MINISTRY OF EDUCATION AND TRAINING
HOA SEN UNIVERSITY

QUALITY ASSURANCE HANDBOOK

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LIST OF DIVISIONS/ INDIVIDUALS HOLDING THIS DOCUMENT

No.	Division	Original document/ Main copy/ Copy	Hard file/ Soft file
1	President and Vice Presidents of Hoa Sen University	Main copy	Hard file Soft file (pdf)
2	Head of the divisions at Hoa Sen University	Copy	Hard file
3	Office of the University	Original document	Hard file Soft files (pdf and word)

DOCUMENT MODIFICATION TRACKING

Version	Issue Date	Modified Section	Modified Content
01	21/12/2018	_	First issued
02	18/10/2022	Part I	Updating the University's general information, vision, mission, core values, and educational philosophy, as well as the organizational chart.
		Part II	Updating the University's quality policy and objectives.
		Part III	- Updating the quality assurance model at the program level according to AUN-QA. - Updating the structure of quality assurance system and the responsibilities of stakeholders within the system. - Adding the internal quality assurance system model according to AUN-QA. - Adding the list of administrative documents
		Part IV	Updating and adding monitoring and evaluation instruments.
		Part V	Updating and adding quality assurance processes and instruments.
03	According to the issue date	Whole document	- Updating the list of abbreviations. - Updating the names of divisions within the University.
		Part I	Updating the overview information of Hoa Sen University.
		Part III	Updating Section 5: List of administrative documents
		Part V	- Updating Article 1.1: Table 3 - Regulations on examination format and duration according to the course credits. - Updating Article 1.4: Adding information on the Field Trip program. - Updating Article 2.2: Assessment and Accreditation.

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| | | Version: 03 |

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LIST OF ABBREVIATIONS

No.	Abbreviation	Meaning
1	OAA	Office of Academic Affairs
2	OFM	Office of Facilities Management
3	OHR	Office of Human Resources
4	OIT	Office of Information Technology
5	OTQA	Office of Testing – Quality Assurance
6	PDCA	Plan – Do – Check – Act
7	The University	Hoa Sen University

PREFACE

Hoa Sen University, with the vision of becoming an internationally accredited university of applied sciences, considers quality assurance to be a crucial task in its operations.

The University determines that one of its key tasks is to build a strict quality assurance system aiming at achieving the quality objectives. The quality assurance activities are carried out based on the internal quality assurance system, which is a decisive factor in the success of its quality assurance. The University has set a goal to continuously perfect and improve the internal quality assurance system, and at the same time, to communicate the system's contents and processes widely to all of its personnel and students. To achieve this aim, the Office of Testing – Quality Assurance, which is the specialized division, has written this Quality Assurance Handbook to provide essential information to stakeholders inside and outside of the University. The Quality Assurance Handbook is made after referring to other universities as well as the Ministry of Education and Training and AUN-QA's internal quality assurance systems.

The Office of Testing – Quality Assurance wishes to receive helpful feedback from divisions and individuals to continuously enhance the Quality Assurance Handbook. Please contact us through email: qa@hoasen.edu.vn or phone: (028) 7309 1991, ext: 4740.

Thank you sincerely.

PART I. OVERVIEW OF HOA SEN UNIVERSITY

1. Overview of Hoa Sen University

The development journey of Hoa Sen University started in 1991, marking over 30 years since its establishment:

- On August 12, 1991, Hoa Sen School of Informatics and Management was established according to Decision No. 257/QĐ-UB of Ho Chi Minh City People's Committee by Ho Chi Minh City Investment and Import-Export Cooperation Association (abbreviated as INFOTRA) under the auspices of France (Paris City Hall), the Chamber of Commerce and Industry Versailles Val d'Oise-Yvelines (CCIV), and the Lotus France Association.

- On April 27, 1999, Hoa Sen Semi-Public College was established under Decision No. 115/1999/QĐ-TTg of the Prime Minister, based on the former Hoa Sen School of Informatics and Semi-Public Management.

- On November 30, 2006, Hoa Sen Semi-Public College officially became Hoa Sen University according to Decision No. 274/2006/QĐ-TTg of the Prime Minister.

The University started to enroll the first intake of full-time undergraduate programs in the academic year 2006 - 2007, along with associate programs and technical training programs. In 2016, the Ministry of Education and Training approved the University to offer Master's programs in Business Administration and English Language Studies.

Hoa Sen University currently provides 38 undergraduate programs and 3 master's programs in the fields of economics, technology, social sciences, languages, hospitality, and arts. In addition to regular programs, the University also offers online programs and franchise programs with VATEL International Business School Hotel & Tourism Management (France) and De Montfort University (UK).

The University has more than 70 international partners collaborating in teaching, student exchange, lecturer exchange, and cultural exchange. Some key partners include De Montfort University (UK), San Francisco State University (USA), Western Sydney University (Australia), Massey University (New Zealand), Dalhousie University (Canada), and others. HSU is also a member of the American Chamber of Commerce organizations in Vietnam (AmCham Vietnam), a member of Agence Universitaire de la Francophonie (AUF), and a member of the European Chamber of Commerce in Vietnam (Eurocham). International partnerships have created various learning and cultural exchange opportunities for the University's students and partners.

Having a world-class, dynamic, creative, and experiential learning environment, Hoa Sen University has contributed to creating a highly qualified workforce for social needs. The employment rate of graduates from the University is 95%.

Hoa Sen University has 4 campuses in Ho Chi Minh City:

- Main campus: 08 Nguyen Van Trang Street, Ben Thanh Ward, District 1.

- Thanh Thai campus: 7/1 Thanh Thai Street, Ward 14, District 10.

- Cao Thang Campus: 93 Cao Thang Street, Ward 3, District 3.

- Quang Trung Campus: Street No. 3, Quang Trung Software City, Tan Chanh Hiep Ward, District 12.

2. Vision, Mission, Core Values, and Educational Philosophy

2.1. Vision

To become an internationally accredited university of applied sciences.

2.2. Mission

HSU has a mission to provide learners with extensive knowledge, foster their entrepreneurial spirit, the ability to succeed with their distinctiveness, and a strong sense of community.

2.3. Core Values

- World-class education

- Diversity embrace

- Experiential learning

- Entrepreneurial spirit

- Student experience

2.4. Educational Philosophy

The spirit of liberal arts education.

3. Organizational Chart

The organizational chart of Hoa Sen University includes

- University Council and Expert Advisory Councils include the Science and Academic Council, the Quality Assurance Council, and other Expert Advisory Councils.

- Party Organizations include the Party Committee, Trade Union, Ho Chi Minh Communist Youth Union, and Student Association.

- President and Vice Presidents.

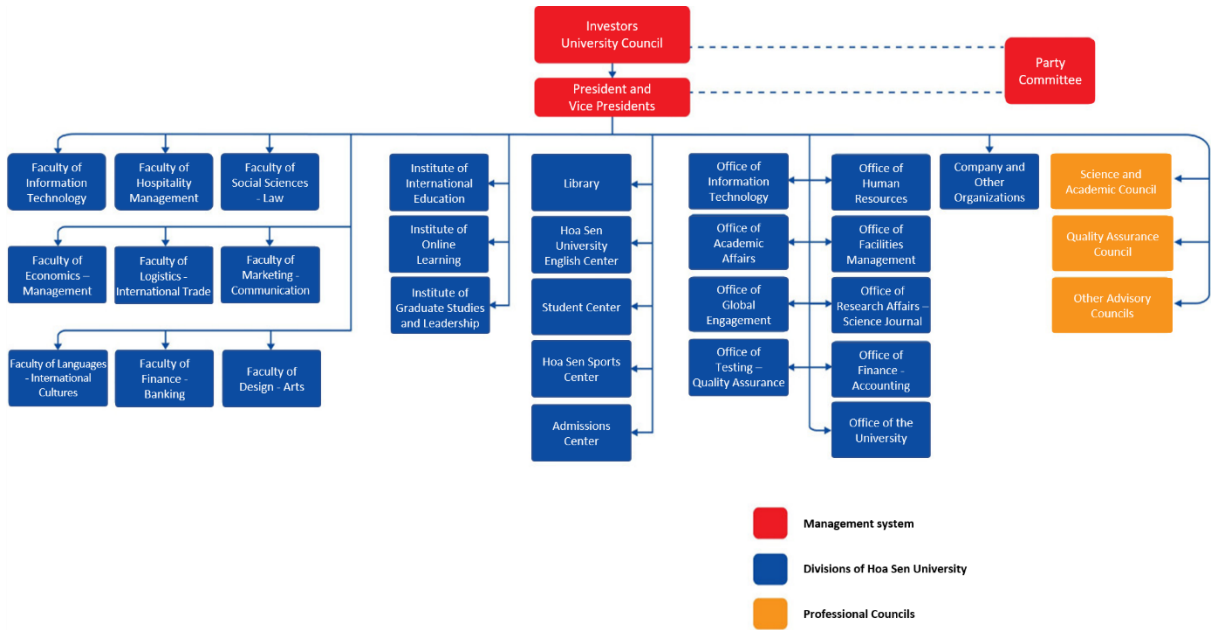- 9 Faculties, 3 Institutes, 4 Centers, 9 Offices, and Library.

Figure 1. The Organizational Chart of Hoa Sen University

PART II. QUALITY POLICY AND OBJECTIVES

1. Quality Policy

Hoa Sen University is committed to providing learners with comprehensive knowledge, fostering creativity, instilling a readiness to tackle challenges, nurturing the necessary professional experience for entrepreneurship, and fostering success through individual distinctiveness.

1.1. Quality Perspectives

- Academic quality is the primary focus of Hoa Sen University, guided by the principles of experiential learning, aimed at affirming the university's quality and meeting the demands of learners and stakeholders.

- Creating the best professional and international learning environment for learners to maximize their capabilities and integrate into the global world.

- Teaching to achieve the learning outcomes, reviewing and updating the academic programs, lesson plans, and course materials regularly using active teaching methods in order to improve academic quality.

- Emphasizing the development of lecturers and staff with sufficient qualifications, qualities, and competencies in order to create a high-quality workforce that meets society's demands.

- Ensuring required facilities and infrastructure for teaching and learning, research, and community service; timely supplementing modern, advanced equipment according to development trends.

- Meeting national and international quality assessment and accreditation criteria at university and program levels.

1.2. Basic Principles of Quality Assurance

- Quality assurance is the responsibility of all divisions and individuals in the University.

- Taking the University's mission into action using the student-centered approach as the foundation, academic quality as the core, socio-economic effectiveness as the goal, and international integration as the direction.

- Increasing the use of information technology in teaching, learning, and administration to access and adapt to the 4.0 industrial revolution.

- All divisions and individuals undertake their activities following the PDCA principles, each activity of the University contributes to developing a quality culture.

- Conducting self-assessment at university and program levels periodically according to the national and international quality assessment/ accreditation criteria.

2. Quality Objectives

- Quality culture becomes the core factor in all activities, including teaching, learning, research, and community service.

- The core quality assurance indicators of Hoa Sen University meet international criteria.

- The quality of support services provided by Hoa Sen University highly satisfies the needs of learners.

- Aiming to provide highly qualified graduates to meet the demands of both domestic and global labor markets.

- Conducting quality assessment and accreditation according to international standards.

PART III. QUALITY ASSURANCE SYSTEM

1. Objectives of Developing the Quality Assurance System

- The quality assurance system is designed and developed to align with the mission, vision, and strategic goals of the University, as well as the needs of stakeholders.

- Evaluating, measuring, and managing the academic quality of the University to ensure continuous enhancement of quality at Hoa Sen University.

- Be ready to meet the requirements, criteria, and regulations of external accreditation bodies, both national and international.

2. Quality Assurance Models

2.1. Quality Assurance Model at the Institutional Level (according to AUN-QA)

The quality assurance strategy at the institutional level prioritizes stakeholders' needs, incorporating the vision, mission, goals, and aims of the University. This implies that quality assurance and assessment always begin with a focus on the mission and aims and conclude with meeting stakeholders' satisfaction. To continuously enhance quality, the University needs to engage in quality assurance and benchmarking activities to achieve educational excellence (see Figure 2).
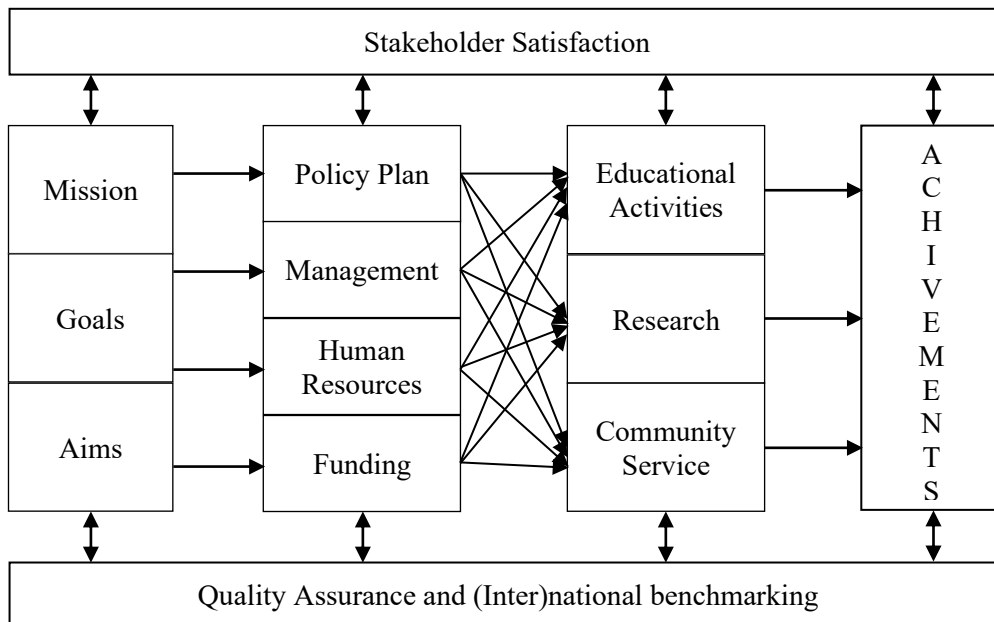
Figure 2. Quality assurance model at the institutional level (according to AUN-QA)

2.2. Quality Assurance Model at the Program Level (according to AUN-QA)

The quality assurance model at the program level, according to AUN-QA, focuses on the quality of academic programs across three dimensions: the quality of inputs, the quality of processes, and the quality of outputs (see Figure 3).
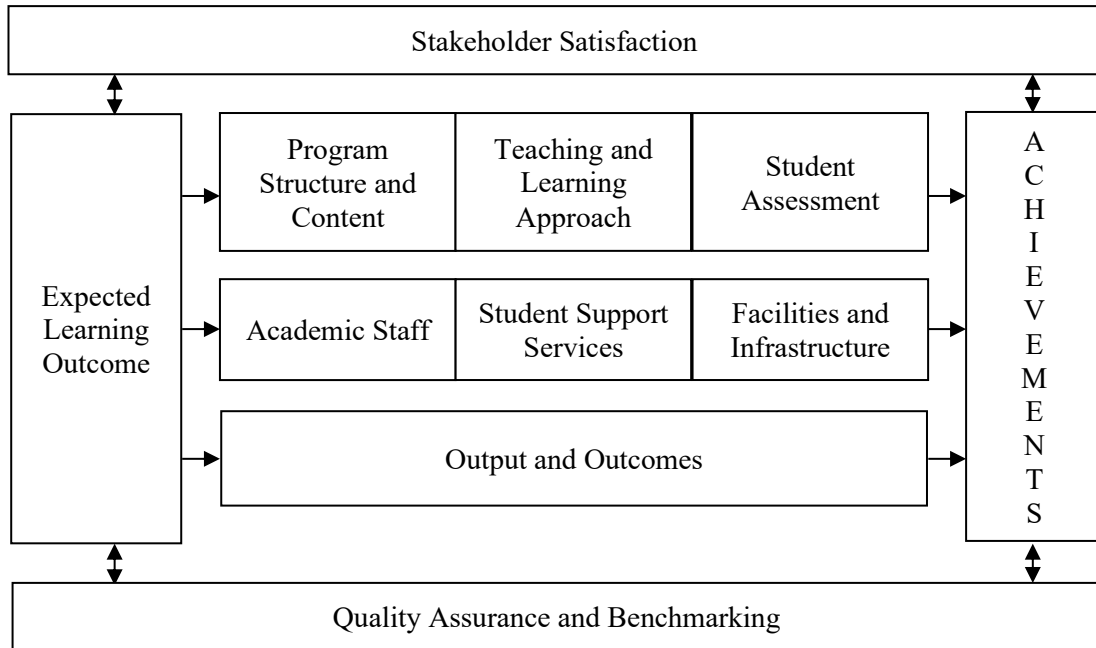
Figure 3. Quality assurance model at the program level (according to AUN-QA)

3. Internal Quality Assurance System

3.1. Internal Quality Assurance System (according to AUN-QA)

The elements of the internal quality assurance system model, according to AUN-QA, include an internal quality assurance framework, monitoring instruments, evaluation instruments, special quality assurance processes for specific activities, specific quality assurance instruments, and follow-up activities (see Figure 4).

Internal Quality Assurance				
Monitoring Instruments	Student Progress	Pass Rate Drop-out Rate	Feedback from the Labor Market and Alumni	Research Performance
Evaluation Instruments	Student Evaluation	Course and Curriculum Evaluation	Research Evaluation	Service Evaluation
Special QA Processes	Assurance Student Assessments	Assurance Quality Staff	Quality Assurance Facilities	Quality Assurance Student Support
Specific QA Instruments	SWOT Analysis	Inter-Collegial Audits	Information System	Quality Handbook
Follow up				

Figure 4. Internal Quality Assurance System Model (according to AUN-QA)

3.2. Structure of Hoa Sen University's Quality Assurance System

QUALITY ASSURANCE COUNCIL

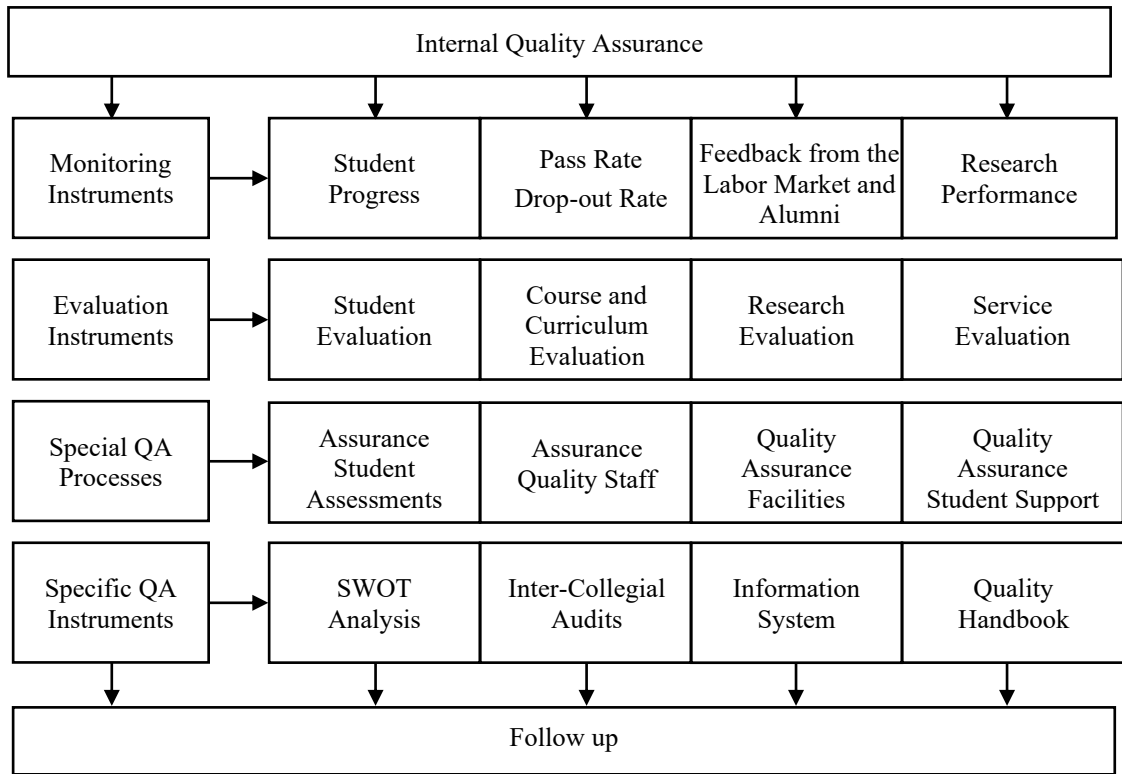| OFFICE OF TESTING – QUALITY ASSURANCE |
|---|

Quality Assurance Units of Offices	Quality Assurance Units of Faculties, Institutes	Quality Assurance Units of Centers, Library
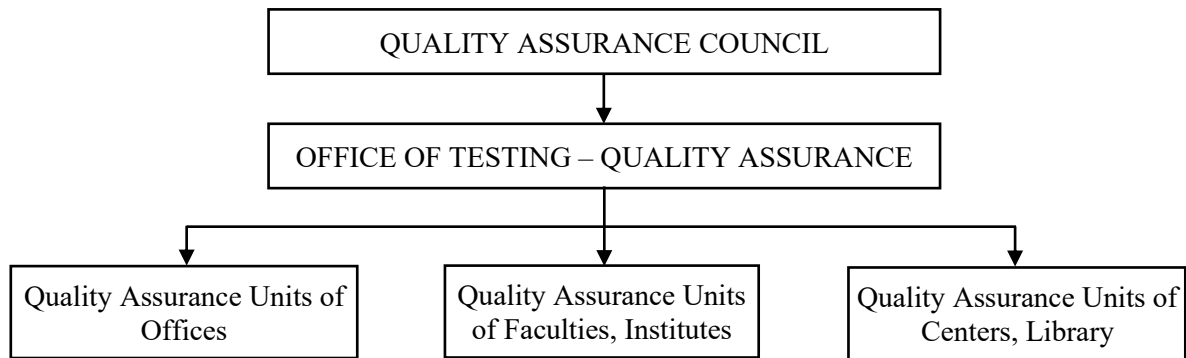
Figure 5. Diagram of HSU's quality assurance system

4. Responsibilities of Divisions in the Quality Assurance System

4.1. Quality Assurance Council

- Develop strategies, policies, and quality objectives for the University.

- Create annual quality assurance plans and goals.

- Approve plans, programs, and allocate resources to divisions.

- Direct the implementation of improvement plans to enhance University quality continuously.

- Organize inspections and evaluations of program implementation and divisional plans to achieve set quality objectives.

4.2. Office of Testing – Quality Assurance

- Serve as the central unit managing quality assurance at the university level.

- Plan and submit to the Board of Presidents for approval:

+ Mechanisms, policies, plans, programs, resources, and instruments for implementing, testing, and evaluating the quality assurance system.

+ Plans for implementing the PDCA cycle in all university and division activities.

- Organize the implementation of:

+ University quality assurance policies, programs, and working plans.

+ Measures to address shortcomings and continuously improve academic quality.

- Guide and coordinate with divisions to:

+ Develop procedures, processes, and guidelines on quality assurance of divisions; organize evidence and documents according to quality self-assessment requirements.

+ Implement quality self-assessment at institutional and program levels.

- Inspect, supervise, and encourage divisions to implement quality assurance programs and plans.

- Compile and report divisional quality improvement results to the Board of Presidents.

- Produce reports and publicize the University's quality assurance activities periodically and as requested.

4.3. Quality Assurance Units

- Develop and issue procedures, processes, and guidelines for divisional activities following the PDCA cycle.

- Implement the University's quality assurance plan and tasks.

- Conduct reviews and report results on divisional quality assurance periodically.

- Support the OTQA in conducting quality assurance activities such as surveys, data reporting, accreditation, and other tasks.

- Organize the storage of evidence and documents for the University's self-assessment and accreditation.

- Surveyed divisions must develop specific action plans to address any shortcomings, organize implementation plans, and report results to the Board of Presidents (via the OTQA).

5. List of Administrative Documents

Hoa Sen University's administrative documents are accessible to divisions and personnel through the PeopleSoft system (htttql.hoasen.edu.vn).

Table 1. Hoa Sen University's Administrative Documents

No.	Document Title	Issued Division	Issue Date
Organization and Personnel			
1	Procedures for Manpower Planning	OHR	09/01/2019
2	Regulations on the Working Regime of Lecturers	OHR	01/11/2021
3	Regulations on Salary, Bonuses, and Welfare	OHR	01/07/2022
4	Regulations on Personnel Management	OHR	02/10/2023
5	Regulations on the Organization and Operation of Hoa Sen University	The University	01/11/2023
Academic Affairs			
6	Procedures for Developing Academic Programs and Learning Outcomes	OTQA	02/07/2021
7	Procedure for Revising Academic Programs and Learning Outcomes	OTQA	02/07/2021
8	Regulations on Printing, Issuing, and Distribution Management of Degrees at Hoa Sen University	OAA	23/12/2021
9	Regulations on Recognition of Completion for Work Experience Internship/ Graduation Internship in Accumulated Form	OAA	01/03/2022
10	Regulations on English Learning Outcomes for English Language Studies Major	OTQA	13/04/2022
11	Regulations on Learning National Defense Education at Hoa Sen University	OAA	24/05/2022
12	Regulations on Course Management	OTQA	17/06/2022
13	Regulations on Minor Programs	OTQA	04/08/2022
14	Regulations on Learning a Second Foreign Language in Academic Programs	OTQA	05/09/2022

No.	Document Title	Issued Division	Issue Date
15	Regulations on Admission for Undergraduate Programs	OAA	03/01/2023
16	Regulations on Issuing and Distributing Academic Transcripts	OAA	17/01/2023
17	Regulations on Majors and Specializations of Students	OAA	10/02/2023
18	Regulations on Teaching and Learning Seminar Courses	OTQA	22/05/2023
19	Regulations on English Language Learning and Learning Outcomes for Non-Language Majors	OTQA	06/06/2023
20	Regulations on Organizing Seminars	OTQA	04/07/2023
21	Academic Regulations for Undergraduate Programs	OAA	29/12/2023
22	Regulations on Lecturers' Teaching Activities	OAA	26/01/2024
23	Regulations on Exam Organization and Result Management	OTQA	02/02/2024
Quality Assurance			
24	Procedures for Self-Assessment and Site Visit Preparation	OTQA	09/12/2021
25	Regulations on Quality Assurance at Hoa Sen University	OTQA	09/12/2021
26	Regulations on the Learner Survey about the Teaching Activities of Lecturers	OTQA	21/10/2022
27	Regulations on the Service Quality Survey for Lecturers and Staff	OTQA	11/01/2022
28	Regulations on the Alumni Survey	OTQA	11/01/2022
29	Regulations on the Service Quality Survey for Students	OTQA	11/01/2022
30	Regulations on the Graduate Survey	OTQA	11/01/2022
31	Regulations on the Student Survey about Academic Advising	OTQA	28/07/2022
32	Procedures for Grade Analysis	OTQA	12/10/2022

No.	Document Title	Issued Division	Issue Date
33	Regulations on Institutional and Program Benchmarking	OTQA	04/04/2023
34	Regulations on Program Learning Outcomes Assessment	OTQA	25/04/2023
35	Regulations on Roles, Responsibilities, and Authority of the Quality Assurance Council	OTQA	14/11/2023
Student Support Services			
36	Regulations on Scholarship Policy	Student Center	29/04/2022
37	Student Regulations	Student Center	01/11/2023
38	Regulations on Class Advisors	OAA	29/12/2023
Facilities And Information Technology Services			
39	Regulations on Managing Access Accounts to Information Systems	OIT	14/01/2019
40	Regulations on Managing Student Email Accounts	OIT	14/01/2019
41	Regulations on Using Lecturers and Staff Email Accounts	OIT	14/01/2019
42	Procedures for Supporting and Handling Information System Incidents	OIT	14/01/2019
43	Procedures for Inspecting and Maintaining Facilities	OFM	08/03/2022
Library Services			
44	Procedures for Book Circulation	Library	01/01/2022
45	Procedures for Supplementing Materials	Library	01/01/2022
46	Procedures for Handling Technical Material Processing	Library	01/01/2022
47	Regulations on Organizing Extracurricular Activities for Students at the Library	Library	02/08/2023
48	Regulations on Using Library Services	Library	02/02/2024

6. Quality Assurance Conditions

To ensure the establishment, implementation, maintenance, monitoring, and continuous improvement of the University's quality assurance system, management must fully support and create favorable conditions in terms of resources (human resources, material resources, and financial resources) for quality assurance activities. All divisions, personnel, and students at Hoa Sen University have the responsibility and obligation to implement and maintain the internal quality assurance system according to regulations. Additionally, all quality assurance activities, as per AUN-QA standards, are depicted in the Deming quality circle (PDCA cycle). The PDCA cycle illustrates that the essence of the management process is continuous improvement and enhancement.

7. Scope of Application of Quality Assurance System

The scope of application of the quality assurance system encompasses all divisions, personnel, and students engaged in work, study, and research at Hoa Sen University.

PART IV. MONITORING AND EVALUATING INSTRUMENTS

1. Monitoring Instruments

1.1. Student Progress

Students' progress and results are managed and monitored through the University's management information system (PeopleSoft software). The software handles students' records and study results, which can be utilized to consider student registration for courses, rewards, discipline, or scholarships.

Hoa Sen University operates in accordance with Circular 08/2021/TT-BGDĐT of the Ministry of Education and Training issued on March 18, 2021, regarding Regulations on Undergraduate Education. Annually, the teaching plan is communicated to students through the website, email, student information system, etc. Additionally, the university publishes regulations on the maximum and minimum number of credits that students can register for in a semester. Based on the university's teaching plan and standard study plan, students will set up individual study plans and register for their courses.

The University has a monthly warning system for students (students who do not register for courses, students who are almost out of study time, etc.) which is in charge by OAA. This warning information is transmitted to faculties, programs, and academic advisors to take measures to monitor and support students in their learning process.

Moreover, the University maintains a system of academic advisors within each faculty, tasked with guiding, monitoring, and supporting students in their learning process, alongside other student support activities provided by the OAA and the Student Center. Students can also request support during their learning process through various channels such as in-person meetings, email, the Appeal function of the Hoa Sen App, annual student meetings, etc. These communication channels ensure that students' needs are addressed promptly, thus facilitating their learning progress.

1.2. Pass Rate, Drop-Out Rate, Employment Rate

According to Circular 08/2021/TT-BGDĐT, the OAA monitors, compiles, and reports data on student learning, including enrollment rate, drop-out rate, retention rate, graduation rate, and others annually. The Student Center is responsible for conducting periodic surveys and reporting on the employment status of graduates and alumni. Additionally, the University reports quality assurance data about its activities, including academic activities, twice a year.

Furthermore, the University implements processes for handling student requests, such as those for pausing their study progress, withdrawing from the program, or re-entering; as

well as considering course exemptions and graduation, to standardize and ensure compliance with university regulations and safeguard the students' interests.

1.3. Feedback from Employers and Alumni

- **Feedback from Employers**

- The Student Center conducts an annual online survey on program quality for employers and reports the results.

- Faculty/Programs solicit employer opinions when developing and updating the program through surveys.

- Faculty/Programs collects feedback from employers through internship evaluation forms.

- **Feedback from Alumni**

- The University conducts a survey on employment status and program quality for graduates when they register for graduation.

- Faculty/Program conducts the alumni survey once a year.

- Faculty/programs periodically survey alumni when developing and updating the program.

1.4. Research Performance

The University issued Regulations on personnel management under Decision No. 2200/QĐ-ĐHHS on October 2, 2023, which stipulate the workload hours for lecturers, including standard teaching hours, hours allocated for research activities, and hours for professional and other duties. To maximize the capabilities and development orientation of lecturers, the University flexibly regulates standard teaching hours and research hours. Lecturers may choose and register as either Type I lecturers focusing on teaching or Type II lecturers focusing on research.

Annually, the Office of Research Affairs - Science Journal statistically compiles research topics and articles, publishing them on the University's website. Additionally, data on research activities (such as topics, articles, seminars, conferences, etc.) are reported regularly twice a year through the Quality Assurance Data Report.

2. Evaluating Instruments

To improve teaching and learning quality, the University collects feedback from stakeholders regarding its academic activities, service quality, and student support services. The survey forms are designed based on quality assurance evaluation criteria and suggestions from specialized divisions.

Table 2. List of Periodic Surveys at Hoa Sen University

No	Survey Name	Participant	Frequency	Method	In-charge Division
1	Course evaluation survey	current students	twice a year	online	OTQA
2	Academic advising survey	current students	twice a year	online	OTQA
3	Service quality survey	current students	once a year	online	OTQA
4	Service quality survey	lecturers and staff	once a year	online	OTQA
5	Graduate survey	fresh graduates	once a year	online	Student Center OTQA
6	Alumni survey	alumni	once a year	online	Faculties
7	Employer survey	employers	once a year	online	Student Center

2.1. Feedback from Student

- **Course Evaluation Survey**

Student surveys on teaching activities are conducted twice a year, at the end of Semesters 1 and 2 of the academic year. The survey results serve as a basis for adjusting and updating courses in the program, as well as for assessing and planning the development of lecturers.

The survey consists of two parts:

- About courses and teaching materials

- About the lecturer's teaching activities

The survey results are analyzed and reported to the Board of Presidents and communicated to the Faculty, Institute, programs, and lecturers. This serves as a basis for reviewing and implementing remedial measures to enhance the University's academic quality.

- **Student Survey on Service Quality**

Student survey on service quality is conducted periodically in April every year. The survey aims to gather feedback from learners to serve as the foundation for improving the service quality of the University.

Survey content includes:

- Student Support

- Library

- Management and training service

- Facilities

- Information technology services

- Finance - Accounting

- Other activities

The survey results are analyzed and reported to the Board of Presidents and communicated to the faculties and divisions at Hoa Sen University. This facilitates the development of a plan to monitor and enhance the service activities of the faculties and divisions.

- **Student Survey on Academic Advising**

Student survey on academic advising is conducted twice a year, during the Summer and Tet semesters of the academic year. The survey aims to assess students' satisfaction levels with academic advising, thereby enabling measures to improve the quality of academic advising at the University.

Survey content: students' satisfaction and opinions about academic advising

The survey results are analyzed, reported to the Board of Presidents, and communicated to the faculties and programs to formulate a plan to monitor and enhance academic advising within divisions.

2.2. Evaluation of Programs and Courses

The program is evaluated and updated periodically every 2 years according to the process of updating programs and program learning outcomes at the undergraduate level, as issued on July 2, 2021, or according to the University policy during the academic year. Faculties and programs evaluate and develop evaluation reports on the effectiveness of current programs and conduct surveys to gather stakeholders' opinions about the academic programs. The updated program must be assessed and approved by the Science and Academic Council before being published to all divisions.

When developing and updating programs, faculties, and programs implement a matrix of courses and program learning outcomes. Courses are also periodically evaluated through course evaluation surveys, which are conducted twice a year. Additionally, the University will conduct class observations to assess course activities and teaching quality in the coming time.

2.3. Evaluation of Research Performance

In order to enhance research quality, publicize conditions to ensure research quality, and effectively manage research performance, the Office of Research Affairs – Science Journal

conducts surveys to collect feedback from all University personnel on research performance at Hoa Sen University. Survey contents include research activities management; registration and implementation processes for research tasks; research policies and regulations; and measures to improve research performance at the University. For students, the Office surveys to gather feedback on students' research-related activities. Additionally, the annual service quality survey also provides feedback from lecturers, staff, and students regarding the University's research regulations and activities.

The Office of Research Affairs – Science Journal compiles statistics and reports on research data annually. Information about research projects of lecturers, staff, and students, as well as publications, is published on the Office's website.

2.4. Evaluation of Service Quality

The University conducts an annual service quality survey for lecturers, staff, and students. The survey results are analyzed, reported, and communicated to the divisions for enhancement planning. Reports on the University's service quality are also communicated to students during student dialogue meetings.

Regarding community service, the University engages in volunteering activities to support people facing difficult circumstances, such as:

- Regularly organizing volunteer activities throughout the academic year, such as the Green Summer Volunteer Campaign, Volunteer Spring Program, Entrance Exam Support Program, Entrance School Support Program, Humanitarian Blood Donation, and other charity activities supporting social protection centers and schools for disabled children, and so on.

- Establishing a delegation to visit, encourage, and supervise the implementation of charity activities.

- Conducting evaluation surveys on charity activities for volunteers and the localities where the activities are carried out.

- The Youth Union organizes meetings to evaluate and review experiences from the implemented activities and reports on them annually.

PART V. QUALITY ASSURANCE PROCESSES AND INSTRUMENTS

1. Quality Assurance Processes

1.1. Ensuring the Quality of Student Assessment

Student assessments are conducted in accordance with the University's Regulations on Exam Organization and Result Management, issued on February 2, 2024. These regulations clearly outline the procedures for organizing exams, marking and managing scores, exam paper storage, inspection, and handling of violations, as well as the duties and responsibilities of the involved divisions and individuals.

Table 3. Regulations on Examination Format and Duration according to the Course Credits

Number of Credits	Exam Format	Duration
2 credits	Essay or Essay + multiple choice	45 - under 75 minutes
	Multiple choice	45 - 60 minutes
3 credits	Essay or Essay + multiple choice	75 - 90 minutes
	Multiple choice	60 - 75 minutes
4 credits and above	Essay or Essay + multiple choice or Multiple choice	No more than 120 minutes

The University also monitors and reports the grade analysis twice a year, in Semesters 1 and 2 of the academic year, to promptly detect abnormalities in academic activities through learners' grades. The analysis of student assessment aims to adjust the assessment contents and methods of courses over the semesters.

1.2. Quality Assurance of Human Resources

Human resource management regulations are published in the document section on the PeopleSoft system for all personnel.

The lecturer recruitment plan is carried out annually based on the number of enrolled students, number of graduates, number of classes, and number of current lecturers. This helps the University analyze the teaching resources needed and effectively recruit lecturers.

The University has specific job descriptions for each position. Recruitment vacancies are published on the University's website. The University prioritizes the development of qualified personnel through recruitment requirements, focusing on

recruiting lecturers with prestigious international qualifications, international work experience, and practical experience.

Every year, the University conducts a survey among divisions about training needs to develop plans for lecturers and staff in each division. The OHR oversees and compiles these plans, creating the training plan at the university level.

The University also uses a Key Performance Indicator (KPI) system to evaluate its personnel performance annually. Hoa Sen University has issued Regulations on Rewards and Regulations on Salary, Bonuses, and Welfare, which stipulate the allocation of reward funds and titles, bonus conditions and criteria, the university-level reward approving council, and the order and procedures for consideration and announcement of rewards.

1.3. Quality Assurance of Facilities and Infrastructures

The OFM is responsible for ensuring the safety of facilities at the University. Facilities information is disclosed on OTQA's website through the Public Disclosure Report section. The University ensures compliance with regulations regarding land size per student.

The University collaborates with the Government to conduct periodic inspections of fire prevention measures at the University and organizes training courses and drills on fire prevention for its personnel and students.

1.4. Quality Assurance of Student Support Services

- **Student Scholarship**

Procedures and regulations on scholarships are guidelines for transparently and fairly considering and granting scholarships to students according to Hoa Sen University's regulations. These procedures ensure that scholarships are awarded to deserving students based on the scholarship criteria, providing timely support for learners.

- **Library**

The Library collaborates with the Faculties/Institutes to compile a yearly list of supplementary materials according to the requirements of updated courses and new programs. The Library then submits resource investment plans to the Board of Presidents for approval and develops learning materials to meet teaching, learning, and research needs. The processes for supplementing materials and purchasing books for developing reference materials are strictly followed to ensure meeting the learning and research needs of all personnel and students.

The Library's resources are diversified and supplemented through annual additional resource purchasing. It collects and sifts through e-books from open academic resources and commercial online databases, as well as donation sources from individuals and organizations such as the Asia Foundation book sponsorship project for Vietnamese libraries and the Publishing House of Culture, Sports, and Tourism, AusAID, etc.

Currently, the library's collection includes nearly 76,000 printed books (comprising more than 29,000 document titles), over 7,300 e-books, and a variety of domestic and international newspapers and magazines.

- **Student Employment**

The Student Center and Faculties/Institutes connect with businesses and social organizations to provide resources for students. This includes providing information, introducing reputable partner companies to students for internships, searching and recommending jobs during and after graduation, organizing seminars on professional knowledge and skills for students, and hosting job fairs that attract many businesses and students to participate. Examples of such events include the Job Fair Online 2022, Tourism Career Week 2021, etc.

- **Field Trip**

The Field Trip program is an experiential initiative aimed at offering the University's students international integration opportunities, thereby enabling them to gain practical experience in professional environments worldwide. This program contributes to the comprehensive development of students, encompassing not only knowledge and skills but also fostering developmental thinking, thus laying the groundwork for their future success.

2. Quality Assurance Instruments

2.1. SWOT Analysis

In a 5-year cycle, the University conducts a review and evaluation of its activities and develops a development strategy. During this assessment, the SWOT tool is utilized to analyze strengths, weaknesses, opportunities, and threats for the implementation of the University's vision and mission. These serve as the foundation for building the University's development strategy at different stages. The results of the SWOT analysis are not only used in quality assurance but also serve as a useful tool for the management to review and evaluate internal and external aspects of the University's activities. Based on the SWOT matrix, the University's development strategy is formulated for the medium term and concretized into actions in the short term.

2.2. Assessment and Accreditation

The University conducts external assessments and accreditations at both institutional and program levels according to the standards of the Ministry of Education and Training and international standards. These activities help the University leverage its strengths and address shortcomings to continually enhance its academic quality, reaffirming HSU's position in the educational systems of Vietnam, the region, and the world.

Certificates of quality assessment and accreditation at both institutional and program levels achieved by HSU are depicted in Figure 6.
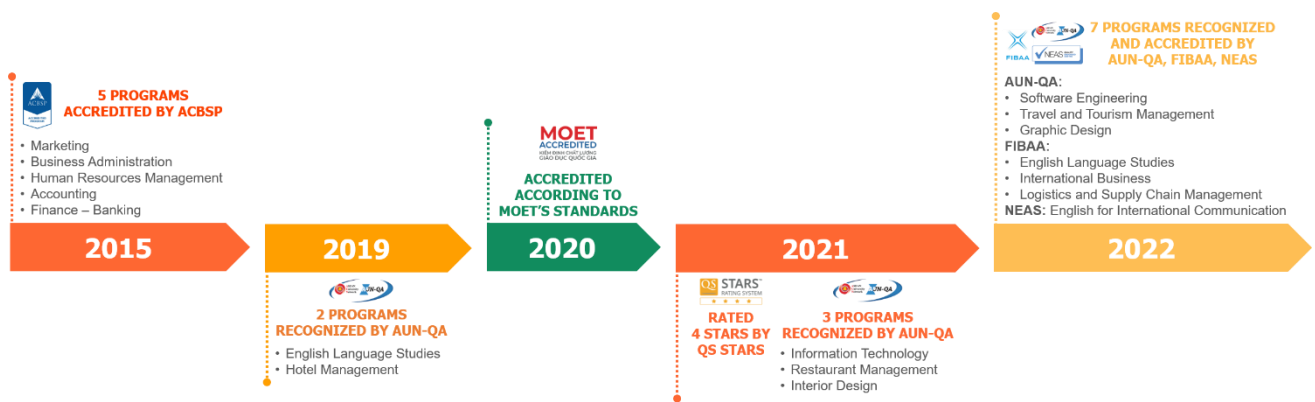

Figure 6. Quality Assessment and Accreditation Certificates of Hoa Sen University

In 2024, the University continues to intensify its efforts in quality assessment and accreditation through:

- Implementing institution assessment according to ASIIN standards.

- Conducting quality assessments for 04 programs under the AUN-QA standards, including Master of Business Administration, Master of Arts in English Language Studies, Bachelor of Arts in Media Production and Management, and Bachelor of Arts in Fashion Design.

With a commitment to quality, the University is a member of international quality assurance organizations such as ACBSP, AUN-QA, NEAS, and QS STARS.

2.3. Information System

2.3.1. Management Information System

The University prioritizes perfecting its information technology infrastructure and advancing comprehensive digitalization in management activities.

- Management Software: Hoa Sen University utilizes PeopleSoft software to comprehensively manage administrative and academic activities. The software features

access portals and functions segregated by user roles, with personnel accessing through the management portal (htttql.hoasen.edu.vn) and students accessing through the student portal (htttsv.hoasen.edu.vn). The University employs backup servers to safeguard data, ensuring easy access and meeting user needs. Additionally, the University has developed a mobile application named the Hoa Sen App, seamlessly integrated with the PeopleSoft system, providing the personnel and students with enhanced user convenience. Furthermore, other functional software is being integrated into PeopleSoft following a roadmap to ensure data synchronization.

- Online Learning System: The University has established and expanded an E-learning system (mlearning.hoasen.edu.vn) for online teaching and learning. This system integrates Moodle, BigBlueButton, and MS Teams software to facilitate online teaching, student management, and academic management with optimal efficiency.

2.3.2. Communication Information System

Official information from the University is communicated and publicized on the website hoasen.edu.vn. This website also integrates the websites of the Faculty, Institute, Office, and Center under the University. Additionally, the University maintains social media pages, including a Facebook fan page and YouTube channel, for communication purposes. Updated news and announcements on the University website are reviewed by relevant divisions before being sent to the Communications unit for verification and publication.

Furthermore, the University utilizes various communication channels such as email, applications, and phone systems to connect with students. Contact information for faculties, institutes, offices, and centers is available on the university's website and official fan page. The student counseling system is implemented online at two levels (University and Faculty) to enable advisors to exchange information and promptly address student queries.

The electronic information system serves as the primary channel for management and information exchange between divisions and individuals across the University. Students can monitor their learning progress directly through the student information system. In addition to the student progress management system and academic advisor system, the University has developed additional functions on the mobile app, such as surveys and appeals, enabling students to connect with the University quickly and receive timely support. Through these functions, the connection between the University and students has become easier and more convenient.

CONCLUSION

Alongside regionalization and globalization trends, our country's education system has been undergoing drastic changes. In particular, ensuring higher education quality has become a significant challenge in providing qualified human resources to meet the social needs of the country, ASEAN, as well as the world. Hoa Sen University is committed to delivering the highest quality in academic activities, research, and community service. This commitment extends towards achieving international recognition through the quality of its offerings and promoting core values. Moreover, the University aims to attract and develop human resources for research, teaching, and management within both national and international contexts.