

ANALYSIS RESULT OF STUDENT SERVICE QUALITY SURVEY AT INTERNATIONAL UNIVERSITY

CIVIL ENGINEERING – 2022

Synthesis analysis (for rating questions)		?, >=3			
Student Service Quality - 2022					
Question	Q.AverageRate	Q.PassRate	Group	G.AvgRate	G.PassRate
Group 1. OFFICE OF UNDERGRADUATE ACADEMIC AFFAIRS					
Q1. Admission counseling activities provide necessary information to interested people	4.5	100.0%	Gp1	4.1	87.5%
Q2. Course registration for students	4	100.0%			
Q3. Creating class schedules for students	4.5	100.0%			
Q4. Instructions for new student enrollment	4	100.0%			
Q5. The operation of communication channels between the International University and students	4.5	100.0%			
Q6. Informing students of exam schedules	3	50.0%			
Q7. Informing exam results on time	3.5	50.0%			
Q8. Dealing with questions or complaints regarding students' study results	4.5	100.0%			
Group 2. OFFICE OF STUDENT SERVICES					
Q9. Providing counseling and support for students during their studies	4.5	100.0%	Gp2	4.3	100.0%
Q10. Informing extracurricular activities	4	100.0%			
Q11. The content of workshops and seminars	4.5	100.0%			
Q12. Organizing the political orientation week	4.5	100.0%			
Q13. Providing students with necessary information in the orientation week	4	100.0%			
Q14. Supporting students in registering at dormitory or hostel	4.5	100.0%			
Q15. Job counseling activities for students	4	100.0%			
Q16. Students' extracurricular activities assessment	4	100.0%			
Q17. Emulation, reward, and punishment in students	4.5	100.0%			
Q18. Supporting students in tuition fee loan procedure	4.5	100.0%			
Group 3. OFFICE OF INTERNATIONAL ACADEMIC COLLABORATION					
Q19. Supportive activities for transferring procedures to partner universities	4	100.0%	Gp3	3.8	100.0%
Q20. Supportive activities for transferring procedures to partner universities	3.5	100.0%			
Group 4. OFFICE OF FINANCE & PLANNING					
Q21. The process of collecting tuition and other fees	4.5	100.0%	Gp4	4.3	100.0%
Q22. Awarding scholarships and grants according to the university regulation	4	100.0%			
Group 5. OFFICE OF EXTERNAL & PUBLIC RELATIONS					
Q23. Activities informing students of domestic and international scholarships	4.5	100.0%	Gp5	4.2	100.0%
Q24. Supporting students for student exchange procedures	3.5	100.0%			
Q25. The quality of information on IU website	4.5	100.0%			
Group 6. OFFICE OF RESEARCH & DEVELOPMENT					
Q26. Activities informing students of registering scientific research topics	4.5	100.0%	Gp6	3.8	100.0%
Q27. Activities supporting students in getting research topic registration and approval	3.5	100.0%			
Q28. Evaluating and accepting students' scientific research topics	3.5	100.0%			
Group 7. CENTER FOR INNOVATION & TECHNOLOGY TRANSFER					
Q29. Supporting for registration to attend workshops, seminars, events, start-up and innovation	4.5	100.0%	Gp7	4	100.0%
Q30. Start-up project incubation activities with high commercialization potential for students	3.5	100.0%			

Group 8. LIBRARY					
Q31. The librarians' support in searching for information	4.5	100.0%	Gp8	4.1	91.7%
Q32. The resourcefulness of the library meeting the needs of readers	3.5	100.0%			
Q33. The process of checking out, returning and deadline extension of library books	4.5	100.0%			
Q34. Quality of systems for searching library resources	4	100.0%			
Q35. The library opening hours meeting the needs of readers	4.5	100.0%			
Q36. The number of seats in the library meeting the needs of readers	3.5	50.0%			
Group 9. OFFICE OF INFORMATION SERVICES					
Q37. The quality of the Internet in classrooms, auditoriums and laboratories	5	100.0%	Gp9	4.8	100.0%
Q38. The quality of the Wi-Fi system at IU	4.5	100.0%			
Group 10. OFFICE OF QUALITY ASSURANCE & TESTING					
Q39. Student opinion survey on course evaluation	4.5	100.0%	Gp10	4.3	100.0%
Q40. Student opinion survey on service quality at IU	4	100.0%			
Group 11. OFFICE OF FACILITY DEVELOPMENT					
Q41. The quality of sanitary service at IU	4.5	100.0%	Gp11	4.2	100.0%
Q42. The quality of security service at IU	4	100.0%			
Q43. The quality of equipment in classrooms, auditoriums and laboratory	4	100.0%			
Group 12. HEALTH DEPARTMENT					
Q44. The quality of health care at IU	4.5	100.0%	Gp12	4.5	100.0%
Group 13. CANTEEN MANAGEMENT					
Q45. The quality of services in the canteen	4.5	100.0%	Gp13	4.5	100.0%
Group 14. STAFF					
Q46. The professionalism of staff	4.5	100.0%	Gp14	4.2	100.0%
Q47. The attitude of staff	4	100.0%			
Q48. The appropriateness of staff's dress code	4	100.0%			
Group 15. GENERAL EVALUATION OF SERVICE QUALITY AT IU					
Q49. Students' overall evaluation of office staff	4.5	100.0%	Gp15	4.3	100.0%
Q50. Students' overall evaluation of services at IU	4	100.0%			

