



Diponegoro University

Student Satisfaction Survey Questionnaire



**MASTER OF ENVIRONMENTAL SCIENCE
GRADUATE SCHOOL
DIPONEGORO UNIVERSITY**

Dear Student

Please allow us to submit the following questionnaire form as part of quality assurance at the Faculty/School and UNDIP. The number of questions we asked was 37 questions. Generally it takes 10-15 minutes to answer. We are pleased to fill in every question with carefully, so that we get accurate information.

We thank you very much for your attention and cooperation

Best regards

Satisfaction and Quality Assurance School of Postgraduate Studies UNDIP Survey Team.

Survey 01. Student satisfaction

Answer the following questions by providing ☒ on one of the available options

I. Demographics (General Student Information)

1. Gender
☐ Male ☐ Female
2. Educational Level
☐ Master ☐ Doctor
3. Length of Study at UNDIP (years)
☐ 1-2 ☐ 3-4
☐ 2-3 ☐ 4-5 ☐ >5
4. Name of Study Program
☐ Doctor of Environmental Sciences
☐ Master in Environmental Science
☐ Master in Epidemiology
☐ Master in Information Systems
☐ Master in Energy

II. Governance and Staff Management (Management and Work Atmosphere)

5. My opinion about information and registration services coming to UNDIP
☐ Very satisfied ☐ Quite satisfied
☐ Satisfied ☐ Less satisfied
6. My opinion about administrative services (Tuition fee payment, Registration, Student Card)
☐ Very satisfied ☐ Quite satisfied
☐ Satisfied ☐ Less satisfied
7. My opinion about Thesis or Dissertation Examination service
☐ Very satisfied ☐ Quite satisfied
☐ Satisfied ☐ Less satisfied
8. My opinion on the existence and mechanism of appeal of examination results and Thesis or Dissertation results
☐ Very satisfied ☐ Quite satisfied
☐ Satisfied ☐ Less satisfied
9. My opinion about Graduation Service
☐ Very satisfied ☐ Quite satisfied
☐ Satisfied ☐ Less satisfied

10. My opinion about (reliability) the ability of faculty, staff, and managers in providing services
- ☐ Very satisfied ☐ Quite satisfied
- ☐ Satisfied ☐ Less satisfied
11. My opinion on responsiveness: the willingness of lecturers, education staff, and administrators to help students and provide services quickly
- ☐ Very satisfied ☐ Quite satisfied
- ☐ Satisfied ☐ Less satisfied
12. My opinion on assurance: the ability of lecturers, education staff, and managers to give confidence to students that the services provided is in accordance with the provisions.
- ☐ Very satisfied ☐ Quite satisfied
- ☐ Satisfied ☐ Less satisfied
13. My opinion about (empathy): willingness/caring faculty, staff, and managers to pay attention to students
- ☐ Very satisfied ☐ Quite satisfied
- ☐ Satisfied ☐ Less satisfied
14. My opinion on tangible or student assessment of the facilities and infrastructure adequacy, accessibility, quality.
- ☐ Very satisfied ☐ Quite satisfied
- ☐ Satisfied ☐ Less satisfied

III. Implementation of Teaching and Learning

15. My opinion about class schedule availability
- ☐ Very satisfied ☐ Quite satisfied
- ☐ Satisfied ☐ Less satisfied
16. My opinion on the accessibility of lecture materials
- ☐ Very satisfied ☐ Quite satisfied
- ☐ Satisfied ☐ Less satisfied
17. My opinion on the quality of lecture materials
- ☐ Very satisfied ☐ Quite satisfied
- ☐ Satisfied ☐ Less satisfied

IV. Guidance and counseling

18. My opinion on the adequacy of guidance and counseling information
- ☐ Very satisfied ☐ Quite satisfied
- ☐ Satisfied ☐ Less satisfied

19. My opinion about the accessibility to conduct guidance and counseling

- | | |
|---|--|
| ☐ Very satisfied | ☐ Quite satisfied |
| ☐ Satisfied | ☐ Less satisfied |

20. My opinion on the quality of guidance and counseling

- | | |
|---|--|
| ☐ Very satisfied | ☐ Quite satisfied |
| ☐ Satisfied | ☐ Less satisfied |

V. Scholarship Service

21. My opinion on the adequacy of scholarship information

- | | |
|---|--|
| ☐ Very satisfied | ☐ Quite satisfied |
| ☐ Satisfied | ☐ Less satisfied |

22. My opinion about accessibility and opportunity to get scholarship

- | | |
|---|--|
| ☐ Very satisfied | ☐ Quite satisfied |
| ☐ Satisfied | ☐ Less satisfied |

VI. Reasoning Interest and Talents Service

23. My opinion about the adequacy of information for student interest and talent tracking services

- | | |
|---|--|
| ☐ Very satisfied | ☐ Quite satisfied |
| ☐ Satisfied | ☐ Less satisfied |

24. My opinion about the accessibility of student activity services

- | | |
|---|--|
| ☐ Very satisfied | ☐ Quite satisfied |
| ☐ Satisfied | ☐ Less satisfied |

25. My opinion about the quality of service to support student activities

- | | |
|---|--|
| ☐ Very satisfied | ☐ Quite satisfied |
| ☐ Satisfied | ☐ Less satisfied |

VII. Career Guidance and Entrepreneurship

26. My opinion about adequacy or availability of career and entrepreneurship counseling services

- | | |
|---|--|
| ☐ Very satisfied | ☐ Quite satisfied |
| ☐ Satisfied | ☐ Less satisfied |

27. My opinion on the accessibility of career guidance and entrepreneurship services

- | | |
|---|--|
| ☐ Very satisfied | ☐ Quite satisfied |
| ☐ Satisfied | ☐ Less satisfied |

28. My opinion on the quality of career and entrepreneurship guidance services

- | | |
|---|--|
| ☐ Very satisfied | ☐ Quite satisfied |
| ☐ Satisfied | ☐ Less satisfied |

VIII. Health services

29. My opinion on the availability of health services

- | | |
|---|--|
| ☐ Very satisfied | ☐ Quite satisfied |
| ☐ Satisfied | ☐ Less satisfied |

30. My opinion on the accessibility of health services

- | | |
|---|--|
| ☐ Very satisfied | ☐ Quite satisfied |
| ☐ Satisfied | ☐ Less satisfied |

31. My opinion on the quality of health services

- | | |
|---|--|
| ☐ Very satisfied | ☐ Quite satisfied |
| ☐ Satisfied | ☐ Less satisfied |

IX. Education Facility

32. My opinion on the availability of education facilities

- | | |
|---|--|
| ☐ Very satisfied | ☐ Quite satisfied |
| ☐ Satisfied | ☐ Less satisfied |

33. My opinion on the accessibility of education facilities

- | | |
|---|--|
| ☐ Very satisfied | ☐ Quite satisfied |
| ☐ Satisfied | ☐ Less satisfied |

34. My opinion on the quality of education facilities

- | | |
|---|--|
| ☐ Very satisfied | ☐ Quite satisfied |
| ☐ Satisfied | ☐ Less satisfied |

X. Education Infrastructure

35. My opinion on the availability of education infrastructures

- | | |
|---|--|
| ☐ Very satisfied | ☐ Quite satisfied |
| ☐ Satisfied | ☐ Less satisfied |

36. My opinion on the accessibility of education infrastructures

- | | |
|---|--|
| ☐ Very satisfied | ☐ Quite satisfied |
| ☐ Satisfied | ☐ Less satisfied |

37. My opinion on the quality of education infrastructures

- | | |
|---|--|
| ☐ Very satisfied | ☐ Quite satisfied |
| ☐ Satisfied | ☐ Less satisfied |