

## STUDENT SURVEY REPORT ON ACADEMIC ADVISING

### I. Survey Purpose

To collect information on students' satisfaction with the quality of academic advising, and thereby develop measures to enhance the University's academic quality and support services.

**II. Participants:** all students studying at Hoa Sen University.

### III. Survey Organization

The survey is conducted online via PeopleSoft (<http://httpsv.hoasen.edu.vn/>) or the Hoa Sen Mobile Application.

### IV. Survey Contents

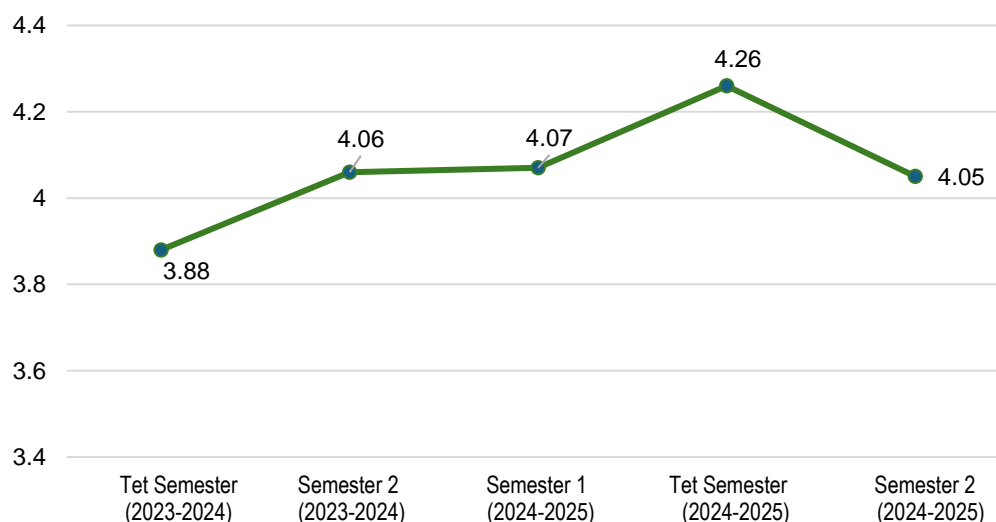
The survey uses two types of questionnaires:

- Questionnaire: measuring students' satisfaction with the quality of academic advising.
- Open-ended question: collecting students' suggestions for improving academic advising.

The survey uses a 5-point rating scale.

### V. Survey Results

#### 1. Results of Academic Advising Over the Last 5 Academic Years



The chart shows that students' satisfaction with academic advising increased steadily, rising from 3.88 in Tet Semester (2023–2024) to 4.26 in Tet Semester (2024–2025). Although the score slightly decreased to 4.05 in Semester 2 (2024–2025), the satisfaction level remained at a good level. These results reflect the continuous efforts of the academic advisors in accompanying and supporting students throughout their studies at the University.

## 2. Student Satisfaction with Academic Advising in Semester 2 of the 2024–2025 Academic Year

No.	Category	Satisfaction Rate	Average Point
1	The academic advisor publicly discloses their contact information, office hours, and student consultation hours.	91.52%	4.09
2	The academic advisor organizes monthly meetings or holds impromptu ones when necessary.	90.20%	3.97
3	Student can easily contact the academic advisor when needed.	91.41%	4.02
4	The academic advisor disseminates information and advises students to thoroughly understand academic matters such as academic regulations, rights, duties, responsibilities of students, and academic programs.	91.88%	4.07
5	The academic advisor guides students to follow the study plan and advises them on course registration.	92.00%	4.03
6	The academic advisor provides timely, accurate, and helpful information that ensures student rights.	91.53%	4.04
7	Student are satisfied with the academic advisor.	91.88%	4.10
<b>Total</b>		<b>91.49%</b>	<b>4.05</b>

The data indicate that students' evaluation of academic advising is generally positive, with an overall satisfaction rate of 91.49%. The highest levels of satisfaction were recorded in **Overall satisfaction of academic advising** (91.88%, 4.10 points) and **Academic Advisors disseminate and advise students on academic matters** (91.88%, 4.07 points). Other areas also maintained good ratings, reflecting the stability and effectiveness of the University's academic advising services.

In addition, most Academic Advising were rated at "Good" or higher, with 34.78% in Level A and 46.96% in Level B, the latter being the largest proportion. Overall, the survey results demonstrate that academic advising is highly valued by students, with more than 81% of academic advisors rated at Level A or B.