

* 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？

Frequency 多久	Never 從不	Seldom 甚少	Sometimes 有時	Always 經常	Not Applicable 不適用
	<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
由貴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 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

* 15. What is your staff category?
你的工作人員組別是？

- Academic Staff/ Residential College Staff
教學人員/住宿式書院人員
- Administrative Staff/ Residential College Administrative Staff
行政人員/住宿式書院行政人員

* 16. Which unit are you from?
你所屬的單位是？

* 17. Are you currently living on campus?
你是否在校內住宿？

- Yes
是
- No
否