

Student's Satisfaction Survey on Support Services Academic Year 2025-2026

Instruction: Please mark ✓ in the slot that corresponds with your level of satisfaction of the program. Please respond to all questions. Your information will be treated as confidential.

- 1 lowest satisfaction
- 2 low satisfaction
- 3 moderate satisfaction
- 4 high satisfaction
- 5 highest satisfaction

Items	Mean	Full Score
The results of the assessment of the quality of library services and other learning resources through computer networks.		
1. Library service	3.89	5.00
2. Knowledge resource online	3.78	5.00
3. Training for the use of library, media and internet	3.89	5.00
Weighted Mean	3.85	
The results of the evaluation of the quality of physical services suitable for teaching and student development, such as classroom, laboratory, educational equipment and wireless access point.		
4. Class atmosphere	3.85	5.00
5. Laboratory	3.50	5.00
6. Education materials	3.53	5.00
7. Wi-Fi System	3.80	5.00
Weighted Mean	3.67	
Educational Facility Services		
8. Computer and IT	4.21	5.00
9. Online student registration via computer network	3.89	5.00
10. Health care service	3.54	5.00
11. Clean and hygienic food shop	3.76	5.00
12. Sports / exercise facilities	3.89	5.00
Weighted Mean	3.86	
Facilities and Safety Services		

13. Public utility system	4.81	5.00
14. Safety and guard system	4.86	5.00
15.Trash bins around campus	4.45	5.00
16. Waste management system	4.81	5.00
17. Trash management system	4.86	5.00
18. There is a fire protection system in place.	3.45	5.00
Weighted Mean	4.54	
Student Accommodation Service		
19. Campus accommodation service	4.45	5.00
20. Kitchen, common room in the dormitory	3.45	5.00
21. Safety system in the dormitory	4.87	5.00
22. Trash management in the dormitory	4.65	5.00
23. Environment and facilities in the dormitory	4.56	5.00
Weighted Mean	4.40	
Advisory Service		
24. Advisory service in academic	4.76	5.00
25. Advisory service in personal problems	4.6	5.00

Items	Mean	Full Score
26. Satisfaction in Advisor's counseling	4.67	5.00
27. Proper area for counseling	4.81	5.00
Weighted Mean	4.71	
Information Service		
28. Thoroughly disseminate information	4.56	5.00
29. Updated information	4.78	5.00
30. Adequate information boards	4.86	5.00
31. Usefulness of information service	4.65	5.00
32. Satisfaction of useful information service	4.34	5.00

Weighted Mean	4.64	
Activities for Academic and Career Experience Development		
33. Professional training service	4.54	5.00
34. Services for activities in enhancing academic and professional skills	4.65	5.00
Weighted Mean	4.60	
Physical & Environment		
35. Participation of students in maintenance of environment	4.56	5.00
36. Clean, healthy and beautiful areas	4.67	5.00
Weighted Mean	4.62	
The landscape of college with a beautiful tune, harmony with nature, and environment-friendly.		
37. Availability of the area for art and cultural activities	4.67	5.00
38. Availability of the area for group study and peer mentoring	4.76	5.00
Weighted Mean	4.72	
Other services		
39. Bus service	3.65	5.00
40. Study loan	4.78	5.00
Weighted Mean	4.22	
OVERALL MEAN	4.35	5.00