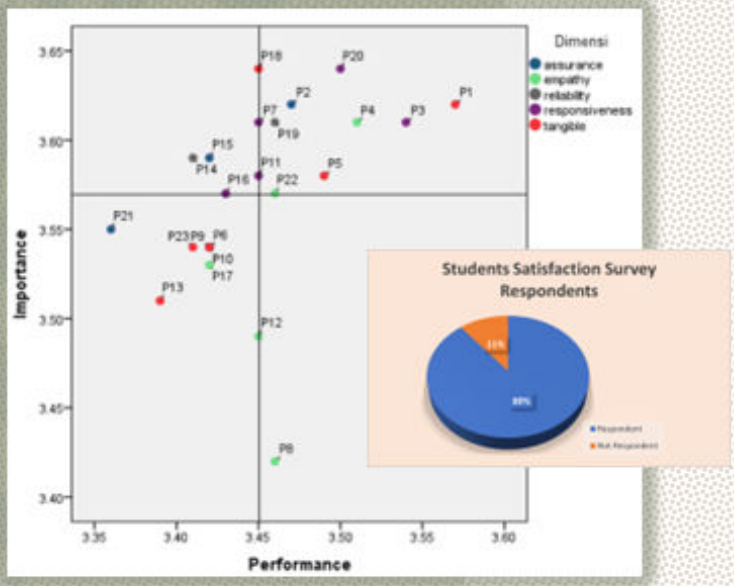
STUDENT SATISFACTION SURVEY
MPME UNESA



UNESA management must prioritize the following components.

1) Clarity of SOP for the process of applying for UKT payments/delays/relief (P14).
2) Ease of UKT application/payment/delay/relief process (P15).
3) The ability and speed of officers in providing services for the loan process/use of infrastructure facilities for student activities (P16).

UNESA management has implemented the following components well.

1. Availability of academic services, administration and services for academic and non-academic information needs online and offline accurately and satisfactorily (P1).
2. Clarity of program information in the areas of reasoning, interests and talents (P2).
3. The ability and speed of officers in providing services in the areas of reasoning, interests and talents (P3).
4. Officers' concern in receiving complaints regarding services in the areas of reasoning, interests and talents (P4).

UNESA management has implemented the following components very well.

1) Officers' concern in receiving complaints regarding guidance and counseling services, health and scholarships (P8).
2) Officers' concern in receiving complaints regarding career and entrepreneurship guidance services (P12).

5. Availability, adequacy, accessibility and quality of service infrastructure in the areas of reasoning, interests and talents (P5).
6. The ability and speed of officers in providing guidance and counseling services, health and scholarships (P7).
7. The ability and speed of officers in providing career and entrepreneurship guidance services (P11)
8. Availability and adequacy of academic facilities and infrastructure (libraries, learning/laboratories/workshops/electrical installations/internet, information systems) (P18).
9. The ability of lecturers, education staff and managers in providing services (P19).
10. The willingness of lecturers, education staff and administrators to help students and provide services quickly (P20).
11. The caring willingness of lecturers, education staff and administrators to pay attention to students (P22).

UNESA management has implemented quite well the following two components.

1. Clarity of SOPs for guidance and counseling services, health and scholarships (P6: *Assurance*).
2. Availability, adequacy, accessibility and quality of infrastructure for guidance and counseling services, health and scholarships (P9).
3. Clarity of SOP for career and entrepreneurship guidance services(P10).
4. Availability, adequacy, accessibility and quality of infrastructure and career guidance and entrepreneurship services (P13).
5. Officers' concern in receiving complaints regarding financial services and infrastructure (P17).
6. The ability of lecturers, education staff and administrators to provide confidence to students that the services provided are in accordance with the provisions (P21).
7. Adequacy, accessibility, quality of facilities and infrastructure (P23).