



Agency for Quality Assurance through the Accreditation of Study Programmes)

(Agentur für Qualitätssicherung durch Akkreditierung von Studiengängen)

SELF EVALUATION REPORT

Bachelor Program of Information Technology

FPT UNIVERSITY

2022

TABLE OF CONTENTS

TABLE OF CONTENTS	ii
LIST OF ABBREVIATION.....	iv
CHAPTER I	6
BRIEF OVERVIEW OF THE CONTEXT OF THE PROGRAM.....	6
1.1. 6	
1.2. 6	
1.3. 7	
CHAPTER II.....	7
AN INSIGHT INTO THE INFORMATION TECHNOLOGY DEPARTMENTS	7
2.1. 7	
2.2. 7	
2.3. 7	
CHAPTER III	8
QUALITY OF CURRICULUM	8
3.1. 8	
3.2. 8	
3.3. 8	
3.4. 8	
3.5. 8	
CHAPTER IV.....	9
PROCEDURES FOR QUALITY ASSURANCE	9
4.1. 9	
4.2. 9	
4.3. 9	
4.4. 9	
4.5. 9	
4.6. 9	
CHAPTER V	10
LEARNING, (TEACHING) AND ASSESSMENT OF STUDENTS.....	10
5.1 10	
5.2 10	
5.3 10	
5.4 10	
CHAPTER VI.....	11

STUDENT ADMISSION, PROGRESSION, RECOGNITION, AND CERTIFICATION / LEGAL STATUS, ADMISSION AND CERTIFICATION	11
6.1	11
6.2	11
6.3	11
6.4	11
6.5	11
6.6	12
CHAPTER VII.....	12
TEACHING STAFF	12
7.1.	12
7.2.	12
7.3.	12
CHAPTER VIII	13
LEARNING RESOURCES AND STUDENT SUPPORT	13
8.1.	13
8.2.	13
8.2.1.	13
8.2.2.	13
8.2.3.	Error! Bookmark not defined.
8.2.4.	13
8.3.	14
8.4.	14
CHAPTER IX.....	15
PUBLIC INFORMATION.....	15

LIST OF ABBREVIATION

ACBSP	Accreditation Council for Business Schools and Programs
ACM	Association for Computing Machinery
BA	Business Administration
BCS	Bachelor Program of Computer Science
BIA	Bachelor Program of Information Assurance
BIT	Bachelor Program of Information Technology
BIT-AI	Artificial Intelligence, BIT's specialization
BIT-GD	Digital Art & Design, BIT's specialization
BIT-IA	Information Assurance, BIT's specialization
BIT-IoT	Internet of Things, BIT's specialization
BIT-IS	Information System, BIT's specialization
BIT-SE	Software Engineering, BIT's specialization
BSE	Bachelor Program of Software Engineering
CDIO	Conceive – Design – Implement – Operate
CLOs	Course learning outcomes
ECTS	European Credit Transfer and Accumulation System
EOS	FPTU Exam Online System
FAP	FPTU Academic Portal
FCP	Final Capstone Project
FCS	FPT credit system
FE	Final exam
FLM	FPTU learning materials system
FPTU	FPT University
ISO	International Organization for Standardization
IT	Information Technology
KPI	Key performance indicator
LOs	Learning outcomes
MOET	Vietnam's Ministry of Education and Training
MOOCs	Massive Open Online Courses
NHSGE	National High School Graduation Examination
OJT	On-the-Job Training
OKR	Objectives and Key Results
ORT	Orientation
OTP	Orientation and General Training Program

PE	Practical exam
PEN	Preparation English
PLOs	Program learning outcomes
POs	Program objectives
QA	Quality assurance
QB	Question bank
QS	Quacquarelli Symonds
SC	Social constructivism method
TE	Theoretical exam
VINASA	Vietnam Software and Information Technology Services Association

FPTU's departments/units/offices

Admin	Administration Department
AOM	Academic Organization and Management Department
D2HEP	Development Division for Higher Education Programs
HR	Human Resources Management Department
IC-PDP	International Collaboration & Personal Development Programs Department
QAB	Quality Assurance Board
SRO	Student Relations Office
IT Departs	IT Departments
CF	Computing Fundamentals Department
GD	Graphic Design Department
IA	Information Assurance Department
ITS	Information Technology Specialization Department
SE	Software Engineering Department
SS	Soft-skill Department

CHAPTER I

BRIEF OVERVIEW OF THE CONTEXT OF THE PROGRAM

1.1. A brief overview of the university's respectively academic institution's structure

FPT University (FPTU) was the first private university established by an enterprise, FPT Corporation – the leading enterprise in information technology services, in Vietnam in September 2006 [Evidence 1.1]. Now, FPTU is a member of FPT Education Co. Ltd., a subsidiary of FPT Corporation.

The mission of FPTU is to provide global competitiveness to a massive number of learners, contributing to the intellectual development of the country. The University's vision is Industry Relevant-Global-Smart Education-Mega (iGSM). FPTU aims to become an international mega education system, meeting social demands for skills and using the most advanced technologies in teaching. Its philosophy believes that education is to organize and manage the self-learning skills of learners. The mission, vision, and philosophy can be found on the University website.

To achieve the mission and vision, FPTU's strategies include 5 dimensions in its operation: excellent teaching, good research, firm internationalization, high employability, and social engagement. Quality-driven management has been implemented since the very first days of the establishment. FPTU has followed the *ISO standards* for its internal quality system. From 2006 to 2018, the University followed the ISO 9001 Standards. In order to improve educational quality and outcomes, FPTU has transferred to the ISO 21001:2018 Standards (applicable for educational organizations) and received the certificate in 2021. The ISO Standards certificates can be found on the website. FPTU was also the first university in Vietnam to *be rated by QS Stars* (Quacquarelli Symonds). In the last rating in 2018, FPTU was rated as a 3-star university in which Teaching, Employability, Facilities, and Social Responsibility were rated as highest 5* QS Stars. Regarding accreditation, in 2019, FPTU received the *national institution-level accreditation* certificate. The Bachelor Program of Business Administration (Hanoi campus) received the *ACBSP program-level accreditation* certificate (Accreditation Council for Business Schools and Programs). These accreditation certificates can be found on the websites. *THE Impact Rankings* 2022 listed FPTU in the group of 801-1000 globally in 2022. It recognized the University's impact on and contribution to social and human development as well as environmental protection. Additionally, for 13 consecutive years, from 2009 to 2021, FPTU received Sao Khue Awards for its information technology training. Sao Khue Awards are held by the Vietnam Software and Information Technology Services Association (VINASA) to honor excellent practices in the information technology sector.

Currently, FPTU admits students for 5 *undergraduate programs*: Information Technology (IT), Business Administration (BA), English Studies, Japanese Studies, and Korean Studies, and 2 *master's degree programs* in Software Engineering and Business Administration [Evidence 1.2].

FPTU's academic programs respond to enterprise needs, follow international standards, and focus on the importance of comprehensive and harmonious human development strategies. These programs are offered at FPTU's 5 campuses: Hanoi, Ho Chi Minh City, Da Nang, Can Tho, and Binh Dinh.

1.2. The program's position within the scope of FPTU's overall strategic planning

Training human resources for the IT sector has been identified as the government's priority¹. By responding to this government strategy, FPTU has contributed to the development of IT human resources through specific mechanisms for IT-related majors at the undergraduate level. FPTU's IT programs have played an essential role in its training. The first training license that FPTU was granted was for an IT degree, Bachelor Program of Software Engineering, in 2006.

1.3. General support, advice and guidance-counselling services offered to students

The supporting activities are offered widely to all of FPTU's students, regardless of majors, genders, sexual orientations, ages, ethnicities, disabilities, or socio-economic backgrounds. The structure of the units which provide those services can be found on the websites.

CHAPTER II

AN INSIGHT INTO THE INFORMATION TECHNOLOGY DEPARTMENTS

2.1. Information Technology departments' profile

The BIT program has been offered at all of FPTU's 5 campuses. In the scope of this assessment, FPTU applies for the accreditation in the BIT program offered at the Hanoi campus. It is the main campus that can sketch the most holistic view of FPTU's activities in general and the BIT program's implementation in particular.

The BIT program in Hanoi has been delivered by 5 departments: Software Engineering (SE), Computing Fundamentals (CF), Information Assurance (IA), Information Technology Specialization (ITS), and Graphic Design (GD). They are under the management of the Academic Affairs Board.

IT Departments (IT Departs) has been offering 4 undergraduate programs: (i) Bachelor Program of Software Engineering (BSE), (ii) Bachelor Program of Information Assurance (BIA), (iii) Bachelor Program of Computer Science (BCS), and (iv) Bachelor Program of Information Technology (BIT). The last cohort of students in the BSE, BIA, and BCS programs are expected to graduate no later than the Fall Semester 2024. Due to the needs of society and the University's strategy, FPTU has admitted students for BIT only since 2019. The BIT includes 6 specializations: Software Engineering (BIT-SE), Information Assurance (BIT-IA), Artificial Intelligence (BIT-AI), Information System (BIT-IS), Internet of Things (BIT-IoT), and Digital Art & Design (BIT-GD).

2.2. The departments' support for their programs

IT Departs mainly take part in teaching, research, and supporting students during their study. Supporting activities are conducted by FPTU-level specialized departments, which are mentioned in Chapter I. Besides, IT Departs also receive technical and professional support in various forms: Coordination of the program; Advice and guidance-counselling services for students; Organization of assessments; Internationalization of studies and Facilities.

2.3. Financial resources allocation to the program

FPTU's academic departments, including IT Departs, focus on teaching and researching responsibilities. Other activities are provided by other units. Therefore, IT Departs and its programs are not allocated financial resources as independent units. A massive amount of IT Departs' expenditure is on teaching and learning materials, admission, and lecturers' salaries.

1

CHAPTER III

QUALITY OF CURRICULUM

3.1. Program objectives and Expected learning outcomes

The BIT program includes six specializations and its curriculum is designed based on Program Objectives (POs), which are translated into 13–18 Program Learning Outcomes (PLOs) grouped into four categories [Evidence 3.1]. These PLOs are developed according to social and employment needs, using sources such as Reports on IT Human Resource Needs from FPT Corporation [Evidence 3.2]. Each specialization has distinct PLOs in the major and specialized knowledge categories, focusing on relevant skills like digital art design, software development, information security, AI, and IoT applications. FPTU regularly updates the curriculum based on employer feedback, with major reviews in 2019, 2021, and 2022, and ensures alignment of PLOs with its mission, supported by course-specific learning outcomes and a structured framework.

3.2. Curriculum structure

The BIT curriculum is developed based on reputable frameworks like ACM, CDIO, ABET, and AQAS, and follows a Trimester and sandwich model with a preparation phase, foundational courses, OJT, specialization, and a final capstone project [Evidence 3.1]. Students are equipped with soft skills, a second foreign language (Japanese), and fundamental understanding of ethics, law, and scientific methodology through a structured ideal-typical plan [Evidence 3.3, Evidence 3.4]. The curriculum offers elective courses in the form of standalone groups (e.g., TMI_ELE) and course combos (e.g., SE_COM, PHE_COM), allowing students to tailor their learning based on interests and career orientation [Evidence 3.5]. Most of the courses are delivered online via Coursera, and the program integrates national values like traditional instruments and Vovinam while preparing students for diverse careers in SE, AI, IA, IS, IoT, and GD, as detailed on the university's website and FLM system.

3.3. Workload

The BIT program at FPTU is designed According to the Vietnamese Qualification Framework and Circular No. 17/2021/TT-BGDDT. It covers general, foundational, and specialized knowledge along with physical education [Evidence 3.6]. Additionally, FPTU recognizes credit-transfer courses from the University of Greenwich, using the conversion principles [Evidence 3.7].

3.4. Research interlinks

At FPTU, teaching is strongly integrated with research through project-based courses in the BIT curricula that help students develop key research skills. Lecturers mentor students in real research projects, where they can contribute and be recognized as co-authors [Evidence 3.8]. The university promotes research culture through annual events like the FPT Edu Research Festival and competitions such as Hackathon and ACM [Evidence 3.9]. Students are also encouraged to join technical clubs like the AI club [Evidence 3.10], and their capstone projects often focus on cutting-edge areas like AI, system design, and cybersecurity.

3.5. Update the course handbook

The BIT course handbook at FPTU is regularly updated to enhance program quality and align with industry needs. Updates are informed by feedback from students, faculty, and employers [Evidence 3.11], as well as international standards like those from the ACM. The syllabus is reviewed periodically, particularly near the end of each semester. Around weeks 12 to 14, the

D2HEP holds a meeting based on input from Academic Departments to decide on necessary updates [Evidence 3.12].

CHAPTER IV

PROCEDURES FOR QUALITY ASSURANCE

4.1. Quality assurance system

FPTU maintains a comprehensive quality assurance (QA) system managed by the Quality Assurance Board (QAB), which follows ISO-based guidelines and conducts monthly evaluations based on 13 ISO 21001-based procedures [Evidence 4.1]. Program development and review are guided by stakeholder feedback and involve consultation with qualified industry experts. The implementation of teaching and learning activities is regulated by Academic Affairs procedures [Evidence 4.2], with support from various departments such as AOM and Testing. External QA is ensured through national accreditation every five years, annual ISO 21001:2018 audits, and ACBSP accreditation for the BBA program.

4.2. Stakeholder involvement

The University recognizes the importance of strengthening relationships with influential stakeholders to maintain academic program quality. FPTU collects stakeholders' feedback through surveys, evaluations, and meetings, and analyzes the data to identify areas for improvement [Evidence 4.3]. Students can provide feedback through various channels, including the university website and social media, and faculty members communicate concerns through regular meetings. The collected data is synthesized, classified, and sent to relevant departments for evaluation and corrective actions.

4.3. Employment and career development of the graduates

Employment and career development are key goals of the study programs, with career prospects clearly outlined on the University's website and the FLM system. To meet industry needs, the programs include an OJT semester before the specialized phase. The Industry Relations and Alumni Office supports job placement through activities like job fairs, company tours, and CV writing training.

4.4. QA procedures support guarding against intolerance and discrimination

FPTU upholds non-discrimination in student admission, ensuring fairness based on academic merit. The University's core values—Respectful, Innovative, Team-spirited, Objective, Exemplary, and Wise—are implemented across all activities. For staff and faculty, FPTU guarantees fair treatment in recruitment, promotions, and salaries, with opportunities based on competencies rather than seniority [Evidence 4.4], [Evidence 4.5]. Furthermore, all employment practices, including salary provisions and dismissal procedures, adhere to strict regulations to prevent discrimination and ensure fairness [Evidence 4.6], [Evidence 4.7], [Evidence 4.8], [Evidence 4.9].

4.5. Quality-related information systems

FPTU has integrated technology for data management from its inception, utilizing various systems to monitor and manage academic and administrative data. Student profiles, satisfaction surveys, course registrations, and schedules are handled through FAP, while learning materials and pathways are tracked via FLM. Faculty performance is managed through IPMS, and the University's overall performance is assessed via OKR. Additionally, financial data is managed using Datalake [Evidence 4.10].

4.6. Review of students' scores

The Academic Affairs Board sends students' final exam scores to the Department Head/Deputy Head, who evaluates the pass rates at end-of-semester meetings [Evidence 4.11]. Courses with low pass rates are analyzed, and solutions are proposed. Similarly, programming and design courses also saw low pass rates due to students' unfamiliarity with practical exams and attendance issues. The IT Department has proposed solutions to address these challenges.

CHAPTER V

LEARNING, (TEACHING) AND ASSESSMENT OF STUDENTS

5.1 Process of coordination of courses content and organization

To ensure effective course coordination and avoid content overlap, FPTU follows a structured process for building course materials, regulated by curriculum regulations and ISO standards [Evidence 5.1]; [Evidence 5.2]. The AOM department manages training organization activities, ensuring no overlap in class scheduling, and maintaining class sizes typically under 30 students [Evidence 5.4]. The BIT program employs diverse teaching methods, including active and project-based learning, with the addition of the social constructivism method since Summer 2021, supported by the EduNext platform [Evidence 5.5], [Evidence 5.6]. Feedback from students, alumni, and lecturers is gathered each semester to assess and adjust the program based on their input [Evidence 5.8], [Evidence 5.9].

5.2 Diverse student population and the support

FPTU's BIT program is open to a diverse student population, with no limits on age, gender, religion, or race, and includes both local and international students. The program promotes fairness and support for all students, offering teaching materials and interactive systems primarily in English, such as FAP and FLM [Evidence 5.10]. Digital transformation projects, including EduNext and Coursera platforms, offer flexible learning options, especially for students with employment [Evidence 5.10]. Additionally, students with health issues receive tailored support in physical education courses, and exceptional students with full-time contracts after OJT are exempt from attendance requirements [Evidence 5.11].

5.3 Assessment and the exam organization

Course assessment in FPTU's BIT program is primarily based on Learning Outcomes (LOs), with assessments including ongoing tests and a final exam (FE). Ongoing assessments may involve attendance, assignments, lab work, and practical exams, while the FE is constructed from a question bank aligned with course LOs [Evidence 5.12], [Evidence 5.13]. Exams are organized through the EOS system, with a quality check performed before the test [Evidence 5.14], [Evidence 5.15]. For the OJT, students must complete their credits before qualifying, and feedback from both students and businesses is continuously processed [Evidence 5.16]. The organization of the exams is the responsibility of the Testing Department [Evidence 5.17]. The exam schedule is announced to the students before the exam [Evidence 5.18]. The timetable for test scores are clearly stated in the exam schedule time and FAP [Evidence 5.19]. All course examinations are computer-based. Instructions for using these exam platforms are emailed to students before the exams [Evidence 5.20]. Students are familiarized with the assessment structures in some ways. Lecturers announce the assessment components of the course in the first class-time, or a student handbook including full information on the training program, library, exam regulations, etc., is also provided to students at the admission time [Evidence 5.21].

5.4 Appeals and Complaints Procedure

Students can appeal their final exam results within 7 days of the result announcement. The Testing Department assigns a different lecturer to re-grade the exam papers, and students receive the appeal results within 4 days [Evidence 5.22]. This procedure is outlined in the Academic Affairs Procedure and the Student Handbook [Evidence 5.22].

CHAPTER VI

STUDENT ADMISSION, PROGRESSION, RECOGNITION, AND CERTIFICATION / LEGAL STATUS, ADMISSION AND CERTIFICATION

6.1 Admission

FPTU admits students once a year, with the admission policies and procedures aligned with MOET regulations. Admission methods include direct admission, using national high school examination results, high school GPAs, and other methods outlined on the university's website. All students must meet an English proficiency requirement equivalent to IELTS Academic 6.0 or participate in the PEN phase if they do not fulfill this requirement. Scholarships and financial aid are available, with details on the university's website, and the admission process is governed by the Admission Procedures [Evidence 6.1].

6.2 Progress monitoring

After enrollment, student progress is monitored through the SCS portal, which integrates data from the FAP system. The Front Office tracks attendance and contacts students who miss classes, while also offering support for academic and non-academic issues [Evidence 6.2]. They assist students at risk of exceeding the study period by providing advice on course registration [Evidence 6.2]. Students can also request academic support, such as tutoring or mentoring, through the Front Office or the FAP system [Evidence 6.2].

6.3 Recognition of previous learning

FPTU strongly supports the recognition of previous learning, including graduates from short-term programs, other universities, and transfer students. The academic regulation includes provisions for recognizing previous learning, which are introduced to students during the new enrollment ORT. FPTU has issued the Procedures on Curriculum Development, which outlines the process for reviewing and developing program elements, including credit transfer requests. Students submit credit transfer documents to AOM, which are then reviewed by D2HEP based on learning outcomes, course length, and prerequisites.

6.4 Internationalization and Globalization

FPTU encourages students to study abroad for at least one semester, organized by the IC-PDP Department, offering language learning, OJT, and cultural experiences [Evidence 6.3]. Before the COVID-19 pandemic, programs were held in countries like China, Thailand, Malaysia, Indonesia, and Belgium [Evidence 6.3]. The FPTU Global Center also recruits international students for study and internship programs in Vietnam [Evidence 6.4]. Additionally, FPTU's BIT program offers programs for Japan and Korea, where students can learn the languages and culture, with OJT in these countries, though the pandemic led to a shift to FPT Software [Evidence 6.5].

6.5 Graduates' documents

A graduate from BIT of FPTU will obtain a Bachelor's degree. An academic transcript, a national defense education certificate, a Vietnam national instrument certificate, and an English certificate (if any) are attached. The degree is signed by the Rector and the academic transcript is signed by the Academic Head (see Annex 14) [Evidence 6.6].

6.6 Feasibility of the program

To ensure the feasibility of the BIT program, FPTU has set and managed the key performance indicators (KPI) as shown in Table 10. If there is an anomaly in the data, the involved departments and units will be required to review, explain, and take reasonable corrective actions.

CHAPTER VII TEACHING STAFF

7.1. Qualification

Teaching staff at FPTU are assigned based on their qualifications, academic positions, and areas of expertise, with most required to hold at least a Master's degree. However, under specific MOET regulations, BIT program tutors can be industry experts with a bachelor's degree and at least five years of experience, serving mainly as student supervisors [Evidence 7.1]. To enhance teaching quality, full-time lecturers also contribute to academic journals [Evidence 7.2].

7.2. Recruitment and employment

Faculty and staff at FPTU are employed through contracts under Vietnam's Labor Code No. 45/2019/QH14. Human resource planning is conducted based on student growth, stakeholder needs, and accreditation standards [Evidence 7.3], with recruitment reviewed each semester [Evidence 7.4]. Recruitment follows ISO-standard-based procedures and includes job descriptions, qualifications, and fair hiring practices [Evidence 7.5]. Teaching demo lessons are mandatory [Evidence 7.6], and new faculty are evaluated by a team, with further guidance provided if necessary. Internal and external audits ensure fairness and compliance [Evidence 7.7]. Faculty performance is regularly evaluated via student GPA feedback, and underperforming lecturers may be removed from certain courses, while strong performers may receive promotions or contract extensions [Evidence 7.8], [Evidence 7.9]. The OKR system, in use since 2019, helps faculty set goals for self-improvement and departmental development [Evidence 7.10]. Orientation for new employees includes online and in-person sessions about FPTU's mission, culture, and systems [Evidence 7.11]. Academic departments also provide training based on IBSTPI standards to enhance teaching quality [Evidence 7.12]. New staff receive handbooks and codes of conduct outlining rights, responsibilities, and institutional policies [Evidence 7.14].

7.3. Professional development

Faculty and staff at FPT University (FPTU) are employed under government-regulated contracts (Labor Code No. 45/2019/QH14), with recruitment plans developed based on student growth, academic needs, and accreditation requirements [Evidence 7.3, 7.4]. Recruitment includes public job descriptions and teaching demos [Evidence 7.5, 7.6], and ensures fairness and transparency through internal and external audits [Evidence 7.7]. Faculty teaching is assessed through academic observation and student evaluations on the FAP system [Evidence 7.8, 7.9]. High performance influences contract renewals and promotions, while the OKR system encourages goal-setting for continuous improvement since 2019 [Evidence 7.10]. New faculty receive onboarding through HR orientations, online courses, and a 72-hour FPT culture experience [Evidence 7.11]. Academic departments provide additional orientations based on IBSTPI standards [Evidence 7.12], departmental briefings [Evidence 7.13], and access to employee policies through official handbooks and internal platforms [Evidence 7.14].

CHAPTER VIII

LEARNING RESOURCES AND STUDENT SUPPORT

8.1. Tuition Fee and Scholarships

FPTU is a private university that operates without government funding, relying on tuition and training activities for its expenditures. The BIT program costs approximately 257,000,000 VND, as stated on the university's website, which is only 10% of the cost compared to studying in countries like the US, UK, or Australia. Although this fee has remained stable since the university's founding, it has slightly increased due to changes in the currency exchange rate. Students receive support through around ten types of scholarships and financial aids, with pre-admission scholarships and loans making up 10% of tuition revenue annually [Evidence 8.1].

8.2. Material Sources

8.2.1. Learning center

- **Lecture room and laboratory:** FPTU Hanoi campus includes four main buildings—Alpha, Beta, Gamma, and Delta—with the 7-floor Alpha building having won top honors in Vietnamese green architecture and recognition at the World Architecture Festival. The campus has a usable space, comprising classrooms, laboratories/studios, and English practice rooms, all equipped with modern facilities and available for academic use. Room bookings for other purposes require approval from the Administration Department.

- **Library:** FPTU's library is located on the 1st floor of the Delta Building and operates daily from 8:15 a.m. to 9 p.m., offering both hard copies and online resources, with students and lecturers able to request additional reference books.

- **Language Center:** The Language Center of FPTU is named Little UK equipped with the Western-designed facilities for learning English in the preparation phase.

8.2.2. Information Technology

FPTU is approaching 100% WiFi coverage on campus. Each student is allocated 2 accounts for accessing WiFi. FPTU has an IT Help Desk that supports the use of Internet and other services. The University is widely using IT to enhance students' performance in the classes and employees' productivity in the workplace environment. The detailed application of IT in FPTU can be seen at Annex 8 [Evidence 8.2].

8.2.3. Public Facilities

- **Sports and Arts:** Sports facilities include 3 football fields, a martial arts school, a tennis court, a gym with completely modern equipment, a barbell exercise field, a multifunctional sports yard, an ice-skating rink, and others. FPTU is famous for being the largest Street Work Out Area in Southeast Asia.

- **Transportation:** Since 2019, electric buses and bicycles have been used to transport faculty members, staff, and students on the Hanoi campus. Upon request, the Front Office issues a student confirmation for a discount with the city buses.

- **Dining and Shopping:** The University has a service area which provides essential services for students, faculty members, and staff. This area includes canteens (with a capacity of up to 5,000 meals/shift), supermarkets, hair salons, laundry rooms, cafeterias, etc.

Maintenance plan for laboratories and other equipment

The infrastructure and facilities at FPTU are designed to be well-operated, reliable, of high quality, safe for users, and appropriate for the surrounding environment while they also meet the demands of academics [Evidence 8.3], [Evidence 8.4].

8.3. Students with Special Needs

- **International students:** the FPTU Global Center was established to support international students in dealing with: (i) visa application and visa extension, (ii) temporary residence card application, (iii) insurance and other financial issues, and (iv) administrative procedures.

- **Students with disabilities:** The University's lecture buildings have elevators and/or wheelchair access for students with disabilities to move easily. Also, there is always a security man who supports students in case of emergency.

- **Students with psychological problems:** For students with psychological problems, the University has put into operation the "Coc Ke" room, which is currently operated by the lecturers in the Soft Skills Department, who listen to and offer them advice. More than 300 students/semester visit the room.

- **Students from low-income families:** As mentioned above, the University offers 2 types of scholarship or fee waiver opportunities for students from low-income families before entering the University and after official admission students. For example, they can get financial loans or a reduction of tuition fees under certain conditions.

- **Students transfer across FPTU's nationwide campuses:** Upon request, students are allowed to switch to another campus and continue their learning journey at the new campus.

8.4. Guidance and Support

- **Study program information:** Information about the study programs (curriculum, faculty members, facilities, etc.) is available in various media, e.g., websites, student handbooks, and social media (e.g. Facebook, YouTube). The University provides syllabi and curricula through many online platforms as mentioned above. All these platforms are managed by a professional admin and are updated regularly so that students can always get access the study program information.

- **Student orientation:** Students attend orientation (ORT) sessions at the beginning of each phase to acquire official information about the upcoming learning phases, see Fig. 9 about Types of ORT at FPTU). The ORTs are held by Student Relations Office (SRO) and AOM with the participation of the faculties and other supporting departments of FPTU such as IT Help Desk., Library, etc.

CHAPTER IX PUBLIC INFORMATION

Public and relevant stakeholders are informed through several channels which are shown the following table:

	MOET	Student	Parent	Employer	Alumni	Faculty members & staff
Programs	BIT profile	Website				
		Student handbook				
Intended LOs	Website					

	MOET	Student	Parent	Employer	Alumni	Faculty members & staff
Admission requirements and selection procedure	Websites: Admission flyers					