

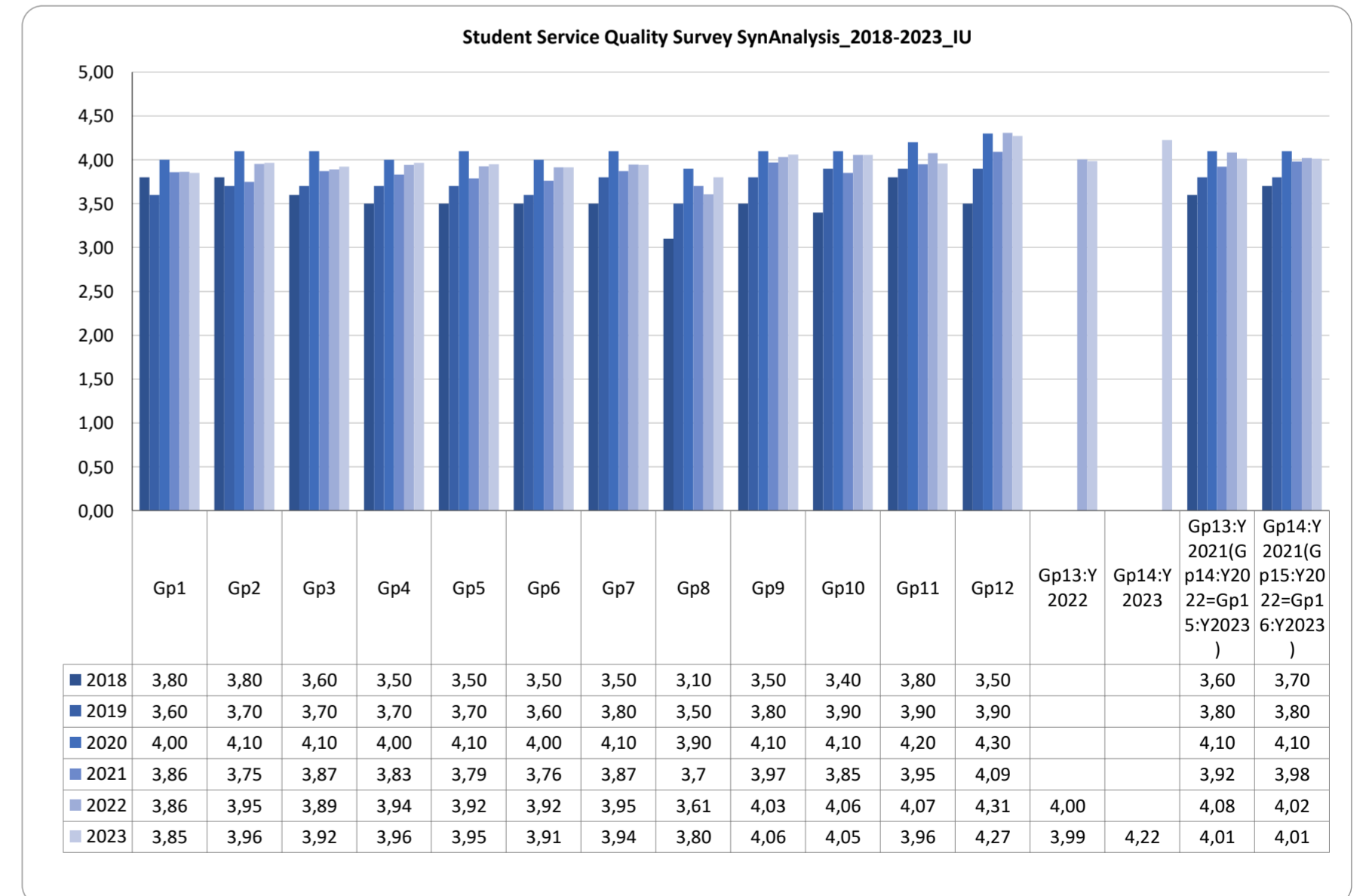
ANALYSIS RESULT OF STUDENT SERVICE QUALITY SURVEY  
AT INTERNATIONAL UNIVERSITY

Synthesis analysis (for rating questions)

Student Service Quality - 2018								
Question	Q.AverageRate	Q.PassRate	Group	G.AvgRate	G.PassRate			
<b>Office of Academic Affairs_Gp1</b>								
Q1. Admission counseling activities disseminate necessary information to those interested	4,0	88,6%	Gp1	3,8	84%			
Q2. Means for course registration	3,6	84,0%						
Q3. Instruction to new student enrollment	4,1	91,0%						
Q4. Communication channels between students and the university	3,9	82,9%						
Q7. Dissemination of exam schedule for students	3,7	86,9%						
Q8. Dissemination of exam results according to the specified time	3,5	76,0%	Gp2	3,8	86%			
Q9. Resolving questions and complaints about student performance	3,5	77,6%						
<b>Office of International Academic Collaboration_Gp2</b>								
Q5. Activities to provide information and advice about the joint training programs for students and parents	3,7	84,6%						
Q6. Activities to assist students with transfer procedures to partner universities under the joint training programs	3,9	87,3%						
<b>Office of Student Services_Gp3</b>								
Q10. Dissemination of information about extracurricular activities	3,7	76,2%	Gp3	3,6	84%			
Q11. Content of special subject classes and seminars	3,4	80,6%						
Q12. The organization of political education at the beginning of the academic year	3,6	80,9%						
Q13. Dissemination of necessary information to students in the political education at the beginning of the academic year	3,6	88,4%						
Q14. Supporting students to register for accommodations, dormitories	3,5	87,7%						
Q15. Supporting students for student loan procedures	3,6	82,5%	Gp4	3,5	82%			
Q16. Career counseling activities for students	3,5	89,4%						
<b>Office of External &amp; Public Relations_Gp4</b>								
Q17. Activities to disseminate information about scholarships at home and abroad to students	3,4	79,2%						
Q18. Supporting students for student exchange procedures	3,5	85,4%						
<b>Office of Research &amp; Development_Gp5</b>								
Q19. Activities to disseminate information about research project registration to students	3,7	84,3%	Gp5	3,5	86%			
Q20. Supporting students to complete procedures for project registration and approval	3,2	89,0%						
Q21. Evaluation and acceptance of students research projects	3,4	84,7%						
<b>Office of Finance &amp; Planning_Gp6</b>								
Q22. School fees and tuition collection methods	3,6	87,2%	Gp6	3,5	87%			
Q23. Properly implement the regulations on payment of scholarships and grants for students on time	3,3	86,9%						
<b>Library_Gp7</b>								
Q24. Supporting, guiding information search from librarians	3,7	90,9%	Gp7	3,5	86%			
Q25. The library has a number of books and reference materials that meet the needs of readers	3,4	79,6%						
Q26. The library has book sources and reference materials that meet the needs of readers in terms of content	3,6	89,3%						
Q27. Borrowing, returning, and renewing procedures	3,8	88,0%						
Q28. The quality of library's book rental service	3,6	89,4%						
Q29. Library's operating hours meet the needs of readers	3,5	88,4%						
Q30. The library has a number of seats that meet the needs of readers	3,3	74,8%	Gp8	3,1	70%			
<b>Office of Information Services_Gp8</b>								
Q31. The quality of internet system in classrooms and laboratories	2,9	63,1%						
Q32. The quality of wifi system in IU	2,9	62,3%	Gp9	3,5	84%			
Q33. The quality of information on the website	3,6	83,5%						
<b>Center of Education Quality Management_Gp9</b>								
Q34. Student feedbacks for course evaluation form	3,5	82,7%	Gp10	3,4	82%			
Q35. Student feedbacks for service quality survey	3,5	84,3%						
<b>Health Department_Gp10</b>								
Q36. The quality of medical service at IU	3,4	81,5%	Gp11	3,8	87%			
<b>Office of Facility Development_Gp11</b>								
Q37. Sanitation in IU	3,7	89,0%						
Q38. Security in IU	3,9	92,7%	Gp12	3,5	80%			
Q39. The quality of equipment in classrooms	3,7	79,7%						
<b>Canteen Management_Gp12</b>								
Q40. The quality of Canteen services at IU	3,5	79,6%	Gp13	3,6	86%			
<b>Staff_Gp13</b>								
Q41. The professionalism of office staff	3,6	84,6%						
Q42. Service attitude of office staff	3,5	85,6%						

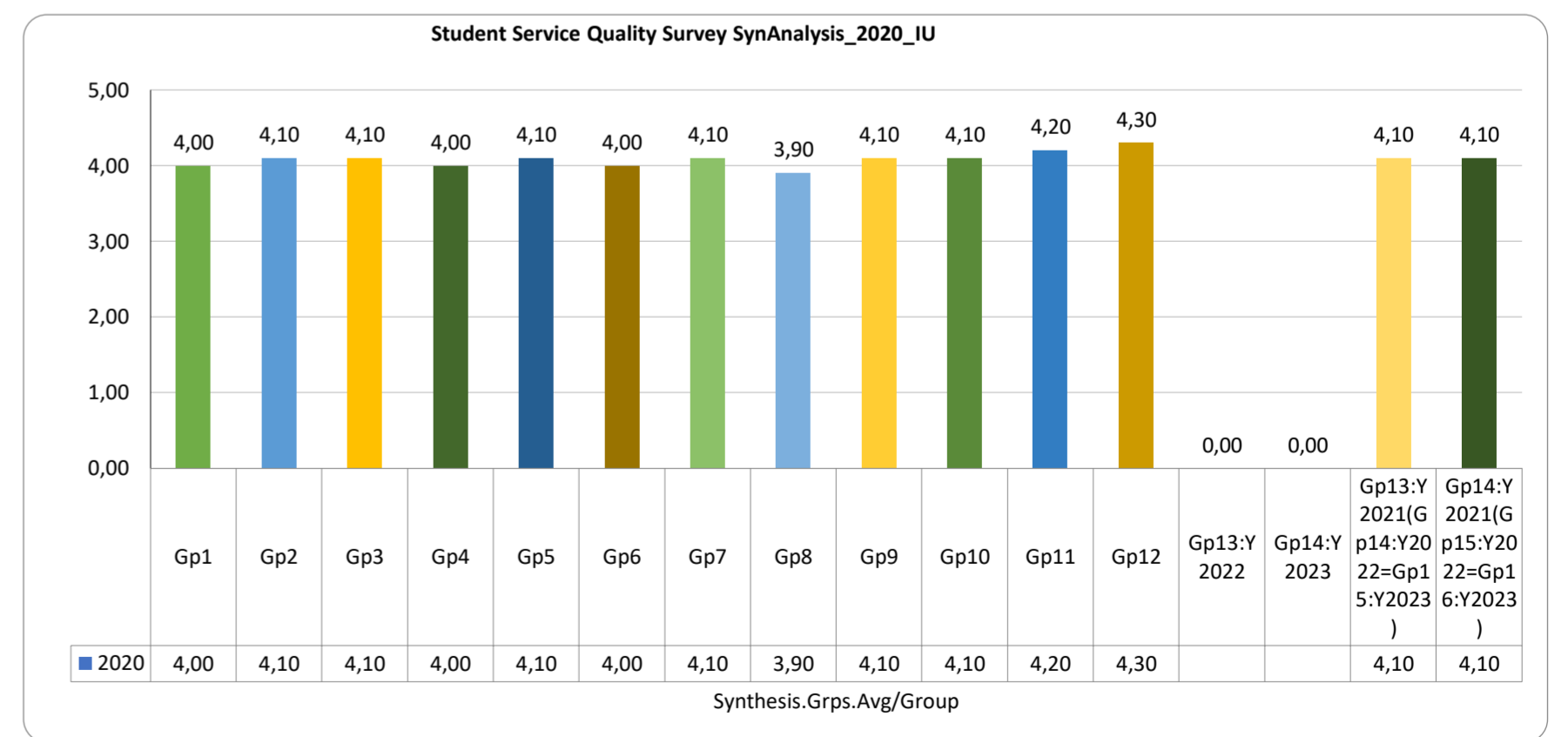
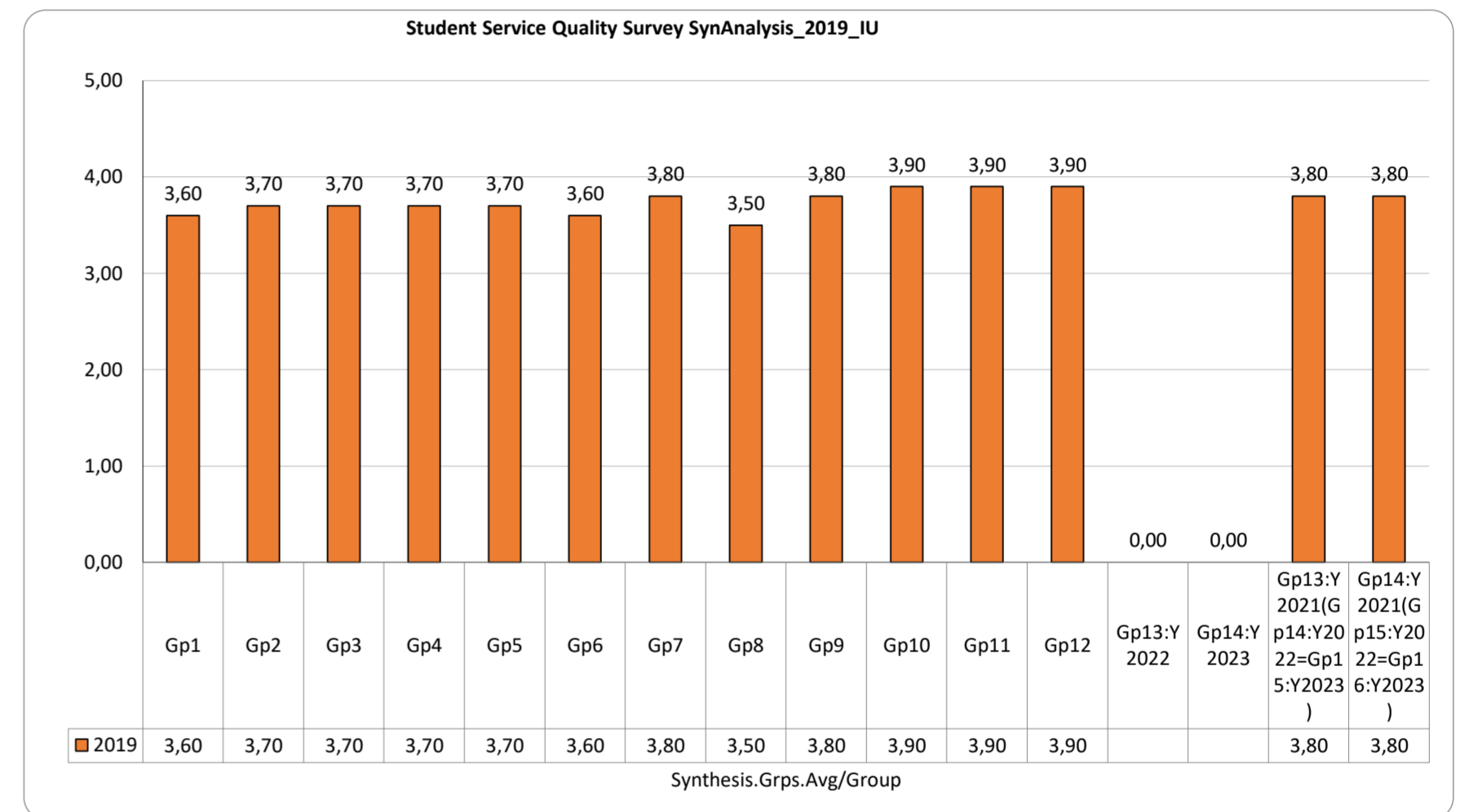
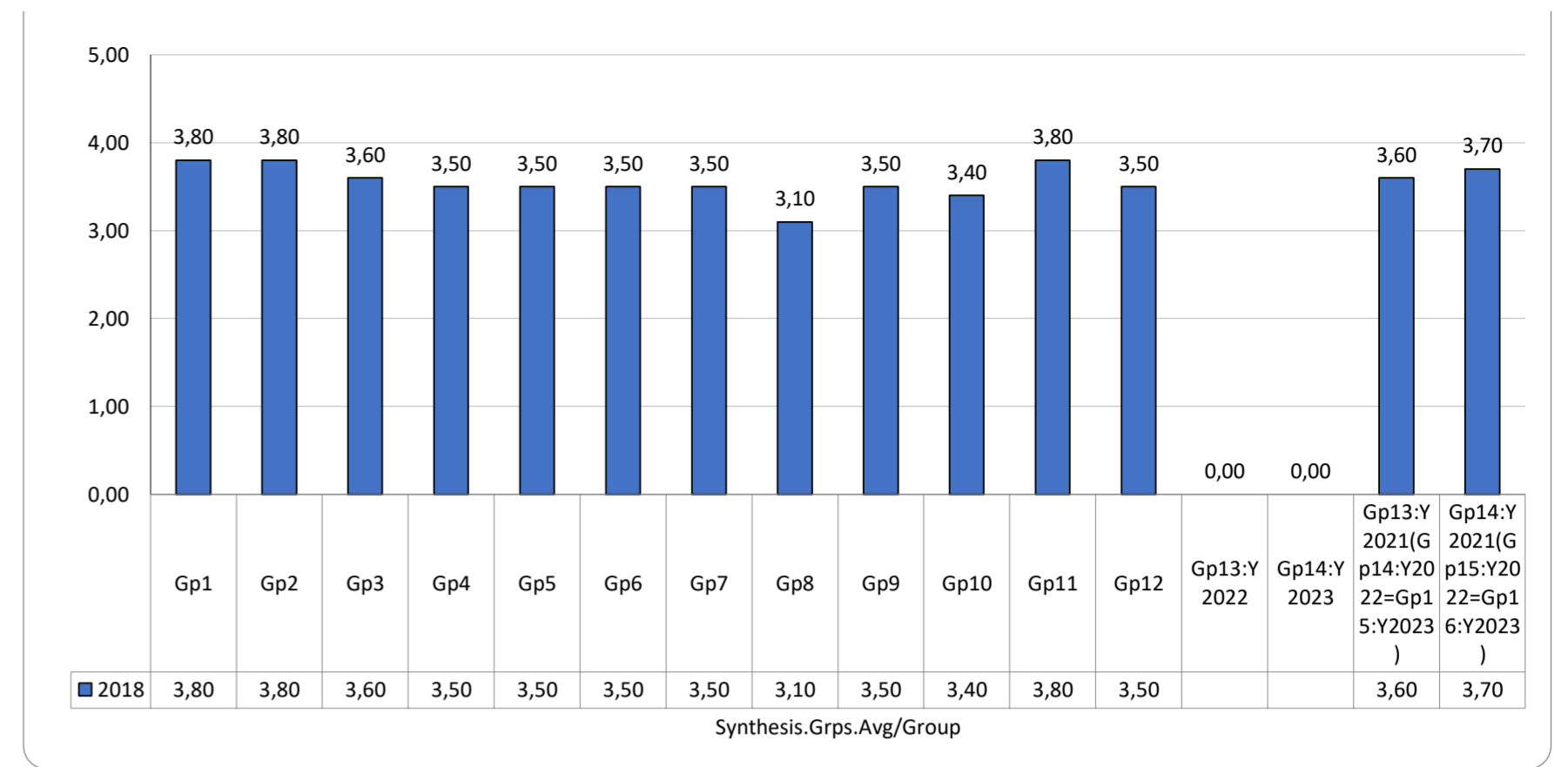
Synthesis.Grps.Avg

Group	Year						Avg
	2018	2019	2020	2021	2022	2023	
Gp1	3,80	3,60	4,00	3,86	3,86	3,85	3,83
Gp2	3,80	3,70	4,10	3,75	3,95	3,96	3,89
Gp3	3,60	3,70	4,10	3,87	3,89	3,92	3,90
Gp4	3,50	3,70	4,00	3,83	3,94	3,96	3,89
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	3,99
Gp10	3,40	3,90	4,10	3,85	4,06	4,05	3,99
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
Gp13:Y2021(Gp14:Y2022 =Gp15:Y2023)	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	3,99	3,93



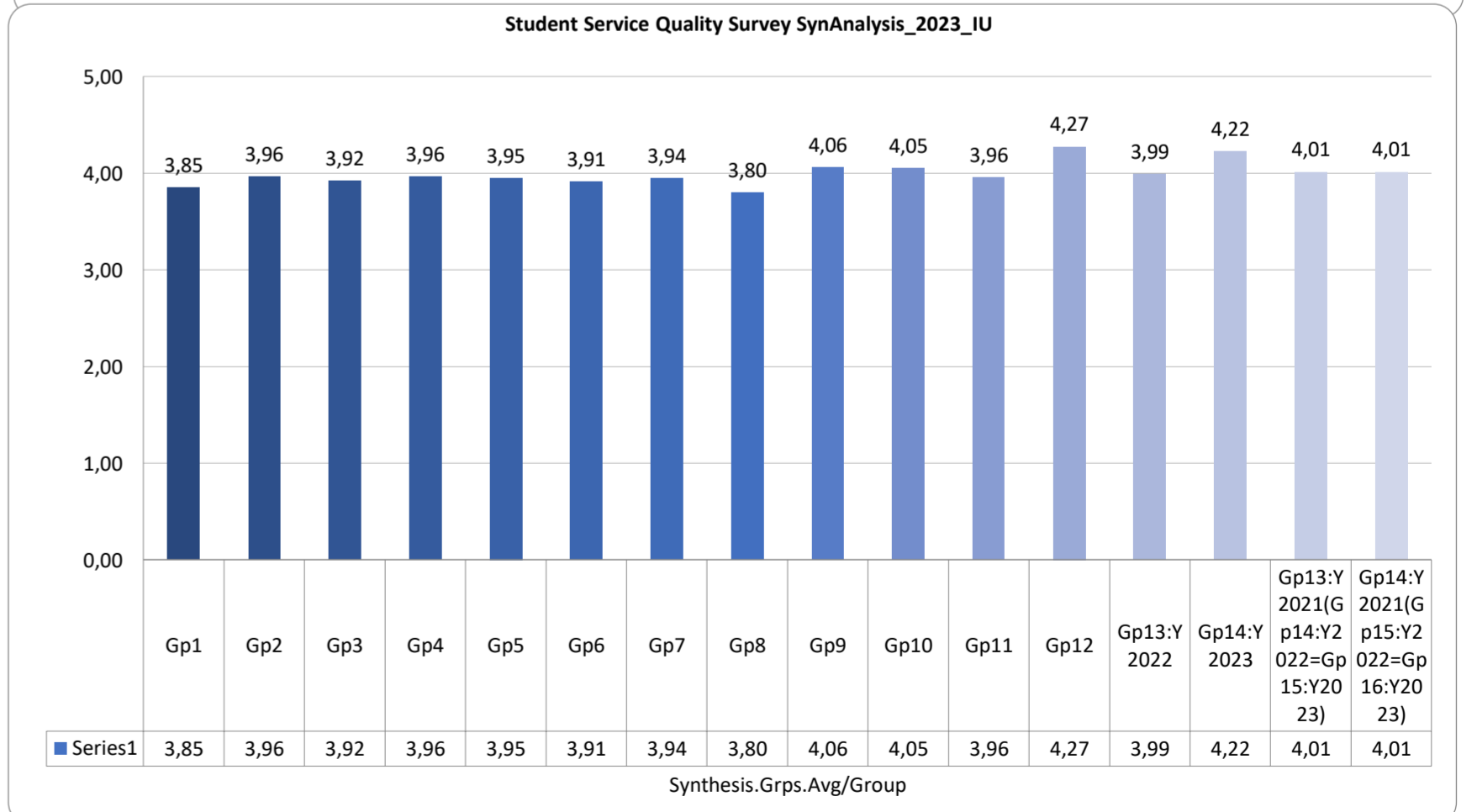
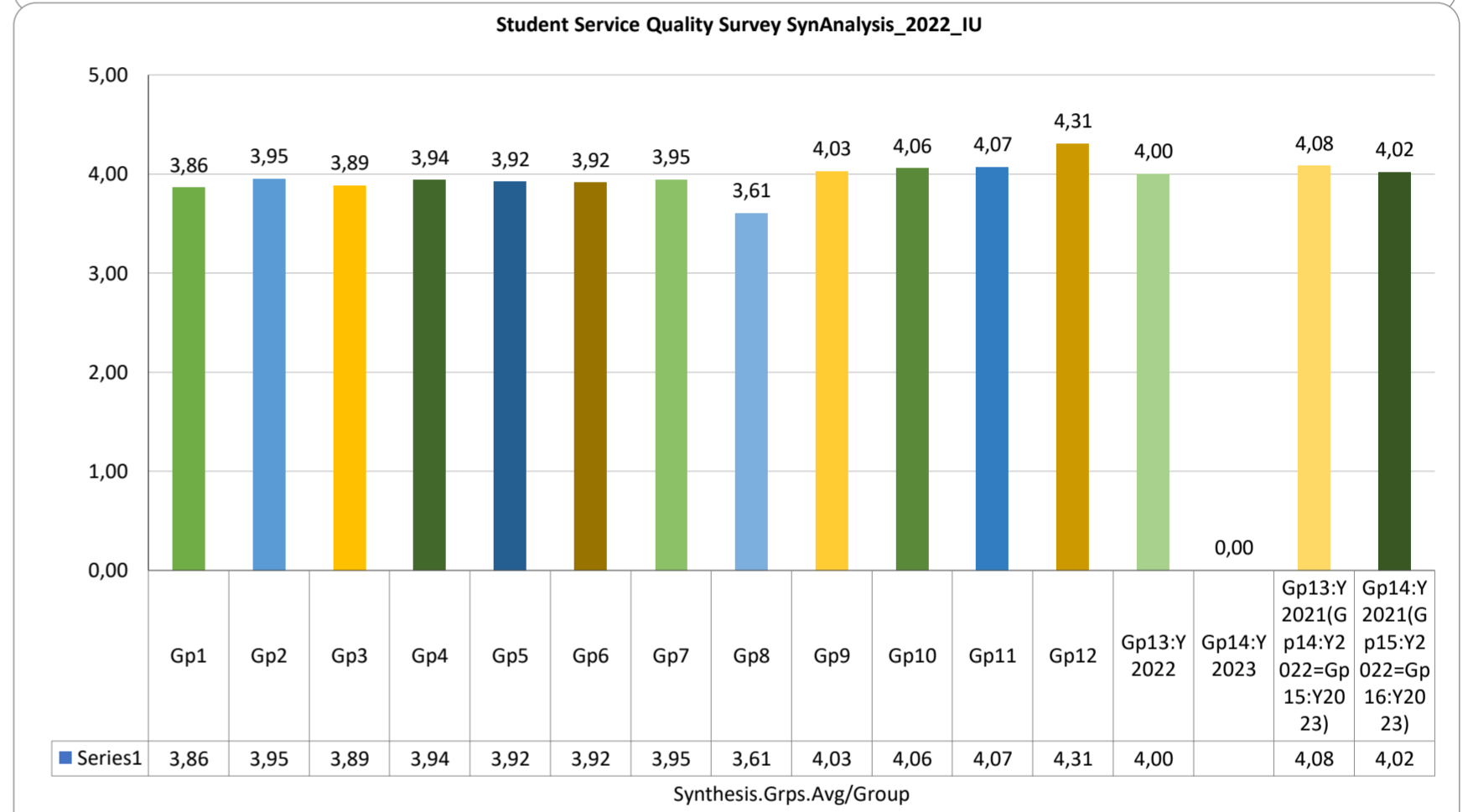
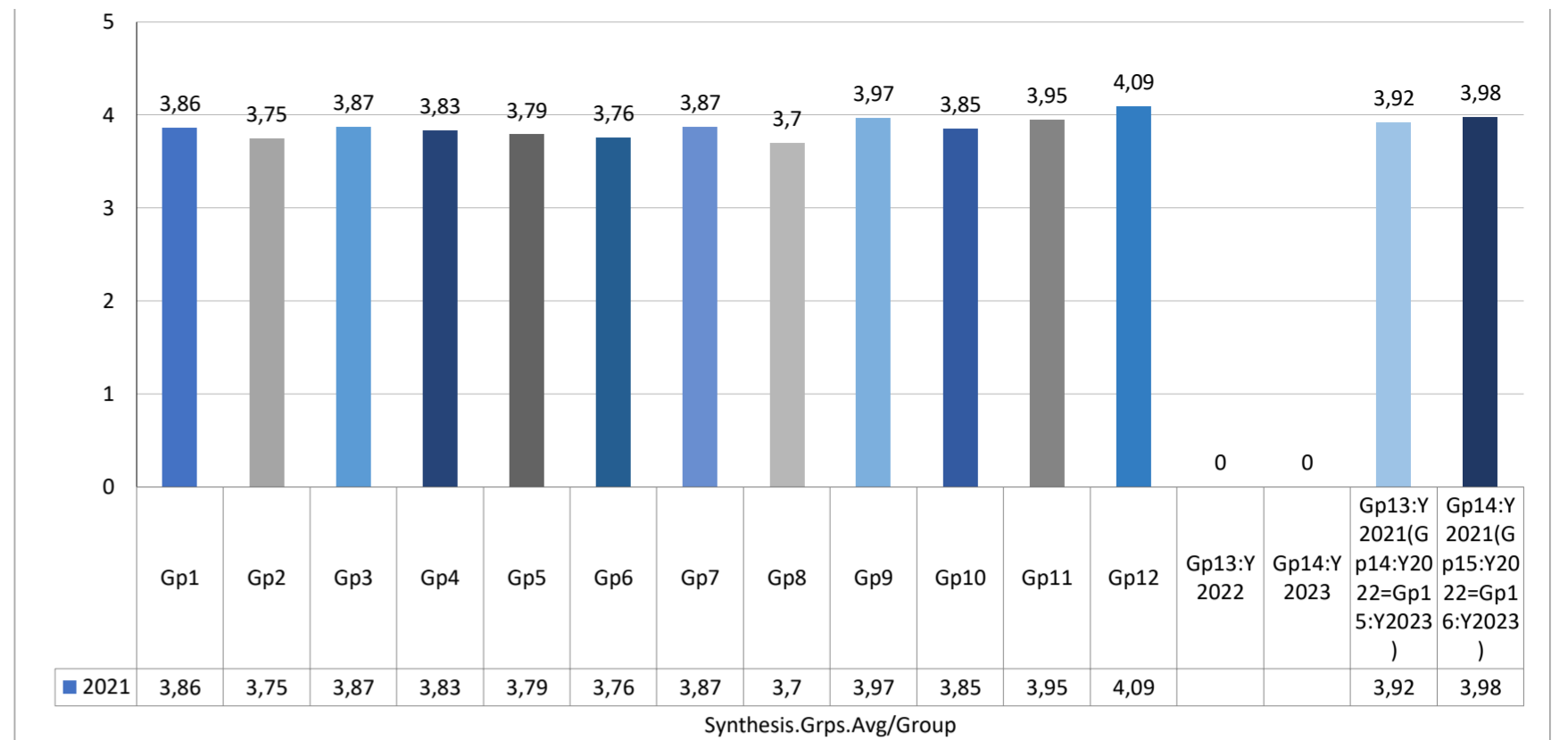
Q43. The office staff clothes are suitable for the job's nature	3,7	89,0%			
<b>General evaluation of service quality at IU_Gp14</b>					
Q44. Overall evaluation of office staff	3,7	90,9%	Gp14	3,7	89%
Q45. Overall evaluation of service quality	3,6	86,4%			

Student Service Quality - 2019					
Question	Q.AverageRate	Q.PassRate	Group	G.AvgRate	G.PassRate
<b>Office of Academic Affairs_Gp1</b>					
Q1. Admission counseling activities disseminate necessary information to those interested	3,9	94,5%	Gp1	3,6	86%
Q2. Means for course registration	3,3	76,0%			
Q3. Instruction to new student enrollment	3,9	93,6%			
Q4. Communication channels between students and the university	3,7	90,4%			
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	3,5	83,4%			
<b>Office of International Academic Collaboration_Gp2</b>					
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 programs	3,7	94,7%			
<b>Office of Student Services_Gp3</b>					
Q10. Dissemination of information about extracurricular activities	3,8	92,7%	Gp3	3,7	93%
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 academic year	3,8	93,0%			
Q14. Supporting students to register for accommodations, dormitories	3,7	94,3%			
Q15. Supporting students for student loan procedures	3,6	93,2%			
Q16. Career counseling activities for students	3,7	91,1%			
<b>Office of External &amp; Public Relations_Gp4</b>					
Q17. Activities to disseminate information about scholarships at home and abroad to students	3,7	91,4%	Gp4	3,7	93%
Q18. Supporting students for student exchange procedures	3,7	95,0%			
<b>Office of Research &amp; Development_Gp5</b>					
Q19. Activities to disseminate information about research project registration to students	3,7	93,7%	Gp5	3,7	95%
Q20. Supporting students to complete procedures for project registration and approval	3,7	95,0%			
Q21. Evaluation and acceptance of students research projects	3,7	95,2%			
<b>Office of Finance &amp; Planning_Gp6</b>					
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	84,4%			
<b>Library_Gp7</b>					
Q24. Supporting, guiding information search from librarians	3,8	93,9%	Gp7	3,8	92%
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	94,3%			
Q27. Borrowing, returning, and renewing procedures	3,8	95,4%			
Q28. The quality of library's book rental service	3,8	96,1%			
Q29. Library's operating hours meet the needs of readers	3,8	92,9%			
Q30. The library has a number of seats that meet the needs of readers	3,5	80,2%			
<b>Office of Information Services_Gp8</b>					
Q31. The quality of internet system in classrooms and laboratories	3,5	81,7%	Gp8	3,5	82%
Q32. The quality of wifi system in IU	3,3	75,7%			
Q33. The quality of information on the website	3,6	87,7%			
<b>Office of Quality Assurance_Gp9</b>					
Q34. Student feedbacks for course evaluation form	3,8	92,0%	Gp9	3,8	93%
Q35. Student feedbacks for service quality survey	3,8	93,7%			
<b>Health Department_Gp10</b>					
Q36. The quality of medical service at IU	3,9	95,9%	Gp10	3,9	96%
<b>Office of Facility Development_Gp11</b>					
Q37. Sanitation in IU	3,9	91,4%	Gp11	3,9	93%
Q38. Security in IU	4,0	95,8%			
Q39. The quality of equipment in classrooms	3,8	90,8%			
<b>Canteen Management_Gp12</b>					
Q40. The quality of Canteen services at IU	3,9	94,6%	Gp12	3,9	95%
<b>Staff_Gp13</b>					
Q41. The professionalism of office staff	3,7	91,8%	Gp13	3,8	93%
Q42. Service attitude of office staff	3,7	90,8%			
Q43. The office staff clothes are suitable for the job's nature	3,9	96,3%			
Q44. Overall evaluation of office staff	3,8	92,8%	Gp14	3,8	93%
<b>General evaluation of service quality at IU_Gp14</b>					
Q45. Overall evaluation of service quality	3,8	92,8%			



Student Service Quality Survey SynAnalysis\_2021\_IU

Student Service Quality - 2020								
Question	Q.AverageRate	Q.PassRate	Group	G.AvgRate	G.PassRate			
<b>Office of Academic Affairs_Gp1</b>								
Q1. Admission counseling activities disseminate necessary information to those interested	4,1	95,7%	Gp1	4	91,30%			
Q2. Means for course registration	3,4	74,2%						
Q3. Instruction to new student enrollment	4,1	95,6%						
Q4. Communication channels between students and the university	4,1	94,5%						
Q7. Dissemination of exam schedule for students	4,1	95,4%						
Q8. Dissemination of exam results according to the specified time	4,0	91,9%						
Q9. Resolving questions and complaints about student performance	3,9	91,9%						
<b>Office of International Academic Collaboration_Gp2</b>								
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%						
<b>Office of Student Services_Gp3</b>								
Q10. Dissemination of information about extracurricular activities	4,1	96,7%	Gp3	4,1	96%			
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 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	95,1%						
<b>Office of External &amp; Public Relations_Gp4</b>								
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	4,1	96,7%						
<b>Office of Research &amp; Development_Gp5</b>								
Q19. Activities to disseminate information about research project registration to students	4,1	96,1%	Gp5	4,1	96,60%			
Q20. Supporting students to complete procedures for project registration and approval	4,1	96,8%						
Q21. Evaluation and acceptance of students research projects	4,1	97,0%						
<b>Office of Finance &amp; Planning_Gp6</b>								
Q22. School fees and tuition collection methods	4,1	96,2%	Gp6	4	95,20%			
Q23. Properly implement the regulations on payment of scholarships and grants for students on time	4,0	94,2%						
<b>Library_Gp7</b>								
Q24. Supporting, guiding information search from librarians	4,1	96,7%	Gp7	4,1	95,30%			
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%						
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%						
<b>Office of Information Services_Gp8</b>								
Q31. The quality of internet system in classrooms and laboratories	3,9	89,0%				Gp8	3,9	88,90%
Q32. The quality of wifi system in IU	3,8	85,7%						
Q33. The quality of information on the website	4,0	92,1%						
<b>Office of Quality Assurance_Gp9</b>								
Q34. Student feedbacks for course evaluation form	4,0	95,1%	Gp9	4,1	95,40%			
Q35. Student feedbacks for service quality survey	4,1	95,6%						
<b>Health Department_Gp10</b>								
Q36. The quality of medical service at IU	4,1	96,3%	Gp10	4,1	96,30%			
<b>Office of Facility Development_Gp11</b>								
Q37. Sanitation in IU	4,1	94,8%	Gp11	4,2	95,80%			
Q38. Security in IU	4,2	97,3%						
Q39. The quality of equipment in classrooms	4,1	95,3%						
<b>Canteen Management_Gp12</b>								
Q40. The quality of Canteen services at IU	4,3	97,5%	Gp12	4,3	97,50%			
<b>Staff_Gp13</b>								
Q41. The professionalism of office staff	4,1	96,1%	Gp13	4,1	96,10%			
Q42. Service attitude of office staff	4,1	94,5%						
Q43. The office staff clothes are suitable for the job's nature	4,2	97,7%						
<b>General evaluation of service quality at IU_Gp14</b>								
Q44. Overall evaluation of office staff	4,1	95,3%	Gp14	4,1	95,70%			
Q45. Overall evaluation of service quality	4,1	96,1%						



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

Q2. Means for course registration	3,6	86,4%	Gp1	3,86	93,1%
Q3. Instruction to new student enrollment	4,1	95,5%			
Q4. Communication channels between students and the university	3,9	94,9%			
Q7. Dissemination of exam schedule for students	3,8	93,3%			
Q8. Dissemination of exam results according to the specified time	3,8	96,1%			
Q9. Resolving questions and complaints about student performance	3,9	91,1%			
<b>Office of International Academic Collaboration_Gp2</b>					
Q5. Activities to provide information and advice about the joint training programs for students and parents	3,8	92,7%	Gp2	3,75	90,8%
Q6. Activities to assist students with transfer procedures to partner universities under the joint training programs	3,7	88,8%			
<b>Office of Student Services_Gp3</b>					
Q10. Dissemination of information about extracurricular activities	4,0	96,1%	Gp3	3,87	94,6%
Q11. Content of special subject classes and seminars	4,0	96,6%			
Q12.The organization of political education at the beginning of the academic year	3,8	93,8%			
Q13. Dissemination of necessary information to students in the political education at the beginning of the academic year	4,0	94,9%			
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%			
<b>Office of External &amp; Public Relations_Gp4</b>					
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%			
<b>Office of Research &amp; Development_Gp5</b>					
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%			
<b>Office of Finance &amp; Planning_Gp6</b>					
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%			
<b>Library_Gp7</b>					
Q24. Supporting, guiding information search from librarians	3,8	94,4%	Gp7	3,87	94,6%
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 content	4,0	97,2%			
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%			
<b>Office of Information Services_Gp8</b>					
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%			
<b>Office of Quality Assurance_Gp9</b>					
Q34. Student feedbacks for course evaluation form	4,0	96,6%	Gp9	3,97	96,6%
Q35. Student feedbacks for service quality survey	4,0	96,6%			
<b>Health Department_Gp10</b>					
Q36. The quality of medical service at IU	3,9	97,7%	Gp10	3,85	97,7%
<b>Office of Facility Development_Gp11</b>					
Q37. Sanitation in IU	3,9	97,7%	Gp11	3,95	97,7%
Q38. Security in IU	4,0	97,7%			
Q39. The quality of equipment in classrooms	4,0	97,7%			
<b>Canteen Management_Gp12</b>					
Q40. The quality of Canteen services at IU	4,1	97,7%	Gp12	4,09	97,7%
<b>Staff_Gp13</b>					
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%			
Q43. The office staff clothes are suitable for the job's nature	4,0	97,8%			
<b>General evaluation of service quality at IU_Gp14</b>					
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%			

**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)

Question	Q.AverageRate	Q.PassRate	Group	G.AvgRate	G.PassRate
<b>Group 1. OFFICE OF ACADEMIC AFFAIRS</b>					
Q1. Admission counseling activities provide necessary information to interested people	4	97,1%	Gp1	3,9	91,6%
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%			

Q5. The operation of communication channels between the International University and students	3.9	92,4%	Gp1	3.9	91,0%
Q6. Informing students of exam schedules	4	94,0%			
Q7. Informing exam results on time	3.8	89,8%			
Q8. Dealing with questions or complaints regarding students' study results	3.8	91,6%			
<b>Group 2. OFFICE OF INTERNATIONAL ACADEMIC COLLABORATION</b>					
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%			
<b>Group 3. OFFICE OF STUDENT SERVICES</b>					
Q9. Providing counseling and support for students during their studies	3.9	94,3%	Gp2	3.9	93,2%
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%			
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%			
<b>Group 4. OFFICE OF EXTERNAL &amp; PUBLIC RELATIONS</b>					
Q23. Activities informing students of domestic and international scholarships	4	95,4%	Gp5	3.9	94,7%
Q24. Supporting students for student exchange procedures	4	97,5%			
Q25. The quality of information on IU website	3.8	91,4%			
<b>Group 5. OFFICE OF RESEARCH &amp; DEVELOPMENT</b>					
Q26. Activities informing students of registering scientific research topics	3.9	95,7%	Gp6	3.9	96,6%
Q27. Activities supporting students in getting research topic registration and approval	3.9	96,8%			
Q28. Evaluating and accepting students' scientific research topics	3.9	97,4%			
<b>Group 6. OFFICE OF FINANCE &amp; PLANNING</b>					
Q21. The process of collecting tuition and other fees	4.1	95,9%	Gp4	3.9	92,7%
Q22. Awarding scholarships and grants according to the university regulation	3.8	89,5%			
<b>Group 7. LIBRARY</b>					
Q31. The librarians' support in searching for information	4	97,3%	Gp8	3.9	93,8%
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%			
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%			
<b>Group 8. OFFICE OF INFORMATION SERVICES</b>					
Q37. The quality of the Internet in classrooms, auditoriums and laboratories	3.7	84,8%	Gp9	3.6	82,6%
Q38. The quality of the Wi-Fi system at IU	3.5	80,5%			
<b>Group 9. OFFICE OF QUALITY ASSURANCE &amp; TESTING</b>					
Q39. Student opinion survey on course evaluation	4	95,7%	Gp10	4	95,8%
Q40. Student opinion survey on service quality at IU	4	95,8%			
<b>Group 10. HEALTH DEPARTMENT</b>					
Q44. The quality of health care at IU	4.1	97,7%	Gp12	4.1	97,7%
<b>Group 11. OFFICE OF FACILITY DEVELOPMENT</b>					
Q41. The quality of sanitary service at IU	4.1	95,9%	Gp11	4.1	95,2%
Q42. The quality of security service at IU	4.2	97,2%			
Q43. The quality of equipment in classrooms, auditoriums and laboratory	4	92,5%			
<b>Group 12. CANTEEN MANAGEMENT</b>					
Q45. The quality of services in the canteen	4.3	98,9%	Gp13	4.3	98,9%
<b>Group 13. CENTER FOR INNOVATION &amp; TECHNOLOGY TRANSFER</b>					
Q29. Supporting for registration to attend workshops, seminars, events, start-up and innovation activities	4	97,4%	Gp7	4	97,2%
Q30. Start-up project incubation activities with high commercialization potential for students	4	96,9%			
<b>Group 14. STAFF</b>					
Q46. The professionalism of staff	4	95,3%	Gp14	4.1	95,9%
Q47. The attitude of staff	4	94,7%			
Q48. The appropriateness of staff's dress code	4.2	97,6%			
<b>Group 15. GENERAL EVALUATION OF SERVICE QUALITY AT IU</b>					
Q49. Students' overall evaluation of office staff	4	96,5%	Gp15	4	96,3%
Q50. Students' overall evaluation of services at IU	4	96,2%			

**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)**

Question	Q.AverageRate	Q.PassRate	Group	G.AvgRate	G.PassRate
<b>Group 1. OFFICE OF UNDERGRADUATE ACADEMIC AFFAIRS</b>					
Q1. Admission counseling activities provide necessary information to interested people	4	93,6%	Gp1	3.9	91,0%
Q2. Course registration for students	3.7	85,0%			
Q3. Creating class schedules for students	3.8	88,6%			

Q4. Instructions for new student enrollment	4	95,6%	Gp1	3.8	90,1%
Q5. The operation of communication channels between the International University and students	3.9	92,5%			
Q6. Informing students of exam schedules	4.1	95,0%			
Q7. Informing exam results on time	3.6	81,6%			
Q8. Dealing with questions or complaints regarding students' study results	3.7	89,0%			
<b>Group 2. OFFICE OF INTERNATIONAL ACADEMIC COLLABORATION</b>					
Q19. Activities providing information and counseling about the twinning training programs to students and parents	4	96,9%	Gp3	4	96,4%
Q20. Supportive activities for transferring procedures to partner universities	3.9	95,8%			
<b>Group 3. OFFICE OF STUDENT SERVICES</b>					
Q9. Providing counseling and support for students during their studies	3.9	93,3%	Gp2	3.9	93,6%
Q10. Informing extracurricular activities	4	94,2%			
Q11. The content of workshops and seminars	4	94,9%			
Q12. Organizing the political orientation week	3.8	91,3%			
Q13. Providing students with necessary information in the orientation week	4	93,6%			
Q14. Supporting students in registering at dormitory or hostel	3.9	92,9%			
Q15. Job counseling activities for students	3.9	93,0%			
Q16. Students' extracurricular activities assessment	3.9	93,2%			
Q17. Emulation, reward, and punishment in students	4	94,6%			
Q18. Supporting students in tuition fee loan procedure	3.8	94,8%			
<b>Group 4. OFFICE OF EXTERNAL &amp; PUBLIC RELATIONS</b>					
Q23. Activities informing students of domestic and international scholarships	4	95,2%	Gp5	4	94,8%
Q24. Supporting students for student exchange procedures	4	96,2%			
Q25. The quality of information on IU website	3.9	93,2%			
<b>Group 5. OFFICE OF RESEARCH &amp; DEVELOPMENT</b>					
Q26. Activities informing students of registering scientific research topics	3.9	94,6%	Gp6	3.9	95,6%
Q27. Activities supporting students in getting research topic registration and approval	3.9	96,2%			
Q28. Evaluating and accepting students' scientific research topics	4	96,1%			
<b>Group 6. OFFICE OF FINANCE &amp; PLANNING</b>					
Q21. The process of collecting tuition and other fees	4	93,4%	Gp4	3.9	92,6%
Q22. Awarding scholarships and grants according to the university regulation	3.8	91,8%			
<b>Group 7. LIBRARY</b>					
Q31. The librarians' support in searching for information	4	95,7%	Gp8	3.9	93,2%
Q32. The resourcefulness of the library meeting the needs of readers	4	94,9%			
Q33. The process of checking out, returning and deadline extension of library books	4	96,3%			
Q34. Quality of systems for searching library resources	4	94,4%			
Q35. The library opening hours meeting the needs of readers	4	93,2%			
Q36. The number of seats in the library meeting the needs of readers	3.7	84,6%			
<b>Group 8. CENTER OF INFORMATION SERVICES</b>					
Q37. The quality of the Internet in classrooms, auditoriums and laboratories	3.9	88,5%	Gp9	3.8	86,5%
Q38. The quality of the Wi-Fi system at IU	3.7	84,5%			
<b>Group 9. OFFICE OF QUALITY ASSURANCE &amp; TESTING</b>					
Q39. Student opinion survey on course evaluation	4.1	95,4%	Gp10	4.1	95,3%
Q40. Student opinion survey on service quality at IU	4	95,3%			
<b>Group 10. HEALTH DEPARTMENT</b>					
Q43. The quality of health care at IU	4.1	96,6%	Gp12	4.1	96,6%
<b>Group 11. OFFICE OF FACILITY DEVELOPMENT</b>					
Q41. The quality of sanitary service at IU	3.9	90,8%	Gp11	4	92,0%
Q42. The quality of equipment in classrooms, auditoriums and laboratory	4	93,1%			
<b>Group 12. CANTEEN MANAGEMENT</b>					
Q44. The quality of services in the canteen	4.3	97,1%	Gp13	4.3	97,1%
<b>Group 13. CENTER FOR INNOVATION &amp; TECHNOLOGY TRANSFER</b>					
Q29. Supporting for registration to attend workshops, seminars, events, start-up and innovation activities	4	96,8%	Gp7	4	96,0%
Q30. Start-up project incubation activities with high commercialization potential for students	3.9	95,3%			
<b>Group 14. GENERAL ADMINISTRATION</b>					
Q45. The quality of security service at IU	4.2	96,5%	Gp13	4.2	96,5%
<b>Group 15. STAFF</b>					
Q46. The professionalism of staff	4	94,2%	Gp14	4	94,2%
Q47. The attitude of staff	3.9	91,8%			
Q48. The appropriateness of staff's dress code	4.1	96,5%			
<b>Group 16. GENERAL EVALUATION OF SERVICE QUALITY AT IU</b>					
Q49. Students' overall evaluation of office staff	4	95,4%	Gp15	4	95,5%
Q50. Students' overall evaluation of services at IU	4	95,7%			