

Regulations to Protect Students as Consumers in Constructing Universities – A Case of NEU University Hanoi in Improving the Quality of Lecture Hall Department

Nguyen Trong Diep¹; Dinh Tran Ngoc Huy^{2*}; Nguyen Dinh Trung³; Pham Thi Hong Nhung⁴; Ly Thi Hue⁵

¹LLD, School of Law, Vietnam National University, Hanoi.

¹dieptrongnguyenvnu@gmail.com

^{2*}MBA, Banking University HCM City, Vietnam.

GSIM, International University of Japan, Niigata, Japan.

^{2*}Dtnhuy2010@gmail.com

³PhD, National Economics University, Hanoi, Vietnam.

³trungnd@neu.edu.vn

⁴Master, Ho Chi Minh College of Economics, Vietnam.

⁴hongnhunghce2911@gmail.com

⁵PhD, National Academy of Public Administration, Vietnam.

⁵lythyhuenapa2021@gmail.com

Abstract

*This paper purpose aims to present **regulations to protect students as consumers in constructing universities and describes also, a case of NEU university HANOI in improving the quality of lecture hall department. 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 pay more attention on it. Last but not least, we need to follow relevant regulation son services and **Libraries as the dedicated area for students.** The research on services and service quality directly provided by the Lecturer Department to learners is a study of practical significance, making a common contribution to the policy of innovation and quality improvement and training support services of the school today.***

Key-words: Problems, Recommendations, Lecture Hall Department, Students as Consumers.

1. Introduction

Previously, in the field of education, the quality of training support services was not really concerned. The research mainly focuses on improving the quality of training with influencing factors such as programs, curricula, human resources, facilities, teachers, learners, training process... Meanwhile, The problem that has a large and direct influence on the training process and quality is that the training support services have not been paid enough attention. From this perspective, the lecture service department is also considered as a training support service department and affects the quality of training.

School development goals to 2020

a) General goals

Maintain, promote and affirm the position of national key schools and leading universities in the national higher education system, develop the National Economics University into a multi - disciplinary university on economics and management. Physics and business administration, reaching regional and international level to serve the cause of industrialization and modernization of the country, effectively serving the needs of rapid and sustainable development of Vietnam's socio -economy.

b) Specific goals to 2020

Ensure to improve the quality of comprehensive training, standardize teaching and service teams; Creating a breakthrough in the quality of training in a number of key specialized, regional and international standards to ensure the spread and as a basis for improving the comprehensive quality of training systems.

Expanding, developing and affirming the position is a center for scientific research and economic consultancy, large and reputable business management of Vietnam.

Developing cooperation, closely linking and improving the role of training, research and advice in the network of universities with economic training and business administration, in the higher education system, Research Institute, businesses in Vietnam; Expanding effective exchange cooperation with universities, research institutes and international organizations in the region and around the world. Expanding influence and constantly improving the reputation of the school at home and abroad.

Strive to become a modern university with adequate facilities and advanced equipment, the environment for training and basic research that meets the regional standards with the eligible lecture system, the system Modern library system and a system of high quality services.

At the National Economics University, the issue of training and training quality has always been concerned, but there have not been sufficient studies and evaluations on the service quality of the lecture department and the impact of the service. This to the training process and the quality of training in general. Therefore, the research on services and service quality directly provided by the Lecturer Department to learners is a study of practical significance, making a common contribution to the policy of innovation and quality improvement and training support services of the school today.

Research questions:

Question 1: What are previous studies related?

Question 2: What are **REGULATIONS TO PROTECT STUDENTS AS CONSUMERS IN CONSTRUCTING UNIVERSITIES – A CASE OF NEU UNIVERSITY HANOI IN IMPROVING THE QUALITY OF LECTURE HALL DEPARTMENT ?**

2. 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.

3. Main Findings

3.1 Relevant Regulations on Building Universities, Lecture Hall, Library, Services...

Previously, in the field of education, the quality of training support services was not really concerned. The research mainly focuses on improving the quality of training with influencing factors such as programs, curricula, human resources, facilities, teachers, learners, training process... Meanwhile, The problem that has a large and direct influence on the training process and quality is that the training support services have not been paid enough attention. From this perspective, the lecture service department is also considered as a service provider. 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.

Performance-based evaluation model of Cronin and Taylor (1992): These two authors conclude that cognitive factor is a better predictor of service quality. Measuring service quality according to Cronin and Taylor's SERVPERF model is considered a convenient and clear method.

Retail service quality and perceived value model of Sweeney et al. (1997): These authors study the influence of service quality on value and willingness to purchase or use a service. specific service.

Next, according to Circular 03/2020/TT-BGDDT on standards and norms for using area of non-business works (dated 10/2/2020) regulated:

Libraries

The dedicated area of the Libraries is defined as follows:

$$STV = A \times K$$

In which: STV is the total dedicated area of the library, the unit is m²;

A is at least 25% of the total number of students, students and lecturers converted;

K is the norm of the area, the unit is m².

Dormitory

The dedicated area of the Dormitory is determined as follows:

$$SKTX = A \times CZK$$

In which: SKTX is the total dedicated area of the dormitory, the unit is m²;

A is the number of students and students who need boarding;

K is the norm of the area, the unit is m².

8. Physical activity zone

a) Areas exclusively used for sports work items are determined according to current standards for each sport;

b) A multi-purpose sports house with minimum dimensions of 42m x 24m x 12.5m.

Working area of professor, associate professor, main lecturer, lecturer

a) Each professor needs to have a working area of 18m²;

b) Each associate professor should have a working area of 15m²;

c) Each main lecturer, lecturer needs to have a working area of 10m².

10. Waiting room for lecturers

a) 20 classrooms have 01 waiting room for lecturers;

b) The dedicated area of the waiting room is 3m²/lecturer, with the room area not less than 24m²/room.

General service area

Specialized areas of general service areas are determined as follows:

$$SDV = A \times K$$

In which: SDV is the total dedicated area of the general service area, the unit is m²;

A is at least 30% of the student body size;

K is the norm of the area, the unit is m².

12. Medical station: The total area of the medical station for special use must not exceed 300m², including: the room of the station chief and the medical doctor on duty; Clinic; Room for injections and procedures; The nurse's office records the drug distribution; Drugs and equipment warehouses; Patient room; Patient dining room.

3.2 Describe a Case of Neu University

3.2.1 Situation of Facilities in Lecture Halls of National Economics University

Number of lecture halls and usage needs of units.

Demand for lecture halls in units.

- International training: 14 rooms (morning, afternoon from Monday to Friday).
- Advanced program of 31 rooms (morning, afternoon from Monday to Friday).
- Senior executive: 04 rooms.
- Weekend graduate: 23 rooms.
- NEU-EDUTOP: 30 classrooms on Saturdays and Sundays.

Training Management

- Semester 2 of school years (from January 5 to June 30): about 118 standard rooms (60-70 students/room).
- Summer semester of school years: about 70 standard rooms.
- Semester 1 of school years (from the beginning of August to January 30 of the following year): about 135 standard rooms.

Number of Lecture Halls

As of June 2016, the school has 148 classrooms, including 07 foreign language classrooms, 19 computer rooms, and 123 classrooms in lecture halls in the school. 07 classrooms dedicated to foreign language learning 06 small rooms with a capacity of 45 students and 01 modern equipped room with an interactive software system between teachers and learners to help students practice listening and speaking and practice lessons. Practice. 19 common computer classrooms for regular systems, high quality advanced programs, 2nd degree systems, graduate students... used for learning and taking multiple-choice exams on computers; Among them, there are a number of rooms that are installed with separate software for each major, for example C105 for the majors of Marketing faculty; C106 is for the majors of the Faculty of Environment and Urbanism, C205 is for the majors of the Institute of Banking and Finance; C206 is used for majors of the Faculty of Business Administration. Rooms C102, C202, C306 are used to practice and learn computer programming tools, from room C301 to room C305 to practice room of econometrics. 01 computer room on the 4th floor of building 10 for graduate students of the Asia Pacific Institute and the Institute of Public Administration and Management. 02 machine rooms to train short-term classes under the Continuous Training Center. These computer labs are equipped with specialized software for each training industry to serve students to learn, practice and exploit electronic data for teaching, learning and scientific research to meet the requirements of each training industry. 123 classrooms in lecture halls B, C, D1, D2, B2... arrange class schedules for systems of these classrooms to be exploited and used with a high frequency of 3 shifts/day including Saturdays and Sunday responds to the needs of teaching systems. During regular time, high quality advanced programs.... Outside of the evening shift and Saturday and Sunday, it is used for both study and work systems, second degrees, graduate students, and graduate students. In addition to the classroom system in the school, to meet the needs of learners and the school to grow in size, the school has signed a joint training contract with the College of Industry and Trade on the use of 37 classrooms to arrange courses. Class schedule for all systems at Vu Trong Phung lecture hall.

To celebrate the 60th anniversary of the establishment of the school, the school has renovated and repaired the Cultural House and lecture halls B, C, D, working areas of Buildings 5,6,7,9, landscape of the school yard and some accommodation in the University's dormitory. Installing an additional elevator in lecture hall D2 to serve the training of the University.

In addition to machinery and equipment, the University also invests in electronic learning materials software systems to serve teachers and students, systems for teaching, learning and scientific

research, most recently the University has invested in software. Review theses and provide accounts for lecturers and students in writing and grading theses to improve training quality.

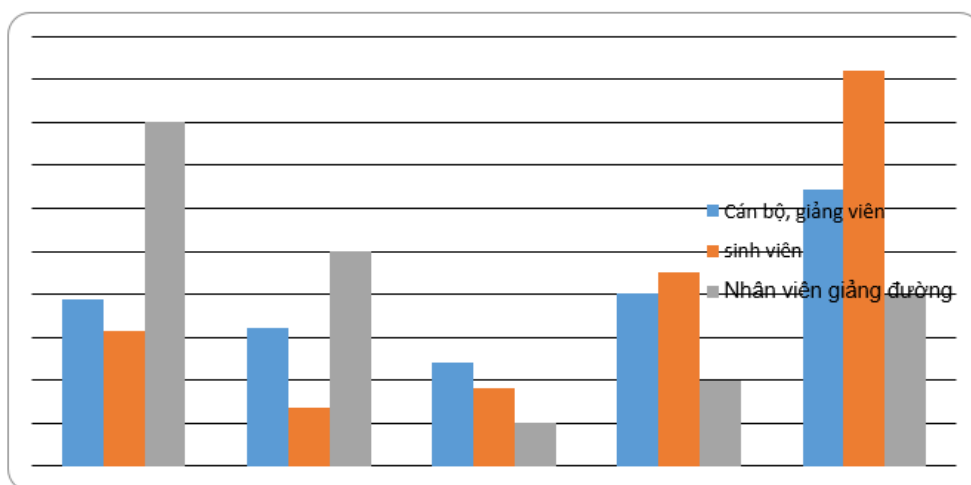
For the training center house, with the attention of the Government and the ministries, the training center house has been allocated enough capital to complete the remaining items. According to Decision No. 2887/QĐ-BGDĐT dated August 11, 2015 of the Ministry of Education and Training, the total investment of the approved Central House Project is VND 1,263 billion, of which 85% state budget capital and legal self-additional capital. 15%, with this decision, the State approved an additional grant for the project of VND 252 billion. As of June 2016, the school has completed the package of rough construction of the body and signed a contract for the complete package, central air conditioning, light electricity, elevator... of the training center house, as expected at the end of 2017. The school will put this century's work into use.

4. Discussion and Conclusion

Evaluation of the quality of the lecture hall department at the National Economics University (NEU) - 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.

Synthesize and Evaluate the Interest of the Service Quality Evaluation Criteria of the Subjects



Next, because

- The 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 pay more attention on it.

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Conflicts of Interest

There is no conflict of interest.

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