VIETNAM NATIONAL UNIVERSITY – HCMC
UNIVERSITY OF INFORMATION TECHNOLOGY

REPORT ON STUDENT SURVEY RESULTS ON SUPPORT SERVICES AT UNIVERSITY OF INFORMATION TECHNOLOGY, VNU-HCM IN 2021

Ho Chi Minh City, March 05, 2022

UIT Science and Technology Base in the period of 2021-2025;

Implement Notification No. 103/TB-UHIT dated December 31, 2021 of the survey to collect feedback from students on the level of responsiveness of support services at the school in the school year 2020-2021;

In order to improve the quality of training and publicize the conditions for ensuring the quality of education (CLC), the Department of Information and Communication reported on the implementation of a survey of students on the support services of the University, specific results as follows:

1. Purpose of the survey

- Contribute to the implementation of the Democratic Regulation in higher education;
- 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 UIT.
- The School Board and the Deans/Head of Departments have more grounds to adjust, supplement and improve facilities, learning conditions and services, thereby better meeting the needs of students, and ensuring satisfaction with the quality of services of the University.
- Create conditions for learners to express their opinions and views on activities and conditions related to the training course, and other activities of the University.

2. Survey organization

- Beneficiaries: Full-time university students studying at IT University

- Survey format: direct survey using the University's survey system. Students use their authentication account to log in www.daa.uit.edu.vn/khaosat and take surveys

- Duration:

  - Survey: **31/12/2021 – 29/04/2022**
  - Data synthesis and processing: 02/05/2022-07/05/2022
  - Report writing: 09/05-12/05/2022

3. Contents

- The questionnaire was developed with 36 questions corresponding to 6 groups of criteria (team, administrative procedures, academic advisors, library, facilities, scientific research and community service)

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

- Level 1: Not good/Not satisfied   1 point

- Level 2: Normal   2 points

- Level 3: Good/Satisfied   3 points

- Level 4: Very good/Very satisfied   4 points

II. SURVEY RESULTS

2.1. Number of students participating in the survey

The 2021 survey obtained responses from 3692/4247 students participating in the survey, achieving a rate of 86.93%. This is also the second time that the school has conducted a survey to collect students' opinions on support work at the school. This result compared to 2019 (70.2%) has increased significantly.

Below is a detailed statistical table of the number of students participating in the survey by Faculty:

Table 1. *Number of students participating in the survey by Faculty*

No.	Faculties	Number of Students	Number of students participating in the survey	Percentage (%)
1	Computer Sciences (CS)	1058	559	52.84
2	Sofware Engineering (SE)	1031	562	54.51
3	Information System (IS)	1578	854	54.12
4	Science and Information Technology (S&IT)	1308	586	44.8
5	Computer Networks & Communications (CN&C)	1452	839	57.78

6	Computer Engineering (CE)	748	292	39.04
Total		**7175**	**3692**	**51.45%**

Table 1 shows that students in the Faculty of Computer Science, Faculty of Software Engineeing, Faculty of Information System, Faculty of Information and Communications, Faculty of Computer Networks & Communications have relatively homogeneous participation, of 52.84%-57.78%; followed by the Faculty of Science and Information Technology of 44.8% and the lowest is the Faculty of Computer Engineering with 39.04%.

The Department of Inspection – Legalisation – Quality Assurance encourages the Faculties to continue communicating for students to participate in general survey activities and surveys on consulting and support services at the University. Based on students' comments, the University will make improvements closer to students' requirements.

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

2.2.1. About the support team

Table 2. Student satisfaction rate with support team

TT	Evaluation criteria	Not good/ Not satisfied	Normal	Good/Satisfied	Very good/ Very satisfied	No answer
1	Staff of all departments have a cheerful, enthusiastic and respectful attitude towards students	1,08	14,41	35,1	44,53	4,88
2	Faculties' staff have a cheerful, enthusiastic, and respectful attitude towards students	0,51	12,32	35,64	46,59	4,93
3	Rules of use of laboratories and laboratories are clearly shown and instructed for use by technical staff	0,65	16,2	33,8	40,14	9,21
4	Librarians are dedicated supporting and have a good service attitude	0,41	13.87	35,46	43,45	8,72
5	Officers of delegations and associations are interested in helping	0,54	15,14	33,5	44,91	5,9

TT	Evaluation criteria	Not good/ Not satisfied	Normal	Good/S atisfied	Very good/ Very satisfied	No answer
	and creating conditions for you to participate in movement activities					

The satisfaction and satisfaction rates (generally referred to as satisfaction) of students about the support team are good with an average score of 73.94% -82.23%. In particular, the highly appreciated criterion is that the Faculty/Department office staff has a cheerful, enthusiastic and respectful attitude towards students (criterion 2). These are two criteria that are rated higher than the rest. Comparing student satisfaction rates among Department's staff and Faculties' staff, there was a difference in assessment at 2.6%. In contrast, criterion 3 on the rules of using the Lab room, the practice room is clearly shown and guided by technical staff is the criterion with the lowest satisfaction rate among the criteria.

The Department of Inspection – Legalisation – Quality Assurance proposes departments and libraries to improve their service attitude and better support students; Union and Association staff are interested in and create conditions for students to approach to participate more actively in activities/movements at the University.

In addition to the evaluation criteria, the questionnaire is designed to record students' opinions on the contents related to each criterion. Table 3 Detail students' opinions about the support team as follows:

Table 3. Comments from students about the support team

No.	Faculty	Course training	Forms of training	Student's Opinion
1	SE	16	Formal	Once I asked the admissions committee and someone answered very strangely, I don't like this very much
2	CE	13	Formal	If possible, print content in the surroundings where students pay attention

No.	Faculty	Course training	Forms of training	Student's Opinion
3	S&IT	15	Formal	Mr. xxx of the Student Affairs did as he pleased, and the consequences forced the students to accept
4	CS	13	Formal	Not explicitly addressing students on foreign language issues.
5	CS	13	Engineering Talent Program	OEP office attitude is very good. The attitude of the training department was gruff, condescending and rude.
6	CN&C	14	Formal	The brothers and sisters and teachers of the departments are very cute but the speed of checking email is still a bit slow
7	CN&C	16	Formal	Particularly, the school's admissions fanpage is sometimes friendly, sometimes not
8	CN&C	13	Engineering Talent Program	The tuition fee support department is not friendly. Other departments are very pleased.
9	CN&C	13	High quality program	CTV Career Day staff have an extremely bad attitude

Like the survey results, students' opinions focused on the service attitude of Department/Faculty staff; respond and resolve issues via email/in person. The Department of Inspection – Legalisation – Quality Assurance asked leaders of units to consider students' comments for improved solutions in the next semesters.

2.2.2. Regarding the settlement of policies and administrative procedures

In terms of policy criteria, student has the satisfaction level with an overall average of 75.5%. Ranked in first place are criteria related to statutes and regulations that are disseminated and clearly explained to students (80.47%). Every year, in the first week of the semester, the school organizes citizenship activities at the beginning of the course to disseminate the regulations on training; In addition, dialogues are also periodically organized to help students answer related questions; The school also issues a Student Handbook, specific instructions for students to contact when encountering problems during their studies at the University.

The remaining 07 criteria (except for the criteria for module registration) were also assessed by students satisfied, the rate from 71.13% - 79.04%. Besides, the rate is not good and normal is also quite high, about 20%.

In terms of module registration, the Department of Training has coordinated with the Department of Data and IT builds and maintains systems to help students in the process of registering for subjects according to the regulations on training and credit institutions. However, with the increasing number of students and technical limitations, it is not possible to achieve the expected results. The the Department of Training has used support measures such as allowing students to register for additional batches, registering directly,... to solve problems related to the registration credits. The Department of Inspection – Legalisation – Quality Assurance proposes the Department of Training and the Department of Data and IT to coordinate to seek technical solutions and module registration procedures to help this process be more convenient and faster for learners.

Table 4. Students' satisfaction rate with the criteria of solving policies and administrative procedures

No.	Evaluation criteria	Not good/ Not satisfied	Normal	Good/ Satisfied	Good/ Very satisfied	No reply
1	Regulations and regulations related to student work are clearly disseminated and explained	1,35	14,73	36,73	43,74	3,44
2	Administrative procedures related to students (policy settlement, loans, transcript confirmation,...) are handled on time and effectively	1,16	15,71	34,97	43,04	5,12
3	Your inquiries and complaints (direct / email / forum ,..) are resolved quickly and satisfactorily	1,73	15,09	35,21	43,17	4,79
4	Simple and fast procedures and forms of module registration	6,91	19,60	31,69	37,3	4,5

No.	Evaluation criteria	Not good/ Not satisfied	Normal	Good/ Satisfied	Good/ Very satisfied	No reply
5	The school has many policies, forms of tuition support, scholarships for students	1,98	14,40	34,7	44,34	4,58
6	The school has activities to help you learn and access recruitment and job information resources	1,35	17,2	35,37	39,82	6,26
7	Visiting and internship activities at enterprises help increase practicality and experience for learners	1,46	18,17	33,07	38,06	9,24
8	You receive timely and fast technical support when learning online	1,03	17,46	34,43	41,47	5,61
9	You can easily contact and contribute ideas directly with school leaders and units when necessary	1,65	18,5	33,86	38,73	7,26

The comments of students on this group of criteria are also quite numerous and are recorded in the Table 5

Table 5. Students' comments on the group of criteria related to administrative policies and procedures

STT	Faculty	Course training	Forms of training	Student's Opinion
1	CNPM	16	Formal	Students are responding to information very quickly
2	CNPM	14	Formal	Students' questions are sometimes resolved in a roundabout way, not to the right focus
3	CNPM	15	High quality program	The school should upgrade bandwidth
4	CNPM	16	High quality program	Fast but bad sever
5	CNPM	12	High quality program	In translation, the school requires early payment, it is very difficult.

6	CNPM	13	High quality program	Study online but do not support tuition fees for students!
7	HTTT	16	High quality program	Currently, the notification of admission and call for admission has not been received, nor the student certificate to submit to the locality
8	HTTT	16	High quality program	The response was quite slow, at least over 2 days
9	HTTT	15	Advance program	The problem has not been solved because there is no technical staff to support to have accurate evidence and information during online learning
10	HTTT	15	High quality program	The University Department is not really enthusiastic in answering students' emails. I myself have a problem with my subject transcripts, I have emailed the university office but have not received any response. Eventually, this issue was resolved when I emailed OEP.
11	HTTT	16	Formal	Website crashes and errors
12	HTTT	16	High quality program	Module registration website needs to be upgraded
13	HTTT	12	High quality program	Registering for the module every time is very tiring. I was overdue for training this year, wanted to apply for repayment of subjects to quickly graduate but the school and the Special Office (OEP) did not help me.
14	HTTT	14	Advance program	The module registration website crashes every time there is a registration period
15	HTTT	16	High quality program	Difficulty registering, or congestion
16	HTTT	15	Formal	Registering for the module is very stressful because the website often crashes during the registration process
17	HTTT	15	Formal	The test is very fierce, but fortunately this semester I can still register for the necessary subjects
18	HTTT	15	Formal	The web often crashes and registration is quite difficult
19	HTTT	13	Formal	Capcha Input still Gives Wrong Typing Error
20	HTTT	16	Formal	Register for modules for a long time
21	HTTT	16	Formal	Module registration takes place over a long period of time

22	HTTT	12	High quality program	I hope the school tries to fix the server crash for too long, each time I almost have no subjects to study
23	HTTT	16	High quality program	The web crash caused me to sit from morning to night without registering for the module
24	HTTT	13	Formal	I hope the school will divide the registration date as before, year 3,4 register first and then year 1,2 so that it will avoid the case that the last year of study is not enough and cannot graduate on time. They also do not have the situation of learning too much knowledge but learning more oriented
25	HTTT	12	High quality program	The COVID 19 epidemic is difficult, my family is not well-off, but of course, this time the school does not have any tuition support policy.
26	HTTT	14	High quality program	To study online, the school should consider tuition fees, the whole semester is online, but the fees are the same as offline
27	HTTT	14	High quality program	Although learning online, there are no tuition cuts
28	HTTT	14	High quality program	I hope the school can expand the form of tuition fee reduction per term for students. Although the decrease in tuition fees is not too big a number, for my family, it has helped the family economy somewhat since the epidemic season until now.
29	CS	12	High quality program	The server is always overloaded during semesters, almost every semester is dropped, and the later the year, the longer the drop.
30	CS	15	Formal	Many subjects want to register but full class
31	CS	15	High quality program	The procedure is simple but not quick
32	CS	16	Formal	I'm very pleased except that when I signed up for HP
33	CS	15	Formal	Module registration is quite difficult, the web often crashes.
34	CS	14	Bachelor of talent program	I think the school should have a policy to solve the problem of reducing tuition fees when having to study online because after all, we do not use the school's facilities
35	CS	14	High quality program	Since more than half of the year students study online, I think the school should have a policy

				of reducing tuition fees or supporting each student.
36	CS	13	Bachelor of talent program	The school does not really distinguish the really difficult students and those who are not really difficult to receive scholarship support.
37	CS	14	Bachelor of talent program	When taking the online test, there were some exam officials who turned on the mic very noisily, making us unable to concentrate. Moreover, the SEB software has a problem, but when we told the examining officer, the officer assumed that we did not know how to install SEB while we clearly stated the problem. That took us time and was frustrating. More specifically, the fact that Unikey is not configure makes us unable to type in Vietnamese, so you have to type in English or type without accents.
38	KTMT	15	Formal	It is recommended to divide into two separate registration websites for CLC and Mass, announcing the closing time and reopening the registration site if there is a problem.
39	KTMT	15	Formal	I would like to propose for each year a separate module registration link
40	KTMT	13	Formal	I hope the school will carefully consider the issue of incentive scholarships in terms of eligibility
41	Science & Technology	15	Formal	Scholarship rules with uninformed notices
42	Science & Technology	15	Formal	On the forum, Mr. xxx of the student affairs department answered inadequately
43	Science & Technology	13	High quality program	Settle it out, no matter if it's satisfactory or not
44	Science & Technology	15	Formal	Registration for web modules crashes, having to wait too long to register.
45	Science & Technology	15	Formal	Very very dissatisfied. The web crashed continuously, causing me to spend a lot of time and even lose classes. There are some subjects that require students in year 3 and 4 to register, although that subject students in year 2 already have enough knowledge to study.
46	Science & Technology	15	High quality program	Need to improve on module registration

47	Science & Technology	15	Formal	When registering for a module for HKII, there are some points that are relatively confusing for students
48	Science & Technology	14	High quality program	Module registration hangs up all the time, the school should separate the CLC and DT programs or upgrade the school's system
49	Science & Technology	15	Formal	When registering for the official batch module, the network system on the first day was still in a state of network collapse, causing loss of time.
50	Science & Technology	15	Formal	No school policy except Anti Covid scholarship
51	Science & Technology	14	High quality program	There are many shoolarship policies, but students only receive 1 scholarship is TOO UNREASONABLE and UNFAIR because depending on the types of scholarships that the purpose will be different, students have to try hard to achieve, the school should reconsider this decision
52	Science & Technology	13	High quality program	Some companies come on their own, but the school does not find companies for Japanese-oriented students
53	Science & Technology	16	Formal	Not supported when experiencing problems in online learning
54	MMT&TT	15	Formal	In changing majors, how to achieve the minimum number of credits specified in Clause 4, Article 10?
55	MMT&TT	12	High quality program	Statutes and regulations overlap. Particularly, the class of 2017 in the learning process changed a lot. Students are passive, leading to repeated emails.
56	MMT&TT	16	Bachelor of talent program	The form is simple, easy to implement, but the registration when overloaded is not good
57	MMT&TT	15	High quality program	The transmission line is overloaded, causing difficulties and loss of layers
58	MMT&TT	13	Formal	It is recommended to divide each module registration by course, 4th year students should be registered in advance
59	MMT&TT	15	Formal	It is often impossible to call the hotline of departments.

Opinions focused on the issue of applying for scholarships accounted for the majority of students of the Faculties; the remaining opinions regarding whether the School/Faculty should look for Companies for students; regulations on credit

institutions; scholarship and tuition policies of the University (especially in the context of the Covid 19 epidemic),... The Department of Inspection – Legalisation – Quality Assurance recommends that relevant departments/departments coordinate to improve or answer information for students to know.

2.2.3. About an academic Mentor

Overall, the results of the assessment at the Table 6 showed that students evaluated the criteria for academic mentor well with an overall average of 82.06%, none of which had a percentage of <80%.

Table 6. Student' satisfaction on an academic Mentor

TT	Evaluation criteria	Not good/ Not satisfied	Normal	Good/ Satisfied	Very good/Very satisfied	No reply
1	An Academic Mentor provides consultation and support when you encouter difficulties in studying, conducting research, or pursuing a job and career-oriented path	1,68	12,24	32,15	50,27	3,66
2	Are you satisfied with the answers and guidance provided by an Academic Mentor	1,6	12,38	33,1	49,21	3,71
3	Time for periodic activities with an Academic Mentor is appropiate	1,27	13,62	32,91	48,54	3,66

In the past school year, the school has made many changes in academic mentors work. The Student Affairs has specialists who monitor the schedule of academic mentors activities in the Faculties and have annual reports. Academic mentors activities are very important, supporting students in the process of learning, training, supplementing students with knowledge of subjects, so Faculties need to pay more attention in allocating personnel to academic mentors work for classes to achieve better efficiency.

In addition, students' opinions focused on the academic mentors of the Faculty of

CN&C (including student of all forms of training) are limited in interacting with students. With this feedback of students, the The Department of Inspection – Legalisation – Quality Assurance proposed that the Faculty of CN&C coordinate with the Student Affairs to check the meeting schedule of students of academic mentors to improve the above situation.

Table 7. Students' comments on academic mentors work

No.	Faculty	Course training	Forms of training	Students' Opinion
1	CN&C	16	Bachelor of talent program	Unable to contact academic advisor, questions not answered
2	CN&C	16	Bachelor of talent program	I haven't had much exposure to CVHT this semester.
3	CN&C	15	High quality program	I rarely encounter and interact with him

2.2.4. About the Library

The results of the student survey on the library criteria group showed an average satisfaction rate of 66.69-68.55%. Through many survey reports, students' opinions said that the Library needs to be equipped with a variety of books and textbooks to serve the learning process of students more. In the past year, the school has invested in improving library facilities; promote curriculum facilities, related information activities to help students get closer to the library. Over the next school year, the Library also has plans to grow the number of books and activities for students.

Table 7. Student's satisfaction on Library

TT	Evaluation criteria	Not good/ Not satisfied	Normal	Good /Satisfied	Very good/ Very satisfied	No reply
1	The library has sufficient resources to meet your study and research requirements	1,23	20,88	32,58	35,97	9,34

| 2 | Diverse and rich electronic documents, meeting your study and research requirements | 1,47 | 21,42 | 32,31 | 35,89 | 8,91 |
| 3 | You can easily retrieve electronic documents from the Library | 1,65 | 22,34 | 31,26 | 35,43 | 9,32 |

The opinions of students in Table 7 also showed similarities in the survey results. In particular, the Library should have more electronic documents for students to conveniently access as well as regulations on the use of electronic documents should be further strengthened.

Table 8. Students' opinions on library activities

No.	Faculty	Course training	Forms of training	Students' opinion
1	SE	14	Formal	More documents needed
2	IS	11	Formal	The library has few books, mostly school textbooks, with no titles from other sources.
3	IS	12	High quality program	The school needs to expand its references even more
4	CE	15	Formal	There should be more electronic textbooks for students to refer to during the epidemic season
5	CE	15	Formal	More popular borrowing of electronic documents during the epidemic season

2.2.5. About facilities and infrastructure

Table 9 below shows that the satisfaction rate of students with the school's facilities and infrastructure is quite average, the overall average satisfaction rate is 69.87%.

Only 01/05 criteria are rated satisfied >70%, which is the criteria of environment and landscape at the school to create comfort for students in learning and training. The remaining criteria relate to facilities such as projectors, classrooms, wifi, courtyards bank... needs to be improved (68.69% - 69.58%)

Table 9. Student's satisfaction with the school's facilities and infrastructure

No.	Evaluation criteria	Not good/ Not satisfied	Vase often	Good/ Satisfied	Good/ Very satisfied	No answer
1	Lecture halls and classrooms have enough seats, ensure ventilation, appropriate lighting, have full equipment (speakers, mics, projectors, fans, pens, chalk ...) to serve well for teaching – learning activities	2.03	18.72	33.8	35.78	9.67
2	Information technology infrastructure system (internet, wifi, learning support software,...) to ensure your study and research requirements	2.71	19.23	33.56	35.13	9.37
3	System of equipment at laboratories and laboratories to meet your learning and research requirements	1.87	19.31	33.26	35.67	9.89
4	The environment and landscape of the University make it comfortable for you to study and train	0.98	16.5	33.48	39.65	9.39
5	The school has yards and equipment to support you in practicing sports, culture and arts	1.54	19.12	32.37	36.65	10.32

In addition, further comments of students presented in Table 10 for this criterion should also be considered by leaders of units in charge. Most of the comments suggested that the facilities in Buildings B and C (especially Building C), need to add fans, clean classrooms.

Table 10. Students' comments on facilities and infrastructure

No.	Faculty	Course training	Forms of training	Students' opinion
1	SE	13	Formal	Steam lecture hall
2	IS	15	Formal	Steam lecture hall
3	IS	15	Formal	Area C is too hot
4	IS	13	Formal	I see a little bit of a fan

No.	Faculty	Course training	Forms of training	Students' opinion
5	IS	15	Formal	The classroom of building B and building C is very hot, building B has a representative of room B3.18 only has fans at the beginning and end, the middle section does not have fans, I have to buy fans to bring up. Building C, most of the fans are in 2 outer rows, the inner row is heat-resistant. Besides, the smell of burning leaves is too strong, causing difficulty breathing
6	IS	16	Formal	I hope the school can add pictures of the facilities (library, self-study room,...) so that we first-year students can observe and evaluate. Thank you,
7	S&IT	15	Formal	The toilet in area C is very bad, the room has a broken fan, so it is extremely hot
8	S&IT	13	High quality program	Projectors are a bit hard to see, especially in lecture halls
9	S&IT	13	Formal	The lecture hall sometimes sits very hot.
10	S&IT	14	High quality program	Fans of political classrooms were damaged, seen for a long time but no one fixed them
11	S&IT	15	Formal	Wifi is weak, not supportable
12	CS	14	Formal	Someone needs to clean the desk more often
13	CE	15	Formal	Lack of fans, fans install the first and last rows, so the middle row is very hot
14	CE	13	Formal	Multi-room projectors are blurred, dirty rooms especially building C
15	CN&C	15	Formal	The crowded rooms are still stuffy, the fans are still very bad.
16	CN&C	12	High quality program	I think the lecture hall should add a fan or arrange a fan to withdraw because the crowded classroom is very overwhelmed and cannot breathe.
17	CN&C	15	Formal	I think the school should reconsider installing fans for the mass classrooms
18	CN&C	14	High quality program	Brushes or running out of ink affect the instructor and students' vision

2.2.6. About activities of Unions, Associations, volunteering to serve the community

The activities of the Union – Association of the school are interested by BGH, there are many useful activities during the school year for students to participate. Therefore, this criterion is rated as satisfactory, with an overall rate of 72.89%. This is also the criterion group with the most stability among the criteria groups with the evaluation rate from 71.07% to 74.35%. In addition, this is also the only group of criteria without further comments from students

Table 11. Students' satisfaction rate with Union activities, associations, volunteering to serve the community

TT	Evaluation criteria	Not good/ Not satisfied	Vase often	Good/ Satisfied	Good/ Very satisfied	No reply
1	Rich and meaningful cultural, artistic and sports activities	0.82	19.23	34.15	38.19	7.61
2	The school coordinates with agencies and localities to ensure the safety of learners	0.68	19.15	33.67	37.4	9.1
3	You are encouraged to participate in school counseling activities (career counseling, student policy counseling, academic advising, etc.)	0.73	17.66	34.86	39.49	7.26
4	The volunteer activities organized by the Delegation and Association are rich and meaningful to help train soft skills for learners	0.84	17.55	33.88	39.92	7.8

Table 11 shows that the criteria highly appreciated by students belong to the content of encouraging learners to participate in school counseling activities; in the second place are the volunteer activities organized by the Delegation, the Association really means to students to help them experience and practice soft skills; This is followed by criteria for cultural and sports activities, coordination with agencies and localities to ensure the safety of learners (fire protection). The school promotes the comprehensive development of learners, ensuring that students have a learning and training environment. In the past school years, the CTSV Department, the School

Student Association, the School Union Office have coordinated to organize many talk shows, art nights; sports competitions to attract students to participate and achieve many outstanding achievements.

2.2.7. About reseach

Along with training, scientific research is one of the important pillars of all educational institutions. To meet the vision and mission of the University As a leading center for scientific research and technology transfer in information and communication technology, the University and the Department of Graduate Training - Science and Technology have implemented many policies on scientific research; thereby motivating lecturers and students to participate in research activities. Students are satisfied with this group of criteria at a good level, the overall average percentage reached by 70.53%

Table 12. Satisfaction level of students with scientific research activities

No.	Evaluation criteria	Not good/ Not satisfied	Normal	Good/ Satisfied	Good / Very satisfied	No answer
1	The school has a policy on learners' scientific research activities	0.43	17.04	33.86	38.95	9.72
2	Documents and instructions on scientific research activities are disseminated to you	0.95	18.8	33.18	37.13	9.94
3	You are facilitated in terms of time, funding and equipment/labs,... to implement scientific research	0.76	18.36	32.97	36.43	11.48
4	The scientific research topics that you participate in/implement practical, solve practical problems of the community and locality	0.62	19.25	32.83	35.73	11.57
5	You are facilitated to participate in academic movements and competitions	0.54	17.6	33.21	38.68	9.97
6	You are facilitated to participate in conferences and seminars	0.54	17.93	33.05	38.11	10.37

7	You are encouraged to participate in international exchange activities (student exchange programs, summer internships,...)	0.98	18.72	31.74	37.81	10.75

The survey results in Table 12, show that the factors of regulations, documents and guidelines on scientific research activities are always rated as good/satisfied (rates of 71.82% and 70.31%, respectively), followed by activities to encourage students to participate in movements, academic competitions (71.89%), participation in conferences and seminars (71.16%).

The remaining group of criteria is rated lower by students, including: facilitating time, funding and equipment/labs,... to implement scientific research (69.4%); are encouraged to participate in international exchange activities (student exchange programs, summer internships,...) and the practicality of scientific research topics in solving practical problems of the community and locality. In fact, the school is very supportive and creates conditions for students to participate in scientific activities, there are laboratories, laboratories and research groups to support students. Academic activities with international elements such as exchange and research programs of students are general limitations of member schools in the VNU-HCM system. Moreover, through many survey reports conducted at the University, it has been shown that students are not really interested in scientific activities compared to other learning activities. Therefore, students' assessments for these criteria groups need to be considered in many aspects.

On the other hand, there are not many comments from students regarding this group of criteria (Table 13)

Table 13. Students' further comments on the research criteria

No.	Faculty	Course training	Forms of training	Student's Opinion
1	Science & Technology	13	CQUI	NCKH is much more difficult than classroom learning, but the support cost is not commensurate

3. Students' comments to improve support services at the UIT

In addition to the survey contents according to the criteria groups evaluated by students, The Department of Inspection – Legalisation – Quality Assurance also collected more suggestions from students to improve the support work at the school, the opinions are presented in Table 14.

Leaders of units need to carefully read students' comments to consider and have relevant feedback through information channels for students to know. Currently, the issue of foreign language certificates, training regulations and scholarships are the contents that are receiving the attention of students.

Table 14. Student further comments

No.	Faculty	Course training	Forms of training	Students' Opinion
1	CNPM	14	CLC	The school's student training regulations, the updated content on the daa homepage is somewhat unclear, specifically for the Faculty of Software Engineering of the class of 2019. Sometimes I have to ask the academic mentor or the Office for further guidance, but the words are not in paper, hoping the school will update the content more clearly
2	S&T	13	CLC	In the school year 2021, the majority of onl learning, however, the tuition policy of the high quality program and the advance program are not prioritized to support exemptions, although the learning method and form of learning are no different from the mass block. The school considers supporting to create more favorable conditions for the students of both the high quality program and the advance program to create a healthy fair environment for students.
3	S&T	15	CQUI	Mr. xxx of Student Affairs should review his or her work as an exam proctor, especially the DS101 exam session. He kept saying to follow the rules without knowing the rules, creating difficulties for students. He should at least listen to the students present at the exam. In addition, the Department of Training should respond to emails more often, but

				keep quiet, how do people know if their requests when sending emails have been fulfilled.
4	CS	13	CLC	I think that in the past semester, 100% of the time must be studied online, without using facilities, practicing only on personal computers, especially for the high quality students, not using air conditioning or elevator. Therefore, I would like to suggest that the school should refund 10-15% of tuition fees to students to help students solve problems in this regard.
5	MMT&TT	12	CQUI	2nd semester, Academic Incentive Scholarship for the academic year 2020-2021. The number of students in the class of 2017 who achieved scholarships was 0. The class of 2017 is about to graduate, what will elite students who should have received scholarships but lost, feel about this school?
6	MMT&TT	12	CLC	1. Regarding the English policy, I have commented via email from the Language Center but there has been no change, now I would like to comment here: - In Clause 5, Article 1, Decision No. 547/QD-DHCNTT dated 30/08/2019 stipulating VNU-EPT English certificate standards for exemption of English 4 and 5 subjects for the high quality program are 201 and 251 respectively - Clause 1, Article 7 stipulates that the graduation standard is 201. Thus, the score to exempt 1 subject is higher than the graduation standard is not reasonable. I was told that 201 is the minimum level students must achieve to graduate according to VNU's regulations. Therefore, the school has created favorable conditions for graduates to stipulate higher English standards than graduation standards. 2. During the course of study, the class of 2017 has 5 times changed regulations on foreign languages, adopted new regulations, 2 times changed the regulations on training under credit institutions.

					The timing of the change in training regulations is also very sensitive, right before the start of the graduation thesis course. Therefore, students hope that, in the following changes, the school should pay attention to some points:- Consistency and stability: each regulation, if possible, expects the school to stipulate it stably for a course, avoiding the situation that students are studying halfway, there are new regulations updated, change. Many changes are very important and decisive, but when the decision takes effect, students cannot keep up. - Time of effect of regulations: in situations where force majeure must change regulations due to regulations of superiors, propose the school to issue a decision but the effect of the regulation is not immediately at the time of the decision to issue. For example, issued in March, then in semester 1 of next year, 8/9 will take effect. As such, students who are planning that semester are not disadvantaged and passive.

III. SUMMARY

1. Conclude

In 2021, UIT has obtained comments from 3962 students (accounting for 51.47%). This is the reliability response rate of survey data.

In general, students rated satisfaction in most criteria in terms of support staff, academic advisors, libraries, scientific research, Union activities, associations and community service,... The feedback of students is the basis to help the school review the overall activities at the school, thereby having timely solutions and adjustments to improve the efficiency of activities at the unit in the coming school years.

Contents related to the group of training criteria (module registration), supplementation of documents and curricula; Improving facilities (fans, projectors, ,...) should also be considered.

2. Recommendations

The The Department of Inspection – Legalisation – Quality Assurance continues to work closely with units to collect students' opinions on support services at the school periodically (every 2 years);

Faculties/Departments pay attention to responding and answering students' questions about academic issues promptly and effectively.

Faculties/Departments pay more attention to academic advising to help students answer questions about subject content and practical skills,...

Invest in facilities, teaching facilities and textbooks, materials (especially electronic documents) for students.

The Faculties promote activities to encourage students to participate in scientific research. At the same time, consider in detail the additional comments of students to have a basis to improve support activities and serve students better.

HEAD OF THE DEPARTMENT OF INSPECTION – LEGALISATION – QUALITY ASSURANCE DEPARTMENT

(Signed)

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