User Satisfaction Survey for students

This survey aims to assess the degree of our users' satisfaction with the administrative services/facilities being provided by the University as well as to enable us to plan for continuous service improvement.

There are 13 que	stions in	this	survey
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Please choose the appropriate response for each item:

	very									very	Not	No
	dissatisfied									satisfied	applicable	comment
	1	2	3	4	5	6	7	8	9	10	88	99
Overall, how satisfied are you with all services provided by various	0	0	0	0	0	0	0	0	0	0	0	0
administrative units of UM ?	O	0	0	0	0	0	0	0	0	0	O	0
2. Overall, how satisfied are you with all frontline services provided by various administrative units of UM?	0	0	0	0	0	0	0	0	0	0	0	0

	very dissatisfied									very satisfied	Not applicable	No comment
	1	2	3	4	5	6	7	8	9	10	88	99
3. Overall, how satisfied are you with the performance pledge of UM?	0	0	0	0	0	0	0	0	0	0	0	0
4. Overall, how satisfied are you with the Suggestion Scheme of UM?	0	0	0	0	0	0	0	0	0	0	0	0
5. What is your overall level of satisfaction with your study life at the university?	0	0	0	0	0	0	0	0	0	0	0	0
6. Overall, how satisfied are you with UM Equipment and Facilities provided by various administrative units of	0	0	0	0	0	0	0	0	0	0	0	0

	very									very	Not	No
	dissatisfied									satisfied	applicable	comment
	1	2	3	4	5	6	7	8	9	10	88	99
UM ?												
7. Overall, how satisfied												
are you with the Environment Condition of	0	0	0	0	0	0	0	0	0	0	0	0
UM Campus ?												

	Exactly						
Fall Short of			Meet			Exceed	
Expectation			Expectation			Expectation	
-3	-2	-1	0	1	2	3	

8. Please indicate whether our services fall short of, exactly meet, or exceed your OOOO

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

Please choose only one of the following:

Please choose the appropriate response for each item:

- ONever
- OSeldom
- OSometimes
- OAlways
- OHard to say

10. In general, the overall performance of the administrative units of UM is improving. Please choose only one of the following: Ostrongly disagree Oblisagree Okeutral Oagree Ostrongly agree Oblisagree The overall UM equipment and facilities are improving.*

OStrongly disagree

ODisagree

ONeutral

OAgree

OStrongly agree

ONo comment
12. In general, the overall environment condition of UM campus is improving.
Please choose only one of the following:
OStrongly disagree
ODisagreeONeutral
• OAgree
OStrongly agree
ONo 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: