

STUDENT SURVEY RESULTS

Survey participants

Students are currently enrolled in the Bachelor of Science in Oceanology program.

Survey form

The survey is based on the reference of the Office of Educational Testing & Quality Assurance.

The survey paper uses a scale of 5 corresponding rating levels [1: 0-20%]; [2: 21-40%]; [3: 41-60%]; [4: 61-80%]; [5: 81-100%]. The results will be summarized into two levels of evaluation: Dissatisfaction rate (D rate) (level 1 + level 2), Satisfaction rate (S rate) (level 4 + level 5). The survey results of the subject are obtained by taking the average of all students, the statistical results by year will also take the average again by subject.

1. THE TRAINING PROGRAM

1.1 The study program

The results of the survey of the training program, which includes seven questions and summarized as two parts (D: Dissatisfaction and S: Satisfaction), are shown in Table 1 and Figure 1. In general, the rates of Dissatisfaction are declining from the academic year 2019 to the year 2022. Correspondingly, the Satisfaction rates are increasing during the period 2020-2022 (Satisfaction rates ranging from 83% to 92%). Dissatisfaction rates are largest for the year 2019 (9% up to 18%) as it was the period of COVID-19 when most of study activities were performed online and the infrastructure for online educations were not prepared for this situation. This highest rate of dissatisfaction for the year 2019 is occurred in the Question number 3 “General and specialized subjects are arranged reasonably” (Table 1). However, after the COVID-19 period, students are not complaining about this problem as it is reasonably explained during the course when the teachers directly communicated with students.

Table 1: Survey of the training program for the period from 2019 to 2022 (D: Dissatisfaction and S: Satisfaction)

No.	Question	Year 2019			Year 2020			Year 2021			Year 2022		
		Total	D (%)	S (%)	Total	D (%)	S (%)	Total	D (%)	S (%)	Total	D (%)	S (%)
1	Study program has clear objectives suitable for the specialized disciplines	11	9.09	45.45	15	0	86.67	8	0	87.5	12	0	83.33
2	Study program has an integration of theory and practice	11	9.09	36.36	15	0	86.67	8	0	87.5	12	0	83.33
3	General and specialized subjects are arranged reasonably	11	18.18	36.36	15	0	86.67	8	0	75	12	0	91.67
4	The distribution ratio of theory and practice in the study program is reasonable	11	0	54.55	15	0	86.67	8	0	87.5	12	0	91.67
5	The study program is publicly disseminated to students	11	9.09	45.45	15	0	86.67	8	0	87.5	12	8.33	91.67
6	The Syllabus provides the module learning outcome	11	9.09	54.55	15	0	86.67	8	0	87.5	12	8.33	83.33
7	S assessment on study program	11	9.09	45.45	15	0	93.33	8	0	87.5	12	0	91.67

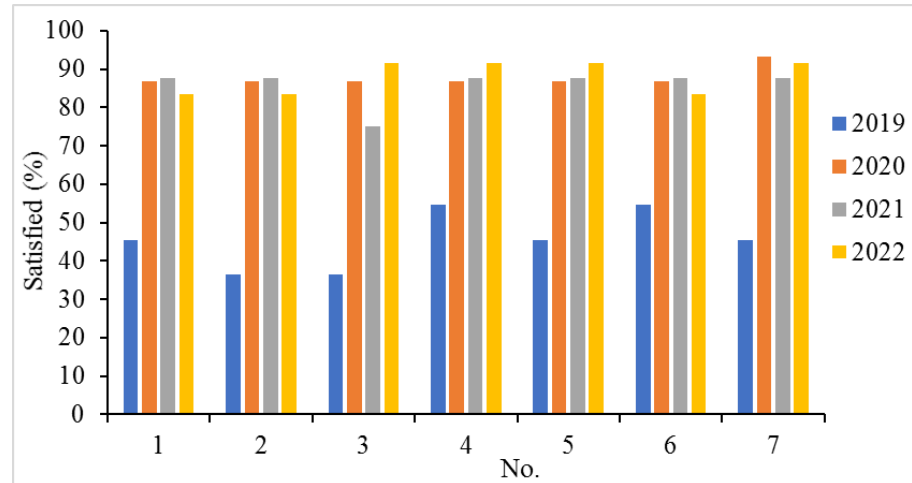


Figure 1: Survey of the training program for the period from 2019 to 2022 for satisfied rate (S rate)

1.2 The teaching staff and teaching methods

The results show that student satisfaction is higher than expected (63-93%). The results show that the following year is higher than the previous year.

Table 2: Survey of the teaching staff and teaching methods for the period from 2019 to 2022 (D: Dissatisfaction and S: Satisfaction)

No.	Question	Year 2019			Year 2020			Year 2021			Year 2022		
		Total	D (%)	S (%)	Total	D (%)	S (%)	Total	D (%)	S (%)	Total	D (%)	S (%)
1	Examination and evaluation methods ensure seriousness, fairness, accuracy and objectivity	11	9.09	63.64	15	0	86.67	8	0	87.5	12	0	91.67
2	The module curricula are fully provided, including syllabuses	11	18.18	63.64	15	0	86.67	8	0	87.5	12	0	91.67
3	The academic staff has good teaching and communication methods that make students are easy to understand.	11	9.09	63.64	15	0	86.67	8	0	75	12	0	91.67

4	Academic staff have appropriate methods to help students develop learning and soft skills	11	9.09	63.64	15	6.67	80	8	0	75	12	0	91.67
5	The teaching staff has appropriate methods to help students promote their self-study and self-research capabilities.	11	0	72.73	15	0	80	8	0	87.5	12	0	91.67
6	Assessing the satisfaction level of the academic staff.	11	9.09	63.64	15	0	93.33	8	0	87.5	12	0	91.67

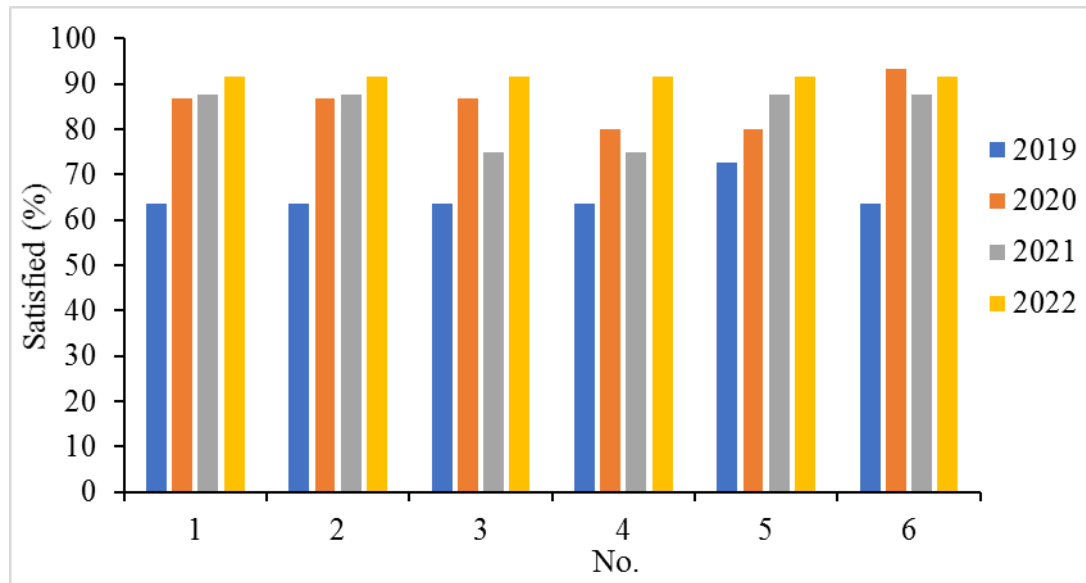


Figure 2: Survey of the training program for the period from 2019 to 2022 for satisfied rate (S rate)

1.3 Self-assessment

The self-assessment shows that student satisfaction is higher than expected, with satisfaction rates ranging from 45% to 91%. The satisfaction rate for the following year is also higher than the previous year. The foreign language skills of student need to be improved.

Table 3: Survey of self-assessment for the period from 2019 to 2022 (D: Dissatisfaction and S: Satisfaction)

No.	Question	Year 2019			Year 2020			Year 2021			Year 2022		
		Total	D (%)	S (%)	Total	D (%)	S (%)	Total	D (%)	S (%)	Total	D (%)	S (%)
1	Satisfaction assessment on professional knowledge trained by VNUHCM after graduation	11	0	63.64	15	0	80	8	0	75	12	0	83.33
2	Satisfaction assessment on skills acquired after graduation	11	9.09	45.45	15	0	80	8	0	87.5	12	0	91.67
3	Satisfaction assessment on foreign language skills	-	-	-	-	-	-	-	-	-	12	8.33	58.33

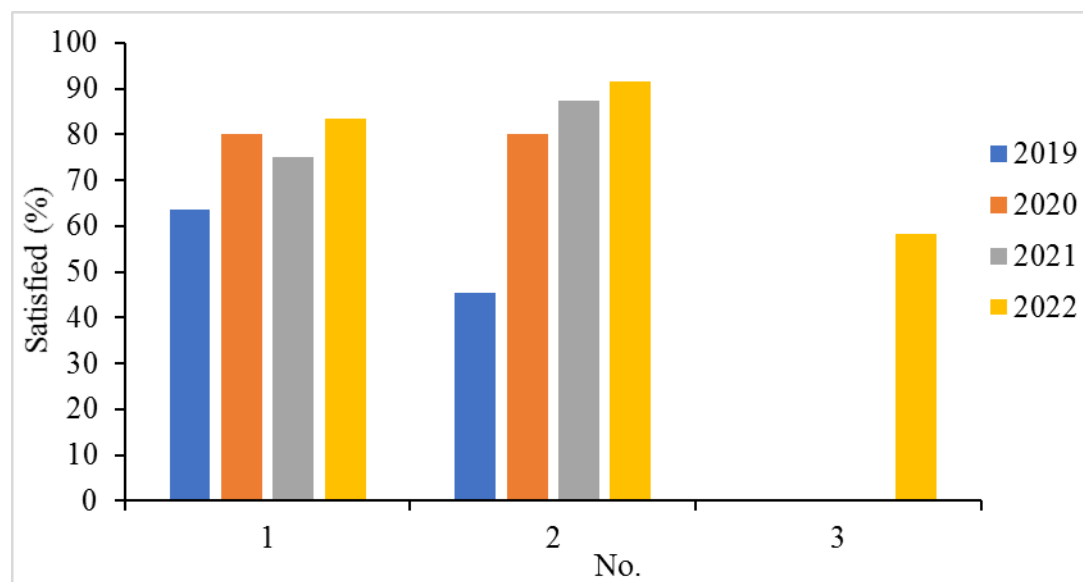


Figure 3: Survey of self-assessment for the period from 2019 to 2022 for satisfied rate (S rate)

1.4 Support activities and support staff

Library, facilities

The library, facilities shows that student satisfaction is quite satisfies and satisfaction rates increase through years.

Table 4: Survey of library and facilities for the period from 2019 to 2022 (D: Dissatisfaction and S: Satisfaction)

No.	Question	Year 2019			Year 2020			Year 2021			Year 2022		
		Total	D (%)	S (%)	Total	D (%)	S (%)	Total	D (%)	S (%)	Total	D (%)	S (%)
1	Library has full of books, reference materials updated regularly and supplemented to serve learning/scientific research demand	11	9.09	36.36	15	0	86.67	8	12.5	50	12	0	75
2	Books and material resources in the library are neatly arranged and easy to find	11	18.18	45.45	15	0	80	8	12.5	50	12	8.33	83.33
3	The library's website is easy to exploit, easy to look up documents	11	0	36.36	15	0	86.67	8	0	50	12	8.33	75
4	Regulations, instructions, borrowing and returning procedures for study materials are specific at the library	11	9.09	54.55	15	0	86.67	8	0	62.5	12	8.33	83.33
5	Communication and guidance ways of Librarians are Professional and friendly	11	0	63.64	15	0	73.33	8	0	62.5	12	8.33	75
6	VNUHCM-US has enough lecture halls and theory classrooms meeting teaching demand	11	9.09	36.36	15	0	80	8	0	62.5	12	0	58.33
7	Laboratories/computer rooms meet teaching and research demand	11	9.09	27.27	15	6.67	73.33	-	-	-	-	-	-
8	Laboratories/computer rooms are fully equipped with tools, equipment, etc ...	11	27.27	18.18	15	6.67	66.67	8	0	75	12	8.33	66.67
9	Laboratories/computer rooms are regularly maintained, repaired and replaced, etc...	11	18.18	36.36	15	6.67	66.67	8	0	87.5	12	0	66.67

10	Wifi system, Internet connection speed, learning support software, website meet learning demand	11	18.18	36.36	15	20	66.67	8	25	50	12	16.67	58.33
11	Risk handling procedures of laboratory/computer room safety are clear and reasonable	11	0	36.36	15	6.67	80	8	0	87.5	12	0	91.67
12	The canteens meet food safety and hygiene regulation. The space is spacious and airy	11	9.09	54.55	15	20	73.33	8	0	62.5	12	0	91.67
13	Car parking meets demand, located at the convenient locations	11	27.27	27.27	15	13.33	60	8	12.5	37.5	12	16.67	41.67
14	Car parking staff are friendly, professional guidance and service	11	27.27	27.27	15	13.33	60	8	12.5	50	12	0	58.33
15	Canteen staff are friendly, professional guidance and service	11	9.09	54.55	15	13.33	80	8	0	75	12	0	83.33

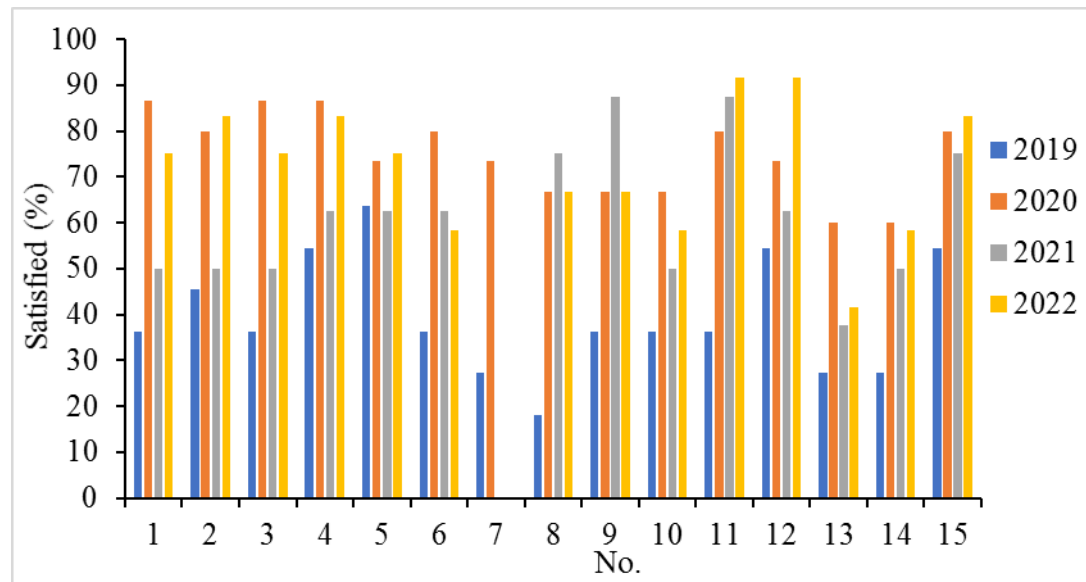


Figure 4: Survey of library and facilities for the period from 2019 to 2022 for satisfied rate (S rate)

Training organization and Educational Testing & Quality Assurance

Satisfaction rates increase through years about Training organization and Educational Testing & Quality Assurance. This shows that service quality has gradually improved.

Table 5: Survey of Training organization and Educational Testing & Quality Assurance for the period from 2019 to 2022 (D: Dissatisfaction and S: Satisfaction)

No.	Question	Year 2019			Year 2020			Year 2021			Year 2022		
		Total	D (%)	S (%)	Total	D (%)	S (%)	Total	D (%)	S (%)	Total	D (%)	S (%)
1	Training regulations and provisions are published on the VNUHCM-US' website	11	0	45.45	15	0	86.67	8	0	87.5	12	0	91.67
2	The number of students enrolling in theoretical/practical classes is distributed reasonably	11	9.09	54.55	15	0	73.33	8	0	87.5	12	0	83.33
3	The training plan and timetable are fully informed to students	11	0	63.64	15	6.67	73.33	8	0	75	12	0	91.67
4	Students are supported and consulted promptly in module registration and adjustment, class transfer...	11	9.09	54.55	15	6.67	80	8	0	87.5	12	0	83.33
5	Students' inquiries are quickly and satisfactorily resolved	11	9.09	54.55	15	6.67	66.67	8	0	75	12	0	83.33
6	Plans, announcements, exam schedules, exam regulations are fully communicated to students	11	9.09	54.55	15	6.67	80	8	0	87.5	12	0	83.33
7	Exams are organized seriously and fairly	11	0	63.64	15	6.67	80	8	0	87.5	12	8.33	83.33
8	Review and appeal process about exam grades is publicly and clearly announced	11	9.09	54.55	15	0	73.33	8	0	87.5	12	0	91.67
9	Survey and assessment forms of modules and course are Reasonable	11	0	45.45	15	0	73.33	8	0	87.5	12	0	91.67

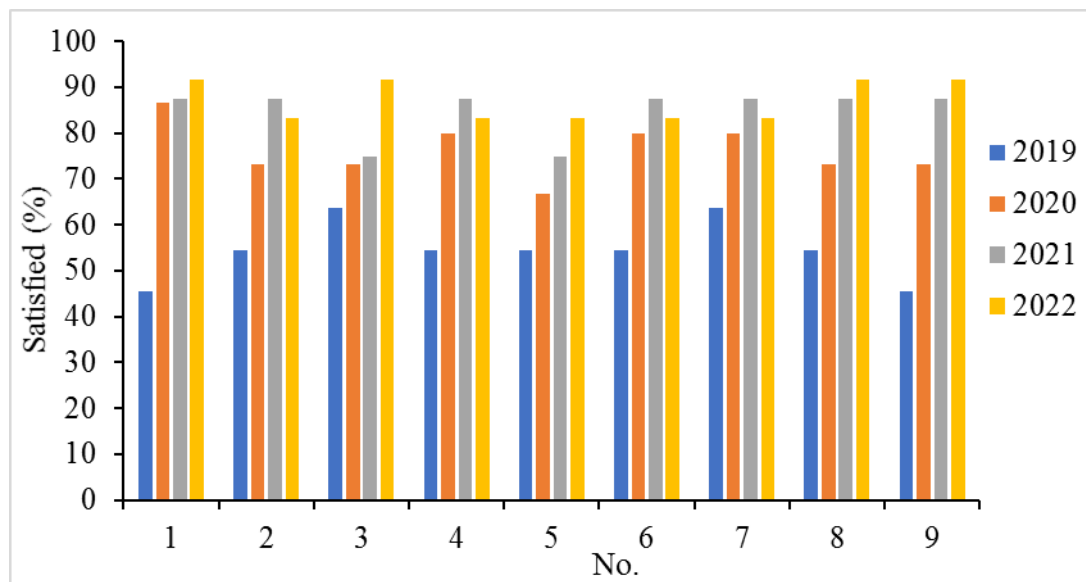


Figure 5: Survey of Training organization and Educational Testing & Quality Assurance for the period from 2019 to 2022 for satisfied rate (S rate)

Student Affairs, Union

Satisfaction rates also increase through years about Student Affairs, Union. Students are very interested in these support activities to help students equip soft skills as well as other living needs.

Table 6: Survey of Student Affairs, Union for the period from 2019 to 2022 (D: Dissatisfaction and S: Satisfaction)

No.	Question	Year 2019			Year 2020			Year 2021			Year 2022		
		Total	D (%)	S (%)	Total	D (%)	S (%)	Total	D (%)	S (%)	Total	D (%)	S (%)
1	Student records are updated during the learning process	-	-	-	-	-	-	8	0	75	12	0	83.33
2	Students are introduced to the regulations, provisions, policies (regime and reward....).	11	9.09	54.55	15	13.33	80	8	12.5	75	12	0	91.67
3	Students are guided to register for dormitories and assisted in finding outpatient accommodation	11	0	63.64	15	0	80	8	0	75	12	8.33	83.33

4	Students are allowed to contribute opinions to VNUHCM-US/Faculty (on all issues)	11	9.09	63.64	15	0	73.33	8	0	87.5	12	0	83.33
5	The demand for physical and cultural activities, sports are well met and practical	11	0	27.27	15	6.67	73.33	8	0	87.5	12	0	91.67
6	The activities of the Youth Union are rich and diverse and have a positive impact on students	11	9.09	54.55	15	6.67	73.33	8	0	75	12	0	91.67
7	Students are satisfied with the practice score calculation method of university	11	0	54.55	15	0	73.33	8	0	87.5	12	0	91.67
8	Students are fully equipped with knowledge of fire prevention, emergency exit, emergency escape..., security and safety at the university	11	18.18	54.55	15	6.67	73.33	8	0	75	12	8.33	75
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	11	9.09	72.73	15	6.67	73.33	8	0	75	12	0	91.67
10	VNUHCM-US has activities to introduce jobs, internships, practical...	11	18.18	72.73	15	0	73.33	8	0	87.5	12	0	91.67

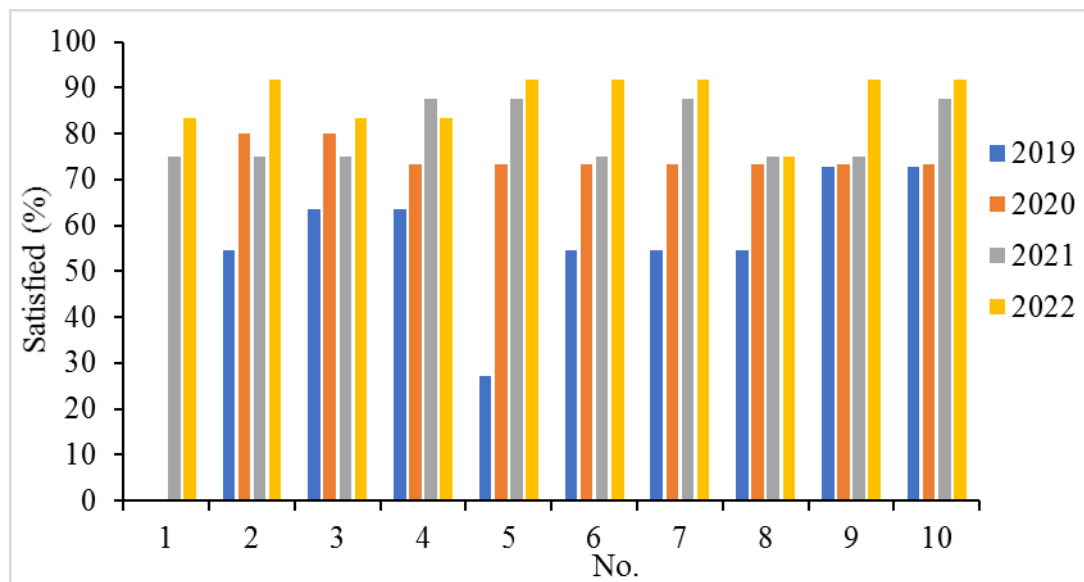


Figure 6: Survey of Student Affairs, Union for the period from 2019 to 2022 for satisfied rate (S rate)

Research and Service

Students also quite satisfy with research and service but some content needs attention and improvement.

Table 7: Survey of Research and Service for the period from 2019 to 2022 (D: Dissatisfaction and S: Satisfaction)

No.	Question	Year 2019			Year 2020			Year 2021			Year 2022		
		Total	D (%)	S (%)	Total	D (%)	S (%)	Total	D (%)	S (%)	Total	D (%)	S (%)
1	VNUHCM-US has a clear policy on scientific research of students	11	0	63.64	15	6.67	86.67	8	0	12.5	12	0	33.33
2	Instructional documents on scientific research and intellectual property are disseminated to students	11	0	63.64	15	6.67	73.33	8	0	12.5	12	0	25
3	Students are given convenient conditions in time, funding, equipment/facilities	11	0	54.55	15	6.67	66.67	8	0	0	12	0	25

	(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...	11	9.09	72.73	15	13.33	80	8	0	75	12	0	91.67	
5	VNUHCM-US' activities to connect and serve the community are diverse and rich	11	0	63.64	15	6.67	73.33	-	-	-	-	-	-	
6	The results of community service and connection activities bring high efficiency to students	11	9.09	54.55	15	6.67	80	8	0	75	12	0	91.67	

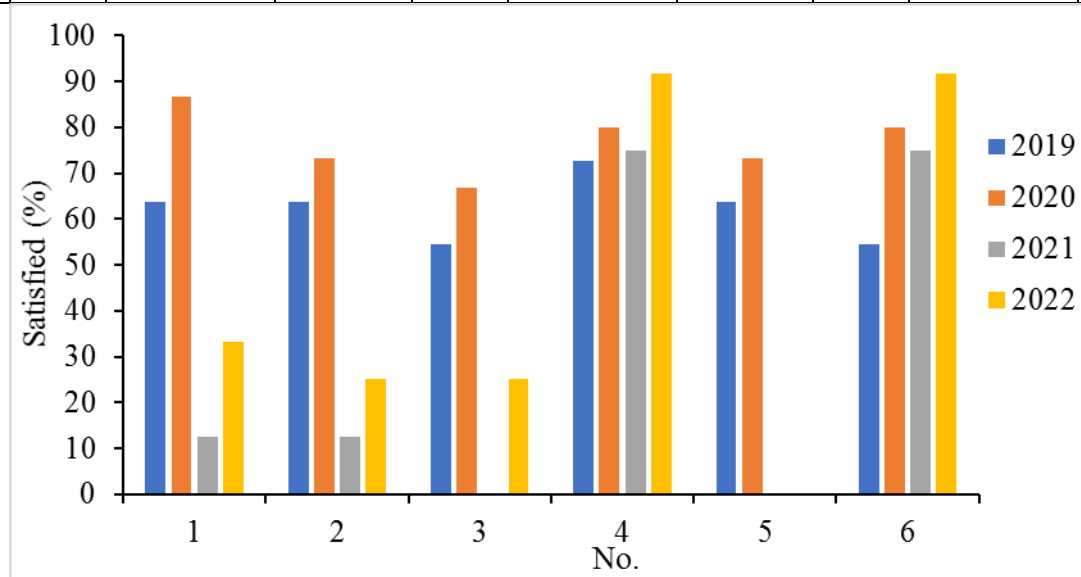


Figure 7: Survey of Research and Service for the period from 2019 to 2022 for satisfied rate (S rate)

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

The results show that student satisfaction is higher than expected (54-92%). The results show that the following year is higher than the previous year. This shows that service quality has gradually improved and support staff of faculty gradually meet student needs.

Table 8: Survey of Support staff of Faculty for the period from 2019 to 2022 (D: Dissatisfaction and S: Satisfaction)

No.	Question	Year 2019			Year 2020			Year 2021			Year 2022		
		Total	D (%)	S (%)	Total	D (%)	S (%)	Total	D (%)	S (%)	Total	D (%)	S (%)
1	At the faculty, students' inquiries are resolved quickly and reasonably	11	0	63.64	15	0	86.67	8	0	87.5	12	0	91.67
2	Students get counseling, career guidance and job orientation	11	9.09	63.64	15	6.67	86.67	8	0	87.5	12	0	91.67
3	Qualified and qualified Lab and laboratory staff provide clear and professional guidance	11	9.09	54.55	15	6.67	86.67	8	0	87.5	12	0	91.67

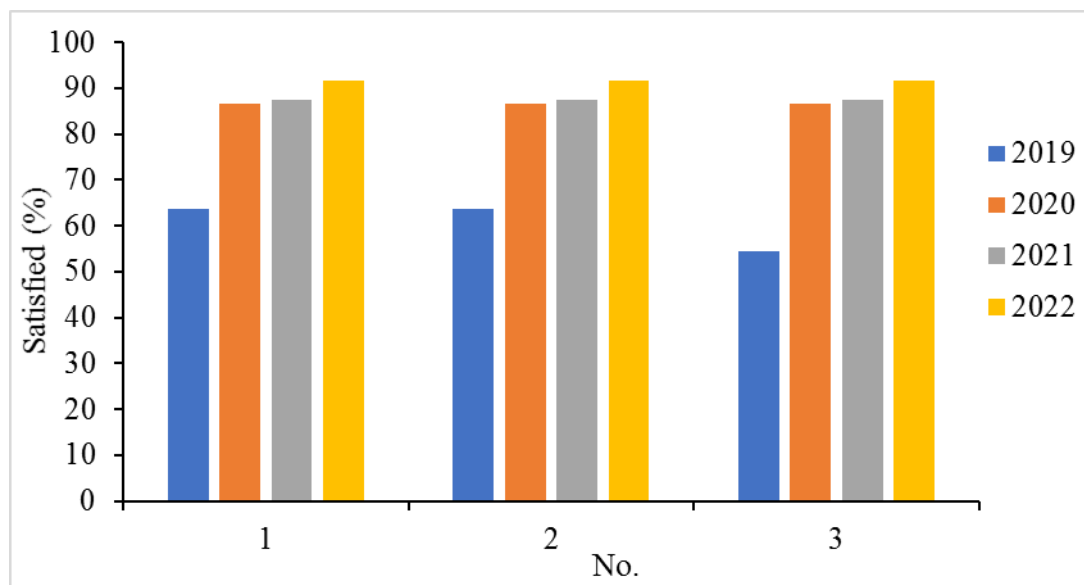


Figure 8: Survey of Satisfaction of Support staff of Faculty for the period from 2019 to 2022 for satisfied rate (S rate)

Department's Response

The department continues to maintain the updating and improvement of the training program to ensure the quality of student outcomes as well as to provide support during the learning process of students. In addition, within its authority, the department will improve the scientific research area of students by creating conditions for students to participate in many scientific research projects of teachers, supporting students to participate in scientific research at levels that students can participate in. The research cooperation activities of the department with partners domestic and overseas also have seminars, specialized classes to help students access new knowledge and scientific research on specialized fields in practice. The university is also improving classrooms, network systems, and restrooms. The department hopes that in the future, they will meet the needs of students and staff in the university.

2. STUDENT SATISFACTION SURVEY ON MODULE AND LECTURERS

Survey participants

Students are currently enrolled in the Bachelor of Science in Oceanology program.

Survey form

The survey is based on the reference of the Office of Educational Testing & Quality Assurance.

The survey sheet contents 5 corresponding rating levels [1: 0-20%]; [2: 21-40%]; [3: 41-60%]; [4: 61-80%]; [5: 81-100%]. The results will be summarized into two levels of evaluation: Dissatisfaction rate (D rate) (level 1 + level 2), Satisfaction rate (S rate) (level 4 + level 5). The survey results of the subject are obtained by taking the average of all students, the statistical results by year will also take the average again by subject.

The survey data were collected in 5 academic years (periods (1) 2018-2019, (2) 2019-2020, (3) 2020-2021, (4) 2021-2022, and (5) 2022-2023) and most the data are available in the last 3 academic years. Below, we list all 5 surveys information with detailed analysis of these data.

2.1 Facilities

The results of the survey of facilities for 5 academic years are listed in Table 9 with 9 questions. The results show that the satisfied ratio of values increases in the following year. This indicates for the better improvements and investment of facilities for learning and teaching. On average, the satisfaction rates increase from about 78% for the academic year 2018-2019 to 90% for the academic year 2022-2023. In between the last five years (2018-2023), due to the COVID and locked down situations, the classes were organized online for most of the time in the academic years from 2020 to 2022, the satisfied values (in percentage) are slightly decrease as our facilities were not well prepared for online educations. Most of the dissatisfaction values during the 5-time surveys are below 10%, which indicates that the facilities for teaching and learning meet the requirements.

Table 9: Survey of the facilities for the period from 2018 to 2023

No.	Question	Year 2018 - 2019		Year 2019- 2020		Year 2020 - 2021		Year 2021 - 2022		Year 2022 - 2023	
		S (%)	D (%)	S (%)	D (%)	S (%)	D (%)	S (%)	D (%)	S (%)	D (%)
1	The classrooms are spacious and airy, with a reasonable student number	75.9	9.8	80.6	4.6	78.9	4.9	-	-	93.5	0.9
2	Classrooms ensure enough sound, light and teaching aids	76.4	11.4	78.1	5.8	74.5	3.2	-	-	89.0	0.5
3	The library has a reference material source to meet learning and research demand	75.9	9.8	77.9	3.8	80.0	5.3	80.4	7.5	-	-
4	VNUHCM-US' website provides enough module information	73.5	11.8	79.0	4.1	78.6	2.8	81.8	7.5	89.2	0.5
5	Evaluating the satisfaction level on facilities serving for teaching and learning	75.1	12.4	79.1	5.0	77.2	2.2	82.2	6.1	89.2	0.9
6	The practical classrooms/laboratories have all the necessary tools meeting the practical module demand (<i>Practical or Exercise Module</i>)	80.1	8.7	97.1	0.0	83.3	0.0	-	-	-	-
7	Computer rooms/laboratories have the clear regulation, safely to use (<i>Practical or Exercise Module</i>)	83.6	8.7	89.5	0.0	79.5	0.0	93.2	1.8	-	-
8	Machines, equipment, tools, chemicals... meet for teaching and learning work (<i>Practical or Exercise Module</i>)	83.6	9.4	95.4	0.0	83.3	0.0	-	-	-	-
9	Digital library meets students' needs (<i>Online</i>)	-	-	-	-	-	-	80.6	7.8	-	-

10	VNUHCM-US' internet connection is stable (<i>Online</i>)	-	-	-	-	69.6	4.3	82.3	7.8	86.6	4.2
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2.2 Module information

The results of the survey of Module information, which is divided into two parts (theory and practice) are shown in Table 10. For the first academic year (2018-2019), on average for all 5 questions in the theory part, the satisfied value is about 78%; for the following years, the satisfied values increase and reach the maximum value of 92%. For the practical part, the satisfied values are also growing (from 86% in 2018-2019 to 93% in 2022-2023). Most of the dissatisfaction values are less than 5% for both theory and practical module information. These results show that the satisfied ratio values also increase in the following year and imply for a significant improvement in providing the students better and clearer information of modules.

Table 10: Survey of the module information for period from 2018 to 2023

No.	Question	Year 2018 - 2019		Year 2019- 2020		Year 2020 - 2021		Year 2021 - 2022		Year 2022 - 2023	
		S (%)	D (%)	S (%)	D (%)	S (%)	D (%)	S (%)	D (%)	S (%)	D (%)
Theory Module											
1	Information about the module (syllabus, objectives, requirements) is fully provided from the beginning	80.7	5.0	83.6	3.0	90.1	1.6	89.0	2.4	92.0	0.5
2	The curriculum meets the syllabus	77.9	5.3	81.3	4.8	89.9	2.1	-	-	92.0	0.5
3	This module order is arranged appropriately in the training programme	78.1	6.1	82.6	2.8	91.7	0.7	89.4	2.1	89.5	0.5
4	Knowledge acquired from this module is necessary and useful	78.6	5.8	81.2	3.6	90.8	0.4	88.8	1.8	94.6	0.5
5	Skills trained through this module are necessary and useful	78.6	5.4	83.5	3.2	90.9	0.4	89.1	1.8	94.6	0.5
Practical or Exercise Module											
1	The practice/experiment schedule is arranged reasonably	87.0	2.8	88.2	0.0	96.7	0.0	91.5	0.0	-	-
2	The distribution of knowledge of the module is consistent with the number of credits	88.6	2.8	91.2	0.0	96.7	0.0	93.2	0.0	-	-
3	Module is designed in accordance with the content of the training program	86.1	2.8	95.4	0.0	96.7	0.0	93.2	0.0	-	-
4	Content of practice/experiment associated and consistent with theoretical knowledge equipped	84.5	1.9	86.5	0.0	96.7	0.0	93.2	0.0	-	-

2.3 Teaching skills and lecturers' responsibilities

The results of the survey of the teaching skills and lecturer's responsibilities including three parts (theory, practice, and online teaching) are shown in Table 11. All surveyed data indicate a gradual increase in the level of satisfied values. About theory module, the ratio of satisfied is about 80% for the year 2018-2019; this value is increase up to 94% in the year 2022-2023. For **Practical or Exercise Module**, during the 5 academic years, the satisfied levels of students are very high, over 90%; whereas the dissatisfaction levels account for < 5%. This indicates that the teaching and responsibility of the lecturers are highly evaluated by learners. information of modules. For **online teaching module**, data only collected in the COVID period from 2021 to 2022 show that the satisfied values reach only 80% on average of 6 questions, whereas the dissatisfaction values are less than 5%.

Table 11: Survey of the teaching skills and lecturer's responsibilities for period from 2018 to 2023

No.	Question	Year 2018 - 2019		Year 2019- 2020		Year 2020 - 2021		Year 2021 - 2022		Year 2022 - 2023	
		S (%)	D (%)	S (%)	D (%)	S (%)	D (%)	S (%)	D (%)	S (%)	D (%)
Theory Module											
1	The lecturers fully teach the content of the syllabus	80.3	3.9	83.7	5.6	93.9	0.2	85.3	2.9	95.0	0.3
2	The module content is communicated clearly and easily	78.5	5.7	80.7	5.4	92.3	1.3	83.1	4.1	94.6	1.1
3	The lecturer's communication ability creates excitement for students in learning	80.1	5.8	78.9	6.5	90.2	0.5	80.4	6.7	95.0	1.1
4	Teaching methods encourage students to promote self-study and self-research	82.2	5.5	81.4	6.7	93.7	0.8	84.3	2.9	94.5	0.8
5	Students' inquiries related to the lesson/module are answered enthusiastically	79.5	5.7	81.4	6.0	93.9	0.4	86.4	2.9	93.5	0.8
6	Assessment methods of Learning outcomes are fully communicated to students by lecturers	80.5	4.8	80.5	5.3	93.1	0.4	87.7	3.1	95.3	0.0
Practical or Exercise Module											
1	Lecturers fully guide the contents of the practical module syllabus	94.8	1.4	96.7	0.0	99.0	0.0	94.6	0.0	-	-
2	Analysis and evaluation standards; method of presenting experimental/practical result report are detailly instructed	91.8	0.9	93.3	0.0	99.0	0.0	94.6	0.0	-	-
3	Content of practical/experimental module is communicated clearly and easily to understand	96.3	2.3	100.0	0.0	99.0	0.0	94.6	0.0	-	-

4	Students' inquiries related to the practical/experimental module are enthusiastically answered	86.0	3.7	77.7	0.0	99.0	0.0	94.6	0.0	93.5	0.8
5	Assessment methods of learning outcomes are fully communicated to students by lecturers	97.7	1.9	93.8	0.0	99.0	0.0	91.1	0.0	-	-
6	Teaching methods encourage students to promote self-study and self-research	84.5	3.3	96.7	0.0	99.0	0.0	94.6	0.0	94.5	0.8
Online											
1	Online teaching mode (online) is convenient for students							85.1	2.9		
2	Lecturers effectively exploit time for teaching online							84.4	2.9		
3	Students absorb lessons effectively when studying online							82.8	4.1		
4	Students can be proactive with online learning mode							85.4	2.9		
5	Students are satisfied with the online learning mode							84.5	4.1		
6	Students are satisfied with the online exam mode							94.6	0.0		

2.4 General assessment

For general assessment data, three questions were surveyed, and the results are listed below on Table 12. The satisfied values, on average reach the value of 80% in the year 2018-2019 and this value increase to 89% in the year 2022-2023. The dissatisfaction values decrease from about 4.6% in the year 2018-2019 to 1.5% in the year 2022-2023.

Table 12: Survey of the general assessment for period from 2018 to 2023

No.	Question	Year 2018 - 2019		Year 2019- 2020		Year 2020 - 2021		Year 2021 - 2022		Year 2022 - 2023	
		S (%)	D (%)	S (%)	D (%)	S (%)	D (%)	S (%)	D (%)	S (%)	D (%)
1	Evaluating satisfaction level on the module	80.5	4.7	84.5	2.4	92.9	0.5	89.7	1.7	89.9	0.5
2	Evaluating satisfaction level on lecturers teaching the module	82.0	4.6	82.6	4.5	93.5	0.3	87.7	3.1	95.0	1.1
3	Ability to achieve the learning outcomes of this module	77.4	4.1	78.6	2.6	84.1	0.9	84.4	1.7	83.4	3.0

The survey results from students have been shared with the lecturers of the respective courses. Lecturers will review the satisfaction levels and feedback from students to make changes and update course content and teaching methods for continuous improvement in teaching and learning. Many

changes have already been implemented, such as providing clear and specific information about course objectives and requirements so that students have a better understanding from the outset. Lecturers are also introducing a variety of reference materials and dedicating time to review challenging concepts during the teaching process. Assistant lecturers are available to support students, and active student engagement is encouraged, with students being urged to ask questions and participate actively in the learning process. For courses where students have reported that the content is too math-focused and uninteresting, lecturers have integrated real-world applications of the concepts into the research process through scientific research projects and some illustrative videos that demonstrate how the knowledge can be applied in real-life scientific contexts. In cases where students have reported low satisfaction with specific courses, the department will arrange meetings to have discussions with the lecturers to identify the reasons and propose improvements for future course offerings.