



STUDENT SATISFACTION SURVEY REPORT

Year 2025



Quality Assurance Institute (LPM)
UIN Walisongo Semarang
2025

Respondents to this survey were all students of UIN Walisongo Semarang. The table below shows that the overall student satisfaction index is at the **High**, which is worth **3,30**. Of the seven aspects measured, the aspect that showed the highest satisfaction was in **Academic Service Aspects by Lecturers (3.35)** and the aspect with the lowest satisfaction level is in Aspect **Sarana Prasarana (3.06)**.

Student Satisfaction Index towards UIN Walisongo Services

No	Aspect	Index	Category
1	Academic Services and Systems	3,31	Very high
2	Non-Academic Services	3,27	Very high
3	Academic Services by Lecturers	3,39	Very high
4	Academic Administration Services by Education Staff (Administration Section)	3,33	Very High
5	Study Program Manager	3,32	Very High
6	Sarana Prasarana	3,1	High
7	Scope of Study Program	3,35	Very high
Student Satisfaction Index		3,30	Very high

The following is a description of the satisfaction index for each aspect.

A. Academic System

The student satisfaction index in the Academic System aspect is measured through 8 (five) indicators, namely:

1. Course registration/addition system
2. Online guardianship system
3. Online lecture system (E-learning)
4. Grade revision system
5. Online title submission system
6. Class evaluation system/learning assessment
7. Academic freedom on campus
8. Academic atmosphere on campus

NO	Academic Services and Systems	Index
1	Course registration/addition system (KRS input)	3,32
2	Online guardianship system	3,35
3	Online lecture system (Elearning)	3,34
4	Course grade revision/correction system	3,21
5	Online title submission system	3,31

6	Online final assignment guidance system	3,36
7	Academic freedom on campus (Discussion, research, scientific publication)	3,36
8	Academic atmosphere on campus	3,25

B. Academic Services carried out by Lecturers

Student satisfaction with the Academic Services aspect carried out by Lecturers is measured through 11 (eleven) indicators, namely:

1. Lecturers' ability to provide services
2. The willingness of lecturers to help students and provide services quickly
3. The lecturer's ability to ensure that the services provided are in accordance with the provisions
4. Lecturers' concern for paying attention to students
5. Carry out services in accordance with procedures (SOP)
6. Lecturer services in guardianship
7. Lecturer services in lectures
8. Lecturer services in title submission consultations
9. Lecturer services in consultation/guidance for proposals/thesis
10. Provision of time in providing services
11. Communication and interaction with students

No	Academic Service Aspects by Lecturers	Index
1	Lecturers' ability to provide services	3,42
2	The willingness of lecturers to help students and provide services quickly	3,34
3	The lecturer's ability to ensure that the services provided are in accordance with the provisions	3,45
4	Lecturers' concern for paying attention to students	3,32
5	Carry out services in accordance with procedures (SOP)	3,39
6	Lecturer services in guardianship	3,35
7	Lecturer services in lectures	3,34
8	Lecturer services in title submission consultations	3,41
9	Lecturer services in consultation/guidance for proposals/thesis	3,36
10	Provision of time in providing services	3,42
11	Communication and interaction with students	3,38

C. Academic Administration Services carried out by Education Staff

Academic Administration in this survey is broken down into 12 (twelve) indicators, namely:

1. The ability of educational staff to provide services
2. The willingness of educational staff to help students and provide services quickly and responsively

3. The ability of educational staff to ensure that the services provided are in accordance with the provisions
4. Willingness and concern of educational staff to pay attention to students
5. Service time according to schedule
6. Service according to procedures (SOP)
7. Serving without discrimination
8. Communicate with good language
9. Have competencies that are in the service area
10. Behave politely
11. Understanding student needs
12. Look neat

No	Academic Administration Services by Education Staff (Administration Section)	Index
1	The ability of educational staff to provide services	3,31
2	The willingness of educational staff to help students and provide services quickly and responsively	3,23
3	The ability of educational staff to ensure that the services provided are in accordance with the provisions	3,24
4	Willingness and concern of educational staff to pay attention to students	3,25
5	Service time according to schedule	3,24
6	Service according to procedures (SOP)	3,31
7	Serving without discrimination	3,28
8	Communicate with good language	3,42
9	Have competencies that are in the service area	3,35
10	Behave politely	3,47
11	Understanding student needs	3,29
12	Look neat	3,53

D. Non-Academic Services

The Non-Academic Service Aspects in this survey are translated into 8 (eight) indicators, namely:

1. Provision of student activity units (UKM) to develop student talents and interests
2. Guidance/mentoring/mentoring services for UKM/student groups by lecturers
3. Religious guidance services for students
4. Soft skills and entrepreneurship development services
5. Career guidance and job information services (Walisongo Career Center)
6. Scholarship services
7. University/Faculty efforts to improve student achievement in academic fields
8. University/Faculty efforts to improve student achievement in non-academic fields (PkM, sports, and arts)

No	Non-Academic Service Aspects	Index
1	Provision of student activity units (UKM) to develop student talents and interests	3,27
2	Guidance/mentoring/mentoring services for UKM/student groups by lecturers	3,21
3	Religious guidance services for students	3,23
4	Soft skills and entrepreneurship development services	3,26
5	Career guidance and job information services (Walisongo Career Center)	3,28
6	Scholarship services	3,31
7	University/Faculty efforts to improve student achievement in academic fields	3,28
8	University/Faculty efforts to improve student achievement in non-academic fields (PkM, sports, and arts)	3,28

E. Study Program Manager

Measurement of the student satisfaction index in the Study Program Management Aspect is carried out for 4 (four) indicators, namely:

1. Ability to manage and provide services
2. The willingness of the management to help students and provide services quickly
3. The ability of management to ensure that the services provided are in accordance with the provisions
4. Willingness and concern of management to pay attention to students

No	Study Program Management Aspects	Index
1	Ability to manage and provide services	3,36
2	The willingness of the management to help students and provide services quickly	3,32
3	The ability of management to ensure that the services provided are in accordance with the provisions	3,31
4	Willingness and concern of management to pay attention to students	3,34

F. Sarana Prasarana

Measurement of the student satisfaction index in the Facilities and Infrastructure Aspect was carried out for 14 (fourteen) indicators, namely:

1. Adequate facilities and infrastructure
2. Accessibility of facilities and infrastructure
3. Quality of facilities and infrastructure
4. Provision of campus infrastructure according to the amount of UKT

5. Preparation of literature collections by libraries
6. Provision of sports activity facilities
7. Provision of health facilities/polyclinics
8. Provision of worship facilities (mosques/prayer rooms)
9. Provision of toilet facilities and water availability
10. Land provision and parking system
11. Provision of security and road crossing services
12. Cleanliness of the campus environment
13. Provision of campus internet facilities
14. Provision of comfortable classrooms

NO	Infrastructure Aspects	Index
1	Adequate facilities and infrastructure	3,11
2	Accessibility of facilities and infrastructure	3,12
3	Quality of facilities and infrastructure	3,14
4	Provision of campus infrastructure according to the amount of UKT	2,92
5	Preparation of literature collections by libraries	3,17
6	Provision of sports activity facilities	2,97
7	Provision of health facilities/polyclinics	3,27
8	Provision of worship facilities (mosques/prayer rooms)	3,26
9	Provision of toilet facilities and water availability	2,96
10	Land provision and parking system	2,81
11	Provision of security and road crossing services	3,01
12	Cleanliness of the campus environment	3,12
13	Provision of campus internet facilities	3,31
14	Provision of comfortable classrooms	3,24

G. Scope of Study Program

Measurement of the student satisfaction index in the Study Program Satisfaction Level Aspect was carried out for 14 (fourteen) indicators, namely:

1. Quality of information, profile and study program specifications
2. Formulation of Vision, Mission, Goals, and Targets of Study Program
3. Study program curriculum updates
4. Quality of study program lecturers
5. Teaching and learning strategies
6. Facilities and infrastructure in learning activities
7. The quality of the teaching and learning process in the study program
8. Quality and transparency of learning outcome assessment
9. Providing suggestions and input by lecturers
10. The quality of study programs in preparing professional careers

11. Relevance of study program curriculum in individual development
12. Relevance of study program curriculum in academic development
13. Relevance of study program curriculum in professional development
14. Relevance of the study program curriculum to developments and the needs of the world of work

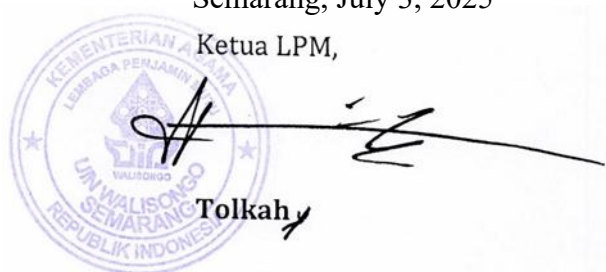
No	Study Program Level Aspects	Index
1	Quality of information, profile and study program specifications	3,28
2	Formulation of Vision, Mission, Goals, and Targets of Study Program	3,45
3	Study program curriculum updates	3,38
4	Quality of study program lecturers	3,44
5	Teaching and learning strategies	3,37
6	Facilities and infrastructure in learning activities	3,31
7	The quality of the teaching and learning process in the study program	3,29
8	Quality and transparency of learning outcome assessment	3,31
9	Providing suggestions and input by lecturers	3,36
10	The quality of study programs in preparing professional careers	3,31
11	Relevance of study program curriculum in individual development	3,32
12	Relevance of study program curriculum in academic development	3,37
13	Relevance of study program curriculum in professional development	3,35
14	Relevance of the study program curriculum to developments and the needs of the world of work	3,38

Student Satisfaction of Each Faculty

Aspect	FDK	FEBI	FIRE	FITK	FISIP	FST	FSH	FPK	POSTGRADUATE
Academic Services and Systems	3,21	3,13	2,98	3,14	3,18	3,11	3,04	3,54	3,52
Non-Academic Services	3,56	3,46	3,54	3,14	3,39	3,43	3,35	3,5	3,54
Academic Services by Lecturers	3,56	3,45	3,56	3,68	3,65	3,67	3,45	3,6	3,58
Academic Administration Services by Education Staff (Administration Section)	2,54	3,25	3,23	3,54	3,45	3,21	3,16	3,61	2,96
Study Program Manager	3,56	3,54	3,34	3,56	3,39	3,56	3,45	3,6	3,22
Sarana Prasarana	2,76	2,98	2,97	2,84	2,91	2,97	3,96	3,45	3,54
Scope of Study Program	3,56	3,13	3,35	3,37	3,39	3,38	3,39	3,64	3,57
Rate Rate	3,25	3,27	3,28	3,32	3,337143	3,33	3,4	3,56	3,41

Semarang, July 3, 2025

Ketua LPM,



Tolkah