

Hanoi, date 29 month 12 year 2023

**THE IMPROVEMENT REPORT OF
TRAINING PROGRAMS AFTER EXTERNAL ASSESSMENT OF FPT UNIVERSITY
PERIOD: 2019 - 2023**

Implementing the improvement plan of academic programs dated month year 2019 signed by the Rector of FPTU University;
Pursuant to the self-assessment reports of Bachelor of Business Administration (BBA) and the external report of ACBSP
Baccalaureate/Graduate Degree Board of Commissioners, FPT University has carried out the improvement activities on upgrading
academic programs.

No.	Improvement actions	Completion Time	Results	P.I.C	Evidence
1.	School guidelines for online mode of delivery should be included in the faculty handbook and student handbook	Spring 2020	School guidelines for online mode of delivery had been added in the faculty handbook and student handbook (technical requirements, advice on specific challenges to students in online programs, etc.,).	Academic Affairs Faculty of Business	- Faculty handbook - Student handbook
2.	Include the institution's strategic objectives in the faculty handbook to help new faculty quickly understand and align with the school's overall direction	2020	In addition to the Employee Handbook and the current Faculty Handbook, based on the feedback of the ACBSP site-visit team, Faculty of Business (FOB) is currently updating the Faculty Handbook to include the additional information as	Academic Affairs Faculty of Business	- Employee handbook - Faculty handbook

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			follows: FPTU and FOB's strategies, objectives, KPIs and action plans.		
3.	Lecturers need to participate more in research	2022-2023	FOB sets the goal of having 5 articles published by FOB lecturers each semester and The goal is achieved. Some semesters exceeded the goal, 2023 sees a positive trend. Change in research promotion policies: - Increase rewards for scientific publications and citations. - Encourage the publication of research projects in reputable journals. - Promote collaboration and exchange of research projects within the FOB, projects with partner universities, and projects with the faculty's alma maters.	Faculty of Business	- Published articles report 2022-2023
4.	Track specific improvements implemented based on feedback in the last semester from various stakeholder groups	12/2022	The surveys of students in the last semester and internal customers of FPTU have been implemented well with analysis of survey results and responses to the participants of the survey: - Regarding curriculum, FOB is still working with the Development Division for Higher Education Programs to make consistent and	Faculty of Business Quality Assurance Board	- The responses to the participants of the survey - Student- and Stakeholder-Focused Results

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			timely improvements to the curriculum based on student feedback. - Regarding OJT, The FOB has been working with companies to expand options for students during the OJT phase.		
5.	The integration of strategic objectives, goals, and action should be enhanced to improve the overall effectiveness of the strategic planning process	1/2023	FOB stated 3 main Strategic Objectives with corresponding Keys Results and Progress Toward Achievement which focus on Developing the scientific research activities of FOB, Faculty developments, international student exchanges.	Faculty of Business Quality Assurance Board	- ACBSP Baccalaureate Graduate QA Report
6.	Update information on the website about graduation rate/job placement rate/OJT of students/alumni	8/2023	Information on the website about graduation rate/job placement rate/OJT of students/alumni was updated on the official website.	Faculty of Business Quality Assurance Board	https://daihoc.fpt.edu.vn/en/student-achievement/
7.	The Faculty of Business provides more explanation about its specific functions and duties to clarify its organizational chart.	Regularly	The organizational chart of FOB was updated with specific functions and duties on the official website.	Faculty of Business	https://daihoc.fpt.edu.vn/en/faculty-cv/faculty-of-business/

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8.	There should be external assessment data for three consecutive periods for all identified student learning outcomes and uses the results to improve its educational processes in the interest of continuously improving student learning outcomes	2023	The school has held the Peregrine exam and the average overall scores in the three exams were above 68% (higher than the average score of 50.33% (non US) and 55.37% (outside US/Asia)).	Faculty of Business	Average overall scores: - Spring 2023: 68.91% - Summer 2023: 68.07% - Fall 2023: 70.67%

Recipient:

- As above;

REPORTER

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