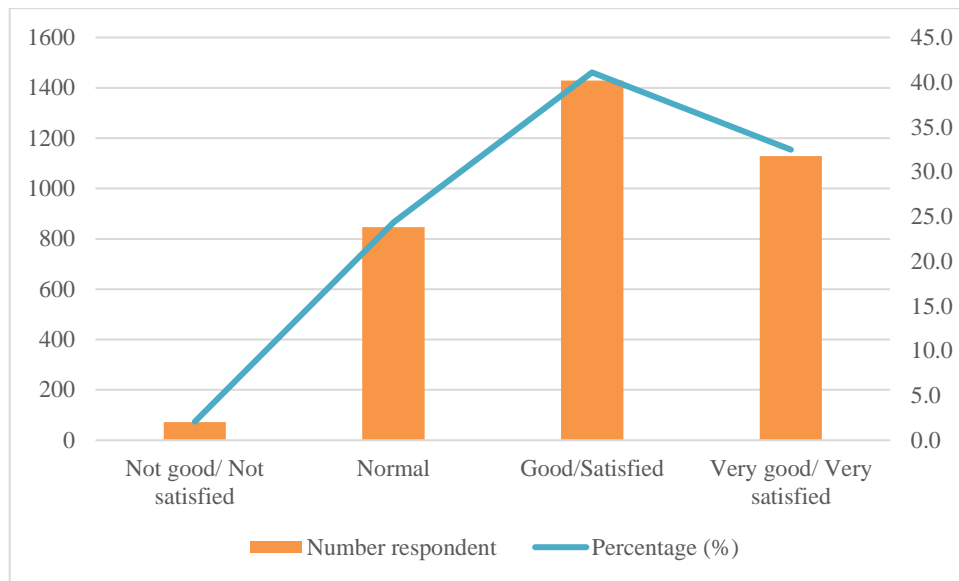
Figure 2: Students assessed the level of participation in comments with The School Board and Faculty Leaders

c. Credits Student Registration

One of the issues that students are most concerned about is module registration, for this content the survey results show that 72.7% of students are satisfied.

Degree	Number respondent	Percentage (%)	Mean (M)	standard deviation (SD)
Not good/ Not satisfied	165	4.7		
Normal	783	22.5		
Good/Satisfied	1377	39.6	3.01	0.86
Very good/ Very satisfied	1152	33.1		
Sum	3477	100		

Table 4: Students assessed the satisfaction level with registration credits and related issues

The school trains in IT, this is one of the advantages to implement favorable conditions for students to study according to the regulations on course credits, reducing the load of procedures. In the academic year 2017-2018, the Training academic Department has cooperated with the Data and IT Department to improve the registration credit system on the website to help the approval and registration process be fast and flexible. At the same time, in the academic year 2018, the OEP also coordinated with the IT Department to deploy the

UIT application on mobile for teachers and students of the University with 02 main functions: For students: support to view shedule, exam schedule, scores, tuition fees, deadlines, receive general notifications of the school and automatic attendance function - applied to student og The Office of Excellent Program; For Lecturers: shedule, with this app, they can check the teaching plan, exam schedule, list of absent/compensatory reports, receiving general announcements of the school), which was responded to and appreciated by students *(much better than in the past - students commented),* but because the number of students is too large and accessing at the same time, it therefore causes overloading as commented by students (27 comments):

− *There was an error during registration; (3 comments)*

− *Simple but still overloaded; (3 comments)*

− *Procedures and paperwork related to the The Training Academic Office should be improved, currently processing is slow - very slow. (2 comments)*

− *The registration credits has a simple procedure, but the service is easy to get stuck when it is opened, there are many times when the login cannot be logged in, the class is full; (7 comments)*

− *The registration credit page often crashed/ Also the web crashed; Very laggy; (8 comments)*

− *Registration is difficult because the server is always overloaded; (4 comments)*

In addition, issues related to lecturers, class schedules, exam schedules were also commented by students (*8 comments):*

− *Module registration notices or important notices should be sent to the app because students rarely access through the website www.daa.uit.edu.vn (2 comments)*

− *I am a 2nd year student, and all the last 3 semesters at least every term I changed my teacher right after the successful registration. It was only in the evening before school that I found out that the teacher had been changed (although that morning was still the same teacher's name). So I hope that if there is a change in teachers after register suceesful, I hope that the Training academic Office will notify via email with a specific reason so that we are less surprised and can be more acceptable; (2 comments)*

− *Quick answer, but it is necessary to review the way of scheduling exams,*

compensatory study, not constiency with the University of Sports HCMC, causing me to duplicate, having to give up 1 of 2. (4 comments)

d. Academic Mentor work

In order to serve and meet the needs of learners, departments must have close contact with Faculties/Departments, especially through academic advisors (CVHT). Most students seek help and support first and foremost from an academic advisor. Roles and duties of CVHT is clearly stipulated in the training regulations of the University.
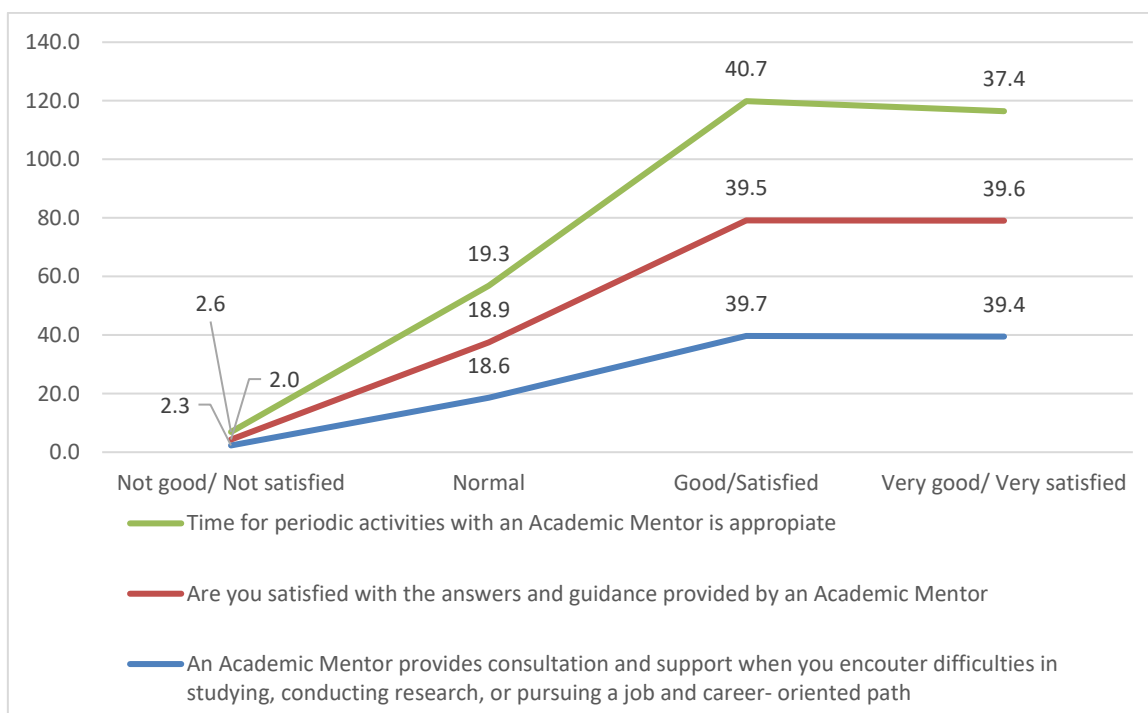

Figure 3: Students' assessment of Academic Mentor work

The survey results for academic mentor-related activities generally achieved a high rate of 78.1-79.1%. This is also a content without further comments from students. The content of Academic Mentor is regularly stated in the school's surveys, the results also show that there has been a great improvement in Academic Mentor work in the last three academic years.

e. Scholarships and policies to support learners.

Information about the educational institution is a very important requirement of learners before and during training. The information provided by the University to students, in addition to information about studying, registering for subjects, opening classes according to actual needs, issues of scholarships, tuition fees during the learning process, policies to support learners such as loans, exemptions,... also received great attention from students and families.

Criteria	Satisfaction level	Number of respondents	Percentage (%)
You are provided with full information about scholarships, loans, and tuition fee waivers,...	Not good/ Not satisfied	118	3.4
	Normal	746	21.5
	Good/Satisfied	1396	40.1
	Very good/ Very satisfied	1217	35.0
	Total	3477	100.0
The school has many formalities to support tuition support, and scholarships for students	Not good/ Not satisfied	114	3.3
	Normal	713	20.5
	Good/Satisfied	1430	41.1
	Very good/ Very satisfied	1220	35.1
	Total	3477	100.0

Table 5: Students' satisfaction with the information provided

Students and their families are very concerned about tuition fees and other revenues during the learning process, in addition to the quality of training. The survey results show that >75% of students highly appreciate that the school has many forms of tuition support for students, this information is guided for students right from the time of admission and repeated throughout the semesters; At the same time, students also assessed satisfaction when the school provided full information about tuition fees, scholarships, and loans. UIT has based on the actual situation to adjust tuition fees in the most suitable way for the development of the University. Currently, tuition fees are collected by the University in packages and publicly and transparently announced in the enrollment scheme. Tuition fees are assessed to be suitable for schools with the same subject group in VNU-VNU and throughout the country. However, for many students, this is also a great challenge, so the state's support policies on policy subjects are always seriously implemented by the University, the process of implementing policies for students subject to policies such as invalids, martyrs, poor households, ethnic minorities... always in focus. In addition, students also have some suggestions for scholarship activities in the past academic year for relevant units to pay attention and improve better *(28 comments):*

– *The number of scholarship percentages varies unreasonably, causing many students to try to study well but are not supported with incentive scholarships; (3 comments)*

– *It is necessary to improve the speed of disbursement of scholarship funds to students; (2 comments)*

– *Information on the quota of learning encouragement scholarships (KKHT) for students with good achievements suddenly decreased without prior notice, until the*

results of the list are known; (4 comments)

− *The scholarship consideration is not reasonable; (2 comments)*

− *There should be clearer information about scholarships as well as scholarship consideration regulations; clearly inform about KKHT scholarships and 4 types of scholarships to apply. (Rate, quantity, priority,...); (6 comments)*

− *Each email sent to the Student Affairs to ask questions and expect to be answered, each person answered 1 way, 1 type causing confusion, not knowing which way to do it, specifically scholarship information. Currently, this issue has not seen any information that properly answers students' questions. Once again, please master the professional work to be able to support and answer students in the most accurate way, avoid causing confusion, incorrect answers to the focus of the question; (2 comments)*

− *Receiving scholarships from 3rd parties is quite cumbersome. The school should create an interface for investors to reference students' information when they meet the criteria for receiving scholarships, everyone including those who are not sure to receive the scholarship does not have to submit documents through the the Student Affair. (1 comments)*

− *Scholarship results should be available sooner; (5 comments)*

− *Changes to the rules for consideration of academic incentives should be in current writing and publicly announced one semester after that; (2 comments)*

− *The issue of scholarships of students needs to be transparent and handled quickly. (1 comments)*

e. *Sports, health, delegations - other associations*

Other activities on the learning sidelines such as health care, physical education, activities to strengthen connections, form skills for students are also interested in the school.

(Unit: %)

Content	Not good/ Not satisfied	Normal	Good/ Satisfied	Very good/ Very satisfied	M	SD
Medical services that meet students' health care requirements	4	26.8	37.7	31.5	2.97	0.86

Content	Not good/ Not satisfied	Normal	Good/ Satisfied	Very good/ Very satisfied	M	SD
Artistic, physical training and extracurricular activities to meet your needs	4	26.4	38	31.6	2.97	0.86
The work of ensuring security and order in the school is well implemented	1.8	19.3	42.6	36.3	3.13	0.78
The school has activities to help you learn and access to recruitment and employment information resources	1.7	19	42	37.4	3.15	0.78
Delegation – Association activities help you practice and improve the soft skills needed for your future career	3.7	24.2	39	33.2	3.02	0.85

Overall, students' assessment results for these activities were quite satisfactory (from 69% - 79%). In which, the highest satisfaction rate is access to recruitment and employment information sources (79.4% of students rated it as good or higher). The Student Affairs has a business department, coordinating with the Faculties to organize competitions and job fairs to help students have the opportunity to meet, exchange and search for jobs right from the time they are still in school. Over the years, these activities have become a hallmark of UIT, highly appreciated by students, employers and stakeholders.

The state of security and safety at the school and the area around the school is always a matter of concern for students and families when choosing a school for their children. The survey results show that 70.8% of students are satisfied with the security and safety situation at the school and around the school. The school always has a security team at the school and the areas around the school, so theft, fights ... There is very little public disorder inside and outside the school, but there is still a phenomenon of losing items in classroom areas. In the coming years, the school will further improve the security and safety of the school and the area around it.

Health services that meet students' health care requirements and artistic, physical training and extracurricular activities that meet students' needs are the two most underestimated. Although the the evearage score is low, the standard deviation is highest shows that students' assessments are not consistent. For health services, there are many
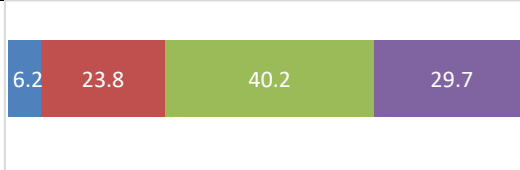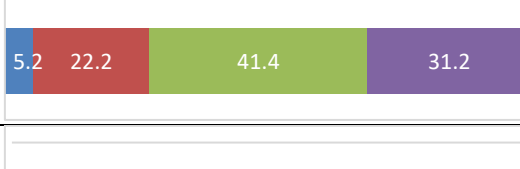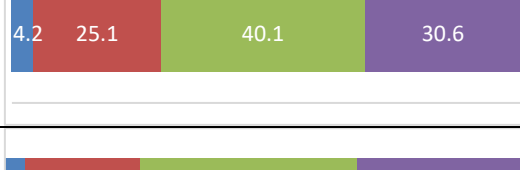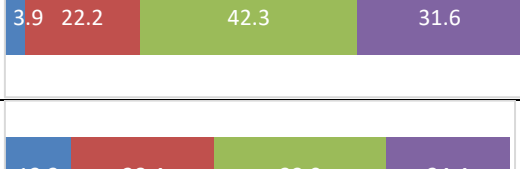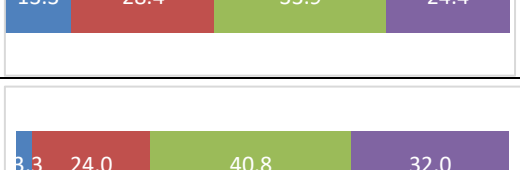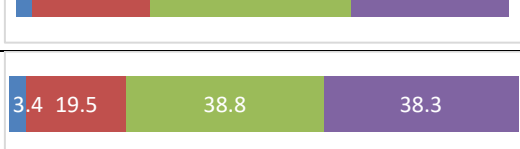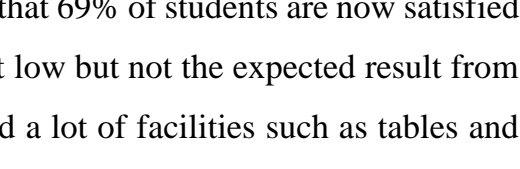
students who believe that they have not been accessed, the school needs to inform about the operating time and disseminate it so that students are aware. In addition, there are medical rooms in VNU's dormitories, so medical activities at the University are supportive. However, the University has also built a medical room located in Building A, with a specialist doctor in charge of working during office hours, students with health problems can come to be examined. The school will also have directions for the unit to manage information specific to students. Extracurricular activities are periodic activities organized at the beginning of the school year for students of the high quality Program and the Advance programs. Because the number of students is too large for the mass formal program, this activity has not been widely applied. The school will coordinate with units to research, organize and implement activities in a reasonable way for students.

UIT is a unit with vibrant and strong Union-Association activities and movements, so the student satisfaction rate is completely appropriate. The school and Youth office need to continue promoting and promoting activities to help students develop and perfect skills.

2.2.3. Student satisfaction with UIT's facilities and libraries

The system of facilities and libraries is a very important factor in educational activities, greatly affecting the learning process and extracurricular activities of students. The results of the student survey are detailed in the following table:

Content	Not good/ Not satisfied	Normal	Good /Satisfied	Very good/ Very satisfied
The classroom system (classrooms, tables and chairs, sound, lighting,...) ensures your learning requirements	8.4	25.9	37.0	28.7
Information technology infrastructure system (internet, wifi, learning support software,...) to ensure your learning and research requirements	11.1	26.7	36.1	26.1
The system of equipment in laboratories and laboratories meets your learning and research requirements	6.9	26.1	39.1	27.9

Space for self-study, group study, group activities, rest to meet your requirements	6.2	23.8	40.2	29.7
The library has enough space and seating for students	5.2	22.2	41.4	31.2
The library has sufficient resources. learning materials for subjects	4.2	25.1	40.1	30.6
The canteen is clean, spacious and airy	3.9	22.2	42.3	31.6
You are satisfied with the way of service, menu and food safety at the cafeteria	13.3	28.4	33.9	24.4
Spacious garage, convenient for students to drop off and pick up cars	3.3	24.0	40.8	32.0
Toilet system ensure clean	3.4	19.5	38.8	38.3

The average percentage among the criteria shows that 69% of students are now satisfied with the school's facilities and library. This result is not low but not the expected result from the school after a lot of efforts. The school has invested a lot of facilities such as tables and chairs, speaker systems, lighting, projectors ,.. However, it has not met the requirements and requirements of students. The school has also put into use Building B to serve students with more practice space; Many building items such as newly put into use student houses are still limited. The school is upgrading and renovating classrooms, replacing non-standard tables and chairs to create conditions for students to have the best learning environment.

The application of IT in schools is always a matter of concern to the school. According to the survey results, 62.2% are satisfied with the IT infrastructure for learning activities. The school has installed Internet systems in buildings, libraries and lecture halls, licensed software to support students to study well. However, with the diverse needs of learners, it is still not possible to fully meet. Some of the students' comments need to be taken seriously *(41 comments):*

− *Some rooms suffer from MIC interference with other rooms. Some broken tables and chairs left the legs of the tables, sharp nails pierced up; (3 comments)*

− *Wifi is quite weak, especially rooms on the 3rd floor often lose signal in rooms C and B; (8 comments)*

− *Aspire to install more fans in small rooms such as C208,...; (3 comments)*

− *Desire to upgrade the computer configuration of room C212; (2 comments)*

− *It is recommended to install air conditioning for the whole library, although there are many fans outside, but not fans to the seats, and the air-conditioned room is a bit small and not enough space; (5 comments)*

− *Room e2.2 does not have enough space for CLC students to rest and does not have electricity; (4 comments)*

− *Some rooms and facilities have not been improved such as room light bulbs C305, ceiling fans room C113 ... I hope the school will take measures to improve quickly; (6 comments)*

− *Many projector rooms are extremely difficult to connect such as C114, C205; (3 comments)*

− *The number of electrical outlets as well as the arrangement of the boss in house B makes the middle rows of tables unable to plug in the laptop. (5 comments)*

A good, clean and safe learning environment is always a necessary condition for students to study at their best. The survey results showed that 58.3% of students were satisfied with the way of service, menu and food hygiene and safety in the cafeteria. Although students evaluated the new landscape and space of the canteen quite well (ratio 73.9), but rated the quality and service attitude at an average level, which is also the lowest in the criteria. The Inspection – Legalisation – Quality Assurance Office proposed the School Board consider and direct relevant units to coordinate with the canteen to improve the above situation. Further comments are as follows (46 comments):

− *The quality of the canteen is too bad, the food is bad, the price is expensive, ... Continuing this situation, students have to go outside the school to eat....; (8 comments)*

− *The attitude of serving ticket sellers is not friendly; (5 comments)*

− *The food was not good; (3 comments)*

– *Most dishes are very sweet, not ensuring food hygiene and safety, the price is higher than the quality; (7 comments)*

– *Prices went up but food was scarce; (9 comments)*

– *Dried rice, the same dish every day, so it is easy to get bored (11 comments)*

– *The cafeteria has many flies and rice is very dirty. (3 comments)*

In addition, the school's toilet and parking system is rated satisfied by students, with a score rate of 72.7%-77.1%.

III. CONCLUSIONS AND RECOMMENDATIONS

3.1. Conclusions

The survey results reflect the level of satisfaction of students with the quality of student service and support at UIT, reaching a high level of satisfaction. Students highly appreciated the criteria: service attitude of departmental staff, especially the Faculty office, prompt support in solving academic problems, scholarships, employment,... security work, Union-Association activities, employment support and counseling,... In addition, the criteria of facilities and canteens are the criteria that receive many comments from students. The survey results reflect the thoughts, aspirations and desires of students for the provision of support services at the University

The survey results helped the School Board; leaders of functional departments and departments; Lecturers in the school:

- Detecting shortcomings and limitations in serving, advising and supporting students of staff, civil servants and officials in the school; at the same time, capture the comments, assessments, thoughts, aspirations, needs and legitimate aspirations of students on the issues of the University.

- It is an information channel to help the school improve activities, adjust and serve students better.

3.2. Recommendations

– The Department of Training, Student Affairs, and Planning & Finance reviews and adjusts the provision of information on learning such as registration credits, teacher change, class opening, support policies, scholarships,... fastly and promptly.

– Office of Property Services, Department of Facilty Management and Department of IT and

data resource management consider students' comments on facilities, teaching equipment, IT infrastructure to better meet students' requirements;

− The library considers students' comments to improve learning spaces, syllabus, and reference materials.

− Units use survey results to improve related activities at the unit;

− Receive and respond to students' comments on support and counseling activities. Enhance and improve communication between functions and students, shorten distances and create a sense of friendliness for learners.

− Work responsibly and professionally, especially in dealing with tasks related to the interests of students.

APPENDIX OF STUDENTS' ADDITIONAL COMMENTS TO IMPROVE SUPPORT SERVICES AT UIT

Faculty	Form of training	Students' comments
CS	CNTN	*Answering students for too long*. Answer around not on the main topic
CS	CNTN	-I hope the *stages are more compact* . Now I find *many stages and procedures too complicated* , although I know that many parties are involved, but we feel like being "executed". We hope that the departments will support the Union activities more towards students. Many of the organizers of the Union program worked with great enthusiasm, but the procedure was in many places that they could not manage in time, at the end of the program they were yelled at or criticized more or less and just hugged each other and cried. Program after program, year after year, problems with facilities, hours of all kinds.
		- It seems that *some staff at the English center* also *do not understand the outcome standards* to advise us
CS	CNTN	*Some CBs are not enthusiastic*
CS	CQUI	*Many seats do not have fans,* quite hot so it is almost impossible to sit; <u>*The rice is dry and hard*</u>, if the canteen uses something softer, it will be better
CN&C	CLC	Should *remodel toilet C*: House C toilet is not good. The urinals are sometimes not ventilated, foul
CN&C	CLC	**The cafeteria needs more fans**
CN&C	CQUI	It is recommended that the Student Affairs Department should *adjust the working attitude of the student affairs exam each* time. Each period is always 10% now there is 5.5% without any previous announcement will decrease, have to wait for students to ask the quota before the room will edit the post.
CN&C	CQUI	*Upgrading the Wifi system*, the classrooms can barely access Wifi due to the distance
CN&C	CQUI	Some *projectors in house C* when the projection is <u>***dimmed, the ceiling fan is not cool.***</u>
CN&C	CQUI	There is no cold water after meals, *the soup is sometimes not seasoned, the rice is too dry*
CN&C	CQUI	In my opinion, it is necessary *to review how to register for modules, students* spend time registering for subjects according to lecturers who feel they will learn well, but when entering the class, the list of lecturers is changed, other lecturers teaching methods do not make students interested, lose motivation, The training department should fix the list of lecturers so that students register for the correct module, otherwise do not publish the name of the lecturer always so that students can arrange themselves according to their free time, there is no need to race for it, while it is more absurd that those who register late in the 3rd correction are entitled to enter the full class that early registrants cannot enter. Thank you

CN&C	CQUI	*Changing teachers* after the registration is completed*, it is necessary to notify* the students
CN&C	CQUI	1/ Procedures and papers related to the University Training Department *should be improved, currently processing is slow - very slow.*
		2/ Students*' scholarship issues* *should be clear, transparent and handled quickly.*
CE	CQUI	*CTSV staff* need to have a more sociable and cheerful attitude
CE	CQUI	It is necessary **to reach out more to students**, to know and understand the aspirations of students
CE	CQUI	Each *email sent to the Student Affairs* to ask questions and expect to be answered*, each person answered 1 way, 1 type causing confusion,* not knowing which way to do it, specifically scholarship information. Currently, this issue has not seen any information that properly answers students' questions. Once again, please master the professional work to be able to support and answer students in the most accurate way, avoid causing confusion, incorrect answers to the focus of the question.
SE	CQUI	*Recreation area support for students*
SE	CQUI	wifi on the floors below house B is weak; The canteen was expensive, not tasty, the garage lacked a roof, it was raining wet with helmets
SE	CQUI	*The toilet is dirty, foul*, no longer as clean as before, *the classroom is hot, wifi is weak*
		The attitude of some brothers and sisters in the student affairs department *is not good, annoyed when there are questions*
IT	CQUI	*Improve* **food hygiene and safety** of canteens
IT	CQUI	I hope simple tasks will be solved more quickly and conscientiously by the units.
IT	CQUI	*Building C* on the right hand side and *the 1st floor are dirty*.
IT	CQUI	*House A*'s library, resting area*, the rotating fan* is too weak to withstand hot days.
IT	CQUI	I hope the *service quality of the canteen is more focused*!
IT	CQUI	Student-related activities will be emailed to the school for students to easily grasp.
IS	CQUI	*Libraries need* more *self-study spaces for students*
		Parking space needs to be more spacious
IS	CQUI	*Upgrade facilities*
IS	CQUI	I hope the *service quality* of the cafeteria *will improve*!
IS	CQUI	*The fan* is really very, very hot and very *few* fans are *damaged*.

		Wifi is very*, very weak*. *Projectors are often* damaged inconspicuously.
IS	CQUI	Should *clearly inform* about KKHT scholarships (rate, number, priority,...)
IS	CQUI	- There should *be clearer information about scholarships as well as scholarship consideration rules.*
		- Canteen **should be more diverse** instead of just 1 exclusive shop.
		- It is recommended to move the whole thing to house B and *upgrade house C because house C has deteriorated.*
IS	CQUI	It is hoped that the quality of the school's canteen will be improved. The price is better than outside, the accompanying service must be better. But *rice and drinks are bad*. Over the past time, there have also been many cases of students reflecting up. Hopefully, the future canteen will progress and serve the students as well as the faculty in the school.
IS	CQUI	*Libraries need to expand in space, increase more types of books*
IS	CTTT	Overall very good.
IS		*Eating canteen rice has digestive disorders*, the menu is not rich, the quality is bad
		It is recommended to improve the roof to avoid sun and rain *for the garage*
	CTTT	*Building A slightly smells*
IS	CLC	**Wifi** C301,201,101,... *the weak C side* failed to catch
IS	CLC	*Periodically inspect classroom facilities and equipment*
IS	CLC	*When students ask questions or concerns* , departments should respond quickly to students (because many students send questions but have to wait a long time or do not receive an answer)
IS	CLC	*The number of* scholarship percentages **changes unreasonably**, the criteria are not clear
IT	CQUI	**The Student Affairs room** *sometimes has no one on duty;*
		Very few artistic activities, physical education, and sports, etc. the activities of the school are quite weak;
		The *food in cantin is quite boring, unattractive.*
IT	CQUI	Departments like *student affairs need gentle counseling*, less yelling and refraining from scolding others when others don't know.
IT	CQUI	*It is recommended to check and maintain ceiling fans and lights in district C classrooms more, many fan rooms do not rotate or rotate very slowly*
IT	CQUI	*Developers need to be friendlier and more enthusiastic*