
 <p>HOA SEN UNIVERSITY WORLD CLASS EDUCATION</p>	HOA SEN UNIVERSITY	Code: ĐBCL-QyĐ-03
		Version: 03
		Author: Office of Testing - Quality Assurance
University document	REGULATIONS ON THE SERVICE QUALITY SURVEY FOR LECTURERS AND STAFF	Approval by: Vo Thi Ngoc Thuy
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REGULATIONS ON THE SERVICE QUALITY SURVEY FOR LECTURERS AND STAFF

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MODIFICATION TRACKING

Version	Issue Date	Modification Section	Modified Content
03		Article 2	Update the name of OTQA
		Article 4, clause 1	Additional content: conducted in April annually
		Article 5, clause 5	Adjust to a community service activity

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CHAPTER 1. GENERAL REGULATIONS

Article 1. Scope and subject of application

1. This document stipulates the purposes, requirements, implementation process, and responsibilities of divisions and individuals participating in the lecturers and staff survey about the service quality provided by Hoa Sen University;
2. The subject of application in this document includes divisions, lecturers, and staff of Hoa Sen University.

Article 2. Abbreviation

In this document, the meaning of abbreviations is as follows

No.	Abbreviation	Meaning
1	HSU	Hoa Sen University
2	OTQA	Office of Testing - Quality Assurance
3	OIT	Office of Information and Technology

Article 3. Purposes of the survey


1. Contributing to the implementation of the democratic regulations at HSU;
2. Feedback from lecturers and staff is the foundation to improve the service quality of HSU.

Article 4. Requirements of the survey

1. The survey is conducted in April annually;
2. Lecturers and staff clearly understand the purpose and significance of the survey;
3. Lecturers and staff are honest and objective in providing feedback on the service quality of HSU;
4. The survey results of lecturers and staff on HSU's service quality must be accurate, reliable, confidential, and used for the right purposes.

Article 5. Contents of the survey

1. Organization and management
2. Working environment and culture
3. Work, recognition, evaluation, and promotion
4. Facilities
5. Community activities
6. University's policy

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CHAPTER 2. SURVEY ORGANIZATION AND RESULT ASSESSMENT

Article 6. Organizing the survey

1. Survey participants

All full-time lecturers and staff that are teaching and working at HSU.

2. Survey instrument

The questionnaire, which includes the specific criteria for survey contents mentioned in Article 5, specifies the level for the indicators through the regulated scale value.


3. Survey forms

The online survey is conducted through the portal for lecturers and staff at <http://httql.hoasen.edu.vn>.

Lecturers and staff log in to the above portal and do the survey.

4. Survey process

No.	Task	Division in charge	Explanation
1	Making the annual survey plan	OTQA	OTQA makes a survey plan that clearly states the tasks, divisions/ individuals in charge; survey form and duration; start and end time of the survey.
2	Submitting and getting the approval for the survey plan	- OTQA - BOP	- OTQA submits the plan and online survey questionnaire to the BOP. - BOP reviews and approves the plan.
3	Organizing the survey	- OTQA - OIT	- OTQA announces the survey plan to the Faculties/ Offices/ Centers. - OTQA conducts the survey according to the approved plan. - OIT cooperates with OTQA to handle arising problems during the survey time and sends survey progress data (number of participants) to OTQA weekly. - OTQA makes a report on the survey progress weekly and sends it to the Faculties/Offices/Centers.

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No.	Task	Division in charge	Explanation
4	Processing data and writing a report	OTQA	OTQA processes the data, analyzes the results, and writes a report.
5	Sending the report to BOP and divisions	OTQA	OTQA sends the report to BOP and Faculties/Offices/Centers.
6	Innovating after the survey	- OTQA - Faculties/Offices	- Based on the survey results, Faculties/Offices/Centers review and make a plan to improve their activities (if needed) and send it to BOP through OTQA. - OTQA monitors and supervises the implementation of the innovation plan of Faculties/Offices/Centers and reports to BOP (if any).
7	Storing the information, and data of the survey	OETQA	OTQA saves the information, and data and develops a survey database for lecturer and staff's service quality survey.


Article 7. Responsibilities of related divisions in organizing the lecturer and staff survey on service quality

1. Office of Testing – Quality Assurance

- a) Developing a survey plan and submitting it to BOP for approval;
- b) Cooperating with the OIT to develop the online survey system;
- c) Conduct the approved survey plan to gather feedback from lecturers and staff on service quality;
- d) Reporting the survey results to the BOP and Faculties/ Offices/ Centers;
- e) Learning from experience and adjusting survey tools (if needed), proposing to the board of management how to use survey results;
- f) Monitoring and supervising the improvement of Faculties/ Offices/ Centers and reporting to the BOP (if any);
- g) Storing data and survey results to monitor and use for quality assurance purposes.

2. Office of Information Technology

- a) Developing and ensuring an easy-to-use and effective online survey system;

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- b) Handling problems arising while lecturers and staff do the online survey;
- c) Developing and improving the survey system and reporting upon request of OTQA.

3. Faculties/ Offices/ Centers

- a) Deans and Heads of divisions announce the purposes, requirements, and contents of the survey to lecturers and staff to get their feedback on the service quality at HSU;
- b) After receiving the survey results, the Faculties/ Offices/ Centers review and develop an innovation plan (if needed) and send it to the BOP through OTQA.

Article 8. Storing survey data and results

1. Survey data will be saved on the system at <http://httqql.hoasen.edu.vn> for 5 years following the university accreditation cycle;
2. Survey results and reports will be stored at OTQA in hard files and soft files for 5 years following the university accreditation cycle.

Article 9. Validity

1. This regulation takes effect from the issue date. All previous regulations which are contrary to this regulation shall be invalidated and annulled;
2. During the implementation process, if any amendments are needed, divisions and individuals send the suggestions to the OTQA to compile and submit 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 service quality survey for lecturers and staff of the university are responsible for implementing this regulation.

PRESIDENT
(signed)

Assoc. Prof. Dr. Vo Thi Ngoc Thuy