

HOA SEN UNIVERSITY
OFFICE OF TESTING- QUALITY ASSURANCE

STUDENT SURVEY RESULTS ON SERVICE QUALITY REPORT
(ACADEMIC YEAR 2023-2024)

I. Purpose

This survey aims to gather students' thoughts, aspirations, opinions, and feedback regarding the quality of services at Hoa Sen University, with the goal of enhancing their overall experience during their studies.

II. Content

It primarily examines students' expectations in the following areas:

- Student support activities
- Library services
- Management and training services
- Facilities
- Information technology services
- Accounting and finance
- Other activities

III. Survey results

1. Realize the situation

The survey received responses from 966 students:

Table 1. Number of students referencing the service quality survey (By Faculty)

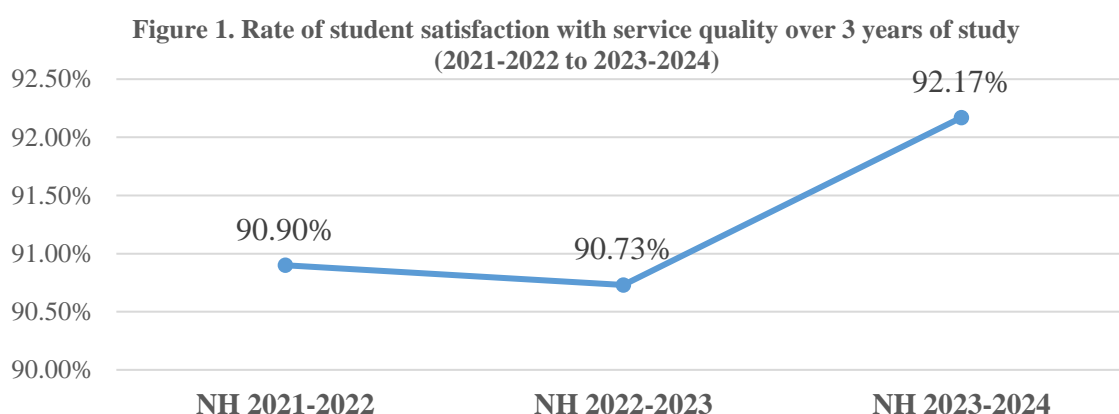
Faculty	Abbreviations	No
Faculty of Information Technology	K.CNTT	98
Faculty of Hospitality	K.DL-NH-KS	84
Faculty of Social Sciences - Law	K.KHXXH-L	80
Faculty of Economics - Management	K.KT-QT	148
Faculty of Logistics - International Trade	K.LOG-TMQT	116
Faculty of Marketing - Communications	K.MKTT	214
Faculty of International Languages - Cultures	K.NN-VHQT	54
Faculty of Finance – Banking	K.TC-NH	54
Faculty of Design - Art	K.TK-NT	118
Total		966

2. General results

2.1. The whole institution

Over 90% of students are satisfied with the school's services, marking a nearly 2% increase from the 2022-2023 school year.

- 90.87% of classes participated in the end-of-course survey
- 52.89% of students completed the survey
- 88% of students were satisfied with faculty teaching activities
- 87.80% of students were satisfied with course content and teaching materials



2.2. The activities

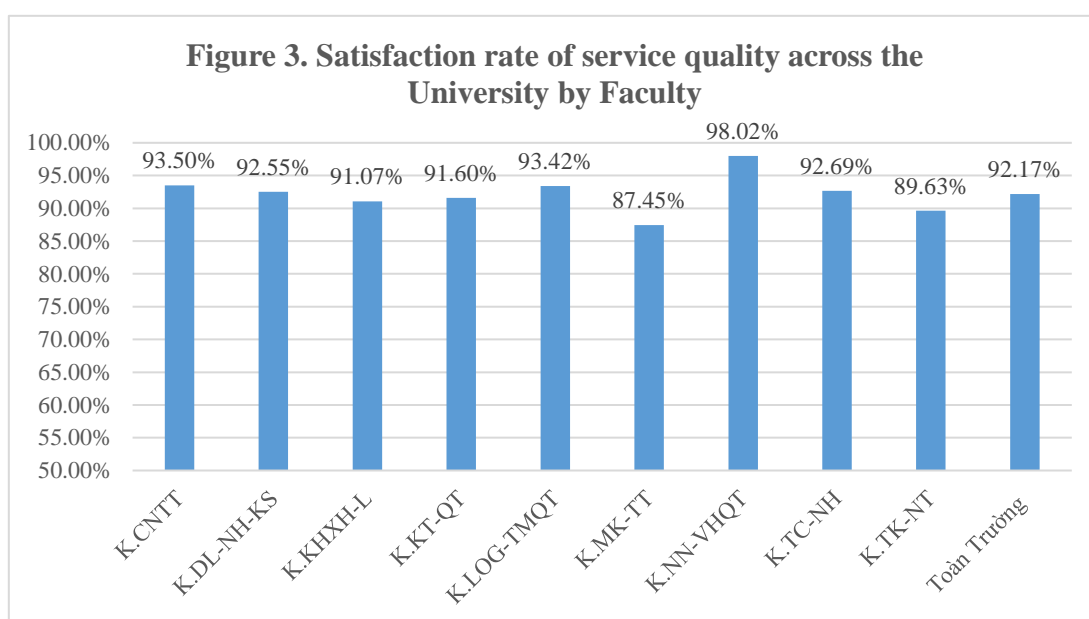
The survey results indicated over 90% satisfaction for most content, while the Information Technology category registered slightly lower satisfaction at over 87%.



1.4. Faculties

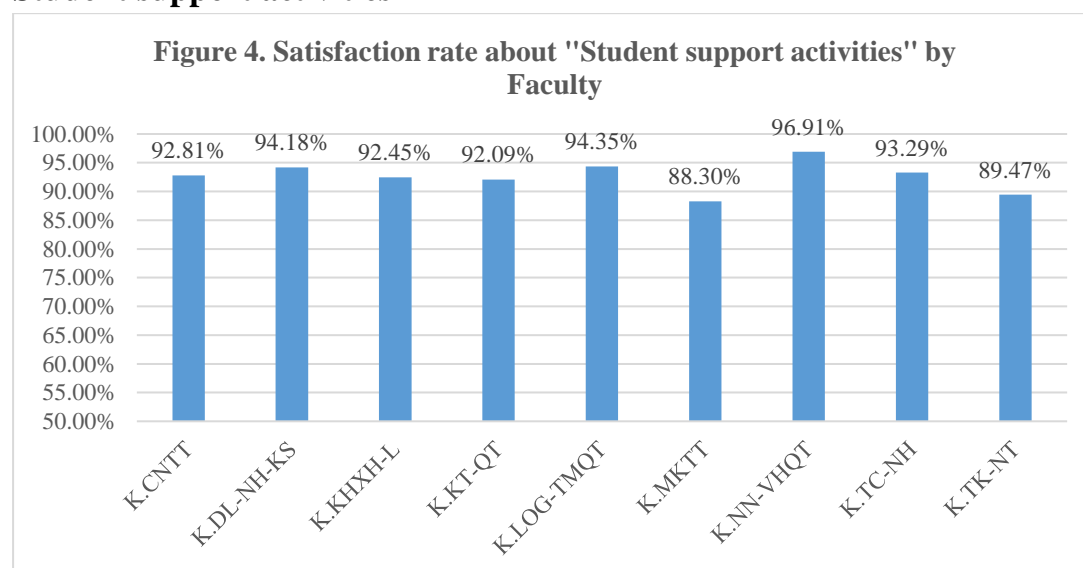
Overall student satisfaction at the faculty level exceeds 90%. K.NN-VHQT reports nearly 100% satisfaction, while K.MK-TT has the lowest at over 87%. K.TK-NT has a satisfaction rate of 90%, and all other faculties surpass 90%.

All faculties received high ratings with minimal variation between them. The Hospitality Faculty received the highest satisfaction ratings (90.2% for course content, 91.2% for teaching). The Marketing-Communications Faculty received the lowest ratings, though still positive (86% for course content, 87% for teaching). All faculties showed stable or improved ratings compared to the previous semester. Especially, five-semester trend data show consistent satisfaction levels between 84.8% and 88% across different measurement periods. Most faculties showed improvement from the previous semester.

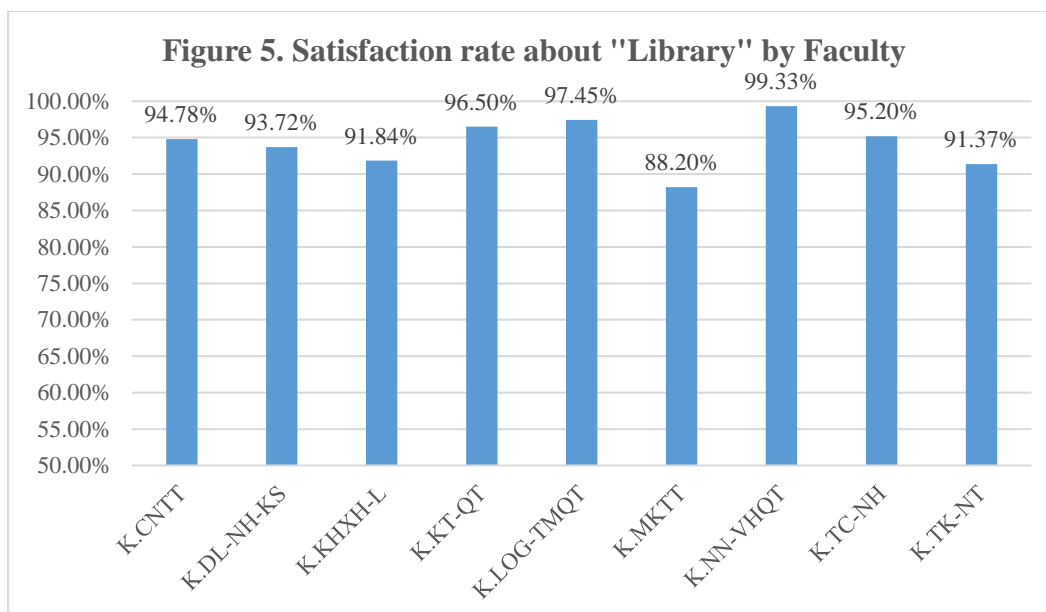


IV. Analyze results by Faculty

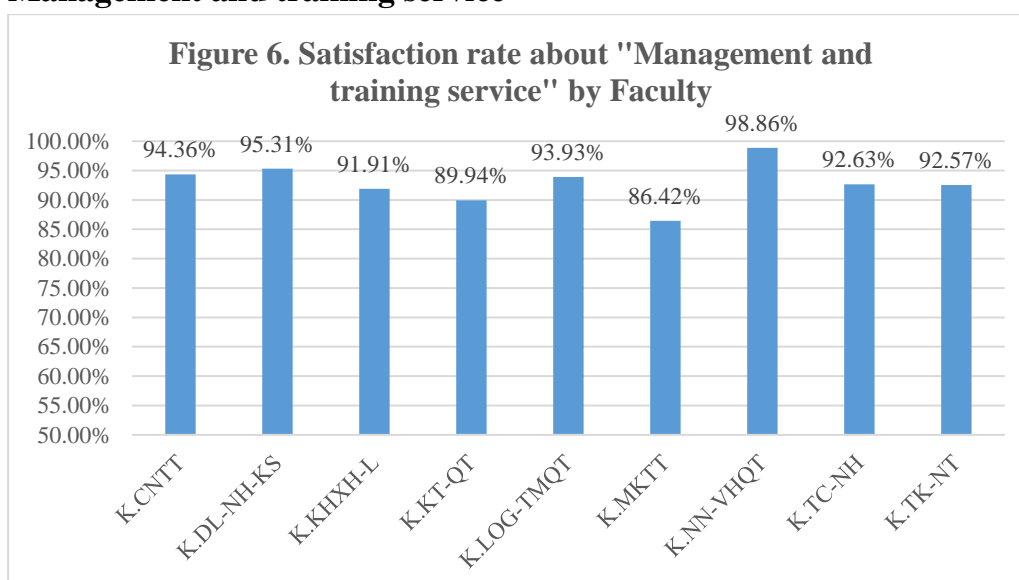
1. Student support activities



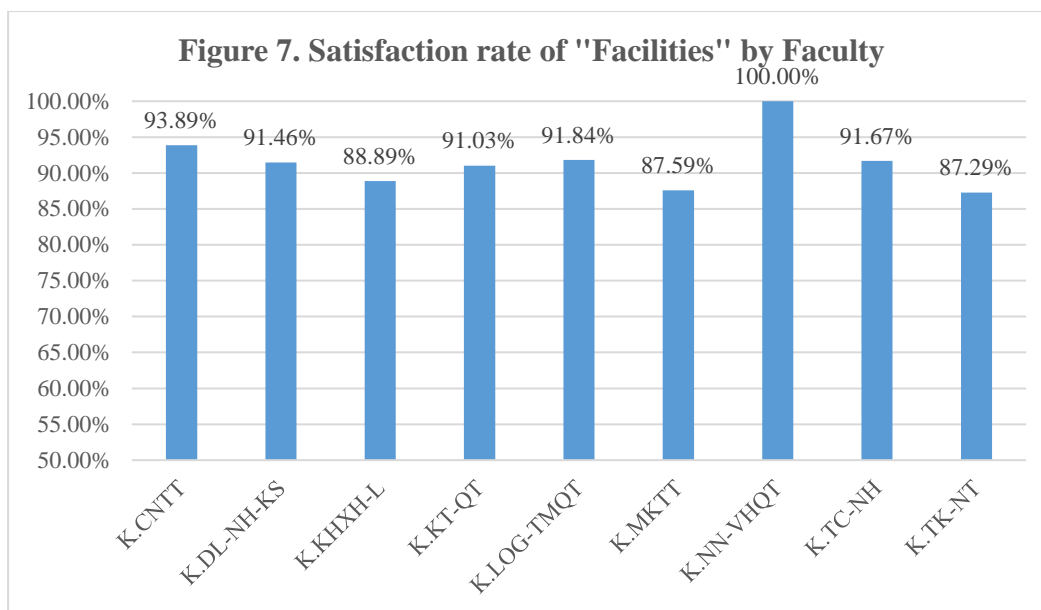
2. Library



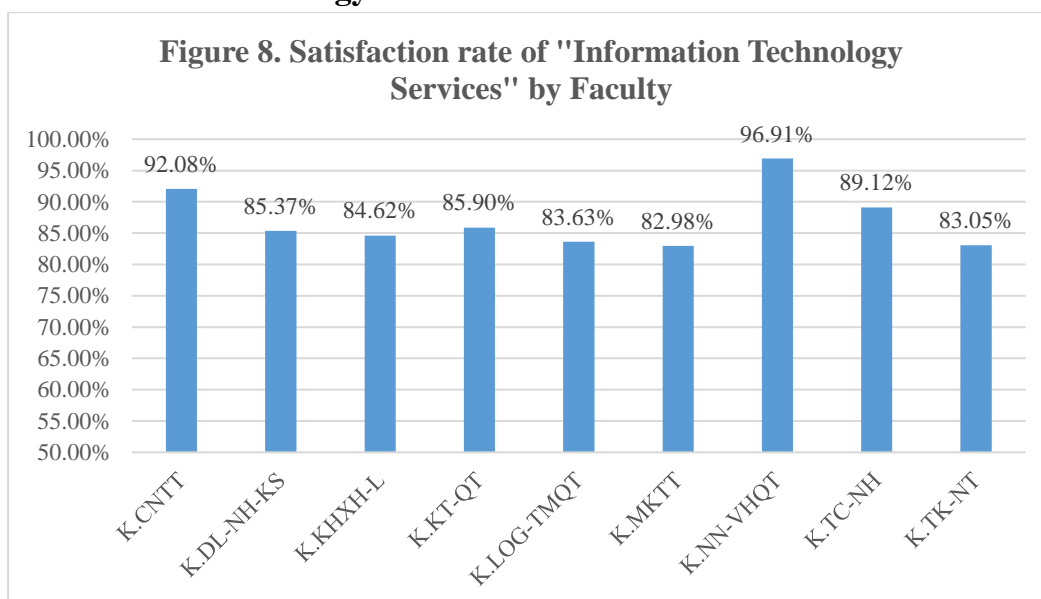
3. Management and training service



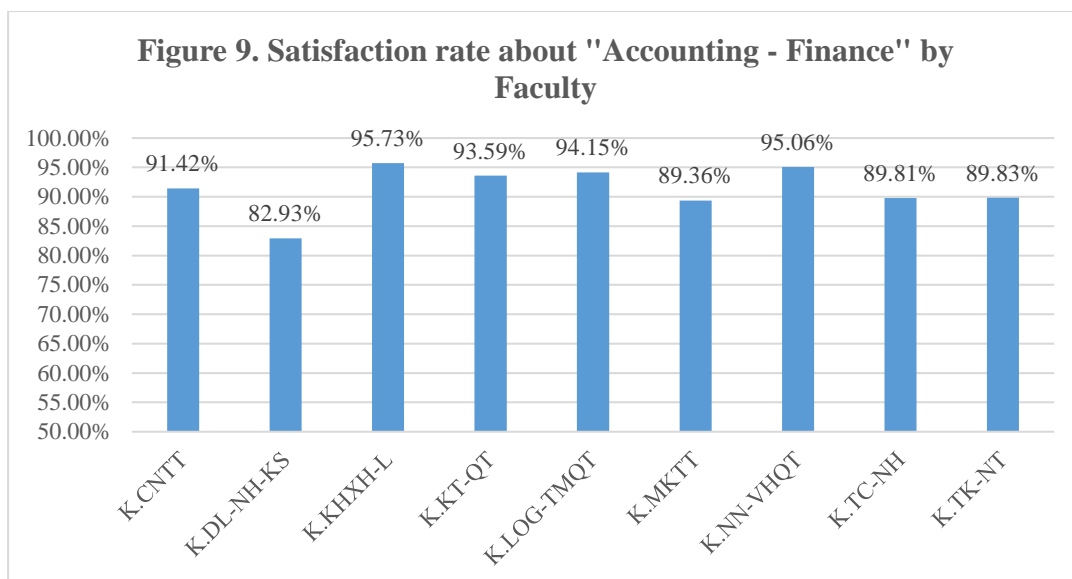
4. Facilities



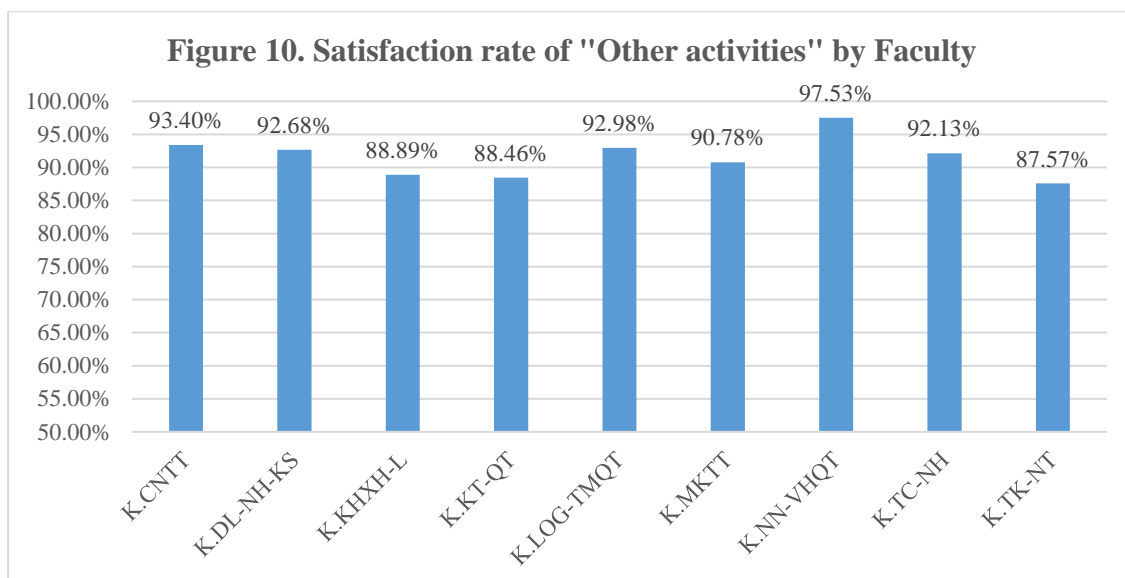
5. Information Technology Services



6. Accounting - Finance



7. Other activities



V. Conclusion

Over 90% of students are satisfied with the service quality at NH School for 2023-2024, with no significant differences in satisfaction levels across faculties. To enhance service quality, students have proposed the following ideas:

❖ About student support services

- Receive, respond and resolve student requests quickly, promptly, clearly and satisfactorily.
- Add more books and diversity of book sources in the library and E-books at facilities.

- Should provide more specialized books, foreign books and update the latest versions of books.
- Improve question response speed and application processing process for students.
- Expand container container expansion at NVT.
- Regularly check teaching equipment and tools such as whiteboards, brushes, computers, reference machines, air conditioners... to limit damage and shortages.
- Improve and upgrade the best facilities in the database.
- Upgrade wifi speed to ensure stable connection when registering for courses and serving students' learning activities.
- Digitize learning requirements and student services on the Hoa Sen app and HTTTSV more for the convenience of students and staff.