

MINISTRY OF EDUCATION AND TRAINING
HOA SEN UNIVERSITY

QUALITY ASSURANCE STRATEGY

**HOA SEN UNIVERSITY
2020 – 2025, VISION TO 2030**

Ho Chi Minh City, 2020

QUALITY ASSURANCE STRATEGY OF HOA SEN UNIVERSITY

1. Specific Objectives

- Complete the University's internal quality assurance system.
- Academic programs are designed and implemented to meet international standards.
- Improve the quality of teaching and learning to achieve the learning outcomes.
- Conduct quality assessment and accreditation at institutional and program levels according to international standards

2. Measures and Action Plans

2.1. Complete the University's internal quality assurance system

- Continue reviewing the internal quality assurance system, focusing on compliance with quality assurance activities across divisions. Operate University activities according to the PDCA cycle, enhancing inspection, supervision, and improvement.
- Increase awareness of quality assurance among the leadership team and faculty, and gradually build a quality culture so that each individual performs their duties effectively towards the University's common goals.
- Promote digital transformation in quality assurance by digitizing evidence and core data to ensure consistency, updates, and accuracy for swift decision-making.
- Enhance the quality assurance capacity of specialized staff and all University personnel.
- Strengthen channels for collecting feedback on service quality, academic programs, and teaching and learning quality to drive improvements.
- Review and complete the system of administrative documents, rules, regulations, and implementation instructions to ensure systematic, strict, and clear execution of work.

2.2. Academic programs are designed and implemented to meet international standards

- Develop new academic programs based on a competency and integration approach relevant to each industry field to meet international standards.
- Periodically review and update academic programs and course outlines.

2.3. Improve the quality of teaching and learning to achieve the learning outcomes

- Enhance teaching methods.
- Improve assessment and evaluation methods.
- Increase soft skills and English proficiency for students.

2.4. Conduct quality assessment and accreditation at institutional and program levels according to international standards

- Conduct external assessment or accreditation at the program level, aiming for at least 80% of programs to be successfully assessed or accredited by 2025.
- Implement institutional accreditation (cycle 2) according to international standards.
- University ranking.

Target	Action Plans	Year 2021	Year 2022	Year 2023	Year 2024	Year 2025
Complete the University's internal quality assurance system.	Review the internal quality assurance system.	50% of management documents related to quality assurance and accreditation are developed.	70% of management documents related to quality assurance and accreditation are developed.	90% of management documents related to quality assurance and accreditation are developed, supplemented, and refined.	100% of management documents related to quality assurance and accreditation are developed, and refined.	100% of management documents related to quality assurance and accreditation are developed and updated.
		Develop the internal quality assurance model.	Review/ modify the internal quality assurance model.	Review the internal quality assurance model according to AUN-QA.	Complete the internal quality assurance model according to AUN-QA.	Develop an internal quality assurance system according to AUN-QA, benchmarking it against other standards.
Complete the internal quality assurance system of the University.	Enhance awareness of quality assurance and build a quality culture within the University.	<ul style="list-style-type: none"> - 100% of documents, processes, and regulations on quality assurance are disseminated. - 100% of key personnel are trained in self-assessment and external assessment activities according to international standards. 	<ul style="list-style-type: none"> - 100% of documents, processes, and regulations on quality assurance are disseminated. - 100% of key personnel are trained in self-assessment and external assessment activities according to international standards. 	<ul style="list-style-type: none"> - 100% of documents, processes, and regulations related to quality assurance are disseminated. - 20% of the University's staff are trained in self-assessment and external assessment activities according to international standards. 	<ul style="list-style-type: none"> - 100% of documents, processes, and regulations related to quality assurance are disseminated. - 30% of the University's staff are trained in self-assessment and external assessment activities according to international standards. 	<ul style="list-style-type: none"> - 100% of documents, processes, and regulations related to quality assurance are disseminated. - 50% of the University's staff are trained in self-assessment and external assessment activities according to international standards.

Target	Action Plans	Year 2021	Year 2022	Year 2023	Year 2024	Year 2025
	Promote digital transformation in quality assurance.	Research and develop a storage system for quality assurance evidence.	Develop a storage system for quality assurance evidence.	<ul style="list-style-type: none"> - Complete the storage system for quality assurance evidence. - Develop regulations, processes, and core indicators for internal quality assurance activities. 	<ul style="list-style-type: none"> - 50% of evidence is stored in the system. - Develop (using outsourcing) quality assurance index management software. 	<ul style="list-style-type: none"> - 70% of the quality assurance system is digitized. - Quality assurance indicators are operated and monitored using quality assurance software.
	Strengthen the quality assurance capabilities of specialized staff and all University personnel.	100% of specialized staff in quality assurance are trained to enhance their capabilities.	100% of specialized staff in quality assurance are trained to enhance their capabilities.	100% of staff are trained to enhance their capabilities in quality assurance and accreditation: <ul style="list-style-type: none"> - Management personnel - Specialized personnel in quality assurance and accreditation 	100% of the staff in the quality assurance teams and groups within the University are trained to enhance their capacities in quality assurance and accreditation.	100% of specialized staff in quality assurance and accreditation hold certificates for completing an assessor training course or possess an assessor card.
Complete the University's internal quality assurance system.	Strengthen channels for collecting feedback on service quality, academic programs, teaching and learning quality, etc.	10% of the University's divisions	15% of the University's divisions	20% of the University's divisions	30% of the University's divisions	50% of the University's divisions

Target	Action Plans	Year 2021	Year 2022	Year 2023	Year 2024	Year 2025
	<ul style="list-style-type: none"> - Regular meetings with faculty and staff: twice a year - Regular meetings with student groups: twice a year 					
	Review and complete the system of governance documents, regulations, rules, and implementation guidelines for the University's activities.	50% of documents on the University's activities are reviewed, updated, and issued.	60% of documents on the University's activities are reviewed, updated, and issued.	70% of documents on the University's activities are reviewed, updated, and issued.	90% of documents on the University's activities are reviewed, updated, and issued.	100% of documents on the University's activities are reviewed, updated, and issued.
	Develop internal standards for core activities (training, facilities, personnel, research, etc.) based on international standards.	20% of activities	20% of activities	30% of activities	50% of activities	70% of activities
Academic programs are designed and implemented	Develop new academic programs based on a competency and	100% of newly developed programs	100% of newly developed programs	100% of newly developed programs	100% of newly developed programs	100% of newly developed programs

Target	Action Plans	Year 2021	Year 2022	Year 2023	Year 2024	Year 2025
to meet international standards.	integration approach relevant to each industry field to meet international standards.	in the academic year 2021 – 2022	in the academic year 2022 - 2023	in the academic year 2023 - 2024	in the academic year 2024 - 2025	in the academic year 2025 - 2026
	Periodically review and update academic programs and course outlines	100% of academic programs for Intake 2021 are updated according to international standards (8 programs by AUN-QA, 5 programs by ACBSP).	100% of academic programs for Intake 2022 are updated according to the international standards (11 programs by AUN-QA; 3 programs by FIBAA; 5 programs by ACBSP).	100% of academic programs for Intake 2023 are updated according to the international standards (11 programs by AUN-QA; 3 programs by FIBAA; 5 programs by ACBSP).	100% of academic programs for Intake 2024 are issued (15 programs by AUN-QA, 3 programs by FIBAA, 5 programs by ACBSP).	100% of academic programs by Intake 2025 are updated based on the assessment of 2023 and 2024 programs according to international standards (15 programs by AUN-QA, 3 programs by FIBAA, and 5 programs by ACBSP).
	Academic programs are periodically self-assessed and externally assessed according to international standards.	100% of academic programs (in the assessment cycle)	100% of academic programs (in the assessment cycle)	100% of academic programs (in the assessment cycle)	100% of academic programs (in the assessment cycle)	100% of academic programs (in the assessment cycle)
Improve the quality of teaching and	Enhance teaching methods.	- 10% of lecturers have class observations.	- 20% of lecturers have class observations.	- 30% of lecturers have class observations.	- 50% of lecturers have class observations.	- 70% of lecturers have class observations.

Target	Action Plans	Year 2021	Year 2022	Year 2023	Year 2024	Year 2025
learning to achieve the learning outcomes.		- End-of-course survey results: 90% of student feedback rated A & B	- End-of-course survey results: 90% of student feedback rated A & B	- End-of-course survey results: 90% of student feedback rated A & B	- End-of-course survey results: 90% of student feedback rated A & B - Organize training on innovative teaching methods (at the University/Faculty level).	- End-of-course survey results: 90% of student feedback rated A & B - Organize training on innovative teaching methods (at the University/Faculty level).
	Improve assessment methods to ensure reliability, validity, and measurement of the achievement of learning outcomes.	Develop a grade analysis model.	- Review and implement the grade analysis model. - Develop regulations and implement the measurement and assessment of learning outcomes.	- Regularly analyze course grades by semester. - 80% of programs have their learning outcomes measured and assessed.	- Regularly analyze course grades by semester. - 100% of programs have their learning outcomes measured and assessed.	- Regularly analyze course grades by semester. - 100% of programs have their learning outcomes measured and assessed
	Enhance soft skills and English proficiency for students.	- Number of soft skills workshops, projects, and seminars: 1 per program. - 60% of students meet the English proficiency outcomes on schedule.	- Number of soft skills workshops, projects, and seminars: 1-3 per program. - 70% of students meet the English proficiency outcomes on schedule.	- Number of soft skills workshops, projects, and seminars: 3-5 per program. - 80% of students meet the English proficiency outcomes on schedule.	- Number of soft skills workshops, projects, and seminars: 5-7 per program. - 90% of students meet the English proficiency outcomes on schedule.	- Number of soft skills workshops, projects, and seminars: 7-9 per program. - 100% of students meet the English proficiency outcomes on schedule.

Target	Action Plans	Year 2021	Year 2022	Year 2023	Year 2024	Year 2025
Conduct quality assessment and accreditation at institutional and program levels according to international standards.	Conduct assessment and accreditation for academic programs, aiming for at least 80% of programs to be successfully assessed or accredited by 2025.	Complete self-assessment for 3 academic programs according to AUN-QA standards.	- Assess 3 programs according to AUN-QA. - Complete self-assessment for 3 programs according to AUN-QA standards.	Complete self-assessment for 4 programs according to AUN-QA standards.	- Assess 4 programs according to AUN-QA. - Complete self-assessment for 3 programs.	Assess 3 programs according to AUN-QA.
	Conduct external assessment or accreditation for academic programs, with the goal of having at least 80% of programs assessed or accredited by 2025.	Submit periodic reports for ACBSP-accredited programs.		Submit periodic reports for ACBSP-accredited programs.	Implement self-assessment for 5 programs according to ACBSP standards (2nd cycle accreditation).	Accredit 5 programs according to ACBSP standards (2nd cycle accreditation).
		Complete the self-assessment for 3 academic programs according to FIBAA standards.	External assessment of 3 programs according to FIBAA.	Implement improvements after FIBAA accreditation for 3 programs.	Implement improvements after FIBAA accreditation for 3 programs.	Review and enhance based on FIBAA accreditation for 3 programs.
		Study the NEAS standards for the implementation of the English for International Communication program.	Implement NEAS quality endorsement for the English for International Communication program (Year 1).	Implement NEAS quality endorsement for the English for International Communication program (Year 2).	Implement NEAS quality endorsement for the English for International Communication program (Year 3).	Implement NEAS quality endorsement for the English for International Communication program (Year 4).

Target	Action Plans	Year 2021	Year 2022	Year 2023	Year 2024	Year 2025
	Conduct institutional accreditation (2nd cycle) according to international standards.	Research and select an appropriate accrediting organization (AUN-QA, FIBAA, ASIIN, etc.).	Choose the accrediting organization.	Develop a self-assessment plan at the institutional level according to international standards.	Implement the self-assessment report and site visit assessment according to international standards.	Implement improvements following the institutional accreditation according to international standards.
	University ranking	Rated 4 stars by QS Stars				Rated 5 stars by QS Stars