

ANALYSIS RESULT OF STUDENT SERVICE QUALITY SURVEY AT INTERNATIONAL UNIVERSITY

CIVIL ENGINEERING – 2021

Synthesis analysis (for rating questions)

<i>Student Service Quality - 2021</i>								
Question	Q.AverageRate	Q.PassRate	Group	G.AvgRate	G.PassRate			
Office of Academic Affairs_Gp1		?%, >=3						
Q1. Admission counseling activities disseminate necessary information to those interested	0	0,0%	Gp1	0	0,0%			
Q2. Means for course registration	0	0,0%						
Q3. Instruction to new student enrollment	0	0,0%						
Q4. Communication channels between students and the university	0	0,0%						
Q7. Dissemination of exam schedule for students	0	0,0%						
Q8. Dissemination of exam results according to the specified time	0	0,0%						
Q9. Resolving questions and complaints about student performance	0	0,0%						
Office of International Academic Collaboration_Gp2								
Q5. Activities to provide information and advice about the joint training programs for students	0	0,0%				Gp2	0	0,0%
Q6. Activities to assist students with transfer procedures to partner universities under the joint	0	0,0%						
Office of Student Services_Gp3								
Q10. Dissemination of information about extracurricular activities	0	0,0%	Gp3	0	0,0%			
Q11. Content of special subject classes and seminars	0	0,0%						
Q12. The organization of political education at the beginning of the academic year	0	0,0%						
Q13. Dissemination of necessary information to students in the political education at the	0	0,0%						
Q14. Supporting students to register for accommodations, dormitories	0	0,0%						
Q15. Supporting students for student loan procedures	0	0,0%						
Q16. Career counseling activities for students	0	0,0%						
Office of External & Public Relations_Gp4								
Q17. Activities to disseminate information about scholarships at home and abroad to students	0	0,0%	Gp4	0	0,0%			
Q18. Supporting students for student exchange procedures	0	0,0%						
Office of Research & Development_Gp5								
Q19. Activities to disseminate information about research project registration to students	0	0,0%	Gp5	0	0,0%			
Q20. Supporting students to complete procedures for project registration and approval	0	0,0%						
Q21. Evaluation and acceptance of students research projects	0	0,0%						
Office of Finance & Planning_Gp6								
Q22. School fees and tuition collection methods	0	0,0%	Gp6	0	0,0%			
Q23. Properly implement the regulations on payment of scholarships and grants for students on	0	0,0%						
Library_Gp7								
Q24. Supporting, guiding information search from librarians	0	0,0%	Gp7	0	0,0%			
Q25. The library has a number of books and reference materials that meet the needs of readers	0	0,0%						
Q26. The library has book sources and reference materials that meet the needs of readers in terms	0	0,0%						
Q27. Borrowing, returning, and renewing procedures	0	0,0%						
Q28. The quality of library's book rental service	0	0,0%						
Q29. Library's operating hours meet the needs of readers	0	0,0%						
Q30. The library has a number of seats that meet the needs of readers	0	0,0%						

Office of Information Services _Gp8					
Q31. The quality of internet system in classrooms and laboratories	0	0,0%	Gp8	0	0,0%
Q32. The quality of wifi system in IU	0	0,0%			
Q33. The quality of information on the website	0	0,0%			
Office of Quality Assurance _Gp9					
Q34. Student feedbacks for course evaluation form	0	0,0%	Gp9	0	0,0%
Q35. Student feedbacks for service quality survey	0	0,0%			
Health Department _Gp10					
Q36. The quality of medical service at IU	0	0,0%	Gp10	0	0,0%
Office of Facility Development _Gp11					
Q37. Sanitation in IU	0	0,0%	Gp11	0	0,0%
Q38. Security in IU	0	0,0%			
Q39. The quality of equipment in classrooms	0	0,0%			
Canteen Management _Gp12					
Q40. The quality of Canteen services at IU	0	0,0%	Gp12	0	0,0%
Staff _Gp13					
Q41. The professionalism of office staff	0	0,0%	Gp13	0	0,0%
Q42. Service attitude of office staff	0	0,0%			
Q43. The office staff clothes are suitable for the job's nature	0	0,0%			
General evaluation of service quality at IU _Gp14					
Q44. Overall evaluation of office staff	0	0,0%	Gp14	0	0,0%
Q45. Overall evaluation of service quality	0	0,0%			