
 <b>HOA SEN UNIVERSITY</b> <b>WORLD CLASS EDUCATION</b>	<b>HOA SEN UNIVERSITY</b>	Code: ĐBCL-QyĐ-17
		Version: 01
		Author: Office of Testing – Quality Assurance
University document	<b>REGULATIONS ON THE STUDENT SURVEY ABOUT ACADEMIC ADVISING</b>	Approval by: Võ Thị Ngọc Thúy
Office of Testing – Quality Assurance		Issue date: 28/07/2022

## REGULATIONS ON THE STUDENT SURVEY ABOUT ACADEMIC ADVISING

	<b>Author</b>	<b>Appraisal</b>	<b>Approval</b>
Signature			
Full name	Lê Hữu Sơn	Phan Thị Việt Nam	Võ Thị Ngọc Thúy
Position	Deputy Head Office of Testing – Quality Assurance	Vice President	President

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## CHAPTER 1. GENERAL REGULATIONS

### Article 1. Scope and subjects of application

1. This document stipulates the purposes, requirements, implementation process, and responsibilities of divisions and individuals participating in the student survey on academic advising at Hoa Sen University.
2. Subjects of application of this regulation include divisions, lecturers, staff, and students of Hoa Sen University.

### Article 2. Abbreviation

In this Regulation, the meaning of abbreviations is as follows


No.	Abbreviation	Meaning
1	BOP	Board of President
2	HSU	Hoa Sen University
3	OTQA	Office of Testing – Quality Assurance
4	OIT	Office of Information Technology
5	OAA	Office of Academic Affairs
6	QA	Quality Assurance

### Article 3. Survey purposes

1. Find out the satisfaction level of students with the quality of the university's academic advising.
2. It is the base for evaluating and improving the quality of the university's academic advising.


### Article 4. Requirements of the survey

1. The academic advising survey is carried out in the Tet and Summer semesters of the academic year.
2. Students clearly understand the purpose and meaning of collecting feedback on the academic advising.
3. Students are honest and objective in providing feedback.
4. Survey results must be accurate, reliable, confidential, and used for the right purposes.

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### **Article 5. Survey contents**

1. Students' satisfaction level with the quality of academic advising.
2. Student's opinion to improve academic advising.

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## CHAPTER 2. ORGANIZATION AND RESULTS ASSESSMENT

### Article 6. Organizing the survey

#### 1. Participants

All students studying at Hoa Sen University.

#### 2. Survey instrument


The questionnaire, which includes the specific criteria of the survey content mentioned in Article 5, uses open questions and a 5-point scale to evaluate the satisfaction level of students.

#### 3. Survey form

The online survey is conducted in the Tet and Summer semesters through the student portal at <http://httsv.hoasen.edu.vn> or Hoa Sen App.

#### 4. Survey process

No.	Task	Division in charge	Explanation
1	Make the annual survey plan	OTQA	OTQA makes a survey plan that clearly states the tasks; divisions/ individuals in charge; survey purposes; survey content; survey form and duration; start and end time of the survey; and timing for sending the survey report.
2	Submit the survey plan for approval	- OTQA - BOP	- OTQA submits the survey plan and survey form to BOP. - BOP appraises and approves the plan.
3	Conduct the survey	- OTQA - OIT - Faculties	- OTQA announces the survey plan to the Faculties, Programs, lecturers, and students; - OTQA conducts the survey. - OIT handles the problems that arise during the survey time and sends the statistics to OTQA every week.


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No.	Task	Division in charge	Explanation
			- Faculties/ Programs announce to AA and students about the survey, and its purposes, and encourage students the take part in the survey.
4	Process the data and write a report	OTQA	OTQA processes the data, analyzes the results, and writes a report.
5	Send the survey report to the BOP and Faculties/ Programs	OTQA	OTQA sends the report to BOP and Faculties/Programs.
6	Innovate after the survey	- Faculties - OAA - OTQA	- Based on the results of the academic advising survey, Faculties/Programs review and make improvement plans (if any), then send them to OAA, and BOP through OTQA.  - Based on the survey results and the feedback of students, OAA will review and enhance the organization and management of academic advising.  - OTQA observes and monitors the innovation of Faculties/Programs and reports to the BOP (if any).
7	Store the survey information and data	OTQA	OTQA stores the information, and data and develops a database of the academic advising survey.

## **Article 7. Responsibilities of related divisions in the academic advising survey**

### **1. Office of Testing – Quality Assurance**

- Make the annual survey plan and submit it to the BOP for approval;
- Cooperate with OIT to develop the online student survey system;
- Conduct the approved survey plan to collect student feedback on academic advising.
- OTQA reports the survey progress weekly and sends it to the Faculties/ Programs.
- Report the survey results to BOP and Faculties/ Programs;

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- Learn from the experience and adjust the survey instrument (if any), propose to the BOP how to use the survey results effectively;
- Observe and monitor the innovation of Faculties/ Programs and report to BOP (if any);
- Store the survey data to monitor and use for QA purposes of HSU.

## **2. Office of Information Technology**

- Develop an online survey system and make sure it is easy to use and effective;
- Handle the arising problems while students do the online survey;
- Store the data of survey results on the PeopleSoft system.
- Develop and improve the survey system and report upon request of OTQA.

## **3. Faculties**

- Announce to lecturers and students the purpose, requirements, and content of the survey to collect feedback from students on academic advising;
- Encourage students to do the survey;
- Discuss survey results; compare results with previous semester; review and analyze the shortcomings; make an improvement plan (if any) and send it to BOP through OTQA.

## **4. Office of Academic Affairs**


- Based on the results of the student feedback on academic advising, OAA will review and enhance the organization and management of academic advising;
- Cooperate with Faculties/ Programs to prompt and consider suggestions, and feedback from students about academic advising.

### **Article 8. Storing survey data and results**

1. Survey data and reports about academic advising will be stored for at least 5 years following the university accreditation cycle.
2. Survey data will be stored on the <http://httqql.hoasen.edu.vn> system.
3. Survey reports will be stored by OTQA in hard copies and soft copies.

### **Article 9. Validity**

1. These regulations take effect from the issue date. Any previous regulations that are contrary to these regulations are invalidated and annulled.

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2. During the application process, if any amendments and additions are needed, the divisions and individuals send the suggestions to the OTQA to compile and submit them to the BOP for the decision so that the adjustment is suitable to the current situation and law;

3. Divisions and individuals involved in the student survey on academic advising are responsible for implementing the Regulations.

**PRESIDENT**

**(signed)**

**Assoc.Prof.Dr. Vo Thi Ngoc Thuy**

## ACADEMIC ADVISING SURVEY

***Dear Students!***

*In order to improve the quality of the university activities, Hoa Sen University is gathering feedback from students regarding the academic advising. All information and feedback will be kept confidential. Thank you for all of your helpful feedback and suggestions!*

Faculty: .....

Intake: ..... Class code: .....

Name of academic advisor: .....

The rating is from 1 to 5:

1. Totally disagree 2. Disagree 3. Neutral 4. Agree 5. Totally agree

No.	Survey Question	Choose the best match				
		①	②	③	④	⑤
1	You know who is your academic advisor.	①	②	③	④	⑤
2	You can easily contact your academic advisor when needed.	①	②	③	④	⑤
3	The academic advisor is enthusiastic and well-supported students in academic-related issues ensuring students' rights.	①	②	③	④	⑤
4	The academic advisor consults students on the study plan.	①	②	③	④	⑤
5	Information from the academic advisor is timely, accurate, and helpful.	①	②	③	④	⑤
6	You are satisfied with the academic advisor.	①	②	③	④	⑤

Other suggestions for academic advising's quality enhancement:

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**Thank you for your cooperation!**