

**Brief of Student Service Quality Survey**  
*The report aims to present the results of the assessment surveys at International University during the 5 years period from 2017 to 2022*

Name	Purpose	Survey takers	Execution time	Online survey link	Questionnaire Description				Duration	School/ Department	Notes
					2018	2019	2020-2021	2022			
Student Service Quality Survey	This survey is conducted to find out how the services at the IU meet the needs of different stakeholders (e.g., students, faculty, staff) in order to propose corrective measures and improvements to the drawbacks as this will help to enhance the quality of the overall services at IU.	Student is studying	End of each calendar year	<a href="https://qato.hcmiu.edu.vn/Surveys/StudentServiceQualitySurvey?surveyID=5">https://qato.hcmiu.edu.vn/Surveys/StudentServiceQualitySurvey?surveyID=5</a>	A survey consists of 45 questions, divided into 13 groups, including:	A survey consists of 45 questions, divided into 14 groups, including:	A survey consists of 45 questions, divided into 14 groups, including:	A survey consists of 50 questions, divided into 15 groups, including:	2018 - 2022	All Schools/Departments	From 2018 to 2020, the survey results was calculated in general, without distinction of Schools/Departments.  In 2021, the survey results have been classified into specific Schools/Departments.
					Group 1: Office of Academic Affairs (Q1->Q9);	Group 1: Office of Academic Affairs (Q1->Q7);	Group 1: Office of Academic Affairs (Q1->Q4, Q7->Q9);	Group 1: OFFICE OF UNDERGRADUATE ACADEMIC AFFAIRS (Q1->Q8)			
					Group 2: Office of Student Services (Q10 -> Q16);	Group 2: Office of International Academic Collaboration (Q8, Q9);	Group 2: Office of International Academic Collaboration (Q5, Q6);	Group 2: OFFICE OF STUDENT SERVICES (Q9->Q18)			
					Group 3: Office of External Public Relations (Q17, Q18);	Group 3: Office of Student Services (Q10->Q16);	Group 3: Office of Student Services (Q10 -> Q16);	Group 3: OFFICE OF INTERNATIONAL ACADEMIC COLLABORATION (Q19,Q20)			
					Group 4: Office of Research & Development (Q19->Q21);	Group 4: Office of External Public Relations (Q17, Q18);	Group 4: Office of External Public Relations (Q17, Q18);	Group 4: OFFICE OF FINANCE & PLANNING (Q21,Q22)			
					Group 5: Office of Finance & Planning (Q22, Q23);	Group 5: Office of Research & Development (Q19->Q21);	Group 5: Office of Research & Development (Q19->Q21);	Group 5: OFFICE OF EXTERNAL & PUBLIC RELATIONS (Q23->Q25)			
					Group 6: Library (Q24->Q30);	Group 6: Office of Finance & Planning (Q22, Q23)	Group 6: Office of Finance & Planning (Q22, Q23);	Group 6: OFFICE OF RESEARCH & DEVELOPMENT (Q26->Q28)			
					Group 7: Center of Information Services (Q31->Q33);	Group 7: Library (Q24->Q30)	Group 7: Library (Q24->Q30);	Group 7: CENTER FOR INNOVATION & TECHNOLOGY TRANSFER (Q29,Q30)			
					Group 8: Office of Quality Assurance & Testing (Q34, Q35);	Group 8: Center of Information Services (Q31->Q33);	Group 8: Center of Information Services (Q31->Q33);	Group 8: LIBRARY (Q31->Q36)			
					Group 9: Health Department (Q36);	Group 9: Office of Quality Assurance & Testing (Q34, Q35);	Group 9: Office of Quality Assurance & Testing (Q34, Q35);	Group 9: OFFICE OF INFORMATION SERVICES (Q37,Q38)			
					Group 10: Office of Facility Development (Q37->Q39);	Group 10: Health Department (Q36);	Group 10: Health Department (Q36);	Group 10: OFFICE OF QUALITY ASSURANCE & TESTING (Q39,Q40)			
					Group 11: Center for Innovation & Technology Transfer (Q40);	Group 11: Office of Facility Development (Q37->Q39);	Group 11: Office of Facility Development (Q37->Q39);	Group 11: OFFICE OF FACILITY DEVELOPMENT (Q41->Q43)			
					Group 12: Staff (Q41->Q43);	Group 12: Canteen Management (Q40);	Group 12: Canteen Management (Q40);	Group 12: HEALTH DEPARTMENT (Q44)			
					Group 13: General evaluation of service quality at IU (Q44, Q45)	Group 13: Staff (Q41->Q44);	Group 13: Staff (Q41->Q43);	Group 13: CANTEEN MANAGEMENT (Q45)			
						Group 14: General evaluation of service quality at IU (Q45)	Group 14: General evaluation of service quality at IU (Q44, Q45)	Group 14: STAFF (Q46->Q48)			
			Group 15: GENERAL EVALUATION OF SERVICE QUALITY AT IU (Q49,Q50)								