

More Discussion on Regulations, Rules and Green Building of Vietnam Universities to Protect Students-Consumers Interest– A Case of Neu Hanoi

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Abstract: This paper purpose aims to present a case of Neu University Hanoi and problems to improve lecture hall service and discuss Relevant regulations on building universities in the country. By using qualitative and analytical methods, descriptive method for primary model, synthesis and discussion methods, This study find out that: NEU University do not pay attention much on task of training soft skills for lecture hall service staff. Also monitoring task of the university for lecture hall service not focused. Not checking working time of lecture hall service staff. Therefore in coming time, NEU University need to Building a culture of interaction between lecture staff, students and teachers is really necessary. Attention should be paid to building a culture of communication and behavior between classroom staff, students and teachers. Expressed through words of speech, communication, caring and sharing, responsibility for work.

Key words: problems, lecture hall services, regulations, rules, students as consumers

I. INTRODUCTION

Previously, in the field of education, the lecture service department is also considered as a training support service department and affects the quality of training.

Next according to RULES OF TRAINING AT UNIVERSITY LEVEL

(Issued together with Circular No. 08/2021/TT-BGDĐT

March 18, 2021 of the Minister of Education and Training)

3. Minimum requirements of training coordination institutions:

a) Meeting the requirements of the pedagogical environment, facilities, equipment, library and management staff as required by the training program;

b) A self-assessment report on the quality of the educational institution has been submitted to the agency competent state according to regulations; 2024 enrollment keywords required has been recognized to meet the quality standards of

educational institutions as prescribed, except for training and retraining institutions under the Ministry of National Defense and the Ministry of Public Security.

Research questions:

Question 1: Present a case of Neu University Hanoi and problems to improve lecture hall service?

Question 2: What are **Relevant regulations on building universities in the country?**

II. METHODOLOGY

Authors have used qualitative and analytical methods, descriptive method for primary model, synthesis and discussion methods in this paper.

We also used historical materialism method.

III. MAIN FINDINGS

3.1 Relevant regulations on building universities in the country

Circular 03/2020/TT-BGDĐT dated 10/2/2020 pointed:

Article 2.

1. Non-business works in the field of education and training are work items in training institutions, including: Classrooms, lecture halls; laboratories, practice rooms, workshops/camps, libraries (or resource centers); working rooms for professors, associate professors, main lecturers, lecturers; physical activity area (sports hall, gymnasium, indoor sports field, outdoor sports field and swimming pool); dormitory, general service area (canteen, canteen, grocery); clinics; garage, break room for lecturers.

2. The specialized area is determined as the floor area calculated according to the clearance size (excluding the area of corridors, stairs, halls, balconies, footwalls, columns, technical boxes) belonging to work items. careers in education and training.

Article 3. Purpose

Standards and norms for using areas of non-business works in the field of education and training specified in this Circular shall be used as a basis for training institutions to make plans and budget estimates; delivery, construction investment, procurement and lease of non-business works; management and use of non-business works.

Article 4. Bases for determination of standards and norms of special-use areas

1. The size of pupils, students and lecturers shall be converted according to the development orientation of the training institution.
2. The training major is stable according to the development orientation of the training institution.
3. Training requirements of the majors to determine the number of specialized work items.

The service quality synthesis model of Brogowicz et al. (1990): These authors argue that the service quality gap has may exist even if the customer has never used the service but hears about it from others, or hears it through advertising or other media. The model considers three factors including: (1) corporate image, (2) external influences and (3) traditional marketing activities.

3.2 Describe a case of Neu university

Therefore, at Neu University Hanoi, the research on services and service quality directly provided to learners by the Academic Department is a study of practical significance, contributing to the policy of innovation and quality improvement. training and training support services of the school today.

Figure 1- Neu University building



(source: internet)

The five-difference model is a general, theoretical model of service quality. To be practical, Parasuraman has tried to build a scale used to assess quality in the service sector.

1. Reliability refers to the ability to perform services appropriately and on time right the first time.
2. Responsiveness expresses the desire and willingness of service staff to provide services to customers.

3. Competence refers to the level of expertise to perform the service. The ability to serve manifests when employees interact with customers, employees directly perform services, and the ability to research to capture relevant information necessary for serving customers.

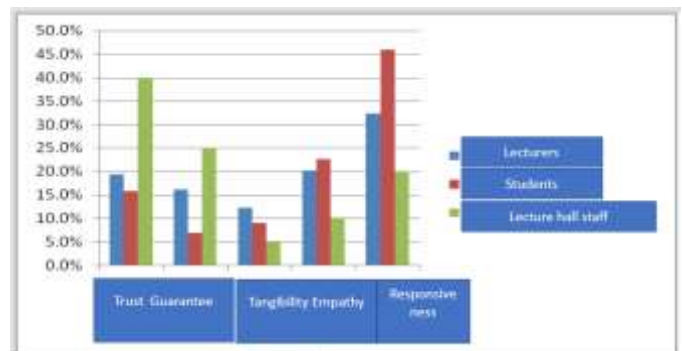
Tangibles expressed through appearance, clothing The ten-component service quality model mentioned above has the advantage of covering almost all aspects of the service.

Evaluation of lecture staff according to the criterion Assurance

According to the assessment of the surveyed subjects, the majority of opinions differ between the subjects. When asked about the extent to which they know the timetable and the process of borrowing equipment in the lecture hall, the lecture staff said that they know the timetable and regulations on borrowing equipment in the lecture hall, but teachers and students did not agree. In addition, criteria such as service attitude and communication skills of lecturers are quite different between different target groups.

About assessing the importance of each criterion to evaluate the service quality of the lecture department. Lecturers have arranged the criteria in the order of Reliability - Assurance - Responsiveness - Empathy - Tangibility, while staff, teachers and students are interested in the criterion of Reliability. Responsiveness - Empathy - Reliability - Assurance - Tangibility.

Figure 2 – combined results of evaluation



(source: authors)

IV. DISCUSSION AND CONCLUSION

The goal is to strive to become a school named in 1,000 schools in the world education system by 2020. That will have a great impact on ensuring the school's synchronous equipment. This is a huge strategic task and affects many aspects of the University's work and activities, requiring an appropriate approach while the University's ranking is still quite modest in the world education system. According to the table In this ranking, in 2013, the University ranked 4,718 in the world

Improve the service process of the teaching staff

3.2.3. Building a culture of communication and behavior

Lecturer service staff is the part that has direct contact with teachers and students on a daily basis, the way they behave, speak or dress greatly affects the quality of service in the lecture department. Building a culture of interaction between lecture staff, students and teachers is really necessary. Attention should be paid to building a culture of communication and behavior between classroom staff, students and teachers. Expressed through words of speech, communication, caring and sharing, responsibility for work. The specific codes of conduct are:

*Internal conduct.

Standards of attitude towards work.

- Strictly comply with the rules, regulations, regulations of the department, the School and legal regulations.
- Comply with the direction and assignment of the department's leaders
- Have a serious, enthusiastic working attitude, not afraid of difficulties.
- Always have a demanding, frank and sincere attitude to contribute in the work.
- Emphasize personal responsibility, do not avoid, deal with, blame, twist or push responsibility.
- Working with a high sense of responsibility, wholeheartedly in the work, focusing energy and intellect on the assigned work.

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Conflicts of interest

There is no conflict of interest

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