

A decorative yellow arc starts above the word 'SATISFACT' and curves down around the word 'INDEX'. A black flourish starts under 'INDEX' and extends to the right.

SATISFACT ION INDEX

GRADUATES/ALUMNI

Quality Assurance Agency (QAA) of
UIN Walisongo Semarang
YEAR 2024



FOREWORD

Assalamu'alaikum wr.wb.

Alhamdulillah, we praise and thank Allah SWT for bestowing His mercy, guidance, and blessings upon us all, so that the 2024 UIN Walisongo Semarang Graduate/Alumni Satisfaction Survey could run smoothly. We also extend our prayers and greetings to our beloved Prophet Muhammad SAW, whose intercession we await on the Day of Judgement.

On this auspicious occasion, we would like to express our gratitude to the entire committee and the LPM Team who have worked hard for the success of this event. As a form of accountability, we have compiled a report on the activities.

We sincerely hope that the activity report we have compiled will be beneficial and credible as a requirement for the success of an event. We also apologise for any shortcomings in the implementation of the event and the preparation of this report.

Peace be upon you.

Semarang, 4 January 2025
Head of the Quality Assurance
Agency



Tolkah

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CHAPTER I

INTRODUCTION

A. Background

Based on Regulation of the Minister of Religious Affairs of the Republic of Indonesia Number 54 of 2015, the Quality Assurance Agency (LPM) has the task of coordinating, controlling, auditing, monitoring, assessing and developing the quality of academic activities. In addition, Article 65 states that in carrying out its duties, the LPM performs the following functions:

a) the preparation of plans, programme evaluations and budgets, as well as reporting; b) the development of academic quality; c) the auditing, monitoring and assessment of academic quality; and d) the administration of the institution.

On the other hand, the quality of higher education management can be seen from two indicators, namely the fulfilment of quality standards and the achievement of customer satisfaction. Both of these lead to the fulfilment of higher education recognition, namely reputation. Therefore, in the implementation of higher education, it is not only necessary to measure the achievement of standards, but also to measure the satisfaction of graduates who have gone

through a series of service processes on campus.

The graduate satisfaction survey is a survey conducted on graduates, in which the respondents are graduates in the year the survey is conducted. This survey aims to measure satisfaction with the learning process and learning facilities from the graduates' perspective. A high level of satisfaction among graduates is one indicator of the success of the educational process in the educational institution.

B. Objective

The purpose of this satisfaction survey is to determine the level of graduate satisfaction with the learning process experience and learning facilities in 2024.

C. Target

The target of the 2024 alumni satisfaction survey is the alumni who graduated in 2024.

D. Type of Activity

The 2024 Graduate Satisfaction Survey activity is conducted using a *Google Form* instrument that is directly distributed to alumni users (immediate supervisors where alumni work).

The stages of the activity are as follows:

1. Coordination with the Survey Team
2. Distribution of the survey link to graduates via alumni

forums or WhatsApp groups.

3. Data processing and reporting. This activity is carried out with the objective of processing data, analysing data, drawing conclusions, and compiling reports.

CHAPTER II

IMPLEMENTATION

A. Implementation Period

The 2024 Graduate User Satisfaction Survey was conducted in December 2024. The survey team involved department heads at UIN Walisongo. The 2024 graduate satisfaction survey was able to gather responses from 1,400 alumni.

B. Method

Data collection to measure the satisfaction index of UIN Walisongo graduates was conducted through a survey using a questionnaire distributed online in the form of a Google form, as attached. Each indicator was measured using a 1–4 Likert scale, where:

1 : Poor

2 : Fair

3 : Good

4 : Very Good

The Satisfaction Index is measured through the average score, which is then classified into four categories: Low, Medium, High, and Very High.

The criteria for categorisation are as follows: Low : $1.00 \leq \bar{x} < 1.75$

Moderate : $1.76 \leq \bar{x} < 2.50$

High : $2.51 \leq \bar{x} < 3.25$ Very High :

$3.26 \leq \bar{x} \leq 4.00$

This survey instrument is adopted from the Programme Study Accreditation Instrument (IAPS 4.0) in accordance with PERBAN PT Number 5 of 2019. The survey targets the following aspects.

1. Learning Experience Aspects, including:
 - a. Instructors' Teaching Ability in the Classroom
 - b. Laboratory staff/lecturer assistants' teaching ability
 - c. Educational staff services
 - d. Availability of modules/teaching materials
 - e. Practical activities in the laboratory
 - f. Interaction between lecturers and students
 - g. Academic guidance Academic by Lecturers Academic Advisor
 - h. Curriculum that supports graduate competencies
2. Learning Facilities, including
 - a. Lecture Halls
 - b. Laboratories
 - c. Library
 - d. Sports Facilities
 - e. Parking

- f. WiFi speed
- g. Toilet
- h. Prayer Room/Mosque
- i. Health Services at the Polyclinic
- j. Scholarships (Information and Services)
- k. Career Guidance Services
- l. Canteen

CHAPTER III

RESULTS AND DISCUSSION

C. Graduate User Satisfaction Index Results

Based on the results of data measurement and processing, the graduate satisfaction index for UIN Walisongo in 2024 is as follows.

Table 1
Graduate User Satisfaction Index of UIN
Walisongo in 2024

No	Aspect	Index
	A - Learning Process Experience	
1	Lecturers' Teaching Ability in Class	3.8
2	Laboratory staff/assistant lecturer competence	3.6
3	Educational staff services	3.8
4	Availability of teaching modules/materials	3.6
5	Laboratory practical activities	3.7
6	Interaction between lecturers and students	3.8
7	Academic guidance academic by Academic Advisor Lecturer	3.7
8	Curriculum that supports graduate competencies	3.5

No	Aspect	Index
	A - Learning Process Experience	
	B – Learning Facilities	
1.	Lecture Halls	3.6
2	Laboratory	3.7
3	Library	3.7
4	Sports Facilities	3.6
5	Parking Area	3.3
6	WiFi Speed	3.7
7	Toilet	3.6
8	Prayer room/mosque	3.7
9.	Health Services at the Polyclinic	3.8
10	Scholarships (Information and Services)	3.5
11	Career guidance services	3.5
12.	Canteen	3.8
	Average Alumni Satisfaction	3.65

The table above shows that the overall satisfaction index of UIN Walisongo graduates is Very High, at 3.65.

A comparison of the high and low satisfaction indices for all the above indicators can be presented in the following graph.



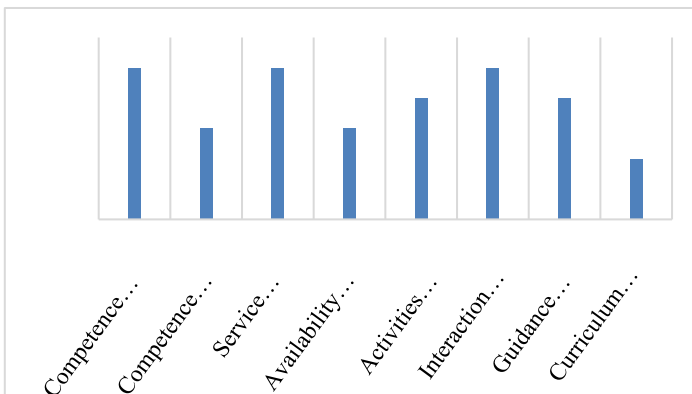


Figure 1
UIN Walisongo Graduate Satisfaction Index on the aspect of Learning
Process Experience

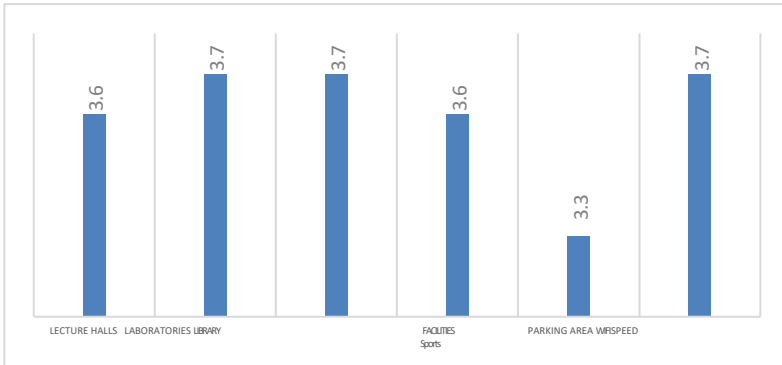


Figure 2
UIN Walisongo Graduate Satisfaction Index in terms of
Learning Facilities

The diagram above shows the ranking of indicators from the highest index to the lowest index. It can be seen that all indices are in the range of 3.3 to 3.8 or in the very high category. The lowest index is for the parking lot indicator. The highest index, with a score of 3.9, is for the indicators of lecturers' teaching ability in class, lecturer-student interaction, the canteen, and polyclinic health services.

CHAPTER IV

CONCLUSION

A. Conclusion

From the presentation of the satisfaction survey results, several conclusions can be drawn as follows.

1. The indices range from 3.2 to 3.9, all of which are in the very high satisfaction category.
2. The lowest index, with a score of 3.3, is for the parking lot indicator.
3. The highest index, with a score of 3.9, is for the indicators of lecturers' teaching ability in the classroom, lecturer-student interaction, the canteen, and the health clinic services.

B. Recommendations

Based on the results of this graduate satisfaction survey, there are several recommendations, namely There is a need for safe and comfortable parking facilities.

C. CLOSING

Thus, we have compiled the results of the 2024 graduate satisfaction survey. We hope it will be useful and can be used as a reference in improving student and alumni development programmes.

Semarang, 4 January 2025

Head of the Quality Assurance Agency



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