HOA SEN UNIVERSITY
OFFICE OF TESTING- QUALITY ASSURANCE

END-OF-COURSE SURVEY RESULTS – SEMESTER 1, ACADEMIC YEAR 2024-2025

I. OVERVIEW

1. Purpose

The survey aims to record students' opinions on subjects and lecturers' teaching activities to help lecturers self-adjust their teaching activities, continue to promote good points and overcome shortcomings to improve the overall teaching quality of the University.

2. Participant

System students refer to courses with registered subjects in HK1 for the 2024-2025 academic year.

3. Survey form and time

Students complete the survey in 1 of the following 2 ways:

- Method 1: Log in to the system htttsv.hoasen.edu.vn → HSU → Online feedback

- Method 2: Download Hoa Sen App → select Subject Evaluation Section

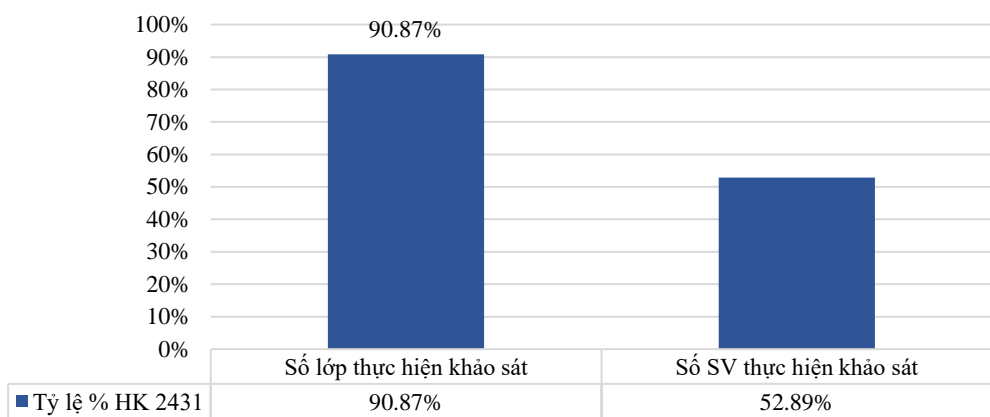- Survey time: Semester 1, school year 2024-2025.

4. Survey tools

- The survey includes 2 contents:
    (1) Subject content and teaching materials
    (2) Teaching activities of lecturers
- The survey uses a 5-level scale from low to high (1 lowest and 5 highest).
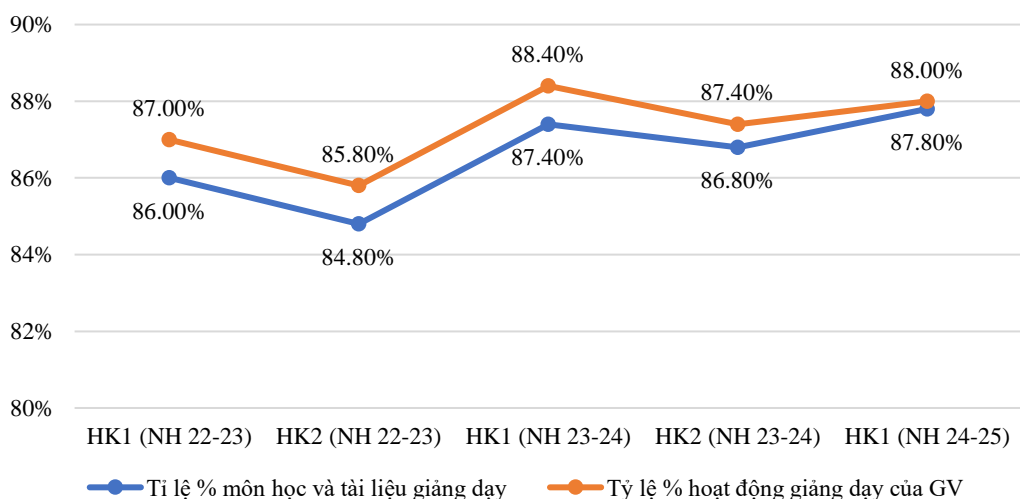
II. RESULTS

1. Overal results

- Overall Satisfaction Rate: Over 92% of students were satisfied with the university's service quality, an increase of nearly 2% compared to the previous academic year.

Figure 1: No classes and students taking the survey

	Số lớp thực hiện khảo sát	Số SV thực hiện khảo sát
■ Tỷ lệ % HK 2431	90.87%	52.89%

- 88%: Students are satisfied with the teaching activities of lecturers
- 87.80%: Students are satisfied with the subject and teaching materials

Figure 2. Survey results of subjects at the whole school level over the last 5 semesters

2. Faculty Result

Students' feedback shows minor differences, with both the learning content and teaching activities rated as very good (see table below).

Table 1. Survey results of subjects by Faculty/Center

Faculty/ Center	Subjects and teaching materials		Teachers' teaching activities	
	Semester 2 (AY 23-24)	Semester 1 (AY 24-25)	Semester 2 (AY 23-24)	Semester 1 (AY 24-25)
Whole Uni	86.80%	**87.80%**	87.40%	**88.00%**
Faculty of Marketing - Communications (MKT-TT)	84.60%	86.00%	84.00%	87.00%
Faculty of Logistics - International Trade (LOG-TMQT)	89.20%	89.80%	90.80%	90.40%

Faculty of Economics – Management (KT-QT)	87.60%	87.80%	90.20%	88.40%
Faculty of Hospitality (DL-NH-KS)	91.00%	90.20%	92.20%	91.20%
Faculty of International Languages - Cultures (NN-VHQT)	86.60%	89.40%	87.00%	89.80%
Faculty of International Languages - Cultures (TK-NT)	87.60%	86.60%	88.80%	88.20%
Faculty of Information Technology (CNTT)	86.00%	88.60%	87.20%	89.40%
Faculty of Finance – Banking (TC-NH)	89.00%	88.20%	88.40%	88.80%
Faculty of Finance – Banking (KHXH- TL)	85.80%	90.40%	87.00%	90.80%
Libral Art Program	0.00%	85.80%	0.00%	86.60%
Sport Centers	88.40%	89.00%	89.60%	89.80%

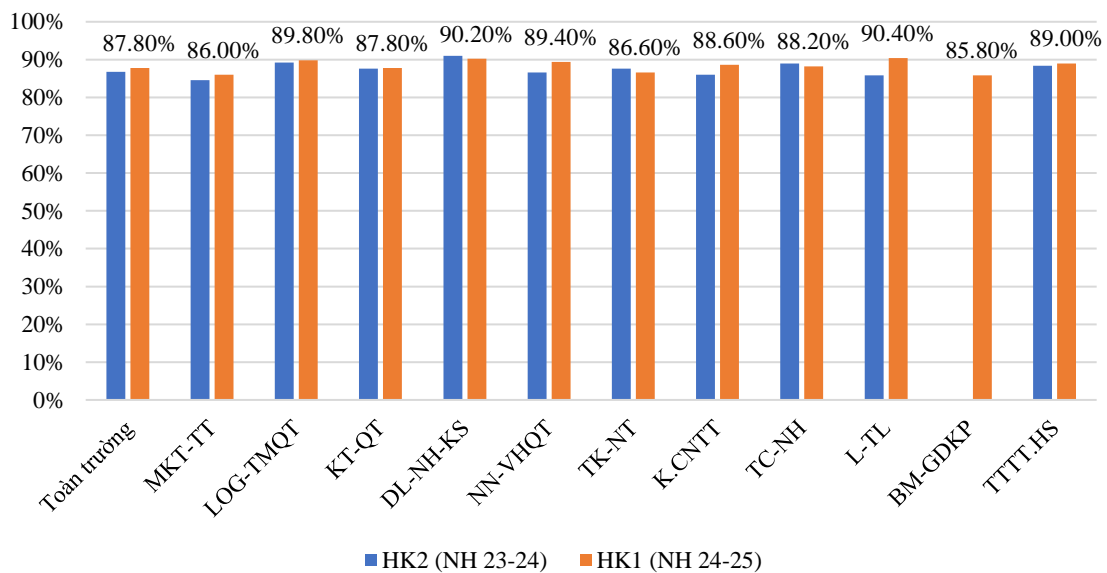**Figure 3: Results of subject survey and teaching materials**

Figure 4. Survey results on lecturers' teaching activities