

# University of Macau

## User Satisfaction Survey 2009



This survey aims at collecting opinions from the entire University community, trying to find out how far are the staff members and students satisfied with various facilities of the University and services provided by various administrative units and the general offices of academic units. Identifying gaps in these services will help the University management to set a direction for future development and provide better services for the University community.

**Instructions:**

**Questions for Rating:**

- ◆ 1 signifies the lowest rating or very dissatisfied;
- ◆ 10 signifies the highest rating or very satisfied;
- ◆ 88 means “Not applicable” while 99 means “No comment”.

**A. General Questions :**

		very dissatisfied ←-----→ very satisfied	Not applicable	No comment
1	Overall, how satisfied are you with all services provided by various administrative units of UM?	1 2 3 4 5 6 7 8 9 10	88	99
2	Overall, how satisfied are you with all frontline services (e.g. Library, computer room management, Sports Complex, payment, cleaning, security...etc.)?	1 2 3 4 5 6 7 8 9 10	88	99
3	What is your overall level of satisfaction with your study life at the university?	1 2 3 4 5 6 7 8 9 10	88	99
4	Please indicate whether our service fall short of, exactly meet, or exceed your expectation:			
	<b>Fall Short of Expectation</b>	<b>Exactly Meet Expectation</b>	<b>Exceed Expectation</b>	
	-3      -2	-1      0      +1      +2	+3	
5	How often do you praise/recommend UM’s administrative services to others? ○1.Never    ○2.Seldom    ○3.Sometimes    ○4.Always    ○5.Hard to say			
6	In general, the overall performance of the administrative units of the university is improving. ○1.Strongly disagree    ○2.Disagree    ○3.Neutral    ○4.Agree    ○5.Strongly agree ○6.No comment			

**B. How satisfied are you with the following Current UM Equipment and Facilities?**

		very dissatisfied ←-----→ very satisfied	Not applicable	No comment
1	Gym facilities at Sports Complex	1 2 3 4 5 6 7 8 9 10	88	99
2	Classroom facilities	1 2 3 4 5 6 7 8 9 10	88	99
3	Student dormitories and facilities (for dormitory students only)	1 2 3 4 5 6 7 8 9 10	88	99
4	Computing facilities in computer rooms	1 2 3 4 5 6 7 8 9 10	88	99
5	Functions provided in Student Information Web Services (SIWeb)	1 2 3 4 5 6 7 8 9 10	88	99
6	Library resources (books, periodicals and e-resources)	1 2 3 4 5 6 7 8 9 10	88	99
7	Facilities in washrooms	1 2 3 4 5 6 7 8 9 10	88	99
8	Signposts on campus	1 2 3 4 5 6 7 8 9 10	88	99
10	Space for study room/study area	1 2 3 4 5 6 7 8 9 10	88	99

11	Campus greening work	1 2 3 4 5 6 7 8 9 10	88	99
12	Any other equipment / facilities you would suggest the University to add, please state:			

**C. How satisfied are you with the following Current UM Operation Procedures?**

		very dissatisfied ←-----→ very satisfied	Not applicable	No comment
1	Procedure for payment (e.g. tuition fee, dormitory charges) and refund of e-purse	1 2 3 4 5 6 7 8 9 10	88	99
2	CCE's Course enrollment	1 2 3 4 5 6 7 8 9 10	88	99

**D. How satisfied are you with the following Current UM Environment Condition?**

		very dissatisfied ←-----→ very satisfied	Not applicable	No comment
1	Hygiene in classrooms	1 2 3 4 5 6 7 8 9 10	88	99
2	Hygiene in washrooms	1 2 3 4 5 6 7 8 9 10	88	99
3	Hygiene of resting areas on campus	1 2 3 4 5 6 7 8 9 10	88	99
4	Space in the Library	1 2 3 4 5 6 7 8 9 10	88	99

**E. How satisfied are you with the following Service Quality?**

		very dissatisfied ←-----→ very satisfied	Not applicable	No comment
1	Sufficiency of current payment channels (e.g. tuition fee and miscellaneous fee)	1 2 3 4 5 6 7 8 9 10	88	99
2	Communication with Library readers (e.g. via Library News, website, dissemination of other information, etc.)	1 2 3 4 5 6 7 8 9 10	88	99
3	Student dormitory management (for dormitory students only)	1 2 3 4 5 6 7 8 9 10	88	99
4	Supporting service in computer rooms	1 2 3 4 5 6 7 8 9 10	88	99
5	Campus health care service	1 2 3 4 5 6 7 8 9 10	88	99
6	Career guidance service	1 2 3 4 5 6 7 8 9 10	88	99
7	Helpfulness of the Library staff	1 2 3 4 5 6 7 8 9 10	88	99
8	Suitability of Classroom allocation	1 2 3 4 5 6 7 8 9 10	88	99
9	Sport activities	1 2 3 4 5 6 7 8 9 10	88	99
10	Services of University of Macau Students' Union	1 2 3 4 5 6 7 8 9 10	88	99
11	Services in canteen	1 2 3 4 5 6 7 8 9 10	88	99
12	Facilities in canteen	1 2 3 4 5 6 7 8 9 10	88	99

**F. Overall, how satisfied are you with the performance of the following administrative units?**

		very dissatisfied ←-----→ very satisfied	Not applicable	No comment
1	Overall performance of Registry	1 2 3 4 5 6 7 8 9 10	88	99
2	Overall performance of Student Affairs Section	1 2 3 4 5 6 7 8 9 10	88	99
3	Overall performance of Treasury Section	1 2 3 4 5 6 7 8 9 10	88	99

4	Overall performance of Information and Communication Technology Office (including Technical and User Support Section & Information Management Section )	1	2	3	4	5	6	7	8	9	10	88	99
5	Overall performance of Campus Management Office (including Campus Development and Engineering Section and Campus Services Section)	1	2	3	4	5	6	7	8	9	10	88	99
6	Overall performance of University Library	1	2	3	4	5	6	7	8	9	10	88	99
7	Overall performance of the general office/department office of your faculty/centre	1	2	3	4	5	6	7	8	9	10	88	99
8	Overall performance of University of Macau Students' Union	1	2	3	4	5	6	7	8	9	10	88	99

**G. Please give your opinion to the following questions:**

1. Please select the service item(s) you always use. (You may select more than one answer)

1. Applying testimonials/transcripts	2. Computer room	3. Cleaning
4. Laundry	5. Student counseling	6. Maintenance
7. Student dormitory	8. Canteen service	9. E-purse value adding
10. Career guidance	11. Campus Health Care Service	12. Security consultation
13. Library service	14. Event/Seminar organizing and supporting service	15. Payment procedures
16. Sports complex venue rental	17. Others, please state: _____	

2. In your opinion, which service item(s) need(s) to be improved? (You may select more than one answer)

1. Applying testimonials/transcripts	2. Computer room	3. Cleaning
4. Laundry	5. Student counseling	6. Maintenance
7. Student dormitory	8. Canteen service	9. E-purse value adding
10. Career guidance	11. Campus Health Care Service	12. Security consultation
13. Library service	14. Event/Seminar organizing and supporting service	15. Payment procedures
16. Sports complex venue rental	17. Others, please state: _____	

3. Have you experienced a problem with the services including equipment/facilities/operation procedures/environment condition/frontline services in the past year?

1. Yes    2. No (If no Skip to H)

4. What is/are such service(s)? Please indicate it/them below.

\_\_\_\_\_

\_\_\_\_\_

**H. How satisfied are you with the following items provided by the GENERAL OFFICE/DEPARTMENT OFFICE of YOUR FACULTY /CENTRE.**

		very dissatisfied ←-----→ very satisfied	Not applicable	No comment
1	The ability to respond to questions/enquiries accurately	1 2 3 4 5 6 7 8 9 10	88	99
2	Courtesy of staff in the General Office/Department Office	1 2 3 4 5 6 7 8 9 10	88	99

