

REPORT ON STAKEHOLDER SATISFACTION SURVEY IMPLEMENTATION FOR THE ACADEMIC YEAR 2023-2024

I. STUDENT SATISFACTION SURVEY WITH MODULES AND ACADEMIC STAFF

1. Survey purpose

- Student satisfaction survey with modules and academic staff for the first semester of the academic year 2023-2024 of VNUHCM-University of Science (VNUHCM-US);
- Synthesize students' opinions as a basis for evaluation to send feedback to relevant faculties and units for improvement and adjustment (if any).

2. Basis for implementation

- Plan No. 60/KH-KHTN dated 20 September 2023 on quality assurance affairs for the academic year 2023-2024 of the Educational Testing and Quality Assurance Office, VNUHCM-US;
- Notification No. 165/TB-KHTN dated 6 December 2023 of the Head of Educational Testing and Quality Assurance Office on collecting feedback from learners about the VNUHCM-US' teaching activities for the first semester of the academic year 2023-2024 for full-time undergraduate students.

3. Survey form

- The survey was conducted for all full-time undergraduate students registered for the first semester of the academic year 2023-2024 (including students of the faculties' project-based programmes).
- Online survey through students' accounts on the VNUHCM-US' portal system.
- For theoretical modules or modules including theory and practice/exercises, students will evaluate the module and academic staff teaching theory.
- For modules with multiple academic staff teaching in the same class, students will choose the academic staff that they want to evaluate.

4. Number and rate of survey implementation

There were 10,930/14,729 students participating in the survey with 74.21%.

The reliability of the questionnaire was analyzed by using SPSS version 20.0 software.

II. STAKEHOLDERS' SATISFACTION SURVEY WITH THE VNUHCM-US' EDUCATION QUALITY

1. Survey purpose

- Survey on whether VNUHCM-US' education quality meeting society's demands through feedback from graduates (alumni) and employers (enterprises);
- Satisfaction survey of VNUHCM-US' academic staff and final-year students on the suitability of the study programme for each discipline;

- Survey results are used as a basis to gradually adjust the study programme to enhance the VNUHCM-US' education quality and meet social demands.

2. Basis for implementation

- Plan No. 60/KH-KHTN dated 20 September 2023 on quality assurance affairs for the academic year 2023-2024 of the Educational Testing and Quality Assurance Office of the VNUHCM-US;
- Plan No. 174/KH-KHTN dated 12 October 2023 on stakeholder satisfaction survey (academic staff, alumni, enterprises) on VNUHCM-US' education quality and the employment status of students after graduation and support staff's activities for the academic year 2023-2024 of the VNUHCM-US.

3. Survey form

- The survey was conducted for all employees of the VNUHCM-US.
- Implement the online surveys through the LimeSurvey system for alumni, academic staff, enterprises and final-year students of the cohort 2020 (course evaluation).

4. Number and rate of survey implementation

- There were 2,234 alumni who completed the survey (graduated in 2022).
- There were 3,129 final-year students who completed the survey (cohort 2020).
- There are 520 academic staff who completed surveys for 23 discipline/study programmes.
- There were 314 enterprises who completed the survey.

The reliability of the questionnaire was analyzed by using SPSS version 20.0 software.

III. EMPLOYEES' SATISFACTION SURVEY WITH THE WORK ENVIRONMENT

1. Survey purpose

Employees' satisfaction survey with service/support activities and the working environment at the VNUHCM-US. Thereby, the VNUHCM-US has a basis to review and adjust service/support activities to better enhance the VNUHCM service quality.

2. Basis for implementation

- Plan No. 203/KH-KHTN dated 8 November 2023 of the President of the VJNUHCM-US on the employees' satisfaction survey with the service/support activities of academic year 2023;
- Plan No. 60/KH-KHTN dated 28 September 2023 on Quality Assurance for the academic year 2023-2024 of the Office of Educational Testing and Quality Assurance (ETQAO), VNUHCM-University of Science.

3. Survey form

The survey was conducted online, the Office of Personnel Administrative Affairs sent the list of employees' emails to the Office of Educational Testing and Quality Assurance to implement the survey;

The Office of Personnel Administrative Affairs sent the online survey link via email to employees to conduct the survey through the LimeSurvey system;

The Office of Personnel Administrative Affairs: processing survey data and writing general reports.

4. Number and rate of survey implementation

- There were 685/929 employees from units under VNUHCM-US conducting the survey, accounting for 73.74%.

The reliability of the questionnaire was analyzed by using SPSS version 20.0 software.