FINANCE AND BANKING DEPARTMENT
ECONOMICS AND LAW FACULTY

SOCIALIST REPUBLIC OF VIETNAM
Independence – Freedom – Happiness

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SURVEY REPORT ON STUDENT CONSULT ABOUT COURSE 2005 - 2009

(Quoted from results processed by SPSS in 2009)

1. **Survey methods**

In order to improve the training quality, Quality Assurance Office carried out student survey on the course. 2009 survey form and plan was delivered to Departments in charge.

Survey method: require students to fill in the survey form which are delivered directly to students when they contact departments about graduation procedure.

- Survey time: August, 2009.
- Survey scale:
  - Number of delivered form: 220
  - Number of received form: 200

2. **Survey result**

Score scale is ranged from 1 to 5 and described as follow:

<2.5: Totally disagree; 2.5-3.0: Disagree; 3.0-3.5: Neutral; 3.5-4.0: Agree; > 4.0: Totally agree

It was found by specific analysis of each criterion:

Part 1: Objectives and training program:

- The course had clear objectives and be consistent with requirements of society.

According to descriptive statistics processed by SPSS, we have Mean = 4,05 - a good result. There is 60.5% (121 votes) totally agreed that they understood the objectives of the course and found that these objectives being consistent with the requirements of society.

- Training program is flexible and convenient for students: Mean = 4,01 (good result)

- Training program is updated followed requirements of society: Mean = 4,03 (good result)

- Training program has a good combination between theory and practice: Mean = 4,02 (good result).

- Training program provides students with a solid basis to develop themselves in the future: Mean = 4,07 (good result).
- Training program provides students with essential professional skills: Mean = 4,00 (good result).
- Content of training program is reasonably loaded: Mean = 4,01 (good result).
- Reasonable structure of training program: Mean = 4,03 (good result).

Part 2: Course Content

- Course content provides knowledge in depth: Mean = 4,09 (good result).
- Course content provides extensive knowledge: Mean = 4,04 (good result).
- Course content is essential for students: Mean = 4,03 (good result).
- Number of elective courses in the training program is reasonable: Mean = 3,99 (fairly good result)
- Number of courses is reasonable for students to study: Mean = 4,07 (good result).

Part 3. Academic staff:

- Lecturers have a good professional knowledge: Mean = 4,1 (good result).
- Lecturers have a good updated knowledge: Mean = 4,3 (good result).
- Lecturers are enthusiastic and willing to support students: Mean = 4,2 (good result).
- Lecturers followed teaching schedule: Mean = 4,15 (good result)
- Lecturers have a good communication skill: Mean = 4,16 (good result)
- Lecturers usually give students problems or cases to discuss: Mean = 4,06 (good result).
- Lecturers use effectively teaching facilities: Mean = 4,1 (good result).

Part 4. Manage and support training:

- Support staff has a good attitude when supporting students: Mean = 3,89 (fairly good result)
- Support staff solve student affairs with high efficiency: Mean = 3,98 (fairly good result)
- Methods of testing are suitable with objectives and content of each course: Mean = 4,03 (good result)
- Study result was announced in time: Mean = 4,01 (good result).
- Study result well reflected students' ability: Mean = 4,3 (good result).

Part 5. Learning facilities:

- The Faculty has enough equipment served in practice: Mean = 3,69 (fairly good result).

- Department has enough teaching and learning equipment: Mean = 3,78 (fairly good result).

- IT facilities serve well for teaching purpose: Mean = 4,0 (good result)

- Classroom are arranged well: Mean = 3,65 (fairly good result)

Part 6. Materials:

- Materials prepared by the library meet the need of students: Mean = 3,87 (fairly good result).

- Course main materials are fully prepared: Mean = 3,98 (fairly good result)

- Course main materials have a good quality: Mean = 4,02 (good result)

Part 7: Living and activities

- Student Union and Association activities are good and practical: Mean = 4,03 (good result)

- Departments supports students well with cultural needs: Mean = 4,01 (good result).

- Department supports students well with the need of fitness and sports: Mean = 4,0 (good result).

- Department takes care well student's health: Mean = 4,1 (good result)

Part 8: trained skills

- Workplan building skill: Mean = 4,00 (good result)

- Presentation skill: Mean = 4,01 (good result)

- Writing skill: Mean = 4,02 (good result)

- Information searching skill: Mean = 4,02 (good result)

- Problem solving skill: Mean = 4,01 (good result)

- Communication skill: Mean = 4,01 (good result)

Part 9: Feelings on Department

- Department has a good reputation in research : Mean = 4,1 good result

- Department keeps an intimate relationship with enterprises and organization: Mean = 4,1 (good result)

- Department keeps an intimate relationship with agencies: Mean = 4,1 (good result)

- Department always strives to meet student' s needs: Mean = 4,3 (good result)

- Department always adapts to the development of society: Mean = 4,2 (good result)

Besides above feelings, students have other general feelings on the course such as:

- About training quality: Mean = 4,01 (good result)
- About the quality of living and learning environment: Mean = 4,02 (good result)

II. SOLUTION AND RECOMMENDATION

Based on the student survey result and in order to perfect teaching quality in the future, Department will consider following issues:

- Firstly, keeping on innovating teaching methods which is oriented to student-centered mode; creating chances for students to discuss and practice in group, solve case studies with lecturers' suggestions; assigning more homework to students.
- Secondly, perfecting course main materials and e-materials to load in website for student to use as reference and improve material source for the library's database.
- Thirdly, proposing the Faculty in improving facilities to meet needs of student in classrooms, using library and computer lab.
- Fourthly, combining well with Youth Union, student clubs, student counselors to help and guide students on new learning methods, having self-discipline in learning, improving self-learning time, self-study problems required by lecturers.

Besides that, office staff should pay more attention to student support to get a better assessment of students.

Prepared by	**Head of Department**
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