

International University - VNU HCM



Improvement report after surveying

By QATO

HCMC, updated by October 2022

ABBREVIATIONS

You might find the following abbreviations in this report:

The Party	The communist Party of Viet Nam	CITT	Center for Innovation and Technology Transfer
IU	International University	OFM	Office of Facilities Management
HCMC	Ho Chi Minh city	OPS	Office of Procurement Services
VNU	Viet Nam National University	BA	School of Business
PB	Presidential Board	BT	School of Biotechnology
OAAA	Office of Undergraduate Academic Affairs	BME	School of Biomedical Engineering
OGA	Office of Graduate Affairs	IT	School of Computer Science and Engineering
ORD	Office of Research and Development	EE	School of Electrical Engineering
QATO	Office of Quality Assurance and Testing	IEM	School of Industrial Engineering and Management
CIS	Center for Information Services	CE	Department of Civil Engineering
OHRM	Office of Human Resources and Management	MA	Department of Mathematics
OFF	Office of Finance and Planning	PH	Department of Physics
OFD	Office of Facility Development	EV	Department of Environmental Engineering
OILA	Office of Inspection and Legal Affairs	EN	Department of English
OSS	Office of Students Services	CPA	Center for Public Administration
OEPR	Office of External and Public Relations	OIAC	Office of International Academic Collaboration
OID	Office of Investment and Development		

1. Introduction

The International University (IU) always pays special attention to the work of ensuring educational quality, in order to maintain and improve the academic reputation as well as service quality of the University. Periodically every semester/academic school year, IU conducts surveys and consults with stakeholders on the quality of training, academic service, scientific research and community service. This report is compiled by QATO of all units' plans after studying the survey results for 1 year until the end of the 1st semester of the academic year 2021-2022. This report summarizes all issues as well presents the improvement plans after surveying teaching and learning quality, academic and support staff, and support service quality in 2022 at IU.

2. Teaching and Learning Quality

2.1. Course evaluation

According to the improvement reports from Schools, Departments and OUAA, this part describes improvement plans regarding students' comments on the subjects, faculty staff, and related issues. Students take these surveys at the end of the course each semester. In the following table, each unit (school, department or office) has activities needed for the improvement of teaching and learning quality in a period of time with the corresponding expected results.

School/Department/Office	Activities need improvement	Action	Time	Results/expected results
School of of Civil Engineering and Management	There are 2 subjects with low evaluation scores, students are not satisfied with the lecturers	Improve subject content and approach to students	Semester 1 per each academic year	≥ 4.0

After receiving the survey results on the courses evaluated by students, the academic units (6 schools, 5 departments and OUAA) studied the outstanding issues, focusing on some subjects which have lower scores than the general average or have a specific reflection on the teaching methods. Specifically, the units made clear requirements for adjusting subjects' content and teaching methods in the direction of being more suitable for students, encouraging students to take surveys, with very clear goals and timelines.

2.2. First year students

This type of survey collects the interests of freshmen. Academic and service units through this survey, build plans for adjustments to create satisfaction to these students in the future.

School/Department	Activities need improvement	Action	Time	Results/expected results
School of Business				
School of of Civil Engineering and Management	<p>Low satisfaction with the schedule received</p> <p>Objectives considered important by 1st year students in learning include: (1) Improving general knowledge and intellectual skills (3.33/4); (2) Obtain specific work related to knowledge and skills (3/4); (3) Gain social and leadership skills (3.17/4); (4) Becoming a more mature individual (3.5/4); and (5) Have a good time (3/4) 50% of students think that they like learning through computers/movies/videos</p>	<p>Find out what students want and what are not satisfied about the quality of information, schedule</p> <p>Support extracurricular activities with the orientation of supplementing soft skills, improving knowledge for students, especially information technology skills and academic research; Create a club playground for students to have the opportunity to participate in extracurricular activities to create a dynamic and fun environment</p> <p>Increase the use of video/film tools in teaching</p>	Annual	

There are many issues that freshmen are interested in. Students are not satisfied with the quality of the registration information received. Students complain about the IU website interface. Students care about academic reputation. They are worried about the transportation to IU. They show low satisfaction with the schedule received. They want to improve general knowledge and intellectual skills...

All these issues are solved with detailed plans. They are: Strengthening communication channels, more extracurricular activities, promoting the information channel of public transport moving from the downtown to IU main campus for students, enhancing interaction and support students by academic advisors...

2.3. Graduating students

When students are eligible to graduate, QATO gives surveys to these to summarize their opinions during the past learning process. Their opinions are an important basis for comprehensively assessing the quality of training and services provided by IU.

School/Department	Activities need improvement	Action	Time	Results/expected results
School of Business				
School of of Civil Engineering and Management	Upgrading and maintaining faculty's computer room, implementing specialized software teaching applied to the project It is necessary to have a comment box on problems arising for students of each faculty or subject during the course of study	Planning to upgrade and maintain the department's computer room. Update curriculum and plan to open short-courses related to specialized software applied to the project Set up a suggestion box for students	Annual	Upgrading computer systems, implementing short-term training courses Suggestion box

Through this kind of survey, some graduating students think that a few lecturers do not have good teaching methods. Beside that, some students have not been well supported to practice at companies outside of IU. Meanwhile, some students think that the study plan, the criteria for assessing the learning results and the test results have not been announced in a timely manner. And a few students do not feel confident about their career prospects after graduation. Academic units want to change in positive ways. They planned to hold more training courses, seminars for lecturers, organize more recruiting sessions, and use the online notification system more effectively. These units encourage the lecturers to discuss with students about career orientation, introduce them to internship positions, and encourage them to participate in research activities. These activities promise to bring many benefits to the students who are continuing their studying.

2.4. Alumni

Employment, job quality, and graduate salaries are clear measures of a university's training achievements. IU appreciates the opinions and contributions of alumni.

School/Department	Activities need improvement	Action	Time	Results/expected results
School of Business				
School of of Civil Engineering and Management				

The opinions of alumni are among the most unbiased in the surveys obtained. We receive comments such as: Some of the knowledge and skills learned in school are not yet necessary for a job after graduation; There is a lack of employment information from IU; Change teaching/practicing methods of coding subjects to suit business requirements is a need (*comment form IEM*); Some compulsory soft skills should be added (*comment form PH*).

Short-term plans (from academic units) quickly provide solutions to these problems. It is reviewing subjects that have not met the needs of students to improve. It is also exploiting external relations and cooperation with research institutes, domestic and foreign companies... to support job information and graduate scholarships for students. Through subjects, the school of IEM promotes the knowledge of data analysis, data structure, program structure, and advanced office informatics. The PH department has added the subject of professional ethics to the training program of the industry from the 2019 class onwards.

3. Academic Staff (*Faculty Feedback*)

Not only collecting opinions of students and alumni, IU also cares about the feelings of its own faculty staff. These are the ones who directly create IU’s values and reputation.

School/Department	Activities need improvement	Action	Time	Results/expected results
School of Business				
School of of Civil Engineering and Management	<p>100% lecturers review syllabus every 3 years</p> <p>100% of students do not participate in Lecturer's research projects</p> <p>100% of Lecturers answered that they did not conduct research with lecturers/students</p> <p>100% of Lecturers do not integrate research into teaching</p>	<p>The course outline is reviewed after each teaching course and promptly updated according to current and future employment requirements</p> <p>Create conditions for students to have the opportunity to participate in research projects and access new knowledge</p> <p>Organize academic exchange seminars, seek research cooperation opportunities</p> <p>Advanced review of lectures, bringing research teaching into the course in various forms (advanced reading, project)</p>	Annual	<p>Lecturers review syllabus every 2 years</p> <p>10% of students participating in scientific research in the research group</p> <p>20%</p> <p>>=30% of lecturers integrate their research into teaching</p>

Listening to the lecturers’ opinions, we find that the workload is quite heavy, and there is a lack of teaching materials. Some lecturers do not integrate research into their lectures. The teaching support system often has errors. Actively, all schools and departments reply that they will recruit more suitable personnel, and more books and ebooks will be used for teaching. Lecturers review and improve their lectures, and put case studies into the course. The CIS upgrades and well maintains the Blackboard system. All of these will make teaching tasks more effective.

4. Support Staff

These people pay silent contributions to help daily teaching and taking care of students. Their comments provide an additional perspective to improve IU's academics and its overall quality.

School/Department/ Center/Office	Activities need improvement	Action	Time	Results/expected results
School of Business				
School of of Civil Engineering and Management	Opportunities to enhance skills and knowledge on the job Workload pressure Salary vs volume of work, OT	Discuss personal wishes to have a suitable plan Review staff workload Receive comments and reflect back the the University	09/2022- 09/2023	All staff are trained Workload balance At the discretion of the University

From the perspective of support staff, workload pressure, salary received and career advancement opportunities are considered top concerns. Some solutions have been given as organizing a reasonable assignment with the working plan in 2022, proposing IU consider the income of support staff.

Reporter



Nguyễn Đức Hùng

HCMC, Date 5 September 2022

Head of Office of Quality Assurance and Testing

Nguyễn Thị Thanh Sang