FINANCE AND BANKING FACULTY
UNIVERSITY OF ECONOMICS AND LAW

SOCIALIST REPUBLIC OF VIETNAM
Independence – Freedom – Happiness

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SURVEY REPORT ON STUDENT CONSULT ABOUT COURSE 2007 - 2011

(Quoted from results processed by SPSS in 2011)

Finance and Banking Faculty conducted the survey on the course of final year student (K07). It is the fourth year since the Faculty have trained students followed the based-credit system. The questionnaires forms sent includes 3 main parts and 6 particular contents (see on the survey). Number of delivered form is 170 and number of received form is 150. The data of the survey is then processed by using SPSS and the result showed that: most of criteria is assessed from fairly good level to good level. This year result is better than last year as the average score of all criteria improved. However, some of criteria was not received a good level of assessment (Such as: officials has good attitude and solve student affairs in time, facilities is fully repaired and modern,..). Specific analysis was described as follow:

Part 1: Objectives and training program:

- The course have clear objectives: according to descriptive statistics processed by SPSS, we have Mean = 4,08 - a good result. There is over 85% of ideas totally agreed that the course have clear objectives.
- Training program has a reasonable number of general courses: Mean = 3,85 (fairly good result). There are many suggestions that there should be more time to study specialization courses as well as a scheme to control the content of general courses to make a good foundation for students to study specialization knowledge.
- Training program has a reasonable number of specialization courses: Mean = 4,01 (good result)
- Training program is well constructed, there is a good connection between courses in the program: Mean = 4,03 (good result)
- Training program has a good combination between theory and practice: Mean = 4,03 (good result).
- Training program has a good time allocation between studying theory and practicing: Mean = 4,05 (good result). There are many opinions suggesting that the

University should create more chances for students to practice such as building more labs,…

- Training program includes courses providing basic skills and professional skills: Mean = 4,05 (good result).

Part 2. Academic staff:

- Lecturers have a good professional knowledge: Mean = 4,2 (good result).
- Lecturers make a good connection between theory and practice: Mean = 4,41 (good result).
- Lecturers present issues in a clear and understable way: Mean = 4,15 (good result).
- Lecturers are willing to listen students' opinions and share their view with students: Mean = 4,03 (good result)
- Lecturers have a method to encourage students self-study: Mean = 4,07 (good result)

Briefly speaking, the survey result on academic staff criterion is good and the faculty should improve this criterion.

Part 3. Training organization and student assessment:

- Study plan was announced in time: Mean = 4,3 (good result).
- Study plan help students effectively in selecting courses, study schedule, self-studying, self-researching and living: Mean = 4,53 (good result)
- Number of students attended in each class is reasonable and make students feel comfortable when studying: Mean = 4,06 (good result)
- Students was announced carefully about criteria used to assess their study process: Mean = 4,46 (good result)
- Forms of testing is relative with objectives of training program: mean = 4,15 (good result)
- Study result well reflected students' ability: Mean = 4,36 (good result).
- Study result was announced in time: Mean = 4,18 (good result).

Part 4. Materials and learning facilities:

- The University library has enough materials of all courses: Mean = 4,03 (good result)
- Classrooms has enough light, airy, wide to fit students enrolled in class: Mean = 4,34 (good result)

- The University has enough necessary facilities for learning and researching purposes of students: Mean = 3,89 (fairly good result). Most of ideas suggest that most facilities met basic needs of students. However, students hope that some facilities would be put at classroom so that they would not have to go to take at Facilities Management Office (such as: projectors, micro,…)

- The environment surrounding the University make students feel comfortable in learning and living: mean = 4,54 (good result). However, there is still some concerns about this criteria. Students in Batch 2007 had 3 years studying in Linh Trung campus and one last year studying in Linh Xuân campus. Students suggested that the environment in Linh Trung campus is better than one in Linh Xuân campus because in Linh Xuân campus, there is still no benches, trees, areas for learning and making group activities. Moreover, the road leading to Linh Xuân campus is quite deserted.

Part 5. Advising and supporting students:

- Students counselors are always willing to give advise and support students in learning: Mean = 4,06 (good result). There is the difference in the assessment of students for this criterion (The average score of students in class A is 4,24 while students in class B give 3,38 in average)

- The University and the Faculty pay attention to support student in learning: mean = 4,09 (good result). Students appreciate highly for the support of the University and the Faculty. Some ideas suggest that the University should hold more talks to explain students concerns about training procedures and the Faculty should do the same to help students to receive advise from lecturers in time.

- Officials have good attitude and support specific needs of students in time: Mean = 3,91 (fairly good result). There is still some feedbacks show that students sometimes meet the bad attitude of officials when contacting them, especially in Training Office and Plan-Finance Office). The solving time of Offices is no flexible.

- Regulations and policy on students is paid attention to take care by the University: Mean = 4,02 (good result)

- The University supports students well with cultural needs: Mean = 4,12 (good result)

- the University supports students well with the need of fitness and sports: Mean = 4,01. Students suggest that the University should build more places for students to play sports right at the University.

- The University meets the need of staying dormitory of students: Mean = 4,26 (good result)

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

Part 6: : Feelings on the course

- The course provides students with basic knowledge: Mean = 4,04 (good result)

- The course provides students with professional knowledge: Mean = 4,05 (good result)

- The course helps students to improve creative skill and self-research skill: Mean = 4,04 (good result)

- The course helps students to improve communication skill: Mean = 4,05 (good result)

- The course helps students to improve teamwork skill: Mean = 4,06 (good result)

- The course helps students to improve language skill: Mean = 3,98 (good result)

- The course helps students to improve their attitude (ethic, personalities, living style, self-responsibility, self-discipline…): Mean = 4,06 (good result)

- Students feel confidence about job opportunities after graduation: Mean = 4,1 (good result)

- Students feel pleasant with the training quality of the course: Mean = 4,05 (good result)

II. SOLUTION AND RECOMMENDATION

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

Firstly, keeping on the advantage of good academic staff. Making clear the orientation of student-centered mode; holding more activities to support students.

Secondly, perfecting course main materials and e-materials to load in website for student to use as reference.

Thirdly, combining well with Youth Union and student clubs, student counselors help and guide students on new learning methods, having self-discipline in learning, improving

self-learning time, self-study problems required by lecturers. Supporting students to conduct student activities in the fact of lacking space and trees inside the University.

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