

GRADUATE STUDENT SATISFACTION SURVEY FORM

I. PURPOSE OF THE SURVEY

This survey aims to gather feedback from final- year students on:

- The level of satisfaction of graduates with all academic support activities provided by the academy during their time studying there.
- To serve as a basis for improving the curriculum , especially in the final stage of the course.

II. GENERAL INFORMATION (ANNOYAL – REQUIRED)

- study / programme :
- Admission period:
- Survey period : ☐ Before graduation ☐ While studying

III. INSTRUCTIONS FOR ANSWERING

Students rate using a **5-point Likert scale** :

Level	1	2	3	4	5
Meaning	Very dissatisfied	Dissatisfied	Normal	Satisfied	Very dissatisfied

IV. SURVEY CONTENT

4.1 Monitoring and reminding students of their learning progress on qldt.ptit.edu.vn

1. progress tracking system helps you stay informed about your learning progress.
2. You receive timely alerts if you exceed the load limit or fall behind schedule .
3. The academy provides support to help you adjust your study plan when needed.

4.2 Announcement of academic results on qldt.ptit.edu.vn

4. Academic results are published in full and accurately.
5. Academic results are announced promptly and on time .
6. The results are announced online, making them easily accessible.

4.3 Announcing training results

7. The training results are published transparently and in an easy-to-understand manner.
8. The training results were announced on time .
9. There is a feedback/questions channel regarding training results .

4.4 Academic Counseling Activities

10. Your academic staff/academic advisors are always available to assist you when needed.

11. counseling content is relevant and practical.

4.5 Extracurricular activities to develop skills

12. Extracurricular activities are organized in a diverse and enriching way .
13. Extracurricular activities help you develop soft skills (presentation, teamwork, communication, etc.) .

4.6 Scientific research consulting activities

14. You will be provided with clear information about opportunities to participate in scientific research.

4.7 Community Engagement Activities

15. Volunteer and community activities are organized regularly .
16. Community activities provide you with positive experiences .

4.8 Job counseling activities

17. You receive job information /business connections in a timely manner .
18. Job fairs and career workshops offer practical value for you.

4.9 Other support services

19. support services (if available) to meet your needs.

4.10 Design and content of the programme

20. The curriculum content is aligned with the objectives of the field of study .
21. The knowledge and skills in the program are up -to-date and relevant to real-world situations.
22. program structure is well-balanced (between theory, practice, and soft skills).

4.11 Teaching and assessment methods of academic staff

23. The instructor uses teaching methods that are easy to understand and effective.
24. student participation, discussion, and exchange of ideas .
25. The testing and evaluation methods are transparent and accurately reflect students ' abilities .

4.12 Quality of service provided by departments, centers, and support services

26. administrative offices provide enthusiastic and prompt service to students.
27. Libraries , laboratories, and learning resource centers adequately meet learning needs.
28. Support services (IT , healthcare, dormitories, canteen, etc.) operate effectively .

4.13 Implementation of regimes , policies, regulations , and rules

29. The rules and regulations regarding learning and training are clearly and easily explained.

- 30. Policies and regulations (scholarships, financial aid, fee waivers) are implemented fairly and transparently.
- 31. The school / department processes procedures and documents in accordance with regulations and deadlines .

4.14 Learning environment, facilities , and supporting infrastructure

- 32. Classrooms, lecture halls , and learning equipment meet the requirements.
- 33. Stable and convenient IT infrastructure (wifi, learning software, LMS system).
- 34. The learning environment and living conditions at school are friendly and healthy.

4.15 Functional Units

- 35. Attitude and service efficiency of staff in various departments/divisions (Training , Student Affairs, etc.) .
- 36. Speed of processing administrative procedures (course registration , confirmation, scholarships, etc.).
- 37. Dormitory facilities, canteens , and school health services meet the needs .
- 38. Opportunities to participate in international exchange programs and activities .
- 39. The level of listening and response by the school to student feedback .

4.16 Feedback

- 40. Do you have any suggestions or comments to help the Academy improve its student support services?