
 <p>HOA SEN UNIVERSITY WORLD CLASS EDUCATION</p>	HOA SEN UNIVERSITY	Code: ĐBCL-QyĐ-02
		Version: 03
		Author: Office of Testing - Quality Assurance
University document	REGULATIONS ON THE SERVICE QUALITY SURVEY FOR LEARNERS	Approval by: Vo Thi Ngoc Thuy
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REGULATIONS ON THE SERVICE QUALITY SURVEY FOR LEARNERS

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MODIFICATION TRACKING

Version	Issue Date	Modification Section	Modified Content
03		Article 2	Update the name of OTQA
		Article 4	Supplementing the implementation of the survey in April

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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 collecting feedback from learners on the service quality provided by Hoa Sen University;
2. The subject of application of this document includes divisions, staff, lecturers, and full-time undergraduate and graduate students (hereinafter referred to as learners) of Hoa Sen University.

Article 2. Abbreviations

In this document, the meaning of abbreviations is as follows:

No.	Abbreviation	Meaning
1	BOP	Board of Presidents
2	HSU	Hoa Sen University
3	OTQA	Office of Testing - Quality Assurance
4	OIT	Office of Information Technology
5	QA	Quality Assurance

Article 3. The purpose of collecting learners' feedback

1. For Hoa Sen University


- a) Feedback from learners about the service quality of HSU is used to improve the service quality of the University;
- b) Feedback from learners about the service quality helps the board of management at HSU and its affiliated divisions to adjust and improve the service quality of the University.

2. For learners

Ensuring benefits for learners, creating favorable conditions for learners to reflect on the situations, and expressing their needs and expectations of HSU's service quality.

Article 4. Survey requirements


1. The survey is conducted in April annually;
2. Learners clearly understand the purposes and the meaning of the survey;
3. Learners are honest and objective in providing feedback on the service quality of HSU;

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4. The results from learners about the service quality of HSU must be accurate, reliable, absolutely confidential, and used for the right purposes.

Article 5. Survey contents

1. Student support
2. Library
3. Academic management and service
4. Facilities and infrastructure
5. Information technology services
6. Accounting
7. Other activities.

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CHAPTER 2. SURVEY ORGANIZATION AND RESULT ASSESSMENT

Article 6. Organizing the survey

1. Survey participants

Learners include full-time students at all levels/systems studying at HSU.

2. Survey instrument


The questionnaire includes the particular criteria of the survey content stated in Article 5 and specifies the level for the indicators through the scale value.

3. Survey forms

The online survey is carried out in a portal for lecturers and staff at <http://httq1.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 the plan which clearly states the tasks, divisions/ individuals in charge; survey form and duration; start and end time of the survey.
2	Submit and get approval for the survey plan	- OTQA - BOP	- OTQA submits the plan and online survey content to the BOP. - BOP considers and approves the plan.
3	Organize the survey	- OTQA - OIT	- OTQA announces the survey plan to the Faculties/Offices. - OTQA conducts the survey according to the plan. - OIT cooperates with OTQA to handle problems that arise while lecturers and staff do the online survey and send data on the number of survey participants to OTQA weekly. - OTQA makes statistics on the progress of the survey every week and sends it to the Faculties/Offices/Centers.
4	Processing data and writing a report	OTQA	OTQA processes the data, analyzes the results, and writes a report.
5	Send the report to BOP and divisions	OTQA	OTQA sends the report to BOP and Faculties/Offices/Centers.

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No.	Content	Division in charge	Explanation
6	Innovate after the survey	- OTQA - Faculties/ Offices	- Based on the survey's results, Faculties/Offices conduct a review, make a plan to improve (if any), and send it to BOP through OTQA. - OTQA follows, monitors implementation of improvements of the Faculties/Offices/Centers, and reports to BOP (if any).
7	Store the survey information and data	OTQA	OTQA saves the information, and data and develops a database of the learner survey on service quality.

Article 7. Responsibilities of related divisions in surveying learners about the university's service quality

1. Office of Testing – Quality Assurance


- a) Developing a survey plan and submitting it to BOP for approval;
- b) Cooperating with OIT to develop an online service quality survey system;
- c) Conduct the approved survey plan to collect feedback from learners on service quality;
- d) Reporting the survey results to the BOP and Faculties/ Offices/ Centers;
- e) Organizing meetings to learn from experience, 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 on survey results to monitor and use for HSU's quality assurance.

2. Office of Information Technology

- a) Building and ensuring an easy-to-use and effective online survey system;
- b) Handling problems arising in the process of learners conducting online surveys;
- c) Developing, and improving the survey and reporting system according to the proposal from the OTQA.

3. Faculties/ Offices/ Centers

- a) Faculties announce to lecturers and learners the purpose, requirements, and content of the survey to get feedback on the service quality at HSU;

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b) After receiving the survey results, the Faculties/ Offices/ Centers conduct a review, make improvement plans (if needed), and send them to the BOP through OTQA.

4. Learners

Providing feedback honestly and objectively to the survey content with a high sense of responsibility.

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 reports and results will be stored at OTQA in paper 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 these Regulations shall be invalidated and annulled;
2. During the implementation process, if any amendments are needed, divisions and individuals send suggestions to the OTQA to compile and submit to the BOP for the decision on adjustment, so that it is suitable for the current situation and law;
3. Divisions and individuals involved in learner surveys about the service quality of the university are responsible for implementing this regulation.

**PRESIDENT
(signed)**

Assoc. Prof Vo Thi Ngoc Thuy