

Evaluation of Lecture Hall Service and Infrastructures Construction Rules of Vietnam Universities Via A Case of Neu in Hanoi

Nguyen Dinh Trung¹, Nguyen Trong Diep², Le Ngoc Nuong³, Dinh Tran Ngoc Huy⁴, Pham Thi Hong Nhung⁵

Email: trungnd@neu.edu.vn

¹National Economics University (NEU), Hanoi Vietnam

²School of Law, Vietnam National University, Hanoi Vietnam

³Thai Nguyen University of Economics and Business Administration, Thai Nguyen Vietnam

⁴Banking University HCMC, Ho Chi Minh City Vietnam - International University of Japan, Japan

⁵Ho Chi Minh College of Economics, Vietnam

Received: September 10, 2022

Revised: October 7, 2022

Accepted: October 16, 2022

Abstract

Building a university design regulations and standards is not only necessary for units in the industry but also contributes to bringing to society modern educational models, suitable to the economic conditions of the country. The standard applies to the design, renovation and new design of university buildings throughout Vietnam, based on the document issued by the Ministry of Construction No. TCVN 3981:1985. This paper also suggest: Improve the quality of the teaching /lecture service staff. First, Develop a reasonable monitoring, evaluation and reward mechanism to motivate people to work hard; Second, Each faculty member on duty has a job description with clear responsibilities, rights and obligations; Third, Conduct ongoing training. It is necessary to regularly organize training and training courses on serving, communicating, and dealing with customers.

Keywords: Standards, Universities Building, Teaching Staff, Service

Introduction

The construction land and the overall premises of the university must comply with Section 2 of the National Standard TCVN 3981:1985 on Universities.

When building many universities in the same city, they must focus on one area or form university clusters, form training centers, support each other in learning and combine the common use of public facilities activities and public services, physical training and sports.

General and Polytechnic schools should be located outside the residential areas of the city, while Agriculture schools should be located in the suburbs or outside the city.

Research questions:

Question 1: What are Effects of rules on building universities and example of NEU in Hanoi?

Question 2: What are Effects of lecture hall service?

Previous Studies

We see below table:

Table 1. Previous studies

Authors	Year	Content, results
BIS -Department for Business, Innovation, & Skills	2011	New forms of digitally generated data are already at the centre of many reformatory efforts in Higher Education at national and international scales. Digital data has been positioned by the UK government as a key element in a radical political reform to make HE more market-driven and customer-focused
Westminster Higher Education Forum	2017	In this context, the UK government has begun considering the ‘the role of big data and learning analytics for universities, including targeted marketing of prospective students, improving retention and personalising learning experience for individuals’
Williamson	2018	The collection, processing and dissemination of Higher Education data is enabled by complex new data infrastructures that include both human and nonhuman actors, all framed by political, economic and social contingencies.
Forest et al	2019	argues that information professionals and literacy educators play an important bridging role between universities and community groups and stakeholders. We describe the context of universitycommunity knowledge exchange, which is increasingly expected, but remains under-supported and under-theorised, and consider new opportunities that exist to support and build capacity in researchers and communities to co-create, share, and use information. We focus on the training and professional development needed to position information professionals and literacy educators as knowledge brokers, and innovative projects that demonstrate their value and potential in this role.
Nguyen Dinh Trung et al	2022	suggest that physical structures of universities and environment affecting much on learning spirit of learners.

Source: author synthesis

Methods

To investigate and explore data, this paper intends to use both qualitative and quantitative research methods. Specifically, conducting in-depth interviews with a number of managers

directly and indirectly related to the Lecturer Service Department to determine the constitutive factors and factors affecting the service quality of the teaching department.

- Officials and lecturers of faculties and subjects: 150 - 200 lecturers.
- Staff of the Lecturer Service Department: 20 employees of the entire department.
- Students/students of all systems: 250 – 300 people, of which only long-term students are surveyed (concentrated or unfocused)

Results and Discussion

Effects of rules on building universities and example of NEU in Hanoi

According to Clause 1, Article 3 of Circular 24/2015/TT-BGDĐT stipulating national standards for higher education institutions promulgated by the Minister of Education and Training, standards for land, facilities and equipment suffer as follows; (1) The land area of the higher education institution allocated is at least 25m²/1 student, the floor area for construction directly serving training is at least 3m²/1 student; (2) The construction work items must meet the current national standards (TCVN) on the design of university works; (3) Having sufficient facilities and equipment necessary to meet training and scientific research requirements; have practice facilities and specialized equipment according to quality assurance requirements for specific training disciplines and specialties; (4) Does the library and information center have enough textbooks and reference books needed for training programs; have access to at least 1 international scientific database and at least 1 international scientific journal (print or electronic) for each training discipline; (5) The information technology infrastructure system connects all relevant units to ensure the availability of information access and use according to the management decentralization of the higher education institution; The website is full of information that needs to be publicized in accordance with the law and other necessary information about the organizational structure and operational aspects of the higher education institution for students and students. interested person to look up.

Here is an example of NEU University Hanoi Vietnam:

Then we see that: The 10-storey building has 147 function rooms including classrooms, doctoral and master thesis defense rooms, group study rooms... and 6 elevators. All classrooms have computers for teachers, projectors, audio, and air conditioners. Modern LED lighting system runs along the corridor. Professional building management unit.

Needless to say, everyone has to admit that National Economics University is one of the hottest schools in the current social network. Not to mention the remarkable achievements that this school has achieved so far, recently, NEU has been continuously broadcasting with a confession fan page with millions of likes, with beautiful boys and girls like hot boys, hot girls and more. Of course, the "building of the century" is indispensable. Auditorium A2 was built over a period of 13 years and is called by many people as the "building of the century", which has overwhelmed everyone by its elegance - genuineness - beauty and impressive architecture.

But recently, NEU students continue to make students from other schools "gato" up and down when showing off pictures of their new library. Just like the luxurious 7-storey library of Ton Duc Thang University, the NEU library will break the thought that the library is a boring place full of books and notebooks (source: kenh14.vn).

Effects of Lecture Hall Service

Lecturer management staff (timetable and lecture layout)

The task of the lecture hall manager is to receive the plan to use the lecture hall from the training unit in the school or the leader of the department.

For make-up classes, supplementary study, exam system, implementation of internship plans, etc. that are not included in the plan from the beginning of the semester or the beginning of the year approved by the Board of Education, students or teachers will write an application to register (Hang ee al., 2021). sign to use the lecture hall (according to the form prescribed by the University) then go to the room leader to confirm, if the room leader agrees, he will go to the lecture hall to check in the room and the lecture hall's equipment. microphone, projector control, air conditioner control (Huy et al., 2020).

For individuals or organizations wishing to rent a lecture hall, the tenant will meet with the lecture hall manager to determine the availability of the classroom, then meet the leader of the Equipment Administration Department to confirm the room is rented (Huy et al., 2020). Then go to the finance department to pay the money as prescribed before going to the lecture hall staff to check in (Jensen2003).

According to students' assessment, the process of borrowing a classroom that is not part of the current schedule is cumbersome and takes a lot of time to wait and travel. There have been many opinions that the school needs to improve the current process of borrowing lecture halls to make it simpler and more convenient (Lewis, 2002). Although the school already has lecture management software, due to its inefficient use, many training units are slow to input data and timetable information, so this software is almost not used by students and teachers. used in the registration to borrow lecture halls.

Staff in charge of engineering

The task of the technical staff is to fix problems with lecture equipment; Report to the head of the department the equipment that needs to be repaired or replaced by an outside unit.

The process of performing the tasks of the technical service department is as follows:

Step 1. Teachers or students report faulty or damaged lecture equipment through the lecture staff

Step 2. Lecturer informs the technical department to fix it

Step 3. In case the technical staff can't fix it, it is necessary to outsource to the group leader or the deputy head of the lecture hall.

Step 4. The team leader/deputy team reports to the head of the Internal Affairs Department for a repair or replacement plan

Step 5. Leaders of Internal Affairs Department assign staff and materials to inspect, survey and evaluate the level of repair or replacement

Step 6. Leaders of Internal Affairs Department submit to the Board of Management a repair and replacement plan based on the survey report of material staff

Step 7. If the Board of Directors approves the repair or replacement plan, the Internal Affairs Department will coordinate with the Finance-Accounting Department to check and verify the quotation to submit to the Board of Directors.

Step 8. The Board of Directors signs a contract for repair or replacement

Currently, in the case of broken equipment, need to outsource repair or buy replacement, the waiting time is long because the process and procedures for procurement and repair are not clear, processing time between parts It's still slow, so students and teachers still complain a lot about the technical department.

Conclusion

Then, here authors will propose via case of National Economics University (NEU) in Hanoi Vietnam, several measures to improve the service quality of the Lecture Department, to meet demand of Internal customers, which are people who work in different parts of the organization, are employees in the company, they depend on the company, the products/services and information they need to complete your task. They are not traditional customers, but they also need to be cared for, taken care of and treated like outside customers. According to the understanding in this study, internal customers are lecturers and researchers who are currently teaching and researching at the National Economics University.

Acknowledgement

The authors would like to thank all friends and editors and to assist this publishing.

Authors' Contributions

All the authors have equally contributed in this work.

Conflicts of interest

There is no conflict of interest

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