



VIETNAM NATIONAL UNIVERSITY HO CHI MINH CITY
UNIVERSITY OF SCIENCE (VNUHCM-US)
STUDENT SATISFACTION SURVEY
RELATED TO STUDY PROGRAMME AND STUDENT SUPPORT
ACTIVITIES
(Performed on the portal by online mode)

Page 01 – LOGIN INFORMATION OF STUDENTS

- Full name of student; Student ID:

Page 02 – STUDY PROGRAMME-RELATED ASSESSMENT FORM

Please indicate your satisfaction level by selecting an appropriate box (from ① to ⑤) for the following evaluation criteria:

Assessment scale:	①	②	③	④	⑤
Satisfaction level:	0%-20%	21%-40%	41%-60%	61%-80%	81%-100%

I. STUDY PROGRAMME

1. Study program has clear objectives suitable for the specialized disciplines.
2. Study program has an integration of theory and practice.
3. General and specialized modules are distributed reasonably.
4. The distribution ratio of theory and practice in the study programme is reasonable.
5. The study programme is publicly disseminated to students.
6. The Syllabus provides the module learning outcomes.
7. Satisfaction assessment on study programme.

II. ACADEMIC STAFF & TEACHING METHODS

1. Examination and evaluation methods ensure seriousness, fairness, accuracy and objectivity.
2. The module curricula are fully provided, including syllabuses.
3. The academic staff has good teaching and communication methods that make students are easy to understand.
4. Academic staff have appropriate methods to help students develop learning and soft skills.
5. The teaching staff has appropriate methods to help students promote their self-study and self-research capabilities.
6. Assessing the satisfaction level of the academic staff.

III. SUPPORT ACTIVITIES VÀ SUPPORT STAFF

A. Library, facilities

1. Library has full of books, reference materials updated regularly and supplemented to serve learning/scientific research demands.
2. Books and material resources in the library are neatly arranged and easy to find.
3. The library's website is easy to exploit, easy to look up documents.
4. Regulations, instructions, borrowing and returning procedures for study materials are specific at the library.
5. Communication and guidance ways of Librarians are Professional and friendly.
6. VNUHCM-US has enough lecture halls and theory classrooms meeting teaching demands.
7. Laboratories/computer rooms meet teaching and research demands.
8. Laboratories/computer rooms are fully equipped with tools, equipment, etc ...
9. Laboratories/computer rooms are regularly maintained, repaired and replaced, etc...
10. Wifi system, Internet connection speed, learning support software, website meet learning demand
11. Risk handling procedures of laboratory/computer room safety are clear and reasonable
12. The canteens meet food safety and hygiene regulation. The space is spacious and airy
13. Car parking meets demand, located at the convenient locations
14. Car parking staff are friendly and provide professional guidance and service
15. Canteen staff are friendly and provide professional guidance and service

B. Training organization and Educational Testing & Quality Assurance

1. Training regulations and provisions are published on the VNUHCM-US' website

2. The number of students enrolling in theoretical/practical classes is distributed reasonably
3. The training plan and timetable are fully informed to students
4. Students are supported and consulted promptly in module registration and adjustment, class transfer...
5. Students' inquiries are quickly and satisfactorily resolved
6. Plans, announcements, exam schedules, exam regulations are fully communicated to students
7. Exams are organized seriously and fairly
8. Review and appeal process about exam grades is publicly and clearly announced
9. Survey and assessment forms related to modules and study programme are Reasonable

C. Student Affairs, Union

1. Student records are updated during the learning process
2. Students are introduced to the regulations, provisions, policies (regime and reward....).
3. Students are guided to register for dormitories and assisted in finding outpatient accommodation
4. Students are allowed to contribute opinions to VNUHCM-US/Faculty (on all issues)
5. The demand for physical and cultural activities, sports are well met and practical
6. The activities of the Youth Union are rich and diverse and have a positive impact on students
7. Students are satisfied with the practice score calculation method of university
8. Students are fully equipped with knowledge of fire prevention, emergency exit, emergency escape..., security and safety at the university
9. Students are entitled to participate in social insurance, accident insurance, etc., and organized periodical health check-ups to meet their interests and demand for medical examination and treatment
10. VNUHCM-US has activities to introduce jobs, internships, practical...

D. Research và Service

1. VNUHCM-US has a clear policy on scientific research of students
2. Instructional documents on scientific research and intellectual property are disseminated to students
3. Students are given convenient conditions in time, funding, equipment/facilities (machines/laboratory,...) for scientific research.
4. VNUHCM-US plans and organizes activities to connect and serve the community such as green summer, student volunteering, cultural exchange...
5. VNUHCM-US' activities to connect and serve the community are diverse and rich
6. The results of community service and connection activities bring high efficiency to students

E. Support staff of Faculty (Academic advisor, faculty secretary ...)

1. At the faculty, students' inquiries are resolved quickly and reasonably
2. Students get counseling, career guidance and job orientation
3. Qualified and qualified Lab and laboratory staff provide clear and professional guidance

IV. SELF ASSESSMENT

1. Satisfaction assessment on professional knowledge trained by VNUHCM after graduation
2. Satisfaction assessment on skills acquired after graduation

V. OPEN-ENDED QUESTION

1. Things that students are not satisfied with the VNUHCM-US' training quality.
2. Other comments.

Thank you for your opinion!