

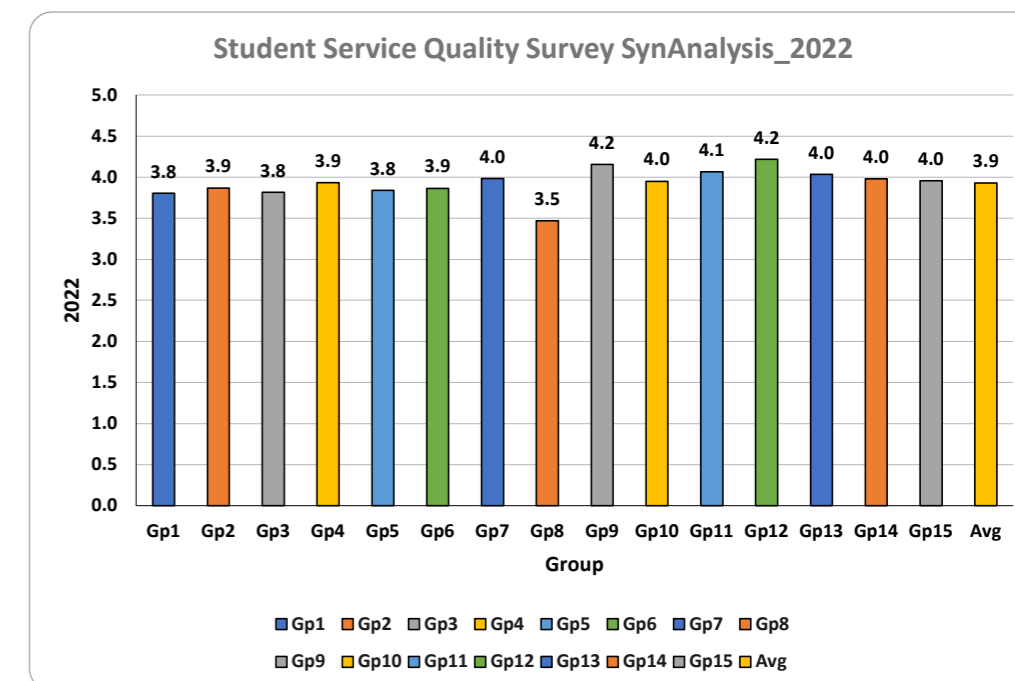
**ANALYSIS RESULT OF STUDENT SERVICE QUALITY SURVEY
AT INTERNATIONAL UNIVERSITY
School of Economics, Finance and Accounting**

Synthesis analysis (for rating questions)

Question	Q.AverageRate	Q.PassRate	Group	G.AvgRate	G.PassRate
Group 1. OFFICE OF ACADEMIC AFFAIRS					
Q1. Admission counseling activities provide necessary information to interested people	4	98.0%	Gp1	3.8	91.2%
Q2. Course registration for students	3.3	77.0%			
Q3. Creating class schedules for students	3.8	91.2%			
Q4. Instructions for new student enrollment	4	97.1%			
Q5. The operation of communication channels between the International University and students	4	93.0%			
Q6. Informing students of exam schedules	4	94.1%			
Q7. Informing exam results on time	3.7	89.2%			
Q8. Dealing with questions or complaints regarding students' study results	3.7	90.1%			
Group 2. OFFICE OF INTERNATIONAL ACADEMIC COLLABORATION					
Q19. Activities providing information and counseling about the twinning training programs to	3.9	97.0%	Gp3	3.9	96.5%
Q20. Supportive activities for transferring procedures to partner universities	3.8	96.0%			
Group 3. OFFICE OF STUDENT SERVICES					
Q9. Providing counseling and support for students during their studies	3.9	94.9%	Gp2	3.8	93.3%
Q10. Informing extracurricular activities	3.8	92.1%			
Q11. The content of workshops and seminars	3.9	93.1%			
Q12. Organizing the political orientation week	3.6	89.0%			
Q13. Providing students with necessary information in the orientation week	3.9	94.1%			
Q14. Supporting students in registering at dormitory or hostel	3.9	94.1%			
Q15. Job counseling activities for students	3.8	95.0%			
Q16. Students' extracurricular activities assessment	3.8	89.1%			
Q17. Emulation, reward, and punishment in students	3.9	96.0%			
Q18. Supporting students in tuition fee loan procedure	3.7	96.0%			
Group 4. OFFICE OF EXTERNAL & PUBLIC RELATIONS					
Q23. Activities informing students of domestic and international scholarships	4	95.1%	Gp5	3.9	94.4%
Q24. Supporting students for student exchange procedures	4	95.1%			
Q25. The quality of information on IU website	3.8	93.1%			
Group 5. OFFICE OF RESEARCH & DEVELOPMENT					
Q26. Activities informing students of registering scientific research topics	3.9	95.0%	Gp6	3.8	96.7%
Q27. Activities supporting students in getting research topic registration and approval	3.8	98.0%			
Q28. Evaluating and accepting students' scientific research topics	3.9	97.0%			
Group 6. OFFICE OF FINANCE & PLANNING					
Q21. The process of collecting tuition and other fees	4	98.0%	Gp4	3.9	95.0%
Q22. Awarding scholarships and grants according to the university regulation	3.7	92.0%			
Group 7. LIBRARY					
Q31. The librarians' support in searching for information	4	98.0%	Gp8	4	94.8%
Q32. The resourcefulness of the library meeting the needs of readers	4.1	97.0%			
Q33. The process of checking out, returning and deadline extension of library books	4.1	98.0%			
Q34. Quality of systems for searching library resources	4	96.0%			
Q35. The library opening hours meeting the needs of readers	4.1	96.9%			
Q36. The number of seats in the library meeting the needs of readers	3.6	83.0%			
Group 8. OFFICE OF INFORMATION SERVICES					
Q37. The quality of the Internet in classrooms, auditoriums and laboratories	3.5	79.2%	Gp9	3.5	77.1%
Q38. The quality of the Wi-Fi system at IU	3.4	75.0%			
Group 9. OFFICE OF QUALITY ASSURANCE & TESTING					
Q39. Student opinion survey on course evaluation	4.2	98.0%	Gp10	4.2	97.5%
Q40. Student opinion survey on service quality at IU	4.2	97.0%			
Group 10. HEALTH DEPARTMENT					
Q44. The quality of health care at IU	4	99.0%	Gp12	4	99.0%
Group 11. OFFICE OF FACILITY DEVELOPMENT					
Q41. The quality of sanitary service at IU	4	98.0%	Gp11	4.1	97.7%
Q42. The quality of security service at IU	4.3	98.0%			
Q43. The quality of equipment in classrooms, auditoriums and laboratory	4	97.1%			
Group 12. CANTEEN MANAGEMENT					
Q45. The quality of services in the canteen	4.2	98.0%	Gp13	4.2	98.0%

Synthesis.LOs.Avg

Group	AcaYear		
	2022	2023	2024
Gp1	3.8		
Gp2	3.9		
Gp3	3.8		
Gp4	3.9		
Gp5	3.8		
Gp6	3.9		
Gp7	4.0		
Gp8	3.5		
Gp9	4.2		
Gp10	4.0		
Gp11	4.1		
Gp12	4.2		
Gp13	4.0		
Gp14	4.0		
Gp15	4.0		
Avg	3.9		



Group 13. CENTER FOR INNOVATION & TECHNOLOGY TRANSFER					
Q29. Supporting for registration to attend workshops, seminars, events, start-up and innovation	4.1	96.0%	Gp7	4	96.5%
Q30. Start-up project incubation activities with high commercialization potential for students	4	97.0%			
Group 14. STAFF					
Q46. The professionalism of staff	3.9	93.1%	Gp14	4	94.8%
Q47. The attitude of staff	3.9	94.1%			
Q48. The appropriateness of staff's dress code	4.1	97.1%			
Group 15. GENERAL EVALUATION OF SERVICE QUALITY AT IU					
Q49. Students' overall evaluation of office staff	3.9	94.1%	Gp15	4	95.1%
Q50. Students' overall evaluation of services at IU	4	96.1%			