NATIONAL UNIVERSITY OF HO CHI MINH CITY Template 07; Code:……………………

**UNIVERSITY OF ECONOMICS AND LAW**

**SURVEY QUESTIONNAIRE**

**ABOUT MANAGING AND SERVICE** **QUALITY OF ACADEMIC AFFAIRS OFFICE**

(For Students)

Dear Students,

University of Economics and Law have collected ideas from students about managing and service quality of Academic affairs Office. The target of this survey is to improve Academic affairs Office’s managing and service quality for you. From your objective ideas, we have more information, basis and solutions to improve the quality of management and service.

1. **PERSONAL INFORMATION** (Note: **Tick X** on the selected circle)

1. Class:………………………… Gender: 🌕 Male 🌕 Female

2. Your score in pervious semester (if any): 🌕 Very good 🌕 Good 🌕 Average good 🌕 Ordinary 🌕 Weak

3. You can update our information with (you can choose more than one item):

🌕 Information from the board of Faculty/ Office 🌕 University’s website 🌕 Consultant 🌕 Class leaders

🌕 Classmates 🌕 Social network 🌕 Email issued by University 🌕 Others (write clearly):……........

1. **INFORMATION EVALUATION**

**II.1. Level of contact Academic affairs Office in this semester (from July 2016 to now):**

🌕 Not contact 🌕 Once 🌕 Twice 🌕 3 times 🌕 4 times 🌕 5 times 🌕 Over 5 times

**II.2. Feedback agreement level about below statements for Academic affairs Office by marking from 1 to 5:**

1. Strongly disagree Strongly agree

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No.** | **Section 1: Organization and work procedure (published on the web)** | **1** | **2** | **3** | **4** | **5** |
| 1 | Office has specific work procedure for each student’s problem | 🌕 | 🌕 | 🌕 | 🌕 | 🌕 |
| 2 | Office’s work procedure is published on the web | 🌕 | 🌕 | 🌕 | 🌕 | 🌕 |
| 3 | Student understands clearly about Office’s work procedure | 🌕 | 🌕 | 🌕 | 🌕 | 🌕 |
| 4 | Office performs work with the right procedure | 🌕 | 🌕 | 🌕 | 🌕 | 🌕 |
| 5 | Office’s work procedure is convenient for students | 🌕 | 🌕 | 🌕 | 🌕 | 🌕 |
|  | **Section 2: Attitude and work solution effect of professional** | 🌕 | 🌕 | 🌕 | 🌕 | 🌕 |
| 6 | Professional has righteous attitude through contacting | 🌕 | 🌕 | 🌕 | 🌕 | 🌕 |
| 7 | Professional guides, solves student’s problem conscientiously | 🌕 | 🌕 | 🌕 | 🌕 | 🌕 |
| 8 | Professional contacts student punctually | 🌕 | 🌕 | 🌕 | 🌕 | 🌕 |
| 9 | Professional solves work in the right time | 🌕 | 🌕 | 🌕 | 🌕 | 🌕 |
| 10 | Professional solves work meeting student’s demand | 🌕 | 🌕 | 🌕 | 🌕 | 🌕 |
|  | **Section 3: Information and access to information of Office** | 🌕 | 🌕 | 🌕 | 🌕 | 🌕 |
| 11 | Information related to each specific work is fully transmitted | 🌕 | 🌕 | 🌕 | 🌕 | 🌕 |
| 12 | Office’s information is exactly transmitted | 🌕 | 🌕 | 🌕 | 🌕 | 🌕 |
| 13 | Office’s information Chanel (Board/Website) is updated regularly | 🌕 | 🌕 | 🌕 | 🌕 | 🌕 |
| 14 | Office’s information Chanel (Board/Website) is accessed easily | 🌕 | 🌕 | 🌕 | 🌕 | 🌕 |
| **15** | **You satisfy Office’s service quality** | 🌕 | 🌕 | 🌕 | 🌕 | 🌕 |

1. **OTHER IDEA**

**In your opinion, what can Academic affair Office do to improve managing quality and service?**

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**Thank you for your cooperation!**