

Code	Name	Summary of evidences
Criterion 7 - Support staff quality		
Exh.7.1	http://lib.hcmute.edu.vn	An online library to offer services to learners and lecturers. There are many kinds of books which the readers can read.
Exh.7.2	https://www.facebook.com/hcmute.lib?fref=ts	An online support page to provide instant assistance for library users when needed.
Exh.7.3	Map of library management	A map of all library staff with a short job description.
Exh.7.4	Plan for staff development in 2013-2018	A plan and policies for library and staff development in 2013-2018.
Exh.7.5	Statistics of specialized training courses and seminars in 2013-2014	Some training courses in 2013-2014 for 4.500 students in HCMUTE.
Exh.7.6	Plan for receiving and allocating students for internship in 2011-2014	There is a plan to receive interns, who major in library.
Exh.7.7	Summative result of feedback from staff, lecturers and students	The summary of feedback from all of staff, lecturers, students and customers to the library staff in 2014.
Exh.7.8	Needs survey questionnaire	The survey questionnaire for the library staff.
Exh.7.9	List of laboratory staff of Electrical and Electronics Engineering	List of laboratory staff of Electrical and Electronics Faculty.
Exh.7.10	Form of suggestion for laboratory managing staff	The form of suggestion for laboratory managing staff is signed by the dean

		of Electrical and Electronics Faculty.
Exh.7.11	Plan for laboratory practice in semester 2, 2014-2015	The plan using laboratory for student's learning in semester 2, 2014-2015.
Exh.7.12	Laboratory diary	The book to monitor the laboratory using.
Exh.7.13	Regulations on functions and duties of the Information and Network Center	Regulations on functions and duties of the Information and Network Center.
Exh.7.14	List of staff of the Information and Network Center	List of staff and their contacts of the Information and Network Center
Exh.7.15	Pictures of some computer labs	Pictures of some computer laboratories
Exh.7.16	http://lms.hcmute.edu.vn ; https://online.hcmute.edu.vn/	The online system to provide information, learning materials and exercises for students.
Exh.7.17	Evaluation on the quality of services provided by staff of the Information and Network Center	The summary of feedback from all of staff, lecturers, students and customers to the service provided by staff of the Information and Network Center in 2014.
Exh.7.18	Plan for qualification upgrade of supporting staff	Plans of training for supporting staff 2011-2016.
Exh.7.19	Surveys for satisfactory level of students towards the quality service when they graduate	The summary of feedback from all of staff, lecturers, students and customers to the service provided by the student services staff in 2014.