

MASTER AND DOCTOR DEGREE STUDENT STUDY PROCESS

Description of participation: **R-Responsibility; A-Accountability; C-Consulted; I-Informed**

| № | INPUT | PROCESS | OUTPUT | Involvement (RACI) | | | | | | |
|---|----------------------------|---|----------------------------|--------------------|----|---|----|----|---|---|
| | | | | S | SC | I | HD | VD | D | |
| 1 | Student ID | <pre> graph TD Start(()) --> Step1(1. Register for a course: 1st choice) Step1 --> Step2(2. Schedule the classes) Step2 --> Step3(3. Register for a course: 2nd choice) Step3 --> Step4(4. Continue with the selected course) Step4 --> Dec1{Whether continue or not} Dec1 -- No --> Step5(5. Drop off the courses (before 5th week)) Dec1 -- Yes --> Step6(6. Schedule final exam) Step6 --> Dec2{Agree with final evaluation} Dec2 -- No --> Step7a(7. Review grades) Dec2 -- Yes --> Step7b(7. Confirm the final evaluation) Step7a --> Step7b Step7b --> End(()) </pre> | Selected courses | R | C | | | | A | |
| 2 | Selected courses | | Term timetable | I | R | C | | | A | |
| | Term timetable | | Instructor and class hours | R | C | | | | | A |
| 3 | Instructor and class hours | | Evaluation by instructors | R | C | R | I | | | |
| 4 | Evaluation by instructors | | Exam results | I | C | R | C | | | |
| 5 | Exam results | Confirmed grades, GPA | I | | R | | | | | |

- S Student
- SC Student Counseling Office
- HD Head of Department
- In Instructor
- VD Vice Dean for Education Quality
- D Dean of School

MASTER DEGREE THESIS DEFENSE PROCESS

Description of participation: **R-Responsibility; A-Accountability; C-Consulted; I-Informed**

| № | Input | Process | Output | Involvement (RACI) | | | | | | |
|----|--|--|--|--------------------|----|----|----|----|----|---|
| | | | | S | Se | SC | SP | HD | VD | P |
| 1 | Registration 1 | ○ | Thesis selected | R | C | C | C | | | |
| 2 | Thesis selected | 1. Select thesis | Thesis defense timetable | I | R | I | I | I | | |
| 3 | Thesis defense timetable | 2. Schedule thesis defense process | MUST president's order | R | R | I | C | I | I | A |
| 4 | MUST president's order | 3. Select thesis topic, supervisor and advisor | Thesis progress evaluation | R | R | I | C | I | I | A |
| 5 | Thesis progress evaluation | 4. Monitor the thesis writing process | Resumed thesis | R | C | C | C | | | |
| 6 | Resumed thesis | Whether thesis qualified? | Confirmation of grades | I | R | R | I | I | I | I |
| 7 | Confirmation of grades | 6. Assess student's grades | Accumulated points of thesis writing (70 points) | C | R | I | R | I | I | |
| 8 | Accumulated points of thesis writing (70 points) | Whether student's grades qualify? | Thesis review | R | C | | | | | |
| 9 | Thesis review | 7. Organize pre-defense | Defense and exam grades | I | I | C | R | R | I | |
| 10 | Defense and exam grades | Whether student thesis qualify? | Resolutions and decisions of the Graduate Commission | | | | | | | |
| | | 8. Submit the thesis for review | | | | | | | | |
| | | 9. Organize defense/exam | | I | R | I | R | I | I | |
| | | Whether exam grades over 74 | | | | | | | | |
| | | 10. Confirm exam results | | | | | | | | |

- S Student
- Se Secretary
- SC Student Counseling Office
- HD Head of Department
- SP Supervisor
- VD Vice Dean for Education Quality
- P President of MUST

STUDENT TRANSFER PROCESS

| № | INPUT | PROCESS | OUTPUT | Involvement (RACI) | | | | | |
|---|--|---|---|--------------------|----|---|----|----|---|
| | | | | S | SC | I | HD | VD | D |
| 1 | Application form | <pre> graph TD Start(()) --> Step1[1. Apply for transfer] Step1 --> Step2[2. Receive a permission from current school dean and head of department] Step2 --> Dec1{Permission granted} Dec1 -- No --> Start Dec1 -- Yes --> Step3[3. Receive a permission from transferring school dean and head of department] Step3 --> Dec2{Permission granted} Dec2 -- No --> Start Dec2 -- Yes --> Step4[4. Receive a permission from authorized entities (EPC/GCO)] Step4 --> Dec3{Permission granted} Dec3 -- No --> Start Dec3 -- Yes --> Step5[5. Settle with current school] Step5 --> Step6[6. Register with registrar office of transferring school] Step6 --> End((())) </pre> | Student handwritten request to transfer | R/A | C | | | | |
| 2 | Student handwritten request to transfer | | Request signed by current school Dean and Head of Department (2 signature) | R | I | I | C | C | A |
| 3 | Request signed by current school Dean and Head of Department (2 signature) | | Request signed by Dean and Head of Department of current and transferring schools (4 signatures) | R | I | C | | C | A |
| 4 | Request signed by Dean and Head of Department of current and transferring schools (4 signatures) | | Request signed by Dean and Head of Department of current and transferring schools, and authorized entities (EPC/GCO) (5 signatures) | R | | A | | | |
| 5 | *Orders by Dean of both schools * Registration 1,2 | | *Exit form *Grades *Information about payment | R | I | A | | | |
| 6 | *Exit form *Grades *Information about payment | | *Order by Dean of transferring school *Student ID *Confirmed Course Equivalence Page | R | C | C | | A | |

S Student
 Ad Advisor
 SC Student Counseling Office
 HD Head of Department
 VD Vice Dean for Education Quality
 D Dean of School

PROCESS THE BUSINESS UNIT USES TO RESPOND TO COMPLAINTS FROM STUDENTS AND OTHER KEY STAKEHOLDERS.

Description of participation: **R-Responsibility; A-Accountability; C-Consulted; I-Informed**

| № | INPUT | PROCESS | OUTPUT | INVOLVEMENT | | | |
|---|---|---|--|-------------|----|----|-----|
| | | | | C | CO | RO | D |
| 1 | Applicable laws, rules and regulations | <pre> graph TD Start(()) --> P1[1. Submit the complaint] P1 --> D1{Jurisdiction or not} D1 -- No --> P1_1[1.1 Return] D1 -- Yes --> P2[2. Receive and Register] P2 --> P3[3. Present to the management] P3 --> P4[4. Transfer to the assigned officer] P4 --> P5[5. Review and resolve complaints] P5 --> P6[6. Notify decisions and keep records] P6 --> D2{Accept or not} D2 -- No --> P6_1[6.1 To file a complaint with the authority] D2 -- Yes --> P7[7. Filing and reporting complaint reports] P7 --> End(()) P1_1 --> Start P6_1 --> Start </pre> | Complaint Form 4X-M008 Form 4X-M009 Official document | R | A | | |
| 2 | Complaint | | Complaint registration Form 4X-M010 | | R | | A |
| 3 | Complaint registration | | Assigned officer | | R | | A |
| 4 | Assigned officer | | Registration and control card notes | | C | I | R/A |
| 5 | Disseminated petitions | | - Decision - Registration control card | C | C | R | A |
| 6 | - Decision - Registration control card | | Registration and control card notes Complaint registration Form 4X-M010 | I | R | C | A |
| 7 | Complaint registration Form 4X-M011 | | Complaint report Form 4X-M011 | | R | I | A |

C: Complaint

CO: Complaint officer

RO: Resolution officer

D: Dean, Vice Dean, Director