INTERNATIONAL UNIVERSITY **OFFICE OF QUALITY ASSURANCE & TESTING**

ANALYSIS RESULT OF STUDENT SERVICE QUALITY SURVEY AT INTERNATIONAL UNIVERSITY

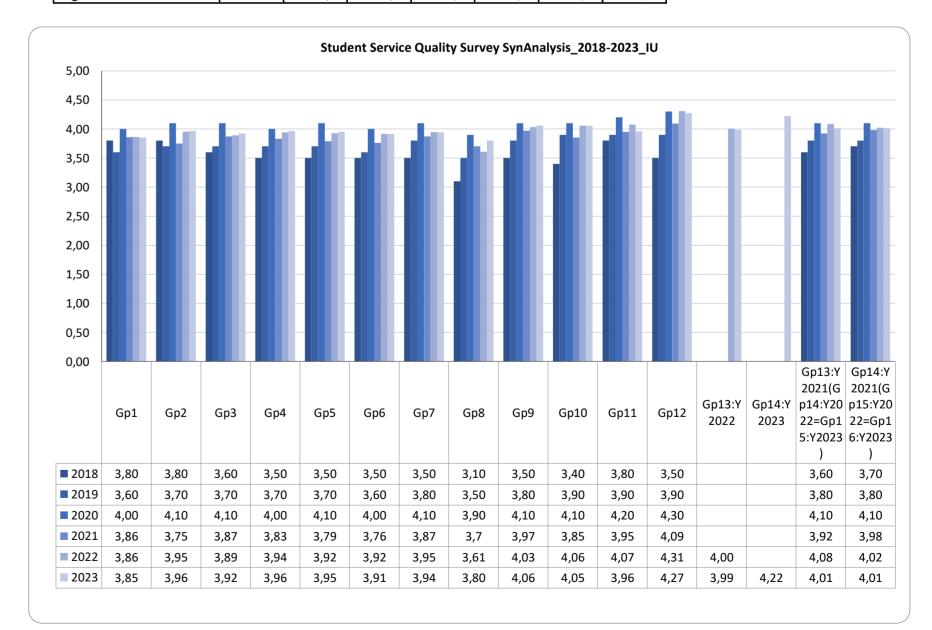
Student Service Quality - 2018	Synthesis analysis (for rating questions)					
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Q30. The library has a number of seats that meet the needs of readers3.374,8%Office of Information Services_Gp8 \sim \sim Q31. The quality of internet system in classrooms and laboratories2.963,1%Q32. The quality of wifi system in IU2.962,3%Q33. The quality of information on the website3,683,5%Center of Education Quality Management_Gp9 \sim \sim Q34. Student feebacks for service quality survey3,582,7%Q35. The quality of medical service at IU \sim σ Q36. The quality of medical service at IU \sim σ Q37. Sanitation in IU \sim σ Q37. Sanitation in IU \sim σ Q38. Security in II σ σ Q39. The quality of equipment in classrooms σ σ Q39. The quality of canteen services at IU σ σ Q40. The quality of Canteen services at IU σ σ Q41. The professionalism of office staff σ σ Q41. The professionalism of office staff σ σ						
$ \begin{array}{ c c c c c c } \hline Office of Information Services_Gp8 & & & & & & & & & & & & & & & & & & &$						
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Q34. Student feebacks for course evaluation form $3,5$ $82,7\%$ $Gp9$ $3,5$ 84% Q35. Student feebacks for service quality survey $3,5$ $84,3\%$ $3,5$ $84,3\%$ $3,5$ 84% Health Department_Gp10 $3,4$ $81,5\%$ $Gp10$ $3,4$ 82% Q36. The quality of medical service at IU $3,4$ $81,5\%$ $Gp10$ $3,4$ 82% Office of Facility Development_Gp11 $3,7$ $89,0\%$ $B9,0\%$ $B9,0\%$ $B9,0\%$ $B9,0\%$ Q37. Sanitation in IU $3,7$ $89,0\%$ $B9,0\%$ $B9,0\%$ $B9,0\%$ $B9,0\%$ $B9,0\%$ $B9,0\%$ Q39. The quality of equipment in classrooms $3,7$ $79,7\%$ $B9,0\%$ $B9,0\%$ $B9,0\%$ $B9,0\%$ $B9,0\%$ $B9,0\%$ Q40. The quality of Canteen services at IU $3,5$ $79,6\%$ $Gp12$ $3,5$ 80% Staff_Gp13 $Q41$. The professionalism of office staff $3,6$ $84,6\%$ $Gp13$ $3,6$ 86%		3,6	83,5%			
$ \begin{array}{ c c c c c c } \hline Q35. Student feebacks for service quality survey & 3,5 & 84,3\% & & & \\ \hline Health Department_Gp10 & & & & \\ Q36. The quality of medical service at IU & & 3,4 & 81,5\% & \\ \hline Office of Facility Development_Gp11 & & & & \\ Q37. Sanitation in IU & & & 3,7 & 89,0\% \\ Q38. Security in IU & & & 3,9 & 92,7\% \\ Q39. The quality of equipment in classrooms & & & 3,7 & 79,7\% \\ \hline Canteen Management_Gp12 & & & & \\ Q40. The quality of Canteen services at IU & & & 3,5 & 79,6\% \\ \hline Staff_Gp13 & & & & \\ Q41. The professionalism of office staff & & & & \\ Q41. The professionalism of office staff & & & & \\ \hline Q36. The quality of Canteen staff & & & & \\ \hline Q41. The professionalism of office staff & & & & \\ \hline Q41. The professionalism of office staff & & & & \\ \hline Q41. The professionalism of office staff & & \\ \hline Q41. The professionalism of office staff & & \\ \hline Q41. The prof$						
Health Department_Gp10 \Box \Box \Box $B2\%$ Q36. The quality of medical service at IU $3,4$ $81,5\%$ $Gp10$ $3,4$ 82% Office of Facility Development_Gp11 $3,4$ $81,5\%$ $B11$ $B2\%$ $B2\%$ $B2\%$ Q37. Sanitation in IU $3,7$ $89,0\%$ $B11$ $B2\%$ $B11$ $B2\%$ $B11$ $B2\%$ Q38. Security in IU $3,7$ $B9,0\%$ $B11$ $B11$ $B2\%$ $B11$ $B2\%$ $B11$ $B2\%$ $B11$ $B2\%$ Q39. The quality of equipment in classrooms $3,7$ $79,7\%$ $B11$ $B2\%$ $B11$ $B2\%$ $B11$ $B2\%$ $B11$ $B2\%$ Q40. The quality of Canteen services at IU $B15$ $B12$ $B12$ $B12$ $B15$ $B0\%$ Staff_Gp13 $Gp13$ $B4,6\%$ $Gp13$ $B4,6\%$ $Gp13$ $B4,6\%$ $B13$ $B6\%$	Q34. Student feebacks for course evaluation form	3,5	82,7%	Gp9	3,5	84%
Health Department_Gp10 \Box \Box \Box $B2\%$ Q36. The quality of medical service at IU $3,4$ $81,5\%$ $Gp10$ $3,4$ 82% Office of Facility Development_Gp11 $3,4$ $81,5\%$ $B11$ $B2\%$ $B2\%$ $B2\%$ Q37. Sanitation in IU $3,7$ $89,0\%$ $B11$ $B2\%$ $B11$ $B2\%$ $B11$ $B2\%$ Q38. Security in IU $3,7$ $B9,0\%$ $B11$ $B11$ $B2\%$ $B11$ $B2\%$ $B11$ $B2\%$ $B11$ $B2\%$ Q39. The quality of equipment in classrooms $3,7$ $79,7\%$ $B11$ $B2\%$ $B11$ $B2\%$ $B11$ $B2\%$ $B11$ $B2\%$ Q40. The quality of Canteen services at IU $B15$ $B12$ $B12$ $B12$ $B15$ $B0\%$ Staff_Gp13 $Gp13$ $B4,6\%$ $Gp13$ $B4,6\%$ $Gp13$ $B4,6\%$ $B13$ $B6\%$	Q35. Student feebacks for service quality survey	3,5	84,3%			
Q36. The quality of medical service at IU $3,4$ $81,5\%$ 1 1 Office of Facility Development_Gp11 1				G 10		000/
$ \begin{array}{ c c c c c c } \hline \textbf{Office of Facility Development_Gp11} & & & & & & & & & & & & & & & & & & $	O36. The quality of medical service at IU	3,4	81,5%	Gp10	3,4	82%
$\begin{array}{c c c c c c c c c c c c c c c c c c c $,			
Q38. Security in IU3,992,7%GP113,887%Q39. The quality of equipment in classrooms3,779,7%000Canteen Management_Gp126p123,580%Q40. The quality of Canteen services at IU3,579,6%Gp123,580%Staff_Gp1393,686%Q41. The professionalism of office staff3,686%		3 7	89.0%			
$ \begin{array}{c c c c c c c c c c c c c c c c c c c $				Gp11	3,8	87%
Canteen Management_Gp12Gp123,580%Q40. The quality of Canteen services at IU3,579,6%9123,580%Staff_Gp1344Q41. The professionalism of office staff3,684,6%Gp133,686%						
Q40. The quality of Canteen services at IU3,579,6%Gp123,580%Staff_Gp13Q41. The professionalism of office staff3,684,6%Gp133,686%		3,/	/9,/%			
Q40. The quality of Canteen services at IU 3,5 79,6% 4 Staff_Gp13				Gp12	3,5	80%
Q41. The professionalism of office staff 3,6 84,6% Gp13 3.6 86%		3,5	79,6%			
Q42. Service attitude of office staff3,585,6%3,0		3,6	84,6%	Gn13	3.6	86%
	Q42. Service attitude of office staff	3,5	85,6%	Spis	3,0	0070

SOCIALIST REPUBLIC OF VIETNAM Independence - Freedom - Happiness

Ho Chi Minh City, 20th December, 2023

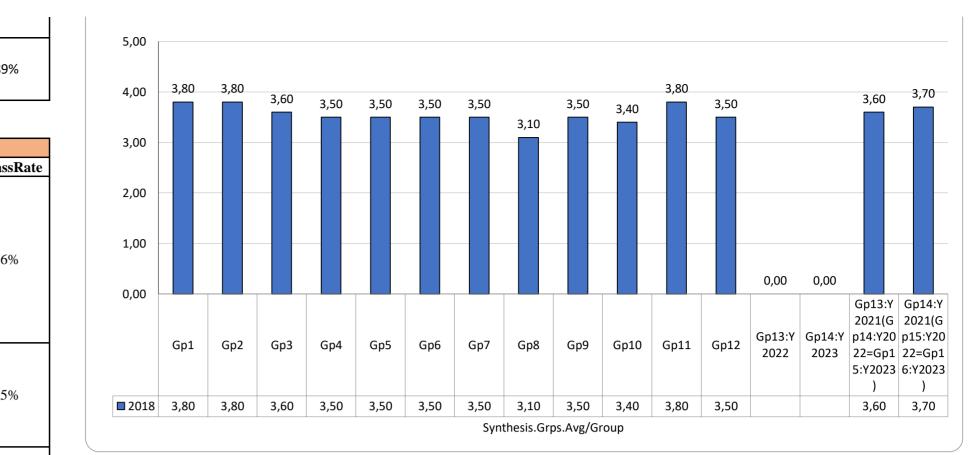
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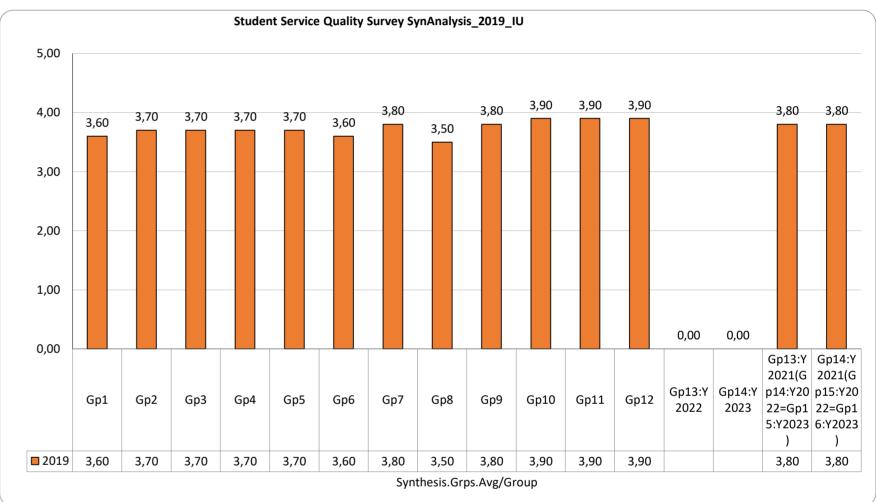
Group			Yea	ar			
	2018	2019	2020	2021	2022	2023	Av
Gp1	3,80	3,60	4,00	3,86	3,86	3,85	3,8
Gp2	3,80	3,70	4,10	3,75	3,95	3,96	3,8
Gp3	3,60	3,70	4,10	3,87	3,89	3,92	3,9
Gp4	3,50	3,70	4,00	3,83	3,94	3,96	3,8
Gp5	3,50	3,70	4,10	3,79	3,92	3,95	3,89
Gp6	3,50	3,60	4,00	3,76	3,92	3,91	3,84
Gp7	3,50	3,80	4,10	3,87	3,95	3,94	3,93
Gp8	3,10	3,50	3,90	3,7	3,61	3,80	3,70
Gp9	3,50	3,80	4,10	3,97	4,03	4,06	3,9
Gp10	3,40	3,90	4,10	3,85	4,06	4,05	3,9
Gp11	3,80	3,90	4,20	3,95	4,07	3,96	4,02
Gp12	3,50	3,90	4,30	4,09	4,31	4,27	4,17
Gp13:Y2022					4,00	3,99	3,99
Gp14:Y2023						4,22	4,22
<i>Gp13:Y2021(Gp14:Y2022</i> = <i>Gp15:Y2023)</i>	3,60	3,80	4,10	3,92	4,08	4,01	3,98
Gp14:Y2021(Gp15:Y2022 =Gp16:Y2023)	3,70	3,80	4,10	3,98	4,02	4,01	3,98
Avg		3,70	4,10	3,90	3,96		3,93

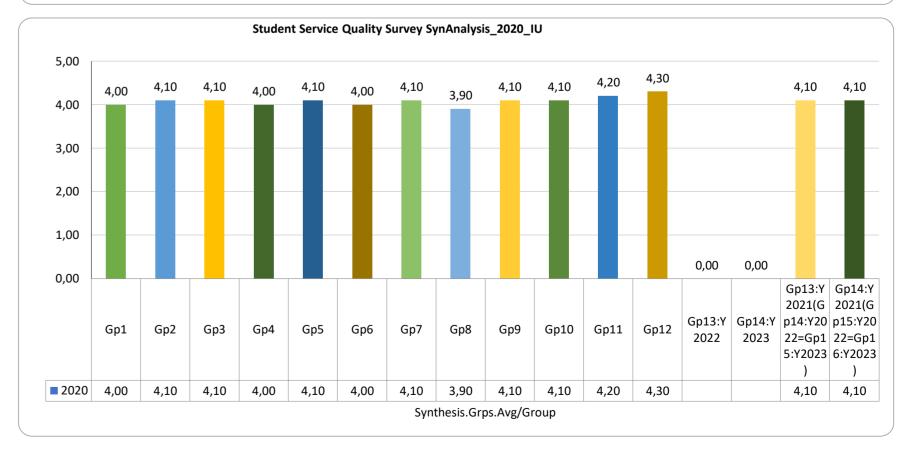


Q43. The office staff clothes are suitable for the job's nature	3,7	89,0%			
General evaluation of service quality at IU_Gp14					
Q44. Overall evaluation of office staff	3,7	90,9%	Gp14	3,7	89%
Q45. Overall evaluation of service quality	3,6	86,4%			

Student Service Quality - 2019						
Question	Q.AverageRate	Q.PassRate	Group	G.AvgRate	G.PassRat	
Office of Academic Affairs_Gp1		?%,>=3				
Q1. Admission counseling activities disseminate necessary information to those interested	3,9					
Q2. Means for course registration	3,3	-	1			
Q3. Instruction to new student enrollment	3,9		Gp1	3,6	86%	
Q4. Communication channels between students and the university	3,7	90,4%	, î			
Q5. Dissemination of exam schedule for students	3,8	91,7%				
Q6. Dissemination of exam results according to the specified time	3,3	73,7%	-			
Q7. Resolving questions and complaints about student performance Office of International Academic Collaboration_Gp2	3,5	83,4%				
Office of International Academic Conaboration_Gp2			4			
Q8. Activities to provide information and advice about the joint training programs for students and parents	3,7	94,5%	Gp2	3,7	95%	
Q9. Activities to assist students with transfer procedures to partner universities under the joint training		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		2,1		
programs	3,7	94,7%				
Office of Student Services_Gp3						
Q10. Dissemination of information about extracurricular activities	3,8	92,7%	1			
Q11. Content of special subject classes and seminars	3,8	94,1%]			
Q12. The organization of political education at the beginning of the academic year	3,7	89,2%]			
Q13. Dissemination of necessary information to students in the political education at the beginning of the			Gp3	3,7	93%	
academic year	3,8	-	1			
Q14. Supporting students to register for accommodations, dormitories	3,7	94,3%	1			
Q15. Supporting students for student loan procedures	3,6	-	4			
Q16. Career counseling activities for students	3,7	91,1%				
Office of External & Public Relations_Gp4	2.7	01.40/		27	020/	
Q17. Activities to disseminate information about scholarships at home and abroad to students	3,7	-	- î	3,7	93%	
Q18. Supporting students for student exchange procedures Office of Research & Development_Gp5	3,7	95,0%				
Q19. Activities to disseminate information about research project registration to students	3,7	93,7%	1			
Q20. Supporting students to complete procedures for project registration and approval	3,7		GDD	3,7	95%	
Q21. Evaluation and acceptance of students research projects	3,7	,	-			
Office of Finance & Planning_Gp6		00,270				
Q22. School fees and tuition collection methods	3,7	91,0%	Gp6	3,6	88%	
Q23. Properly implement the regulations on payment of scholarships and grants for students on time	3,5		-			
Library_Gp7						
Q24. Supporting, guiding information search from librarians	3,8	93,9%				
Q25. The library has a number of books and reference materials that meet the needs of readers	3,8	93,5%				
Q26. The library has book sources and reference materials that meet the needs of readers in terms of						
content	3,8		_	3,8	92%	
Q27. Borrowing, returning, and renewing procedures	3,8	,				
Q28. The quality of library's book rental service	3,8					
Q29. Library's operating hours meet the needs of readers	3,8					
Q30. The library has a number of seats that meet the needs of readers	3,5	80,2%				
Office of Information Services_Gp8 Q31. The quality of internet system in classrooms and laboratories	3,5	01 70/	4			
Q32. The quality of wifi system in IU	3,3		I GDð	3,5	82%	
Q33. The quality of information on the website	3,5		1			
Office of Quality Assurance _Gp9	3,0	07,770				
Q34. Student feebacks for course evaluation form	3,8	92,0%	Gp9	3,8	93%	
Q35. Student feebacks for service quality survey	3,8	-				
Health Department_Gp10				2.0	0.0%	
Q36. The quality of medical service at IU	3,9	95,9%	Gp10	3,9	96%	
Office of Facility Development_Gp11						
Q37. Sanitation in IU	3,9	91,4%	Gp11	3,9	93%	
Q38. Security in IU	4,0	95,8%	Opri	3,5	5570	
Q39. The quality of equipment in classrooms	3,8	90,8%				
Canteen Management_Gp12			Gp12	3,9	95%	
Q40. The quality of Canteen services at IU	3,9	94,6%		- / -		
Staff_Gp13			-			
Q41. The professionalism of office staff	3,7	-				
Q42. Service attitude of office staff Q42. The office staff slothes are suitable for the job's nature	3,7	90,8%	-	3,8	93%	
Q43. The office staff clothes are suitable for the job's nature	3,9	96,3%				
Q44. Overall evaluation of office staff General evaluation of service quality at IU_Gp14	3,8	92,8%				
O44. Overall evaluation of office staff	3,8	92,8%	Gp14	3,8	93%	
Q44. Overall evaluation of service quality	3,8			5,0	5570	
x 101 0 total of an of bot theo quality	5,0	52,0/0		L	1	



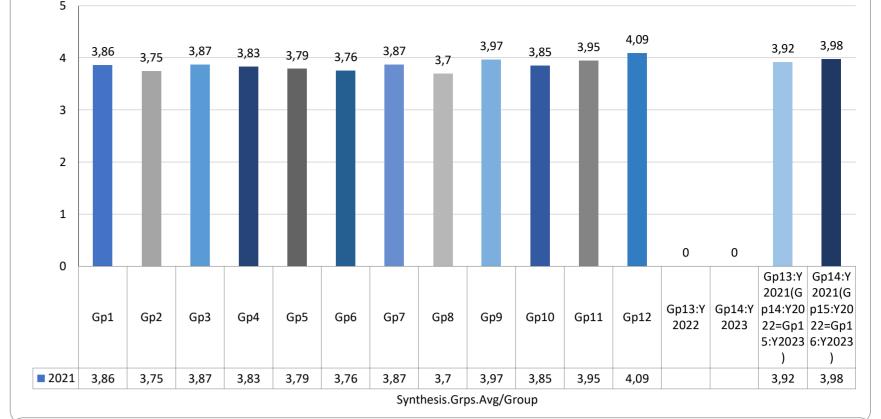


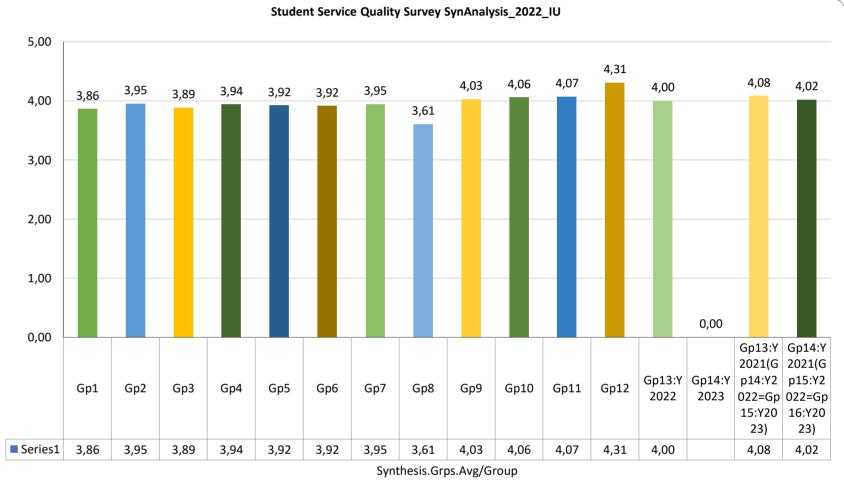


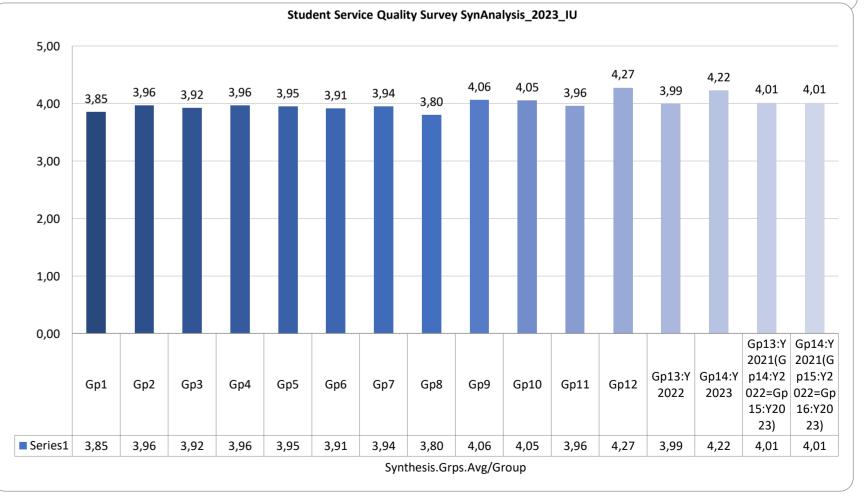
Student Service Quality Survey SynAnalysis_2021_IU

Student Service Quality - 2020					
Question	Q.AverageRate	Q.PassRate	Group	G.AvgRate	G.PassRate
Office of Academic Affairs_Gp1	Q	?%, >=3	F	Galvgitute	On assiduce
Q1. Admission counseling activities disseminate necessary information to those interested	4,1	-			
Q2. Means for course registration	3,4				
Q3. Instruction to new student enrollment	4,1	95,6%			
Q4. Communication channels between students and the university	4,1	94,5%	Gp1	4	91,30%
Q7. Dissemination of exam schedule for students	4,1	95,4%			
Q8. Dissemination of exam results according to the specified time	4,1				
	3,9		-		
Q9. Resolving questions and complaints about student performance	5,9	91,9%			
Office of International Academic Collaboration_Gp2					
		0.5.40		4.1	06 100/
Q5. Activities to provide information and advice about the joint training programs for students and parents	4,1	96,4%	Gp2	4,1	96,40%
Q6. Activities to assist students with transfer procedures to partner universities under the joint training					
programs	4,1	96,4%			
Office of Student Services_Gp3					
Q10. Dissemination of information about extracurricular activities	4,1	96,7%			
Q11. Content of special subject classes and seminars	4,1	96,9%			
Q12. The organization of political education at the beginning of the academic year	4,1	95,6%			
Q13. Dissemination of necessary information to students in the political education at the beginning of the			Gp3	4,1	96%
academic year	4,1	96,1%			
Q14. Supporting students to register for accommodations, dormitories	4,0	95,6%			
Q15. Supporting students for student loan procedures	4,0	95,8%			
Q16. Career counseling activities for students	4,1	,			
Office of External & Public Relations_Gp4	- , -				
Q17. Activities to disseminate information about scholarships at home and abroad to students	4,0	94,8%	Gp4	4	95,80%
Q18. Supporting students for student exchange procedures	4,0	96,7%			<i>)3</i> ,00 <i>7</i> 0
Office of Research & Development_Gp5	4,1	90,770			
	4.1	06.1%			
Q19. Activities to disseminate information about research project registration to students	4,1		(in)	4,1	96,60%
Q20. Supporting students to complete procedures for project registration and approval	4,1	-	1 1		
Q21. Evaluation and acceptance of students research projects	4,1	97,0%			
Office of Finance & Planning_Gp6		ļ			
Q22. School fees and tuition collection methods	4,1			4	95,20%
Q23. Properly implement the regulations on payment of scholarships and grants for students on time	4,0	94,2%			
Library_Gp7					
Q24. Supporting, guiding information search from librarians	4,1	96,7%			
Q25. The library has a number of books and reference materials that meet the needs of readers	4,1	96,3%			
Q26. The library has book sources and reference materials that meet the needs of readers in terms of					
content	4,1	96,6%	Gp7	4,1	95,30%
Q27. Borrowing, returning, and renewing procedures	4,1	97,1%			
Q28. The quality of library's book rental service	4,1	97,2%			
Q29. Library's operating hours meet the needs of readers	4,1	94,3%			
Q30. The library has a number of seats that meet the needs of readers	3,9	89,0%			
Office of Information Services_Gp8					
Q31. The quality of internet system in classrooms and laboratories	3,9	89,0%			
Q32. The quality of wifi system in IU	3,8		Gp8	3,9	88,90%
Q33. The quality of information on the website	4,0		1 1		
Office of Quality Assurance _Gp9	.,	C _/_ / 			
Q34. Student feebacks for course evaluation form	4,0	95,1%	Gp9	4,1	95,40%
Q35. Student feebacks for service quality survey	4,0			-,,_	55,1070
Health Department_Gp10	4,1	93,070			
		06.2%	Gp10	4,1	96,30%
Q36. The quality of medical service at IU	4,1	96,3%			
Office of Facility Development_Gp11					
Q37. Sanitation in IU	4,1			4,2	95,80%
Q38. Security in IU	4,2			-	
Q39. The quality of equipment in classrooms	4,1	95,3%			
Canteen Management_Gp12		 	Gp12	4,3	97,50%
Q40. The quality of Canteen services at IU	4,3	97,5%	-1	,-	. ,
Staff_Gp13					
Q41. The professionalism of office staff	4,1	96,1%	Gn12	4,1	96,10%
Q42. Service attitude of office staff	4,1	94,5%	Gp13	4,1	50,10%
Q43. The office staff clothes are suitable for the job's nature	4,2		1 1		
General evaluation of service quality at IU_Gp14					
	-	·/	1 1	· I	
	4.1	95.3%	Gp14	4,1	95,70%
Q44. Overall evaluation of office staff Q45. Overall evaluation of service quality	4,1		- 1	4,1	95,70%

Student Service Quality - 2021					
Question	Q.AverageRate	Q.PassRate	Group	G.AvgRate	G.Pass
Office of Academic Affairs_Gp1		?%,>=3			
Q1. Admission counseling activities disseminate necessary information to those interested	4,0	94,3%			







ssRate

02 Magna for accuracy registration	2.6	06.40/			l
Q2. Means for course registration Q3. Instruction to new student enrollment	3,6	86,4%			
	4,1	95,5%	Gp1	3,86	93,1%
Q4. Communication channels between students and the university	3,9 3,8	94,9% 93,3%			
Q7. Dissemination of exam schedule for students Q8. Dissemination of exam results according to the specified time	3,8	95,5% 96,1%			
	3,8 3,9	96,1% 91,1%			
Q9. Resolving questions and complaints about student performance Office of International Academic Collaboration_Gp2	3,9	91,1%			
Office of International Academic Conaboration_Gp2					
O5 A stivities to provide information and advice about the joint training programs for students and parents	3,8	92,7%	Gp2	3,75	90,8%
Q5. Activities to provide information and advice about the joint training programs for students and parents Q6. Activities to assist students with transfer procedures to partner universities under the joint training			Op2	5,75	90,870
	3,7	88,8%			
programs Office of Student Services_Gp3					
Q10. Dissemination of information about extracurricular activities	4,0	96,1%			
Q10. Dissemination of information about extraculticular activities Q11. Content of special subject classes and seminars		-			
Q12. The organization of political education at the beginning of the academic year	4,0 3,8	96,6% 93,8%			
Q13. Dissemination of necessary information to students in the political education at the beginning of the	3,0	93,8%	Gp3	3,87	94,6%
	4,0	94,9%	Gps	5,87	94,0%
academic year	2.9	02.10/			
Q14. Supporting students to register for accommodations, dormitories	3,8	92,1%			
Q15. Supporting students for student loan procedures	3,7	94,4%			
Q16. Career counseling activities for students	3,9	94,4%			
Office of External & Public Relations_Gp4	2.0		Craf	2.02	06.40/
Q17. Activities to disseminate information about scholarships at home and abroad to students	3,9	96,6%	Gp4	3,83	96,4%
Q18. Supporting students for student exchange procedures	3,8	96,1%			
Office of Research & Development_Gp5	2.0	0.4.40(
Q19. Activities to disseminate information about research project registration to students	3,8	94,4%	Gp5	3,79	95,7%
Q20. Supporting students to complete procedures for project registration and approval	3,8	96,6%			
Q21. Evaluation and acceptance of students research projects	3,7	96,1%			
Office of Finance & Planning_Gp6					
Q22. School fees and tuition collection methods	3,8	94,9%	Gp6	3,76	93,8%
Q23. Properly implement the regulations on payment of scholarships and grants for students on time	3,7	92,7%			
Library_Gp7					
Q24. Supporting, guiding information search from librarians	3,8	94,4%			
Q25. The library has a number of books and reference materials that meet the needs of readers	3,9	95,5%			
Q26. The library has book sources and reference materials that meet the needs of readers in terms of	4,0	97,2%	~ -		
content	-		Gp7	3,87	94,6%
Q27. Borrowing, returning, and renewing procedures	3,9	96,0%			
Q28. The quality of library's book rental service	3,9	95,5%			
Q29. Library's operating hours meet the needs of readers	3,9	94,3%			
Q30. The library has a number of seats that meet the needs of readers	3,7	89,3%			
Office of Information Services_Gp8					
Q31. The quality of internet system in classrooms and laboratories	3,7	91,5%	Gp8	3,7	91,1%
Q32. The quality of wifi system in IU	3,6	89,3%		-	
Q33. The quality of information on the website	3,9	92,6%			
Office of Quality Assurance _Gp9					
Q34. Student feebacks for course evaluation form	4,0	96,6%	Gp9	3,97	96,6%
Q35. Student feebacks for service quality survey	4,0	96,6%			
Health Department_Gp10			Gp10	3,85	97,7%
Q36. The quality of medical service at IU	3,9	97,7%	-1	-,	
Office of Facility Development_Gp11					
Q37. Sanitation in IU	3,9	97,7%	Gp11	3,95	97,7%
Q38. Security in IU	4,0	97,7%	Opii	0,00	57,770
Q39. The quality of equipment in classrooms	4,0	97,7%			
Canteen Management_Gp12			Gp12	4,09	97,7%
Q40. The quality of Canteen services at IU	4,1	97,7%	Sp12	7,00	57,770
Staff_Gp13					
Q41. The professionalism of office staff	3,9	96,0%	Gp13	3,92	96,8%
Q42. Service attitude of office staff	3,9	96,6%	Sp15	5,52	50,070
Q43. The office staff clothes are suitable for the job's nature	4,0	97,8%			
General evaluation of service quality at IU_Gp14					
Q44. Overall evaluation of office staff	3,9	97,2%	Gp14	3,98	98,0%
Q45. Overall evaluation of service quality	4,0	98,9%			
	I				

From year 2022, The form turns from 14 groups (45 questions) to 15 groups (50 questions). In which, group "CENTER FOR INNOVATION & TECHNOLOGY TRANSFER" is added.

Synthesis analysis (for rating questions)		?%,>=3]		
Student Service Quality - 2022					
Question	Q.AverageRate	Q.PassRate	Group	G.AvgRate	G.Pass
Group 1. OFFICE OF ACADEMIC AFFAIRS					
Q1. Admission counseling activities provide necessary information to interested people	4	97,1%			
Q2. Course registration for students	3.5	80,6%			
Q3. Creating class schedules for students	3.9	91,8%			
Q4. Instructions for new student enrollment	4	95,6%	Cn1	3.0	01.6

assRate

60%

			Op1	3.7	71,070
Q5. The operation of communication channels between the International University and students	3.9	92,4%			
Q6. Informing students of exam schedules	4 3.8	94,0%			
Q7. Informing exam results on time		89,8%			
Q8. Dealing with questions or complaints regarding students' study results Group 2. OFFICE OF INTERNATIONAL ACADEMIC COLLABORATION	3.8	91,6%		_	
Q19. Activities providing information and counseling about the twinning training programs to students					
and parents	4	96,4%	Gp3	4	96,6%
Q20. Supportive activities for transferring procedures to partner universities	3.9	96,8%	Op5	4	70,070
Group 3. OFFICE OF STUDENT SERVICES	5.7	70,070		_	
Q9. Providing counseling and support for students during their studies	3.9	94,3%			
Q10. Informing extracurricular activities	3.9	94,0%			
Q11.The content of workshops and seminars	4	94,9%			
Q12. Organizing the political orientation week	3.7	88,3%			
Q13. Providing students with necessary information in the orientation week	3.9	91,9%			
Q14. Supporting students in registering at dormitory or hostel	3.9	93,2%	Gp2	3.9	93,2%
Q15. Job counseling activities for students	3.9	94,7%			
Q16. Students' extracurricular activities assessment	3.8	90,7%			
Q17. Emulation, reward, and punishment in students	4	94,6%			
Q18. Supporting students in tuition fee loan procedure	3.8	95,3%			
Group 4. OFFICE OF EXTERNAL & PUBLIC RELATIONS	510	50,070			
Q23. Activities informing students of domestic and international scholarships	4	95,4%			
Q24. Supporting students for student exchange procedures	4	97,5%	Gp5	3.9	94,7%
Q25. The quality of information on IU website	3.8	91,4%	Ops	5.7	21,770
Group 5. OFFICE OF RESEARCH & DEVELOPMENT	510	51,170			
Q26. Activities informing students of registering scientific research topics	3.9	95,7%			
Q27. Activities supporting students in getting research topic registration and approval	3.9	96,8%	Gp6	3.9	96,6%
Q28. Evaluating and accepting students' scientific research topics	3.9	97,4%	Opt	0.17	,0,070
Group 6. OFFICE OF FINANCE & PLANNING	515	57,170			
Q21. The process of collecting tuition and other fees	4.1	95,9%			
Q22. Awarding scholarships and grants according to the university regulation	3.8	89,5%	Gp4	3.9	92,7%
Group 7. LIBRARY	510	0,070			
Q31. The librarians' support in searching for information	4	97,3%			
Q32. The resourcefulness of the library meeting the needs of readers	4	94,4%			
Q33. The process of checking out, returning and deadline extension of library books	4.1	97,4%			
Q34. Quality of systems for searching library resources	4	95,9%	Gp8	3.9	93,8%
Q35. The library opening hours meeting the needs of readers	4	92,6%			
Q36. The number of seats in the library meeting the needs of readers	3.7	85,0%			
Group 8. OFFICE OF INFORMATION SERVICES					
Q37. The quality of the Internet in classrooms, auditoriums and laboratories	3.7	84,8%	a		
Q38. The quality of the Wi-Fi system at IU	3.5	80,5%	Gp9	3.6	82,6%
Group 9. OFFICE OF QUALITY ASSURANCE & TESTING					
Q39. Student opinion survey on course evaluation	4	95,7%	G 10		0.7.004
Q40. Student opinion survey on service quality at IU	4	95,8%	Gp10	4	95,8%
Group 10. HEALTH DEPARTMENT	• •				
Q44. The quality of health care at IU	4.1	97,7%	Gp12	4.1	97,7%
Group 11. OFFICE OF FACILITY DEVELOPMENT					
Q41. The quality of sanitary service at IU	4.1	95,9%			
Q42. The quality of security service at IU	4.2	97,2%	Gp11	4.1	95,2%
Q43. The quality of equipment in classrooms, auditoriums and laboratory	4	92,5%			
Q43. The quality of equipment in classrooms, auditoriums and laboratory Group 12. CANTEEN MANAGEMENT	4	92,5%			
	4.3	92,5% 98,9%	Gp13	4.3	98,9%
Group 12. CANTEEN MANAGEMENT			Gp13	4.3	98,9%
Group 12. CANTEEN MANAGEMENT Q45. The quality of services in the canteen			Gp13	4.3	98,9%
Group 12. CANTEEN MANAGEMENT Q45. The quality of services in the canteen			Gp13 Gp7	4.3	98,9% 97,2%
Group 12. CANTEEN MANAGEMENT Q45. The quality of services in the canteen Group 13. CENTER FOR INNOVATION & TECHNOLOGY TRANSFER	4.3	98,9%			
Group 12. CANTEEN MANAGEMENT Q45. The quality of services in the canteen Group 13. CENTER FOR INNOVATION & TECHNOLOGY TRANSFER Q29. Supporting for registration to attend workshops, seminars, events, start-up and innovation activities	4.3	98,9% 97,4%			
Group 12. CANTEEN MANAGEMENT Q45. The quality of services in the canteen Group 13. CENTER FOR INNOVATION & TECHNOLOGY TRANSFER Q29. Supporting for registration to attend workshops, seminars, events, start-up and innovation activities Q30. Start-up project incubation activities with high commercialization potential for students	4.3	98,9% 97,4%			
Group 12. CANTEEN MANAGEMENT Q45. The quality of services in the canteen Group 13. CENTER FOR INNOVATION & TECHNOLOGY TRANSFER Q29. Supporting for registration to attend workshops, seminars, events, start-up and innovation activities Q30. Start-up project incubation activities with high commercialization potential for students Group 14. STAFF	4.3 4 4 4	98,9% 97,4% 96,9%	Gp7		
Group 12. CANTEEN MANAGEMENT Q45. The quality of services in the canteen Group 13. CENTER FOR INNOVATION & TECHNOLOGY TRANSFER Q29. Supporting for registration to attend workshops, seminars, events, start-up and innovation activities Q30. Start-up project incubation activities with high commercialization potential for students Group 14. STAFF Q46. The professionalism of staff	4.3 4 4 4	98,9% 97,4% 96,9% 95,3%	Gp7	4	97,2%
Group 12. CANTEEN MANAGEMENT Q45. The quality of services in the canteen Group 13. CENTER FOR INNOVATION & TECHNOLOGY TRANSFER Q29. Supporting for registration to attend workshops, seminars, events, start-up and innovation activities Q30. Start-up project incubation activities with high commercialization potential for students Group 14. STAFF Q46. The professionalism of staff Q47. The attitude of staff	4.3 4 4 4 4 4 4	98,9% 97,4% 96,9% 95,3% 94,7%	Gp7	4	97,2%
Group 12. CANTEEN MANAGEMENT Q45. The quality of services in the canteen Group 13. CENTER FOR INNOVATION & TECHNOLOGY TRANSFER Q29. Supporting for registration to attend workshops, seminars, events, start-up and innovation activities Q30. Start-up project incubation activities with high commercialization potential for students Group 14. STAFF Q46. The professionalism of staff Q47. The attitude of staff Q48. The appropriateness of staff's dress code	4.3 4 4 4 4 4 4	98,9% 97,4% 96,9% 95,3% 94,7%	Gp7 Gp14	4	97,2% 95,9%
Group 12. CANTEEN MANAGEMENT Q45. The quality of services in the canteen Group 13. CENTER FOR INNOVATION & TECHNOLOGY TRANSFER Q29. Supporting for registration to attend workshops, seminars, events, start-up and innovation activities Q30. Start-up project incubation activities with high commercialization potential for students Group 14. STAFF Q46. The professionalism of staff Q47. The attitude of staff Q48. The appropriateness of staff's dress code Group 15. GENERAL EVALUATION OF SERVICE QUALITY AT IU	4.3 4 4 4 4 4 4 4.2	98,9% 97,4% 96,9% 95,3% 94,7% 97,6%	Gp7	4	97,2%

For year 2023, The form changes from 15 groups (50 questions) to 16 groups (50 questions). In which, one question create the new group 14 (GENERAL ADMINISTRATION). Then, the group 14 (2022) named group 15 in 2023, and group 15 (2022) named group 16 in 2023

Synthesis analysis (for rating questions)		?%,>=3]		
Student Service Quality - 2023					
Question	Q.AverageRate	Q.PassRate	Group	G.AvgRate	G.Pass
Group 1. OFFICE OF UNDERGRADUATE ACADEMIC AFFAIRS					
Q1. Admission counseling activities provide necessary information to interested people	4	93,6%			
Q2. Course registration for students	3.7	85,0%			
Q3. Creating class schedules for students	3.8	88,6%			

assRate

Opt: The operating of examination of three holds. between the literational University and students 1.9 20.5 0.0 0<	Q4. Instructions for new student enrollment	4	05.6%			1
Qb. Informing students of cases occupations and presents 4.1 95.06 Qb. Definiting with accessions or compliance meaning students is addy result. 3.7 84.06 Qb. Definiting with accessions or compliance meaning students is addy result. 3.7 84.06 Qb. Descripting for information and connecting about the twinning training pregrams to students 4 95.06 and parents. 3.0 95.15 95.06 QD. Supporting activities for instance the during their studes. 3.0 95.15 QD. Supporting students in registering accession for addents during their studes. 4 94.25 QD. Supporting students in registering accession. 3.0 92.56 QD. Supporting students in supporting students in registering accession. 3.0 92.56 QD. Supporting students in registering accession. 3.0 92.55 QD. Supporting students in supporting students in registering accession. 3.0 92.56 QD. Supporting students in supporting students in suporting students in thome students.			95,6% 92.5%	Gp1	3.8	90,1%
Op/Ending exam results on time So So So GR: Dealing with questions or complaints regarding audents' study results 3.7 #.900 Group 2. OPTICE OF INTERNATIONAL ACADEMIC COLLABORATION 4 9505 Gp3 4 9616 (12) Activities providing information and connecling training programs to students 3 9505 Gp3 4 9616 (12) Activities providing information and connecling training programs to students 3 9505 Gp3 4 9616 (12) Activities providing information and connecling and support for students during their studies 3 9105 4 9616 (11) Formations providing information and connecling and support for students in the orientation week 3 9105 4 9106 (12) Supporting students in gistering at domitray or hostiat 30 930 930 930 (13) Supporting activities in go inclusion 4 9405 930 930 (13) Supporting students for student exchange procedures 4 9405 930 930 (24) Supporting students for student exchange procedures 4 9405 930 930 (25) The quality forinformatin sould for student exchange procedures						
QB. Dealing with questions or complaints regarding students' study results 3.7 89.05 QIP. Activities providing information and counseling about the twiming training programs to students and parents 4 00.05 QD. Supportine action for the counseling about the twiming training programs to students 4 00.05 QD. Supportine action for the counseling and support for the co						
Group 2. OFFICE OF INTERNATIONAL ACADEMIC COLLABORATION 4 96,5% 673 4 96,5% Op A. Civities providing information and counseling about the toiming training programs to students 4 96,5% 673 4 96,5% Group 2. OFFICE OF STLERNATION To Students during their studies 5.0 95,5% 673 9 95,5% Group 2. OFFICE OF STLERNATION For Multi-studies during their studies 5.0 95,5% 673 9 95,5% OI 1. The content of workshops and seminaria 4 95,5% 9 95,5% 673 9 95,5% OI 3. Supporting students in registering at Control or Noted 3.0 91,5% 9 9,5% OI 3. Supporting students in optication aweek 4 92,5% 9 9,5% OI 3. Students cruational archites assessment 3.0 91,5% 9 9 9,5% OI 3. Supporting students in cruational archites assessment 3.0 91,5% 9 9,5% 9 9,5% OI 3. Supporting students of domestic and international schalarships 4 94,5% 94,5% 9 9,5%						
Q19 Activities providing information and consuling about the twinning training programs to students ad parents Q20. Supportive activities for transferring procedures to partner universities Q30. Supportive activities for transferring procedures to partner universities Q30. Supportive activities for transferring procedures to partner universities Q30. Supporting students with messaw priformation in the orientation week Q31. Informing sculaments with messaw priformation in the orientation week Q32. Supporting students with messaw priformation in the orientation week Q33. Possible metric in students Q34. Q44. Q44. Q44. Q45. Supporting students in students Q44. Q45. Supporting students in students Q44. Q45. Supporting students in students Q44. Q45. Q45. Supporting students in students Q45. Supporting students in students (PALNED) Q45. Supporting students in getting procedures Q5. Supporting students in getting procedures Q5. Supporting students in getting procedures Q5. Supporting students in	Qo. Dealing with questions of complaints regarding students study results	5.7	89,0%			
and parents 4 95,8% Gp3 4 96,4% Q20. Support vertice activities for transferring procedures to partner universities 3.9 91,3% 91,3% Q10. Informing extracurricular activities 3.9 91,3% 91,3% 91,3% Q10. Informing extracurricular activities 4 44,24,3% 91,3% Q13. Providing students with necessary information in the orientation week 3 91,3% 91,3% Q13. Foroviding students with necessary information in the orientation week 3 91,3% 91,3% Q13. Supporting students in systeming at dominoly or hostel 3.9 91,3% 91,3% Q13. Evolutions for students 3.9 91,3% 91,3% Q15. Isoft counseling activities assessment 3.9 91,3% 91,3% Q15. Evolutions students of domestic and international scholarships 4 94,8% 94,4% Q25. The quality of information on IU website 3.9 94,5% Qp4 3.0 92,6% Q25. Activities informing students of students in pattern scientific research tipits 3.9 94,6% Qp4 3.0 92,6% <						
Q20. Supportive activities for transferring procedures to patter universities 3.9 95.8 Q47. Dividing coanseling and support for studients during their studies. 3.0 90.5% Q10. Informing carbon structures and schwins. 4 94.5% Q11. The content of workshops and semmars. 4 94.5% Q11. The content of workshops and semmars. 4 94.5% Q11. Supporting students with necessary information in the orientation week. 3.9 92.5% Q13. Supporting students in necessary information in the orientation week. 3.9 92.5% Q15. Subcounseling activities to students. 4 94.5% Q15. The content of workshops and semmars. 4 94.5% Q15. The content of the content of the content on the content on the content of the conte						
Group A. OFFICE OF STUDENT SERVICES 9 010. Informing extractricular activities 3.5 9.3.5 011. Informing extractricular activities 4 94.7.5 012. Organizating the political orientation week 23 9.1.5 013. Supporting students in relevance 23 9.1.5 013. Supporting students in relevance 3.9 9.2.5 015. Suchers Textuarreliar activities assessment 3.9 9.2.5 015. Supporting students in relevance 3.8 9.4.4 015. Supporting students in relevance 3.8 9.4.4 016. Suchers Textuarreliar activities assessment 3.9 9.2.5 017. Formalation, reward, and punishment in students 4 9.4.2 024. Supporting students in triticing leaves to domestic and international scholarships 4 9.6.25 025. The quarity of information on U Secolar 3.9 9.5.6% 9.5.6% 025. The quarity of information on U Secolar 3.9 9.5.6% 9.5.6% 026. Activities apporting students of resistering scientific research topics 2.9 9.5.6% 9.5.6% 027. Activities apporting students of resistering scit			96,9%	Gp3	4	96,4%
QP. Froviding counseling and support for students during their studies 3.9 92.3% QP. Troviding counseling and support for students 4 94.5% Q11. The content of workshops and seminars 4 94.5% Q12. Organizing the political orientation week 3.8 91.3% Q13. Providing students in significant on the orientation week 3.8 91.5% Q13. Foroiding students in significant on the orientation week 3.9 92.6% Q15. Tok counseling activities for students 3.9 92.6% Q15. Tok counseling activities for students 3.9 92.6% Q18. Supporting students or students 3.9 92.5% Q23. Activities informing students of donestic and international scholarships 4 95.2% Q24. Supporting students of donestic and international scholarships 4 95.7% Q25. The quality of information on IC weeksic 3.9 95.5% Q26. Activities informing students of students scheme the topics 3.9 95.5% Q27. Activities unforming students of students weight for research topics 4 95.7% Q28. Activities informing students of research topics 4 95.7% Q28. Availating and accepling students of readers 4 <td>Q20. Supportive activities for transferring procedures to partner universities</td> <td>3.9</td> <td>95,8%</td> <td></td> <td></td> <td></td>	Q20. Supportive activities for transferring procedures to partner universities	3.9	95,8%			
Q10. Informing extracurficular activities 4 94,2% Q11. The content of workshops and seminars 4 94,2% Q12. Organizing the political orientation week 3.8 91,1% Q13. Providing students with excessary information in the orientation week 4 93,5% 91,2% Q13. Supporting students with excessary information in the orientation week 3.9 92,5% 92,5% Q13. Supporting students with excessary information in students 3.4 94,5% 94,5% Q13. Supporting students with excessary information in students 3.4 94,5% 94,5% Q14. Supporting students in training students of clustents of domestic and intermational scholarships 4 95,5% 95,5% Q24. Supporting students in training students of intermation all intermational scholarships 4 96,5% 94,5% Q24. Supporting students with exceedure exclamage procedures 4 96,5% 95,6% 95,6% Q24. Supporting students with exceedure procession schedure exclamage procedures 4 96,4% 94,5% 94,5% Q24. Supporting students with exceedure procession schedure exclamage procedures 4 94,5% 95,6% 95,6% 95,6% 92,6% 92,6% 92,5% <t< td=""><td></td><td></td><td></td><td></td><td></td><td></td></t<>						
Q11 Che content of workshops and seminars 4 44, 94, 95, 33, 30, 35, 30, 35, 35, 35, 35, 35, 35, 35, 35, 35, 35	Q9. Providing counseling and support for students during their studies	3.9	93,3%			
Q11 Che content of workshops and seminars 4 44, 94, 95, 33, 30, 35, 30, 35, 35, 35, 35, 35, 35, 35, 35, 35, 35	Q10. Informing extracurricular activities	4	94,2%			
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