



	Very Dissatisfied 非常 不滿意	1	2	3	4	5	6	7	8	9	Very Satisfied 非常 滿意	10	Not Applicable 不適用
The Performance Pledge of UM? 澳大推行的「服務承諾」的整體滿意度?	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Suggestion Scheme of UM? 澳大推行的「好建議獎勵計劃」的整體滿意度?	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your study life at the university? 在澳大學習的整體滿意度?	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
All equipment and facilities provided by various administrative units of UM? 使用澳大各項設施和設備的滿意度?	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The environment condition of UM campus? 澳大校園環境狀況的滿意度?	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Block 2

8. Please indicate whether the overall services provided by UM fall short of, exactly meet, or exceed your expectations.

請指出澳大的整體服務質素是未能達到預期、剛好達到預期還是超出您的預期。

	-3	-2	-1	0	1	2	3	
Fall short of expectation 未能達到預期	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Exceed expectation 超出預期

9. How often do you praise / recommend UM's administrative services to others?  
您有沒有向其他人稱讚或推薦使用本校的行政服務?

	Never 從不	Seldom 甚少	Sometimes 有時	Always 經常	Not Applicable 不適用
Frequency 多久	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10-12.

Please indicate the extent to which you agree or disagree with the following statements.  
請指出您對以下陳述的同意或不同意程度。

	Strongly Disagree 非常不 同意	Disagree 不同意	Neutral 一般	Agree 同意	Strongly Agree 非常同 意	Not Applicable 不適用
In general, the overall performance of the administrative units of UM is improving. 總的而言，本校行政部門的整體表現正在改進中。	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In general, the overall equipment and facilities of UM are improving. 總的而言，本校的各項設備和設施正在改進中。	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In general, the overall environmental condition of our campus is improving. 總的而言，您覺得本校的環境狀況正在改進中。	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13. (Optional) Please list out the service(s) you always use on campus from various administrative units which need to be improved from your experience.  
(自由選答)請列出由行政部門提供的服務中，您經常使用並需要改善的服務。

University Governance and  
Procedures  
大學管治及程序

Services Provided by

Administrative Units

由行政部門提供的服務

Services Provided by

Faculty/Department Offices

由學院/學系辦公室提供的服

務

Services Provided by

Residential College Offices

由書院辦公室提供的服務

Suggestion Scheme

好建議獎勵計劃

Performance Pledge

服務承諾

Equipment and Facilities

大學設備及場所

Campus Environment

Condition

大學校園環境狀況

Others

其他

14. (Optional) Please provide your suggestion for continuous improvement on the service quality on campus.

(自由選答)為持續改善服務質素，請提供有助大學服務優化的建議

University Governance and

Procedures

大學管治及程序

Services Provided by

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由行政部門提供的服務

Services Provided by

Faculty/Department Offices

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Services Provided by  
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Condition  
大學校園環境狀況

Others  
其他

**Personal data:**

15. What is your study programme in the University?  
你現正就讀哪種課程?

Undergraduate  
學士課程

Postgraduate  
研究生課程

Others  
其他

16.

Which academic unit are you from?  
你所屬的學術單位是?

17. Are you currently living on campus?

你是否在校內住宿?

Yes

是

No

否

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