UNIVERSITY OF INFORMATION TECHNOLOGY
**OFFICE OF INSPECTION – LEGAL AFFAIRS
AND QUALITY ASSURANCE**

SUMMARY REPORT:
Survey of Students' Feedback on a Lecturer' Activities
for Academic Year 2017/2018, Semester 2

1. **Introduction**

- The survey was helpful in the continuous quest for improvements in teaching and thereby enhancing the students' learning experience in the University of Information Technology (UIT). The information may be used as one means of demonstrating teaching effectiveness for decisions regarding merit, renewal, tenure and promotion.

- The survey was conducted from July 06 to August 10, 2018 (at the end of the semester and before the publication of grades) by the Office of Inspection-Legal Affairs-Quality Assurance.

- The survey respondents were the full-time students learning theoretical, hands-on (type 1) and hands-on (type 2) subjects at UIT.

- Students completed the online questionnaire at http://survey.uit.edu.vn. Survey links were sent directly to the student's personal email.

- The questionnaire used four-point Likert scales with responses ranging: 1- Not good/ Not satisfied, 2- Average, 3- Good/ Satisfied, 4- Very good/ Very satisfied, and No comment. In addition, there are additional comments.

2. **Survey Results**

    2.1. **Number of students participated in the feedback**

Faculties and Departments	Theoretical Subjects			Hands-on Subjects (Type 1)			Hands-on Subjects (Type 1)		
	Number of registrations	*Number of responses*	*%*	*Number of registrations*	*Number of responses*	*%*	*Number of registrations*	*Number of responses*	*%*
F. of Software Engineering	3416	2996	**87.7**	1629	1402	**86.1**	1074	949	**88.4**
F. of Information Systems	2687	2455	**91.4**	1617	1459	**90.2**	210	196	**93.3**
F. of Computer Science	2177	1918	**88.1**	1433	1216	**84.9**	508	449	**88.4**
F. of Computer Engineering	2436	2160	**88.7**	2280	2009	**88.1**			
F. of Computer	1776	1639	**92.3**	1376	1269	**92.2**	254	233	**91.7**

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Network and Communication									
Dept of Infomation Science and Technology	353	319	**90.4**	70	62	**88.6**	241	217	**90.0**
Dept of English	1422	1265	**89.0**						
Dept of Mathematics and Physics	2224	1937	**87.1**						
Office of Academic Affairs	3212	2911	**90.6**						
TOTAL	**19703**	**17600**	**89.3**	**8405**	**7417**	**88.2**	**2287**	**2044**	**89.4**
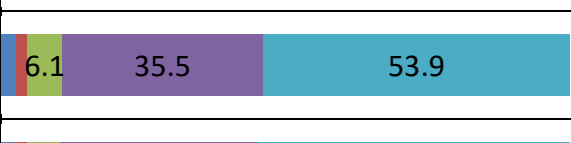
***Percentage of students taking surveys in subjects over the years (%)
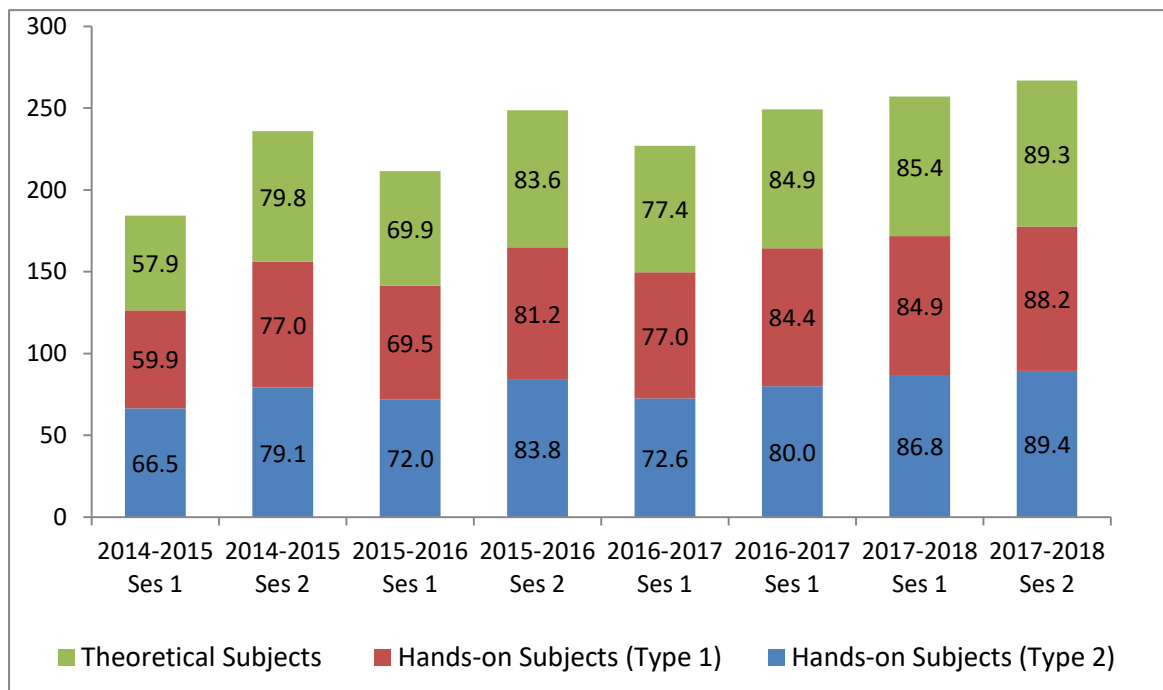
2.2. The satisfaction levels of students on lecturer' activities

2.2.1. <u>In Theoretical Subjects (%)</u>

No.	Questions	No comment	Not good/ Not satisfied	Average	Good/ Satisfied	Very good/ Very satisfied	Ranki-ng
1	Learning outcomes, requirements and subject content are introduced by faculty members in the first session and repeated frequently in subsequent sessions			7.3	37.7	50.1	9
2	Classrooms/labs and equipment facilities meet the requirements of teaching and learning.			8.6	39.5	46.4	**17**

#	Statement	Chart	Rank
3	Materials, lesson plans and studying resources are provided sufficiently and updated on the Moodle system.	7.6 / 35.8 / 51.8	11
4	Your lecturer instructs an active learning method and a lifelong learning motive.	8 / 37 / 50	13
5	The lecturer presents issues which are updated, corrected and related to real life.	7.5 / 36.2 / 51.5	10
6	The lecturer's teaching methodology helps you to understand lessons and be applicable into your knowledge	8.5 / 36.6 / 49.8	16
7	The lecturer has a good transaction ability	8.3 / 35.5 / 51.1	15
8	The lecturer is enthusiastic and devoted	6.3 / 33.9 / 55.2	3
9	The lecturer uses time at class effectively	7 / 35 / 53.1	7
10	The lecturer follows the syllabus	6.1 / 35.5 / 53.9	2
11	The lecturer guarantees the amount of class meetings	5.9 / 34.7 / 54.9	1
12	The lecturer uses equipment, teaching materials logically, effectively	6.6 / 37.2 / 51.5	4
13	The lecturer uses tools/softwares to discuss and support you in your study	8 / 37.3 / 49.4	14
14	The lecturer assesses your academic results correctly, fairly	6.5 / 36.1 / 52.4	5
15	Contents of testing incorporate all of the subject's knowledge.	6.8 / 36.9 / 51.3	6
16	Your satisfaction rate to the teaching quality	7.6 / 38.2 / 49	12
17	At the end of the subject, you are equipped knowledge and skills which are satisfied with the intended learning outcomes.	7 / 36.9 / 51	8

*** The student's self-assessment on the level of achievement of the learning outcomes
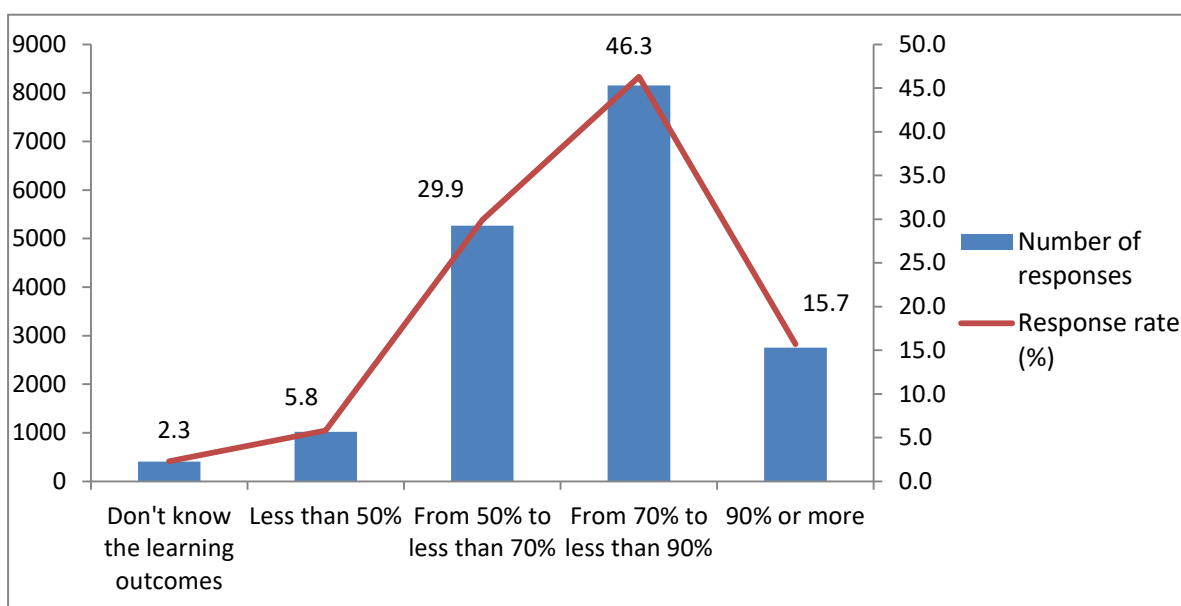
2.2.2. <u>In Hands-on Subjects (Type 1)</u>

No.	Questions	No comment	Not good/ Not satisfied	Average	Good/ Satisfied	Very good/ Very satisfied	Ranki-ng
1	You are provided with sufficient information of syllabus/laboratory plans			5.8	34.5	55.4	**1**
2	Syllabus explicitly states the knowledge, skills that students need to achieve after each laboratory meeting			7.2	35.6	52.9	10
3	Workspaces, and laboratories are well equipped, and meet demands during laboratory hours			8.6	35.2	50.3	**18**
4	Workspaces, and laboratories satisfy the security conditions			6.7	35.7	54.4	6
5	You are assigned in an appropriate group			6.8	34.4	53.6	16
6	You are supplied with sufficient learning resources/hands-on exercises			6.4	33.8	55.7	2
7	Learning resources/hands-on exercises are explicit, understandable, and updated			7.2	34.5	53.7	12
8	Laboratory timetable is allocated properly, and matched with lecture-based classes			6.7	34.8	54.1	5
9	You are informed explicitly with the examinations/leaning assessment methods by the first day			6.2	34.6	54.9	3

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No.	Questions			Ranking
10	The lecturer observes and monitors continuously your hands-on practice progress	7.1	34.8	53.4	13
11	The lecturer instructs, and describes steps before conducting laboratory works	7.4	36	52.4	17
12	The lecturer has professional experiences while instructing and helping you out of your problems	7.2	34.8	53.4	14
13	The lecturer ensures the usage of time efficiently	6.9	34.8	53.8	8
14	You satisfy with the lecturer's answers/solutions on the subject	7.1	34.7	53.4	15
15	The lecturer evaluates exactly, and fairly your laboratory results	6.3	34.9	54.4	4
16	Examination/learning assessment methods are matched appropriately with the laboratory subjects	6.8	34.5	54.1	9
17	You acquire knowledge, skills as intended by the laboratory	7.1	34	52.4	11
18	You satisfy with the lecturer's job	6.6	34.9	53.8	7

2.2.3. In Hands-on Subjects (Type 2)

No.	Questions	No comment	Not good/ Not satisfied	Average	Good/ Satisfied	Very good/ Very satisfied	Ranking
1	The lecturer meets students (at least 3 days in class) as informed			5.6	36.6	53.9	5
2	The lecturer answers the student's questions timely within 24 hours			5.4	40.8	50.4	2
3	Assignments, projects are matched appropriately with the subject			6.2	37.6	52.8	7
4	The lecturer supplies sufficient learning resources in the process of performing experiences and assignments			6.1	37.8	52.6	6
5	The lecturer frequently applies moodles, emails, forums, personal websites to interact with the student about the projects and assignments			6.7	37.6	52.1	**8**
6	The lecturer regulates the laboratory's submission deadline to students			5.5	36.9	54.2	3
7	Students satisfy with the lecturer's instructions while they are doing projects			5.9	39.2	51.3	4

8	The lecturer evaluates correctly, and fairly the results of the student's projects and assignments	5.3	37.4	53.9	**1**

3. Additional Comments

- There were 3416 comments in theoretical subjects including: 2818 satisfied comments and 598 dissatisfied comments.

- There were 1188 comments in hands-on subject (Type 1) including: 982 satisfied comments and 206 dissatisfied comments.

- There were 184 comments in hands-on subject (Type 2) including: 166 satisfied comments and 18 dissatisfied comments.