# INSTRUMENTS FOR STUDENTS

1. **Charging instructions**
2. This questionnaire aims to ask for your opinion/feedback regarding your satisfaction with lecturers and education staff, civil service and governance, student services, facilities, and infrastructure services.
3. Your honest answer is essential for improving the service quality of lecturers and education staff, governance and governance, student services, facilities, and infrastructure services in the future.
4. Choose the answer that you think is most consistent with reality.
5. The assessment criteria used are:

**very satisfied = 5, satisfied = 4, quite satisfied = 3,**

**less satisfied = 2, dissatisfied = 1**

1. **Identity**

Name :

Instance :

Address :

Gender : a. male b. woman

1. **Student** **Satisfaction with Lecturer and Education Personnel Services**

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| **No** | **Ability Type** | **Response** | | | | |
| **1** | **2** | **3** | **4** | **5** |
| **Reliability:**  **Lecturer** | | | | | |  |
| 1 | Mastery of current and contextual issues |  |  |  |  |  |
| 2 | Use of learning models/strategies/methods |  |  |  |  |  |
| 3 | Material mastery |  |  |  |  |  |
| 4 | Lecture evaluation system |  |  |  |  |  |
| 5 | Fair/do not discriminate |  |  |  |  |  |
| **Reliability:**  **Educational staff and management** | | | | | | |
| 7 | Fair/do not discriminate |  |  |  |  |  |
| 8 | Timely service |  |  |  |  |  |
| 9 | Clarity and ease of access to information |  |  |  |  |  |
| 10 | Implementation of work according to work  procedures |  |  |  |  |  |
| **Responsiveness**  **Lecturer** | |  |  |  |  |  |
| 11 | Quick and precise in responding to student  needs |  |  |  |  |  |
| 12 | Service on time/according to agreed  schedule |  |  |  |  |  |

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| **No** | **Ability Type** | | **Response** | | | | | |
| **1** | **2** | **3** | **4** | **5** | |
| **Responsiveness**  **Educational staff and management** | | | | | | | | |
| 13 | Fast & precise in responding to student  needs | |  |  |  |  |  | |
| 14 | Compliance with the agreed schedule | |  |  |  |  |  | |
| 15 | Availability of time to serve student needs | |  |  |  |  |  | |
| **Assurance**  **Lecturer** | | | | | | | | |
| 17 | Provide clear and accountable  directions/feedback | |  |  |  |  |  | |
| 18 | Demonstrate mastery of student problems | |  |  |  |  |  | |
| 19 | Ensuring student safety and privacy | |  |  |  |  |  | |
| 20 | Competent in their field | |  |  |  |  |  | |
| 21 | Friendly to students | |  |  |  |  |  | |
| **Assurance:**  **Educational staff and management** | | | | | | | | |
| 22 | | Responsible and provide excellent service |  |  |  |  |  |
| 23 | | Every service requested is always fulfilled |  |  |  |  |  |
| 24 | | There is always clarity of information  responsibilities in every service |  |  |  |  |  |
| 25 | | Friendly and polite in serving |  |  |  |  |  |
| **Empathy**  **Lecturer** | | | | | | | | |
| 26 | | Give sincere attention |  |  |  |  |  |
| 27 | | Strive to understand student needs. |  |  |  |  |  |
| 28 | | Willing to spend time in serving |  |  |  |  |  |
| **Empathy**  **Educational staff and management** | | | | | | | | |
| 31 | | Communicate in easy-to-understand  language |  |  |  |  |  |
| 32 | | Paying attention to serving |  |  |  |  |  |
| 33 | | Understanding student needs. |  |  |  |  |  |
| **Tangibles**  **Physical evidence** | | | | | | | | |
| 34 | | Neat and attractive appearance |  |  |  |  |  |
| 35 | | Discipline |  |  |  |  |  |
| **Improvement Suggestions:** | | | | | | | | |

1. **Student Satisfaction with Student Services**

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| **No** | **Indicator** | **Instrument** | **Response** | | | | | |
| **1** | **2** | **3** | | **4** | **5** |
| 1. | Infrastructure and facilities for student activity units (UKM) | 1. Building facilities for student activities 2. Supporting facilities for student activities 3. Facilitating the development of personality and leadership 4. Facilities for students' interests and talents in the fields of sports, arts, social and spirituality |  |  |  | |  |  |
| 2 | Student welfare | 1. Student institution budgeting 2. The process of applying for activity assistance funds 3. Presence of health services 4. Scholarship access 5. Facilitation of student creativity program (PKM) 6. The existence of counseling services and student psychology |  |  |  | |  |  |
| 3. | Reliability of officials, coaches, assistants to student activity units (UKM) | 1. Availability of a   particular time for discussion about student activities   1. Assistance in student activities 2. Attendance in student activities 3. Politeness in accompanying 4. Implementation of monitoring and evaluation of student activities |  |  |  |  | |  |
| 4. | Student  Information System | 1. Availability of   publication facilities for student activities through websites and other media.   1. Availability of information systems regarding internships and job   vacancies   1. Availability of information   systems regarding scholarships   1. Easy access to information on student activities |  |  |  |  | |  |
| Improvement Suggestions: | | | | | | | | |

1. **Student Satisfaction Instruments on Governance and Governance**

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| **No** | **Achievements** | **Statement** | **Response** | | | | |
| **1** | **2** | **3** | **4** | **5** |
| 1. | Credibility | * Decision-making in the field of student affairs is carried out by deliberation and consensus. * Moral/material support in student activities. * Informative in providing academic and student services |  |  |  |  |  |
| 2. | Transparent | * Involving students in the implementation of the study program work program. * Opportunity to submit suggestions and criticism. |  |  |  |  |  |

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| **No** | **Achievements** | **Statement** | **Response** | | | | |
| **1** | **2** | **3** | **4** | **5** |
| 3. | Accountability | * Determination of scholarship recipients follows the terms and conditions. * Following up on criticism, suggestions and complaints submitted by students. |  |  |  |  |  |
| 4. | Responsibility | * Monitoring the implementation of lectures at the beginning, middle and end of the semester. * Evaluating the teaching and learning process every semester. * Giving awards/sanctions for students |  |  |  |  |  |
| 5. | Fair | * Fair treatment of students is related to the performance of the study program. |  |  |  |  |  |
| 6. | Student Satisfaction with Academic Guidance Services | * Availability of information on class schedules * Accuracy of class schedule |  |  |  |  |  |
| 7. | Student Satisfaction  with KRS and PRS Management | * Ease of accessing Study Plan Card through SIA |  |  |  |  |  |
| 8. | Student Satisfaction with Class Schedule | * Availability of information on class schedules * Accuracy of class schedule |  |  |  |  |  |
| 9. | Student Satisfaction with KKN/PLP | * Clarity of information about the schedule of KKN/PLP * Ease of collecting KKN/PLP files * Ease of technical distribution of KKN/PLP locations |  |  |  |  |  |
| 10. | Student Satisfaction with Scholarship Information | * Ease of getting scholarship information * Transparency in the distribution of scholarship receipts |  |  |  |  |  |

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| --- | --- | --- | --- | --- | --- | --- | --- |
| **No** | **Achievements** | **Statement** | **Response** | | | | |
| **1** | **2** | **3** | **4** | **5** |
| 11. | Student Satisfaction with Students Association | * Clarity of information about the terms and conditions of Students Association management * The synergy between study program leaders and Students Association |  |  |  |  |  |
| 12. | Student Satisfaction with the Thesis Examination Process | * The clarity in the requirements for submitting a thesis exam * Ease of submitting the requirements for the thesis exam file * Transparency of information about the thesis exam schedule |  |  |  |  |  |
| 13. | Student Satisfaction with the Thesis Examination Process | * The clarity in the requirements for submitting a thesis exam * Ease of submitting the requirements for the thesis exam file * Transparency of information about the thesis exam schedule |  |  |  |  |  |
| 14. | Student Satisfaction with the Issuance of Diplomas and Transcripts | * The clarity in terms of issuance of diplomas and transcripts * Ease of submitting requirements for the distribution of diplomas and transcripts. * Ease of taking diplomas and transcripts |  |  |  |  |  |
| Improvement Suggestions: | | | | | | | |

1. **Instrument of student satisfaction with facilities and infrastructure management services**

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| --- | --- | --- | --- | --- | --- | --- | --- |
| **No** | **Indicator** | **Statement** | **Response** | | | | |
| **1** | **2** | **3** | **4** | **5** |
| 1. | Sufficiency and Accessibility of Educational Facilities | 1. Classrooms are neat, clean, 2. Learning facilities in the lecture hall 3. Reference books in the library 4. A laboratory that is relevant to the scientific needs of students 5. Availability of toilet facilities. 6. Availability of worship facilities. 7. Workspace availability |  |  |  |  |  |
| 2 | Sufficiency and Accessibility of information and communication technology facilities | 1. Availability of internet facilities 2. Study program website in providing information |  |  |  |  |  |
| 3 | Adequacy of Infrastructure Accessibility | 1. Availability of information board facilities 2. Chair/table facilities for lectures 3. Availability of sports facilities 4. Availability of campus   parking space |  |  |  |  |  |
| **Improvement Suggestions:** | | | | | | | |