

very
dissatisfied

1

2

3

4

5

6

7

8

9

very
satisfied

10

Not
applicable

88

No
comment

99

UM ?

**7. Overall, how satisfied
are you with the
Environment Condition of
UM Campus ?**

Please choose the appropriate response for each item:

	Fall Short of Expectation			Exactly Meet Expectation			Exceed Expectation
	-3	-2	-1	0	1	2	3
8. Please indicate whether our services fall short of, exactly meet, or exceed your expectations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. How often do you praise / recommend UM's administrative services to others?

Please choose **only one** of the following:

- Never
- Seldom
- Sometimes
- Always
- Hard to say

10. In general, the overall performance of the administrative units of UM is improving.

Please choose **only one** of the following:

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- No comment

11. In general, the overall UM equipment and facilities are improving. *

Please choose **only one** of the following:

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

- No comment

12. In general, the overall environment condition of UM campus is improving.

Please choose **only one** of the following:

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- No comment

13. You are welcomed to provide suggestion(s) for the continuous service improvement of the University, please feel free to write suggestions, if any, in different aspects of administrative services and/or facilities provided:

Please write your answer here: