

STUDENT SATISFACTION SURVEY INSTRUMENT

GENERAL EXPLANATION

1. The satisfaction survey is a measurement of student satisfaction with the provision of educational services at UIN Walisongo.
2. The level of satisfaction describes the level of student satisfaction with the educational services provided by UIN Walisongo.
3. The higher the score you give, the higher your level of satisfaction.

FILLING INSTRUCTIONS

State your level of satisfaction with the indicators below using the assessment criteria:

- 1 : Not enough
- 2 : Enough
- 3 : Good/Suitable
- 4 : Very Good/Very suitable

RESPONDENT IDENTITY

Number :
HIM :
Study program :

Faculty : :

- 1. FUHUM
- 2. FDK
- 3. FSH
- 4. FITK
- 5. FEBI
- 6. FST
- 7. FPK
- 8. FISIP
- 9. Postgraduate

QUESTION

NO	INDICATOR	SCORE			
		1	2	3	4
	Aspect 1: Academic Services and Systems				
1	Course registration/addition system (KRS input)				
2	Online guardianship system				
3	Online lecture system (Elearning)				
4	Course grade revision/correction system				
5	Online title submission system				
6	Online final assignment guidance system				
7	Academic freedom on campus (Discussion, research, scientific publication)				
8	Academic atmosphere on campus				
	Aspect 2: Non-Academic Services				
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)				
	Aspect 3: Academic Services by Lecturers				
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				
	Aspect 4: Academic Administration Services by Education Staff (Administration Section)				
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				
	Aspect 5: Management				
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				
	Aspect 6: Facilities and Infrastructure				
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				
	Aspect 7: Scope of Study Program				
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				