



**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 – STUDENTS' LOGIN INFORMATION**

- 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 programme has clear objectives that are suitable for the specialized disciplines.
2. Study programme has an integration of theory and practice.
3. General and specialized subjects are arranged 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 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**

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 and easy to look up documents.
4. The library has enough seats, ensure sufficient light and ventilation.
5. Regulations, instructions, borrowing and returning procedures for academic materials prescribed sufficiently and specifically at the library.
6. Communication and guidance ways of Librarians are Professional and friendly.
7. The stakeholders' recommendations and comments are received and handled in a timely manner.
8. Satisfaction assessment on library performance.
9. Satisfaction assessment on support staff working at the library.

**B. Facilities**

10. VNUHCM-US has enough lecture halls and theory classrooms meeting learning and teaching demands.
11. Laboratories/computer rooms are fully equipped with tools, equipment, etc ...
12. Classrooms have enough seats, ensure ventilation, appropriate light, and also have sufficient equipment for learning.
13. Wifi system, Internet connection speed, learning support software, and website meet learning

demand.

14. Communication and guidance ways of Laboratories/computer rooms' staff are Professional and friendly.

15. Risk handling procedures of laboratory/computer room safety are clear and reasonable.

16. Facilities, tools, and machinery are regularly maintained, repaired, and replaced, etc...

17. The canteens meet food safety and hygiene regulation. The space is spacious and airy.

18. Car parking meets demand, located at convenient locations.

19. Restrooms are clean.

20. Car parking staff are friendly and provide professional guidance and service.

21. Canteen staff are friendly and provide professional guidance and service.

22. Satisfaction assessment on facilities.

23. Satisfaction assessment on support staff in charge of facilities.

### **C. Training organization**

24. Academic regulations and provisions are published on the VNUHCM-US' website.

25. The number of students enrolling in theoretical/practical classes is distributed reasonably.

26. The training plan and timetable are fully informed to students.

27. Students are supported and consulted promptly in module registration and adjustment, class transfer, etc.

28. Students' inquiries are quickly and satisfactorily resolved.

29. Satisfaction assessment on the training organization.

30. Satisfaction assessment on support staff in charge of the training organization.

### **D. Educational Testing & Quality Assurance (ETQA)**

31. Plans, announcements, exam schedules, exam regulations are fully communicated to students.

32. Exams are organized seriously and fairly.

33. Complaints and appeals about grades are resolved quickly and in a timely manner.

34. Complaints and appeal procedures about grades are publicly and clearly announced.

35. Survey and assessment forms related to modules and study programme are Reasonable.

36. Satisfaction assessment on ETQA performance.

37. Satisfaction assessment on support staff in charge of ETQA.

### **E. Student Affairs, Union, community service**

38. Student records are updated during the learning process.

39. Students are introduced to the regulations, provisions, and policies (regime and reward, etc.).

40. Students are guided to register for dormitories and assisted in finding outpatient accommodation.

41. Students are allowed to contribute opinions to VNUHCM-US/Faculty (on all issues)

42. The demand for physical and cultural activities, sports are well met and practical.

43. The activities of the Youth Union are abundant and diverse and have a positive impact on students.

44. Students are satisfied with the practice score calculation method of VNUHCM-US.

45. Students are fully equipped with knowledge of fire prevention, emergency exit, emergency escape, etc., security and safety at the university.

46. 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.

47. VNUHCM-US has activities to introduce jobs, internships, practicals, etc.

48. VNUHCM-US plans and organizes activities to strengthen community engagement and service.

49. The results of community engagement and service activities bring highly effective for students.

50. Satisfaction assessment on student affairs performance.

51. Satisfaction assessment on support staff in charge of student affairs.

52. Satisfaction assessment on Union performance.

53. Satisfaction assessment on support staff in charge of Union.

### **F. Scientific research**

54. VNUHCM-US has a clear policy on Students' scientific research.

55. Instructional documents on scientific research and intellectual property are disseminated to students.

56. Students are given convenient conditions in time, funding, equipment/facilities (machines/laboratory, etc.) for scientific research.

57. Satisfaction assessment on Scientific research.

58. Satisfaction assessment on support staff in charge of Scientific research.

#### **G. VNUHCM-US medical clinic**

59. Counseling of Healthcare meets the requirements of students.

60. Facilities of the medical clinic meet the medical examination/treatment demands.

61. Assessment of satisfaction on medical support service.

62. Satisfaction assessment on medical support staff.

#### **H. Support staff of Faculty (Academic advisor, academic affairs staff, faculty secretary ...)**

63. At the faculty, students' inquiries are resolved quickly and reasonably.

64. Students' recommendations and comments are received and handled in a timely manner.

65. Students get counseling, career guidance, and job orientation appropriately.

66. Lab and computer staff with high proficiency provide obvious and professional guidance.

67. Satisfaction assessment on faculty's support staff.

#### **IV. SELF ASSESSMENT**

1. Satisfaction assessment on professional knowledge trained by VNUHCM-US.

2. Satisfaction assessment on language skills acquired.

3. Satisfaction assessment on skill equipped by VNUHCM-US.

#### **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!*