
 <b>HOA SEN UNIVERSITY</b> <u>WORLD CLASS EDUCATION</u>	<b>HOA SEN UNIVERSITY</b>	Code: ĐBCL-QyĐ-01
		Version: 04
		Author: Office of Testing – Quality Assurance
University document	<b>REGULATIONS ON THE LEARNER SURVEY  ABOUT THE TEACHING ACTIVITIES OF  LECTURERS</b>	Approval by: Võ Thị Ngọc Thúy
Office of Testing - Quality Assurance		Issue date: October 21, 2022


## REGULATIONS ON THE LEARNER SURVEY ABOUT THE TEACHING ACTIVITIES OF LECTURERS

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## MODIFICATION TRACKING

No.	Issue Date	Modified Section	Modified Content
04		Article 6, clause 3, 4	Additional content: Survey instrument and result interpretation
		Article 7	Additional content: Organizing observation activities
		Article 8	Additional content: Responsibilities of related divisions in the learner survey on teaching activities of lecturers.
		Article 9	Additional content: Storing survey and observation results.
		Appendix 1	Additional content: Survey form (regular courses)
		Appendix 2	Additional content: Survey form (project courses)

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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 surveying learners on the teaching activities of lecturers at Hoa Sen University.
2. Subjects of application of this regulation include divisions, lecturers, staff, and undergraduate and graduate students (hereinafter referred to as learners) of Hoa Sen University.

### Article 2. Abbreviation

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


No.	Abbreviation	Meaning
1	BOP	Board of Presidents
2	GPA	Grade Point Average
3	HSU	Hoa Sen University
4	MOET	Ministry of Education and Training
5	OTQA	Office of Testing - Quality Assurance
6	OIT	Office of Information Technology
7	OHR	Office of Human Resources

### Article 3. Survey purposes

#### 1. For the university

a. Feedback from learners on courses and teaching materials is used to adjust, and update courses and teaching materials of the program;

b. Feedback from learners on the teaching activities of lecturers helps the university management and the affiliated divisions to appraise, evaluate, and develop the teaching quality of lecturers. Thus, it will be the basis for making class observation and professional development plans for lecturers in order to improve the teaching and learning quality at the university;

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c. Contribute to the prevention of the negative aspects in teaching activities, discover and honor good models in teaching activities;

d. Implement the MOET’s regulations and the objectives of HSU’s quality assurance.

## **2. For lecturers**

a. Create more information channels for lecturers to adjust their teaching activities, and develop their teaching qualifications in terms of expertise and pedagogy;

b. Improve the sense of responsibility of lecturers in their teaching tasks and academic objectives of the university.

## **3. For learners**

a. Strengthen the sense of responsibility of learners in learning activities;

b. Ensure the benefits of learners and create favorable conditions for them to express their thoughts, expectations, and opinions on lecturers’ teaching activities or programs.

## **Article 4. Requirements of the survey**

1. The learner survey on teaching activities is conducted periodically in Semesters 1 and 2 of the academic year (if faculties/programs want to survey in Tet and Summer Semesters, they must inform OTQA);

2. The learner survey on teaching activities must ensure the tradition of venerating lecturers and respecting morals and cultural values in the academic environment;

3. Lecturers and learners must clearly understand the purpose and meaning of the survey;

4. Learners are honest and objective in providing feedback for the survey;

5. Survey results must be accurate, reliable, confidential, and used for the right purposes;


6. Feedback from learners about the teaching activities of lecturers must be sent confidentially to the Dean, Program Director, and lecturer;

7. Lecturers must respect and have a positive attitude toward the feedback results of learners about their teaching activities.

## **Article 5. Survey contents**

1. Courses and teaching materials.

2. Teaching activities of lecturers.

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## CHAPTER 2. ORGANIZATION AND RESULTS ASSESSMENT

### Article 6. Organizing the survey

#### 1. Survey participants

Undergraduate and graduate students of all levels at HSU.

#### 2. Survey form

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

#### 3. Survey instrument

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


- ① - Strongly disagree
- ② - Disagree
- ③ - Neutral
- ④ - Agree
- ⑤ - Strongly agree

#### 4. Interpretation of evaluation results


Level A: Highly acceptable	-	GPA: 4.21 – 5.00
Level B: Acceptable	-	GPA: 3.41 – 4.20
Level C: Moderate acceptable	-	GPA: 2.61 – 3.40
Level D: Fairly acceptable	-	GPA: 1.81 – 2.60
Level E: Not acceptable	-	GPA: 1.00 – 1.80

#### 5. 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 content; survey form and duration; and the start and end time of the survey.

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No.	Task	Division in charge	Explanation
2	Submit the survey plan for approval	- OTQA - BOP	- OTQA submits the survey plan to BOP. - BOP appraises and approves the plan.
3	Conduct the survey	- OTQA - Faculties/ Programs - OIT	- OTQA announces the survey plan to the Faculties, Programs, lecturers, and learners; - OTQA establishes the list of classes that conduct the surveys in the semester; - OTQA determines the opening and closing time of the online student survey system; - OTQA statisticizes the survey progress weekly and sends it to the Faculties/Programs. - Faculties/ Programs announce and encourage the implementation of the survey. - OIT handles the problems that arise during the survey time.
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/ Programs - OTQA	- Based on survey results, Faculties/Programs review and propose measures to overcome the shortcomings to improve the teaching quality (if any). - 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 student surveys about teaching activities.

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## **Article 7. Organizing class observation activities**

### **1. Participants**

Lecturers whose survey results are rated at level D or E. (This could also be used for new lecturers or visiting lecturers if needed).

### **2. Purpose of class observation activities**

- a. Act as the basis to monitor and evaluate teaching quality, qualifications, and skills of lecturers;
- b. Create favorable conditions for lecturers to exchange experiences and teaching skills;
- c. Create motivation for lecturers to explore, create, and innovate their teaching methods;
- d. Improve the sense of professional responsibility of lecturers;
- e. Information for developing improvement plans and organizing training to improve the teaching qualifications of HSU’s lecturers.

### **3. Class observation participants**

- The participants include the Dean/Vice Dean, Program Director, representatives of the Office of Testing – Quality Assurance, and lecturers assigned by Faculties/Programs.

- The minimum number of participants: 2 from Faculties/Programs, in which the Program Director is a mandatory member.

### **4. Class observation requirements**


a. Lecturers must understand the purpose and meaning of the class observation activity, be ready to participate in the observation team, and welcome the observation team when assigned;

b. Lecturers need to respect and have a positive attitude toward the suggestions and observation results;

c. Observation participants must have the right attitude when attending class and evaluate teaching activities objectively and fairly.

d. The evaluation and suggestions must be carried out immediately after class finishes and independently among the participants.




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e. A summary of observation results must be sent confidentially to the Faculties/Programs/Lecturers.

### 5. The process of organizing class observation activities

No.	Task	Division in charge	Explanation
1	Make a class observation plan	Faculties/Programs	In week 2 of the Tet/Summer semester, based on survey results of teaching activities of lecturers, Faculties /Programs make a class observation plan and assign personnel. For lecturers who do not have any classes in the Tet/Summer semester, observation will be scheduled for week 1 of the next main semester.
2	Submit the class observation plan to BOP to get approval.	- Faculties/Programs - OTQA	- In week 3 of the Tet/Summer semester (or week 2 of the main semester): Faculty/Program sends observation plan to OTQA. - OTQA synthesizes and submits to BOP for approval of the plan.
3	Organizing class observation	- Faculties/Programs - OTQA - Lecturers	- The Faculty/Program announces the approved class observation plan to the relevant personnel. If there is any change from the approved plan, the Faculty/Program should notify the relevant personnel at least 3 working days in advance. - Faculty/Program monitors, reminds, and implements the approved observation plan. - Lecturers who are announced to have an observation will prepare lesson plans carefully and welcome the observation team to attend class according to the plan. - Observers have to visit classes at the scheduled time, write all information and comments on the observation forms, and send them back to the Program Director after class is finished.

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No.	Task	Division in charge	Explanation
			- OTQA follows and supervises the implementation of the observation plan of the Faculty/Program.
4	Summary report of observation activities	- Faculties/Programs - OTQA	- The Faculty/Program compiles the observation form and makes a summary report about observation activities and lecturers' assessment results, sending it to the OTQA no later than 3 working days after observation day. - OTQA synthesizes, makes university-level reports, and sends them to BOP.
5	Innovating after observation.	- Faculties/Programs - Lecturers - OTQA - OHR	- Based on observation results, Faculties/Programs review, and propose measures to overcome shortcomings to improve the quality of teaching activities (if any); - Faculties/Programs develop innovation plans to improve teaching capacity for lecturers (if any); - The Faculties/Programs consider stopping the teaching assignment for lectures who have survey results rated at levels C, D, and E for the same course for 3 consecutive semesters (or in other cases, the Faculties/Programs report to BOP for decision). - Based on the observation results and assessments from the Faculty/Programs, lecturers plan and report on self-improvement and learning activities to enhance teaching quality to the Faculties/Programs. - OTQA monitors and supervises the implementation of the improvement plans of Faculties/Programs and reports to BOP (if any).

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No.	Task	Division in charge	Explanation
			- OHR based on the survey results to consider recruitment, personnel structure, reward, discipline, and training teachers.
6	Storing information, observation assessment results	- Faculties/Programs - OTQA	The Faculties/ Programs store information and observation data and send it to the OTQA (scanned and soft copy) to use for quality assurance.


## **Article 8. Responsibilities of related divisions in the learner survey on teaching activities of lecturers**

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

- a. Make an annual survey plan and submit it to the BOP for approval;
- b. Cooperate with OIT to develop the online student survey system;
- c. Conduct the approved survey plan to collect student feedback on the teaching activities of lecturers;
- d. Report the survey results to BOP and Faculties/ Programs;
- e. Learn from the experience and adjust the survey instrument (if needed), propose to the BOP how to use the survey results effectively;
- f. Cooperate with Faculties/ Programs to make a class observation plan based on student survey results (if needed) and develop observation forms;
- g. Observe and monitor the innovation of Faculties/ Programs and report to BOP (if any);
- h. Store the data of student surveys and class observation results to monitor and use for QA purposes of HSU.

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

- a. Develop an online survey system and make sure it is easy to use and effective;
- b. Handle the arising problems while learners do the online survey;
- c. Develop and improve the survey system and report upon request of OTQA.
- d. Keep survey information confidential.

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### 3. Faculties/ Programs

- a. Announce to lecturers and learners the purpose, requirements, and content of the survey to collect feedback from learners on the lecturer's teaching activities;
- b. Provide required information about courses for setting up the survey system;
- c. Remind and instruct learners on doing the survey.
- d. Monitor and compile a list of lecturers that rated levels D and E, then make a class observation plan (if any) and assign it to related groups to conduct;
- e. Inform the class observation plan and the meaning and purposes of observation activities to lecturers;
- f. Conduct class observation activities seriously and effectively as approved plan.
- g. Discuss with lecturers and suggest solutions to help them improve their teaching quality;
- h. Organizing internal meetings to share experiences between lecturers in the faculty or with other faculties;
- i. For new lecturers teaching for the first time, the faculty proactively informs OTQA to open a survey portal to gather student feedback even during extra semesters (Summer semester/ Tet Semester).


### 4. Office of Human Resources

Office of Human Resources uses survey results about teaching activities as one of the bases for:

- a. Consider recruiting full-time teachers;
- b. Consider personnel structure, especially for lecturers who have feedback from students rated C, D, or E for 3 consecutive semesters;
- c. Consider rewarding and disciplining lecturers;
- d. Make professional training plans to foster and develop lecturer qualifications.

### 5. Lecturers

- a. Announce and remind students to do the survey;
- b. Comply with the class observation plan as notified by the Faculties/Programs (if any);
- c. Receive suggestions and evaluation results with a positive attitude;

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d. Make an innovation plan to overcome the shortcomings according to the survey results to improve teaching and professional capacity (if any);

e. Based on survey results to improve and self-regulate their activities in the teaching process;

f. Have the right to give their feedback when they do not agree with the learner's assessment and must give specific evidence to the Dean/Program Director.

## 6. Learners

Provide the information following the survey content honestly, and objectively with a high sense of responsibility.

## Article 9. Storing survey data and class observation results

### 1. Survey results

a. Survey data will be stored on the PeopleSoft system (<http://httq1.hoasen.edu.vn/>) for at least 5 years following the university accreditation cycle.

b. Survey reports and results of each semester will be stored by OTQA in hard copies and soft copies for at least 5 years following the university accreditation cycle.

### 2. Class observation results


a. Class observation results and reports, innovation plans, and other related data will be stored by Faculties/Programs in hard copies and soft copies for at least 5 years following the university accreditation cycle.

b. Summary of class observation reports will be stored by OTQA in hard copies and soft copies for at least 5 years following the university accreditation cycle.

## Article 10. Validity

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

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;


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3. Divisions and individuals involved in the student survey on lecturers’ teaching activities are responsible for implementing the Regulations.

**PRESIDENT  
(SIGNED)**

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

## APPENDIX 1. SURVEY FORM (REGULAR COURSES)

 <b>HOA SEN UNIVERSITY</b> <small>WORLD CLASS EDUCATION</small>	<b>COURSE EVALUATION SURVEY FOR STUDENTS</b> <i>(For regular course)</i>	Document code: BM/TTYK/ĐBCL/01  Version: 09/ 2022
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***Dear Students,***

*The course evaluation survey is an annual quality assurance activity of Hoa Sen University. Your feedback will be used for teaching and learning quality enhancement as well as meeting the expectations of students.*

Your agreement is selected on a scale of 1 to 5:

**1. Strongly disagree 2. Disagree 3. Neutral 4. Agree 5. Strongly agree**

No.	Survey question	Choose the best match				
<b>About the course and teaching materials</b>						
1	The course provided the necessary knowledge and encouraged your cognitive thinking.	①	②	③	④	⑤
2	The course outline clearly described assessment criteria and was publicized to you.	①	②	③	④	⑤
3	The course developed your self-study, research, and teamwork skills.	①	②	③	④	⑤
4	The course's content and duration were reasonable and suitable for you.	①	②	③	④	⑤
5	Textbooks and learning materials were diverse, sufficient, and relevant to the course requirements.	①	②	③	④	⑤
<b>About the lecturer's teaching activities</b>						
6	The lecturer demonstrated mastery of the subject matter.	①	②	③	④	⑤
7	The teaching methods and delivery of the lecturer were logical, clear, and easy to understand.	①	②	③	④	⑤
8	The teaching aids were effectively used.	①	②	③	④	⑤
9	The lecturer informed you about the practical application of the course.	①	②	③	④	⑤
10	The lecturer encouraged you to actively participate in classroom activities.	①	②	③	④	⑤

11	The lecturer guided you through the self-study methods and materials.	①	②	③	④	⑤
12	The lecturer was well-prepared, helpful, and encouraged interaction.	①	②	③	④	⑤
13	The lecturer followed the assigned course outline's timeline.	①	②	③	④	⑤
14	The lecturer's assessment was objective and fair.	①	②	③	④	⑤
15	The lecturer provided helpful feedback on your assignments.	①	②	③	④	⑤

**Other comments**

Your comments on the course:

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Your comments on the lecturer:

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**THANK YOU FOR YOUR COOPERATION!**



## APPENDIX 2. SURVEY FORM (PROJECT COURSES)

	<b>COURSE EVALUATION SURVEY FOR STUDENTS</b>  <i>(For project/ internship/ thesis course)</i>	Document code: BM/TTYK/ĐBCL/01  Version: 09 - 2022
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***Dear Students,***

*The course evaluation survey is an annual quality assurance activity of Hoa Sen University. Your feedback is used for teaching and learning quality enhancement as well as meeting the expectations of students.*

Your agreement is selected on a scale of 1 to 5:

**1. Strongly disagree 2. Disagree 3. Neutral 4. Agree 5. Strongly agree**

No.	Survey question	Choose the best match				
<b>Student feedback on the lecturer's instruction process</b>						
1	The regulations, forms, and requirements for doing the project/ internship/ thesis were publicized and communicated to you.	①	②	③	④	⑤
2	The process of assigning lecturers went smoothly.	①	②	③	④	⑤
3	The lecturer had expert knowledge and skills in instructing the project/ internship/ thesis.	①	②	③	④	⑤
4	The lecturer gave reasonable completion timelines for the project/ internship/ thesis phases.	①	②	③	④	⑤
5	The lecturer provided clear guidance and encouraged students to think independently.	①	②	③	④	⑤
6	Communication with the lecturer during the project/internship/thesis was easy, convenient, and helpful.	①	②	③	④	⑤
7	The lecturer monitored the implementation process of the project/ internship/ thesis closely.	①	②	③	④	⑤
8	Lecturers made suggestions to amend project/ internship/ thesis reports and answered your questions promptly and quickly.	①	②	③	④	⑤
9	The lecturer encouraged and helped you prepare the project/ internship/ thesis defense session on the academic aspects.	①	②	③	④	⑤
10	The lecturer's instruction contributed to the success of the project/ internship/ thesis.	①	②	③	④	⑤

<b>The difficulties of students when doing project/ internship/thesis course</b>						
(① - the most difficult; ⑤ - least difficult)						
11	Determine and select topics for the project/ internship/ thesis.	①	②	③	④	⑤
12	Planning and time management.	①	②	③	④	⑤
13	Research design (research methods, sample selection, data collection, data analysis, and explanation of results).	①	②	③	④	⑤
14	Access and collect reference resources related to the project/ internship/ thesis.	①	②	③	④	⑤
15	Write and present project/ internship/ thesis report.	①	②	③	④	⑤

**Other comments:**

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**THANK YOU FOR YOUR COOPERATION!**