

## INSTRUMENT FOR STUDENTS

### I. Petunjuk Pengisian

1. This questionnaire aims to ask for your opinion / response regarding your satisfaction with lecturers and education staff, governance and governance, student services, facilities and infrastructure services..
2. Your honest answer is very important for the improvement and enhancement of the quality of services of lecturers and education personnel, governance and governance, student services, facilities and infrastructure services in the future..
3. Choose one answer that you think best fits your reality.

The assessment criteria used are:

**very satisfied = 4, satisfied = 3, less satisfied = 2, not satisfied = 1**

### II. Identity

**Name** : .....

**Institution** : .....

**Address** : .....

**Gender** : a. male b. female

### III. Student Satisfaction with Lecturer and Education Personnel Services

No	Ability Type	Response			
		1	2	3	4
<b>Reliability:</b>					
<b>Lecturer</b>					
1	Mastery of current and contextual issues				
2	Use of learning models/strategies/methods				
3	Mastery of material				
4	Lecture evaluation system				
5	Objectivity of treatment and assessment				
6	Timely service				
7	Clarity and ease of access to information				
<b>Responsiveness</b>					
<b>Lecturer</b>					
8	Fast and precise in responding to student needs				
9	Service on time / according to the agreed schedule				
<b>Education staff and managers</b>					
13	Fast & precise in responding to student needs				
14	Conformity of services to the agreed schedule				
15	Availability of time to serve student needs				
<b>Assurance</b>					
<b>Lecturer</b>					
17	Provide clear and accountable direction/feedback				
18	Demonstrate mastery of student problems				

No	Ability Type	Response			
		1	2	3	4
19	Ensure student safety and privacy				
20	Competent in their field				
21	Friendly to students				
<b>Assurance:</b>					
<b>Education staff and managers</b>					
22	Take responsibility and provide excellent service				
23	Every service requested is always fulfilled				
24	There is always clarity of information responsibility in every service				
25	Friendly and polite in serving				
<b>Empathy</b>					
<b>Lecturer</b>					
26	Provide genuine care				
27	Make an effort to understand student needs.				
28	Willing to take the time to serve				
<b>Empathy</b>					
<b>Education staff and managers</b>					
31	Communicate in a language that is easy to understand				
32	Give attention in serving				
33	Understand the needs of students.				
<b>Tangibles</b>					
<b>Bukti fisik</b>					
34	Neat and attractive appearance				
35	Discipline				

<b>Suggestions for Improvement:</b>

#### IV. Student Satisfaction with Student Services

No.	Indicators	Instrument	Response			
			1	2	3	4
1.	Infrastructure and facilities for student activity units (UKM)	1. Building facilities for student activities Supporting facilities for student activities 2. Facilitation of personality and leadership development 3. Facilities for student interests and talents in the fields of sports, arts, social and spirituality				

2.	Student welfare	<ol style="list-style-type: none"> <li>1. Student organization budgeting</li> <li>2. The process of applying for activity grants</li> <li>3. Existence of health services</li> <li>4. Scholarship access</li> <li>5. Facilitation of student creativity program (PKM)</li> <li>6. Existence of student counseling and psychology services</li> </ol>				
3.	Reliability of officials, coaches, and mentors of student activity units (UKM)	<ol style="list-style-type: none"> <li>1. Availability of dedicated time for discussion about student activities</li> <li>2. Assistance with student activities</li> <li>3. Attendance at student activities</li> <li>4. Politeness in assisting</li> <li>5. Implementation of monitoring and evaluation of student activities.</li> </ol>				
4.	Student Information System	<ol style="list-style-type: none"> <li>1. Availability of publication facilities for student activities through websites and other media.</li> <li>2. Availability of information systems regarding internships and job vacancies.</li> <li>3. Availability of information systems regarding scholarships</li> <li>4. Ease of access to information on student activities</li> </ol>				
<b>Suggestions for Improvement:</b>						

V. Instrument for Student Satisfaction with Management and Governance

No	Achievements	Pernyataan	Scale			
			1	2	3	4
1.	Credibility	<ul style="list-style-type: none"> <li>- Decision-making in the field of student affairs is carried out by consensus.</li> <li>- Moral/material support in student activities.</li> <li>- Information and organizing academic and student services.</li> </ul>				
2.	Transparent	<ul style="list-style-type: none"> <li>- Involvement of students in the implementation of study program work programs.</li> <li>- Opportunity to convey suggestions and criticism.</li> </ul>				

3.	Accountability	<ul style="list-style-type: none"> <li>- Determination of scholarship recipients in accordance with the terms and conditions.</li> <li>- Follow-up of criticisms, suggestions and complaints submitted by students.</li> </ul>				
4.	Responsibility	<ul style="list-style-type: none"> <li>- Monitoring the implementation of lectures at the beginning, middle and end of each semester.</li> <li>- Evaluation of the teaching and learning process every semester.</li> <li>- Giving awards/sanctions for students</li> </ul>				
5.	Fair	Fair treatment of students in relation to study program performance.				
6.	Student Satisfaction with Academic Advising Services	<ul style="list-style-type: none"> <li>- Availability of information on the lecture schedule</li> <li>- Accuracy of the lecture schedule</li> </ul>				
7.	Student Satisfaction with KRS and PRS Management	Ease of accessing KRS through SIA				
8.	Student Satisfaction with Lecture Schedule	<ul style="list-style-type: none"> <li>- Availability of information on the lecture schedule</li> <li>- Accuracy of the lecture schedule</li> </ul>				
9.	Student Satisfaction with KKN/PLP	<ul style="list-style-type: none"> <li>- Clarity of information about the KKN/ PLP schedule</li> <li>- Ease of KKN/ PLP file collection</li> <li>- Ease of technical distribution of KKN/ PLP locations</li> </ul>				
10.	Student Satisfaction with Scholarship Information	<ul style="list-style-type: none"> <li>- Ease of obtaining scholarship information</li> <li>- Transparency in the distribution of scholarship revenue</li> </ul>				
11.	Student Satisfaction with HIMA	<ul style="list-style-type: none"> <li>- Clarity of information about the terms and conditions of Hima management</li> <li>- Synergy between study program leaders and HIMA</li> </ul>				
12.	Student Satisfaction with the Thesis Examination Process	<ul style="list-style-type: none"> <li>- Clarity in the requirements for submitting a thesis examination</li> <li>- Ease of submitting thesis examination file requirements</li> <li>- Clarity of information about the thesis examination schedule</li> </ul>				
13.	Student Satisfaction with the Thesis Examination Process	<ul style="list-style-type: none"> <li>- Clarity in the requirements for submitting a thesis examination</li> <li>- Ease of submitting thesis examination file requirements</li> <li>- Clarity of information about the thesis examination schedule</li> </ul>				

14.	Student Satisfaction with the Issuance of Diplomas and Transcripts of Values	<ul style="list-style-type: none"> <li>- Clarity in the requirements for issuing diplomas and transcripts</li> <li>- Ease of applying for the requirements for issuing diplomas and transcripts of grades</li> <li>- Ease of retrieval of diplomas and transcripts</li> </ul>				
<b>Saran Perbaikan:</b>						

**V. Student satisfaction instrument for facilities and infrastructure management services**

NO	INDICATOR	STATEMENT	RESPONSE			
			1	2	3	4
1.	Adequacy and Accessibility of Education Facilities	1. The lecture hall is well organized, clean, 2. Learning facilities in the lecture hall 3. Reference books, articles, journals and other print media in the library 4. Laboratories that are relevant to the scientific needs of the students 5. Availability of toilet facilities. 6. Availability of worship facilities. 7. Availability of workspace				
	Adequacy and Accessibility of Information and Communication Technology Facilities	8. Availability of internet facilities 9. Program website in providing information 10. Availability of website access to outside journals and articles				

	Adequacy of Infrastructure Accessibility	11. Availability of information board facilities 12. Chair/table facilities for lectures 13. Availability of sports facilities 14. Availability of campus parking lots				
<b>Suggestions for Improvement:</b>						