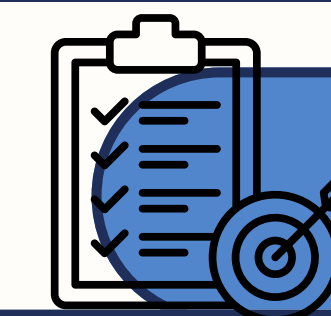


Building a Data-Driven QA System for Continuous Improvement

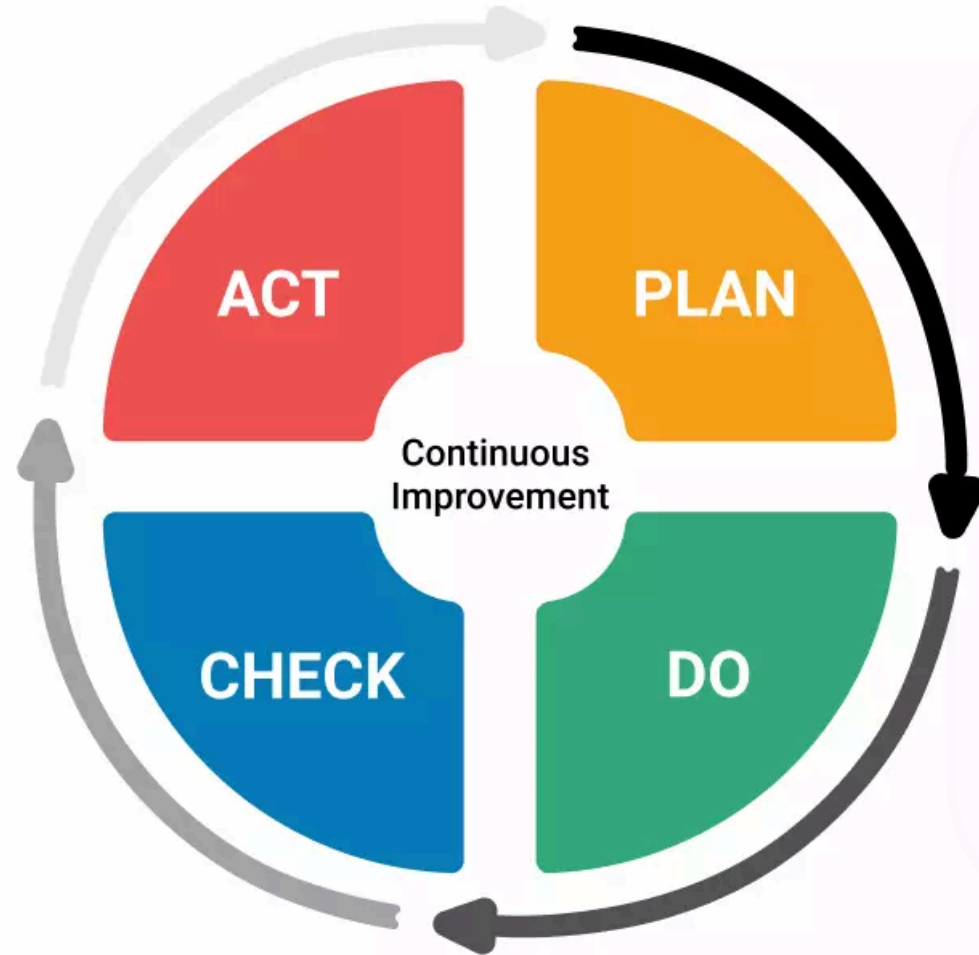


Challenges

- Limited data-driven decision-making across units.
- Low stakeholders response rates in surveys and feedback mechanisms.
- Difficulty linking QA data to strategic planning and improvement actions



Actions Taken

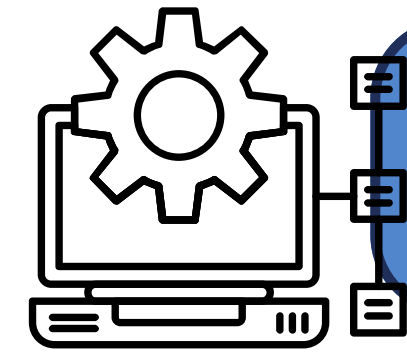


- Developed digital QA tools for data collection, analysis, and reporting.
- Improved communication and feedback processes to boost response rates.
- Integrated QA findings into planning and decision-making at all levels
- Conducted training to strengthen staff capacity in data-driven management.



Surveys & Data Collection system

- Student
- Alumni
- Faculty and support staff
- Employer
- Expert



IQA system

- Quality Goals
- IQA Procedures
- Follow PDCA circle
- Peer Assessment
- Evaluation



Dashboard

- Data Summary
- Data Visualization
- Real-time Data
- Monitoring
- Performance Tracking

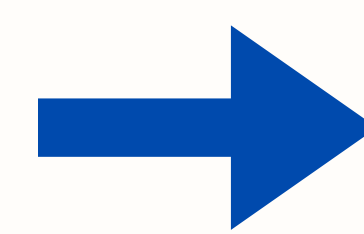


Continuous improvement



Achievement

- Enhanced evidence-based culture,
- **Improved stakeholder engagement,**
- Stronger alignment between QA and institutional development.



- 46 accredited undergraduate programs
- 6 accredited Master programs,
- Attract investment from enterprises

No.	Survey Type	Response rate		
		2023	2024	2025
1	Student Satisfaction	36.72%	55.58%	74.36%
2	Staff Satisfaction	14.91%	23.30%	37.22%
3	Alumni Satisfaction	22.69%	61.51%	70%



About HCMUTE

- Since 1962,
- 51 undergraduate programs,
- 17 Master programs
- 8 PhD programs
- over 30.000 Students



<https://hcmute.edu.vn/>

