Ho Chi Minh City, 15th March, 2024

## ANALYSIS RESULT OF STUDENT SERVICE QUALITY SURVEY AT INTERNATIONAL UNIVERSITY

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Advance AdvanceComment Advance AdvanceAdvance     1Advance <td< td=""><td>Added a part of a pa</td><td>estion oup 1. OFFICE OF GRADUATE AFFAIRS</td><td>Q.AverageRate</td><td>Q.PassRate</td><td>Group</td><td>G.AvgRate</td><td>G.PassRa</td></td<>	Added a part of a pa	estion oup 1. OFFICE OF GRADUATE AFFAIRS	Q.AverageRate	Q.PassRate	Group	G.AvgRate	G.PassRa
International and a part of a	IndependenceInterpretation of the sector of the	Admission counseling activities disseminate necessary information to those interested					
Additional and a set of a part of a set o	Decomposition of a part of a	. Instruction to new postgraduate student enrollment	5	100,0%	Gnl	49	100.0%
Land bound and supply bound problem in the supply bound of a supply	Image of a probability o	Dissemination of exam schedule for postgraduate students		100,0%	Gpr		100,076
Addition of a part of a base o	Addition of a part of a base o						
Amounc production of a product	Amounc production of a product	oup 2. OFFICE OF INTERNATIONAL ACADEMIC COLLABORATION					
Note of the section	Note of the section	Activities to assist postgraduate students with transfer procedures to partner universities under the joint			Gp2	5	100,0%
ResultResul	ResultResul	0. The content of workshop and seminar	5	100,0%			
Additional part of a sector of a secto	Additional part of a sector of a secto	Supporting postgraduate students in registering at dormitory or hostel     Supporting postgraduate students in tuition fee loan, fee extended procedure			Gp3	5	100,0%
And set in the se	And set in the se	3. Activities informing postgraduate students of domestic and international scholarships	5	100,0%			
Additional approache and by a probability of a probabilit	Additional approache and by a probability of a probabilit	4. Supporting postgraduate students in postgraduate students exchange procedure	5	100,0%	Gp4	5	100,0%
Result of a proper pr	Result of a proper pr	5. Activities informing postgraduate students of registering scientific research topics	5				
An APPENDEDProblem </td <td>An APPENDEDProblem<!--</td--><td></td><td></td><td></td><td>Gp5</td><td>5</td><td>100,0%</td></td>	An APPENDEDProblem </td <td></td> <td></td> <td></td> <td>Gp5</td> <td>5</td> <td>100,0%</td>				Gp5	5	100,0%
An add the set of the section of th	An add the set of the section of th	oup 6. OFFICE OF FINANCE & PLANNING	47	100.0%			
And end of the set of the se	And end of the set of the se	9. Properly implement the regulations on payment of scholarships and grants for postgraduate students on			Gp6	4.7	100,0%
A. Description of a set of a se	A. Description of a set of a se	0. Supporting, guiding information search from librarians					
An encomp and neutral protein protein strained and prote	An encomp and neutral protein protein strained and prote						
All or protocol of the sector of the sect	All or protocol of the sector of the sect	3. Borrowing, returning, and renewing procedures	5	100,0%	Gp7	5	100,0%
HereHe	HereHe	5. Library's operating hours meet the needs of readers	5	100,0%			
11000	11000		5	100,0%			
Note of the origination of the ori	Note of the origination of the ori	7. The quality of internet system in classrooms and laboratories			Gn8	5	100.0%
Support of the state of the	Support of the state of the	9. The quality of information on the website			Cipo	5	100,070
ResultControl <t< td=""><td>ResultControl<t< td=""><td></td><td>5</td><td>100.0%</td><td></td><td></td><td>100.00</td></t<></td></t<>	ResultControl <t< td=""><td></td><td>5</td><td>100.0%</td><td></td><td></td><td>100.00</td></t<>		5	100.0%			100.00
Nome of the sector of the s	Nome of the sector of the s	1. Postgraduate student feebacks for service quality survey			Gp9	5	100,0%
Sample of the sector of the	Sample of the sector of the	2. The quality of medical service at IU	5	100,0%	Gp10	5	100,0%
Sector µn/ be not	Sector µn/ be not		5	100.0%			
TOP CAPPControl	TOP CAPPControl	4. Security in IU	5	100,0%	Gp11	5	100,0%
Nome of the sector of the s	Nome of the sector of the s	oup 12. CANTEEN MANAGEMENT	5				
The product of the proof of	The product of the proof of	5. The quality of Canteen services at IU	5	100,0%	Gp12	5	100,0%
The Description of a part of	The Description of a part of	7. The professionalism of office staff					100.0
Here Here<	Here Here<				Gp13	5	100,0%
Construction<	Construction<	up 14. GENERAL EVALUATION OF SERVICE QUALITY AT IU					
Interpart of a control main and the sector of a control of a c	Interpart of a control main and the sector of a control of a c				Gp14	5	100,0%
math math	math math						
Advance Advance Manual operation of a part of a strain of the attrack of a strain of a st	Advance Advance Manual operation of a part of a strain of the attrack of a strain of a st	stion	Q.AverageRate	Q.PassRate	Group	G.AvgRate	G.PassR:
Main is concregation of the section of the sectio	Main is concregation of the section of the sectio	Admission counseling activities disseminate necessary information to those interested	4.7	100.0%			
Communic during have been programmed in the series of a section of	Communic during have been programmed in the series of a section of	Means for course registration	4.5	100,0%			
Bane shore of a sum pair of a pair of a bar of a sum of a sum of a sum of a bar of a sum of a sum of a bar of a	Bane shore of a sum pair of a pair of a bar of a sum of a sum of a sum of a bar of a sum of a sum of a bar of a	Communication channels between postgraduate students and the university	4.3	100,0%	Gp1	4.5	100,0%
Der Normal of ACM ACCOUNT COLLANDY COLLANDY ACCOUNT OF ACCOU	Der Normal of ACM ACCOUNT COLLANDY COLLANDY ACCOUNT OF ACCOU						
Ansign a proof of information and hole pair of a pergrame for pergrame for pergrame data in a perturb of	Ansign a proof of information and hole pair of a pergrame for pergrame for pergrame data in a perturb of		4.5	100,0%			
Advances of und per part of a strange of per part of per	Advances of und per part of a strange of per part of per	Activities to provide information and advice about the joint training programs for postgraduate students			Gp2	4.6	100,0%
1717101000000000000000000000000000000000000	1717101000000000000000000000000000000000000		4.6	100,0%	•		
3. Superstandard substants intoles for the first interval of each start intole is the first interval intole is the first into	3. Superstandard substants intoles for the first interval of each start intole is the first interval intole is the first into	0. The content of workshop and seminar					
mailm	mailm	2. Supporting postgraduate students in tuition fee loan, fee extended procedure	4.3	100,0%	Gp3	4.5	100,0%
Support Support Notice 10 MULLING Notice 10 MULLING Not	Support Support Notice 10 MULLING Notice 10 MULLING Not		4.8	100,0%			
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2 is basing and accepting particular statubility cond grants for particular bit basing and grants for par	2 is basing and accepting particular statubility cond grants for particular bit basing and grants for par	5. Activities informing postgraduate students of registering scientific research topics					
math matrix 	math matrix 				Gp5	4.6	100,0%
By proof products or grander of solutional paral for grand	By proof products or grander of solutional paral for grand	up 6. OFFICE OF FINANCE & PLANNING					
3 sport part of part	3 sport part of part	9. Properly implement the regulations on payment of scholarships and grants for postgraduate students on			Gp6	4.4	100,0%
The Direction is a number of books and references mearing that must the needs of reakers in terms of cases4.51000000001000000100000010000001000000100000010000000100000000010000000000100000000000001000000000000000000000000000000000000	The Direction is a number of books and references mearing that must the needs of reakers in terms of cases4.51000000001000000100000010000001000000100000010000000100000000010000000000100000000000001000000000000000000000000000000000000		43	100.0%			
3. Barrowski presenting needers and supply presents4.31000, 10	3. Barrowski presenting needers and supply presents4.31000, 10	1. The library has a number of books and reference materials that meet the needs of readers	4.5	100,0%	1		
17. Be apply of systems for a sector formal fields or transmission of transmi	17. Be apply of systems for a sector formal fields or transmission of transmi	<ol> <li>The library has book sources and reference materials that meet the needs of readers in terms of content</li> <li>Borrowing, returning, and renewing procedures</li> </ol>			Gp7	4.4	100,0%
5. The Hardwar a number of same that must the need on fragebra(1)	5. The Hardwar a number of same that must the need on fragebra(1)	4. The quality of systems for searching library resources	4.3	100.0%	1		
7 me quarity of mixmen years in a biasecone and biasecon	7 me quarity of mixmen years in a biasecone and biasecon		4.5				
S. The quarty of monotone mits when the part of th	S. The quarty of monotone mits when the part of th	6. The library has a number of seats that meet the needs of readers		100,0%			
mp 0. OPLICA OF QUALITY ANY LANY LANY LANY LANY LANY LANY LANY	mp 0. OPLICA OF QUALITY ANY LANY LANY LANY LANY LANY LANY LANY	6. The library has a number of seats that meet the needs of readers pup 8. OFFICE OF INFORMATION SERVICES	4.3	100,0%			
In Support local activity of machine local activity and ID (ID (ID (ID (ID (ID (ID (ID (ID (ID	In Support local activity of machine local activity and ID (ID (ID (ID (ID (ID (ID (ID (ID (ID	The library has a number of seats that meet the needs of readers     up 8. OFFICE OF INFORMATION SERVICES     The quality of internet system in classrooms and laboratories     M. The quality of wifi system in IU	4.3 4.7 4.5	100,0% 100,0% 100,0% 100,0%	Gp8	4.6	100,0%
The gradies of maked a series at U       42       0.007       642       0.007         911 CMPK CD FVALUPY NUMPENT       42       0.057       641       43         10 and the main BL       42       0.057       641       440         10 and the main BL       42       0.057       641       1000         10 and the main BL       43       1000       642       400       100         10 and the main BL       45       1000       641       1000       100	The gradies of maked a series at U       42       0.007       642       0.007         911 CMPK CD FVALUPY NUMPENT       42       0.057       641       43         10 and the main BL       42       0.057       641       440         10 and the main BL       42       0.057       641       1000         10 and the main BL       43       1000       642       400       100         10 and the main BL       45       1000       641       1000       100	5. The library has a number of seats that meet the needs of readers     ap 8. OFFICE OF INFORMATION SERVICES     7. The quality of internet system in classrooms and laboratories     8. The quality of wifi system in IU     7. The quality of information on the website     up 9. OFFICE OF QUALITY ASSURANCE	4.3 4.7 4.5 4.7	100,0% 100,0% 100,0% 100,0% 100,0%	Gp8	4.6	100,0%
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The gauging of Cantern series at IU         60.00         60.12         60.00         60.12         60.00         60.12         60.00         60.12         60.00         60.12         60.00         60.12         60.00         60.12         60.00         60.12         60.00         60.12         60.00         60.12         60.00         60.12         60.00         60.12         60.00         60.12         60.00         60.12         60.00         60.0	The gauging of Cantern series at IU         60.00         60.12         60.00         60.12         60.00         60.12         60.00         60.12         60.00         60.12         60.00         60.12         60.00         60.12         60.00         60.12         60.00         60.12         60.00         60.12         60.00         60.12         60.00         60.12         60.00         60.12         60.00         60.12         60.00         60.0	S. The library has a number of seats that meet the needs of readers     ap 8. OFFICE OF INFORMATION SERVICES     The quality of internet system in classrooms and laboratories     The quality of wifi system in IU     D. The quality of wifi system in U     D. The quality of wifi system in U     D. The quality of reading and the system of the system     p. OFFICE OF QUALITY ASSURANCE     D. Postgraduate student feebacks for service quality survey     up 10. HEALTH DEPARTMENT     The quality of medical service at IU     up 11. OFFICE OF FACILITY DEVELOPMENT     Samitation in IU	4.3 4.7 4.5 4.7 4.3 4.3 4.3 4.2 4.2	100,0% 100,0% 100,0% 100,0% 100,0% 100,0% 100,0% 83,3%	Gp9 Gp10	4.3	100,0%
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mp 1. OPTICE OF GRADUATE AFFAIRS         Admissio converse rigistration       4.4       100,07         Manns for course rigistration       4.1       100,07         Extraction to new postgradulat students and the university       4.1       88,70         Dissemination of exam schedic for postgradulat students and the university       4.1       88,70         Dissemination of exam schedic for postgradulat students student performance       4.4       100,07         mp 2. OPTICE OF INTERNATIONAL ACADEMIC COLLABORATION       4.1       100,07         Activities to provide information and advice about the provide information advice	mp 1. OPTICE OF GRADUATE AFFAIRS         Admissio converse rigistration       4.4       100,07         Manns for course rigistration       4.1       100,07         Extraction to new postgradulat students and the university       4.1       88,70         Dissemination of exam schedic for postgradulat students and the university       4.1       88,70         Dissemination of exam schedic for postgradulat students student performance       4.4       100,07         mp 2. OPTICE OF INTERNATIONAL ACADEMIC COLLABORATION       4.1       100,07         Activities to provide information and advice about the provide information advice	5. The library has a number of seats that meet the needs of readers  pa 6. OFFICE OF FNORMATATON SERVICES  7. The quality of wifi system in classrooms and laboratories  8. The quality of information on the website  pap 0. OFFICE OF QUALITY ASSURANCE  1. Postgraduate student feebacks for course evaluation form  2. The quality of medical service at IU  pap 10. IFALTH DEPARTMENT  2. The quality of equipment in classrooms pap 12. CANTEEN MANGEMENT  5. The quality of canteen services at IU pap 13. STAFF  7. The professionalism of office staff  7. The quality of office staff  7. The professionalism of office staff  7. Doverall evaluation of office staff	4.3 4.7 4.5 4.7 4.3 4.3 4.3 4.3 4.2 4.2 4.2 4.2 4.2 4.5 4.5 4.5 4.5 4.5	100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0%	Gp9 Gp10 Gp11 Gp12 Gp13	4.3 4.2 4.3 4.5 4.6	100,0%
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Dissemination of exam results according to the specified time student performance       4.4       100,0%       Vector         sp2. OFFICE OF INTERNATIONAL ACADEMIC COLLABORATION	Dissemination of exam results according to the specified time student performance       4.4       100,0%       Vector         sp2. OFFICE OF INTERNATIONAL ACADEMIC COLLABORATION	b. The library has a number of seats that meet the needs of readers  p. OFFICE OF INPORMATION SERVICES   The quality of infernation on the website  p. OFFICE OF UNDERMATION SERVICE MEAN  P. OFFICE OF QUALITY ASSURANCE  P. OSTIFICE OF COF QUALITY ASSURANCE  P. OSTIFICE OF FACLITY DEVELOPMENT  A the quality of medical service at IU  pp. 10. OFFICE OF FACLITY DEVELOPMENT  S. Society in IU  S. Society in IU  S. Society in IU  P. The quality of Canteen services at IU  pp. 13. STAFF  The professionalism of office staff  The policy assure that the obles nature  pp. 14. GENERAL EVALUATION OF SERVICE QUALITY AT IU  Overall evaluation of Service quality  P. Overall evaluation of service atIf  P. Overall evaluation of Service quality  P. OSTIFICE OF GRADUATE AFFAIRS  Admission counseling activities disseminate necessary information to those interested Means for course registration	4.3 4.7 4.5 4.7 4.3 4.3 4.2 4.2 4.2 4.2 4.2 4.2 4.2 4.5 4.5 4.5 4.5 4.5 4.5 4.5 4.7 4.5 4.5 4.5 4.7 4.5 4.5 4.5 4.5 4.5 4.5 4.5 4.5 4.5 4.5	100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0%	Gp9 Gp10 Gp11 Gp12 Gp13 Gp14	4.3 4.2 4.3 4.5 4.6 4.6	100,0% 100,0% 94,4% 100,0% 100,0%
Resolving questions and complaints about postgraduate student performance         4.4         100,07           92, OFFCE OF NITRENATIONAL ACADEMENC COLLABORATION         4.4         100,07         6.92         4.3         100,07           Activities to provide information and advice about the joint training programs for postgraduate students         4.4         100,07         6.92         4.3         100,07           mp3. OFFCE OF STUDENT SERVICES	Resolving questions and complaints about postgraduate student performance         4.4         100,07           92, OFFCE OF NITRENATIONAL ACADEMENC COLLABORATION         4.4         100,07         6.92         4.3         100,07           Activities to provide information and advice about the joint training programs for postgraduate students         4.4         100,07         6.92         4.3         100,07           mp3. OFFCE OF STUDENT SERVICES	b. The library has a number of seats that meet the needs of readers up 8. OFFICE OF INFORMATION SERVICES  The quality of niernet system in classrooms and laboratories The quality of wifi system in IU  P. The quality of information on the website up 9. OFFICE OF QUALITY ASSURANCE  Postgraduate student feebacks for course evaluation form P. Ostgraduate student feebacks for service quality survey up 10. IEALTH DEPARTMENT  Security in 10  Security in 10  The quality of equipment in classrooms U  Development Deve	4.3 4.7 4.5 4.7 4.3 4.3 4.2 4.2 4.2 4.2 4.2 4.2 4.5 4.5 4.5 4.5 4.5 4.7 4.5 4.5 4.5 4.7 4.5 4.5 4.5 4.5 4.5 4.5 4.5 4.5	100.0% 10	Gp9 Gp10 Gp11 Gp12 Gp13 Gp14 Gp14	4.3 4.2 4.3 4.5 4.6 4.6 G.AvgRate	100,0% 100,0% 94,4% 100,0% 100,0% <b>G.PassR</b>
Activities to provide information and advice about the joint training programs for postgraduate students       4.4       100,0%       Gp2       4.3       100,0%         aptivities to provide information and advice about the joint training programs for postgraduate students of transfer procedures to parter universities under the joint       4.1       100,0%       Gp3       4.3       100,0%         Disporting postgraduate students of transfer procedure       3.9       85,7%       Gp3       4       96,4%         Activities informing postgraduate students of transfer and international scholarships       4       100,0%       Gp4       4       100,0%         ap. OFFICE OF EXTERNAL & PUBLIC RELATIONS       5       Activities informing postgraduate students vicentific research topics       3.9       85,7%       5       4       100,0%       Gp4       4       100,0%       Gp6       4       95,2%         Activities informing postgraduate students vicentific research topics       3.9       85,7%       4       95,2%       5       5       4       95,2%       5       4       95,2%       5       4       95,2%       5       4       95,2%       5       4       95,2%       5       4       95,2%       5       4       95,2%       5       4       95,2%       5       5       5       5	Activities to provide information and advice about the joint training programs for postgraduate students       4.4       100,0%       Gp2       4.3       100,0%         aptivities to provide information and advice about the joint training programs for postgraduate students of transfer procedures to parter universities under the joint       4.1       100,0%       Gp3       4.3       100,0%         Disporting postgraduate students of transfer procedure       3.9       85,7%       Gp3       4       96,4%         Activities informing postgraduate students of transfer and international scholarships       4       100,0%       Gp4       4       100,0%         ap. OFFICE OF EXTERNAL & PUBLIC RELATIONS       5       Activities informing postgraduate students vicentific research topics       3.9       85,7%       5       4       100,0%       Gp4       4       100,0%       Gp6       4       95,2%         Activities informing postgraduate students vicentific research topics       3.9       85,7%       4       95,2%       5       5       4       95,2%       5       4       95,2%       5       4       95,2%       5       4       95,2%       5       4       95,2%       5       4       95,2%       5       4       95,2%       5       4       95,2%       5       5       5       5	5. The library has a number of seats that meet the needs of readers  9. The quality of internet system in classrooms and laboratories  7. The quality of wif system in IU  7. The quality of wif system in IU  7. The quality of information on the website  9. OFFICE OF QUALITY ASSURANCE  9. Postgraduate student feebacks for service quality survey  9. OFFICE OF QUALITY ASSURANCE  1. Postgraduate student feebacks for service quality survey  9. INFALTID DEPARTMENT  2. The quality of medical service at IU  9. OFFICE OF FACLIATY DEVELOPMENT  3. Sanitation in IU  5. The quality of equipment in classrooms  9. SUPPORT OF CONTROL OF CONTROL OF CONTROL  9. Service at IU  9. INFERMINENT  7. The professionalism of office staff  7. The professionalism of office staff  7. The professionalism of office staff  7. The professionalism of staff  8. Service quality of Canteen service quality  9. OPTICE OF GRADUATE AFFAIRS  Admission counseling activities disseminate necessary information to those interested  Means for course registration  1. Staff and the university  2. Contrelect of CRADUATE AFFAIRS  2. Admission counseling activities disseminate necessary information to those interested  3. Means for course registration  3. Staff and the university  3. To make the optigraduate student enrollment  3. Communication charactele for postgraduate student staff the university  3. Staff and the university  3. St	4.3 4.7 4.5 4.7 4.3 4.3 4.3 4.2 4.2 4.2 4.2 4.2 4.2 4.5 4.5 4.5 4.5 4.5 4.5 4.5 4.5 4.5 4.5	100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0%	Gp9 Gp10 Gp11 Gp12 Gp13 Gp14 Gp14	4.3 4.2 4.3 4.5 4.6 4.6 G.AvgRate	100,0% 100,0% 94,4% 100,0% 100,0% G.PassRa
Activities to assist postgraduate students with transfer procedures to partner universities under the joint       4.1       100.0%       1         9. OFFICE OF STIDENT SERVICES       4.1       100.0%       4       96,4%         3. Supporting postgraduate students in registering at dormitory or hostel       3.9       100.0%       4       96,4%         3. Supporting postgraduate students in negistering at dormitory or hostel       3.9       100.0%       6p4       4       100.0%       6p4       4       100.0%       6p4       4       100.0%       6p4       4       100.0%       5       6p4       4       100.0%       5       5       6p6       4       100.0%       5       5       5       5       6p5       4       100.0%       5       5       5       5       5       6p5       4       100.0%       5       5       5       5       5       5       6p6       3.9       8       5       7%       4       100.0%       5       5       5       5       5       5       6p7       5       5       5       5       7%       5	Activities to assist postgraduate students with transfer procedures to partner universities under the joint       4.1       100.0%       1         9. OFFICE OF STIDENT SERVICES       4.1       100.0%       4       96,4%         3. Supporting postgraduate students in registering at dormitory or hostel       3.9       100.0%       4       96,4%         3. Supporting postgraduate students in negistering at dormitory or hostel       3.9       100.0%       6p4       4       100.0%       6p4       4       100.0%       6p4       4       100.0%       6p4       4       100.0%       5       6p4       4       100.0%       5       5       6p6       4       100.0%       5       5       5       5       6p5       4       100.0%       5       5       5       5       5       6p5       4       100.0%       5       5       5       5       5       5       6p6       3.9       8       5       7%       4       100.0%       5       5       5       5       5       5       6p7       5       5       5       5       7%       5	5. The library has a number of seats that meet the needs of readers  9. The quality of internet system in classrooms and laboratories  7. The quality of wif system in IU  7. The quality of information on the website  9. OFFICE OF UPCORMATION SERVICES  1. Postgraduate student febacks for course evaluation form  1. Postgraduate student febacks for course evaluation form  1. Postgraduate student febacks for course evaluation form  1. Postgraduate student febacks for course evaluation  1. Postgraduate student febacks for course evaluation  2. The quality of medical service at IU  2. The quality of medical service at IU  2. The quality of equipment in classrooms  3. Somitation in IU  3. Security in IU  5. The quality of Canteen services at IU  3. The posterious for the staff  5. The quality of Canteen services at IU  3. The office staff Clothes are suitable for the job's nature  3. For equality of Canteen services at IU  3. Overall evaluation of office staff  5. Overall evaluation of service staff  5. Overall evaluation of service quality  4. Overall evaluation of service staff  5. Overall evaluation of service quality  5. Overall evaluation of service quality  5. Overall evaluation of service staff  5. Overall evaluation of service staff  5. Overall evaluation of service staff  5. Overall evaluation of new postgraduate students and the university  5. Overall evaluation of carms registration  5. The function of exam schedule for postgraduate students and the university  5. Overall evaluation of evalues discovering to the specified time  7. Resolving queuestions and complaints about postgraduate students and the university  5. Security of Security and the student stadent performance  5. Security and the subscendent performance  5. Security and the subscendent performance  5. Security and the security and the university  5. Security and the security a	4.3 4.7 4.5 4.7 4.3 4.3 4.2 4.2 4.2 4.2 4.2 4.2 4.2 4.2 4.5 4.5 4.5 4.5 4.5 4.5 4.5 4.5 4.5 4.5	100.0% 10	Gp9 Gp10 Gp11 Gp12 Gp13 Gp14 Gp14	4.3 4.2 4.3 4.5 4.6 4.6 G.AvgRate	100,0% 100,0% 94,4% 100,0% 100,0% G.PassRa
2. The content of workshop and seminar       4.1       100.0%,       4.1       100.0%,       6p3       4.1       96,4%,         2. Supporting postgraduate students in truition fee loan, fee extended procedure       3.9       1000.0%,       4.1       100.0%,       6p4       4.100.0%,       6p5       4.100.0%,       6p5       4.100.0%,       6p5       4.100.0%,       6p5       4.100.0%,       6p6       3.9       85.7%,       5.40%,       6p6       3.9       85.7%,       5.10%,       6p6       3.9       85.7%,       5.10%,       6p6       3.9       85.7%,       5.10%,       6p6       3.9       85.7%,       5.10%,       6p7       4.100.0%,       7.1,4%,       7.1,4%,       7.1,4%,       7.1,4%,       7.1,4%,       7.1,4%,       7.1,4%,       7.1,4%,       7.1,4%,       7.1,4%,       7.1,4%,       7.1,4%,       7.1,4%,       7.1,4%,       7.1,4	2. The content of workshop and seminar       4.1       100.0%,       4.1       100.0%,       6p3       4.1       96,4%,         2. Supporting postgraduate students in truition fee loan, fee extended procedure       3.9       1000.0%,       4.1       100.0%,       6p4       4.100.0%,       6p5       4.100.0%,       6p5       4.100.0%,       6p5       4.100.0%,       6p5       4.100.0%,       6p6       3.9       85.7%,       5.40%,       6p6       3.9       85.7%,       5.10%,       6p6       3.9       85.7%,       5.10%,       6p6       3.9       85.7%,       5.10%,       6p6       3.9       85.7%,       5.10%,       6p7       4.100.0%,       7.1,4%,       7.1,4%,       7.1,4%,       7.1,4%,       7.1,4%,       7.1,4%,       7.1,4%,       7.1,4%,       7.1,4%,       7.1,4%,       7.1,4%,       7.1,4%,       7.1,4%,       7.1,4%,       7.1,4	5. The library has a number of seats that meet the needs of readers ap 8. OFFICE OF INFORMATION SERVICES . 1. The quality of niternet system in classrooms and laboratories . 3. The quality of vinf system in IU . 1. The quality of information on the website ap 9. OFFICE OF QUALITY ASSURANCE . 2. Postgraduate student feebacks for service quality survey ap 10. DIFALTH DEPARTMENT . 2. The quality of medical service at IU ap 11. OFFICE OF FACILITY DEVELOPMENT . 5. Sanitation in IU . 5. The quality of equipment in classrooms ap 12. CANTEEN MANAGEMENT . 5. The quality of factors are suitable for the job's nature ap 13. CANTEEN MANAGEMENT . 5. The quality of factors are suitable for the job's nature ap 14. GENERAL EVALUATION OF SERVICE QUALITY AT IU . 1. Overall evaluation of office staff . 2. Overall evaluation of GRADUATE AFFAIRS . Admission counseling activities disseminate necessary information to those interested Means for course registration Instruction to new postgraduate student enrollment Communication channels between postgraduate students and the university Dissemination of exam results for the specified time Resolving questions and complaints about postgraduate students performance Application and activities disaeminate necessary information to those interested	4.3 4.7 4.5 4.7 4.3 4.3 4.2 4.2 4.2 4.2 4.2 4.2 4.2 4.5 4.5 4.5 4.5 4.7 4.5 4.5 4.7 4.5 4.5 4.7 4.5 4.5 4.7 4.5 4.5 4.5 4.7 4.5 4.5 4.5 4.5 4.5 4.5 4.5 4.5	100.0% 100.0%	Gp9 Gp10 Gp11 Gp12 Gp13 Gp14 Gp14	4.3 4.2 4.3 4.5 4.6 4.6 G.AvgRate 4.2	100,0% 100,0% 100,0% 100,0% 100,0% 100,0% 100,0%
2. Supporting postgraduate students in tuition fee loan, fee extended procedure 3.9 100,0% 4 100,0% 5 Activities informing postgraduate students of domestic and international scholarships 4 100,0% 5 4 100,0% 5 4 100,0% 5 4 100,0% 5 5 5 4 100,0% 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	2. Supporting postgraduate students in tuition fee loan, fee extended procedure 3.9 100,0% 4 100,0% 5 Activities informing postgraduate students of domestic and international scholarships 4 100,0% 5 4 100,0% 5 4 100,0% 5 4 100,0% 5 5 5 4 100,0% 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	5. The library has a number of seats that meet the needs of readers ap 8. OFFICE OF INFORMATION SERVICES . 7. The quality of winf system in Ilu . 7. The quality of winf system in 1U . 7. The quality of information on the website ap 9. OFFICE OF QUALITY ASSURANCE . 7. Postgraduate student feebacks for service quality survey ap 10. IFALTH DEPARTMENT . 7. The quality of medical service at IU ap 11. OFFICE OF FACILITY DEVELOPMENT . 8. Service of medical service at IU ap 11. OFFICE OF ACILITY DEVELOPMENT . 9. The quality of equipment in classrooms ap 12. CANTEEN MANAGEMENT . 9. The quality of factors are usually for the postgraduate student feeback . 9. OFFICE OF FACILITY DEVELOPMENT . 9. The quality of equipment in classrooms app 12. CANTEEN MANAGEMENT . 1. The quality of Cantene services at IU app 13. STAFF . 1. The order start for the job's nature app 14. CANTEEN MANAGEMENT . 2. Overall evaluation of office staff . 3. Service attitude of office staff . 3. Service attitude of office staff . 3. Service attitude of office staff . 3. Overall evaluation of office staff . 4. Overall evaluation of office staff . 5. O	4.3 4.7 4.5 4.7 4.3 4.3 4.2 4.2 4.2 4.2 4.2 4.2 4.2 4.5 4.5 4.5 4.5 4.7 4.5 4.5 4.7 4.5 4.5 4.7 4.5 4.5 4.7 4.5 4.5 4.5 4.7 4.5 4.5 4.5 4.5 4.5 4.5 4.5 4.5	100.0% 100.0%	Gp9 Gp10 Gp11 Gp12 Gp13 Gp14 Gp14	4.3 4.2 4.3 4.5 4.6 4.6 G.AvgRate 4.2	100,0% 100,0% 100,0% 100,0% 100,0% 100,0% 100,0%
up 4. OFFICE OF EXTERNAL & PUBLIC RELATIONS	up 4. OFFICE OF EXTERNAL & PUBLIC RELATIONS	5. The library has a number of seats that meet the needs of readers  pa 6. OFFICE OF INDERMATION SERVICES  7. The quality of internet system in classrooms and laboratories  7. The quality of information on the website  pa 9. OFFICE OF UNDERMATION SERVICES  7. The quality of information on the website pa 9. OFFICE OF QUALITY ASSURANCE  9. OPFICE OF QUALITY ASSURANCE  1. Postgraduate student feebacks for service quality survey pa 10. IEALTH DEPARTMENT  2. The quality of medical service at IU  pa 10. OFFICE OF FACLIATY DEVELOPMENT  3. Somitation in IU  4. Security in IU  5. The quality of equipment in classrooms  pa 10. STAFE  7. The professionalism of office staff  7. The professionalism of office staff  7. The office staff clothes are suitable for the job's nature  pa 10. STAFF  7. Overall evaluation of service quality  1. Overall evaluation of staff  4. Overall evaluation of staff  5. Overall evaluation of Service quality  1. OFFICE OF GRADUATE AFFAIRS  Admission counseling activities disseminate necessary information to those interested  Means for course registration  1. Instruction to new postgraduate student estudents and the university  Communication fances between postgraduate students and the university  Communication of cannels between postgraduate students and the university  Dissemination of exam schedule for postgraduate students  Dissemination of exam schedule for postgraduate students and the university  Dissemination of exam schedule for postgraduate students and the university  Dissemination of exam schedule torolling the postgraduate student schedule type of the spot straft schedule students  Dissemination of exam schedule for postgraduate students and the university  Dissemination of exam schedule for postgraduate students and the university  Dissemination of exam schedule torolling the specified time  Resolving guessions and complinits abut postgraduate student performance  p 2. OFFICE OF INTERNATI	4.3 4.7 4.5 4.7 4.3 4.2 4.2 4.2 4.2 4.2 4.2 4.5 4.5 4.5 4.5 4.5 4.5 4.5 4.5	100.0% 100.0%	Gp9 Gp10 Gp11 Gp12 Gp13 Gp14 Gp14 Gp14 Gp14	4.3 4.2 4.3 4.5 4.6 4.6 G.AvgRate 4.2 4.3	100,0% 100,0% 100,0% 100,0% 100,0% 100,0% 100,0% 100,0%
up 5. OFFICE OF RESEARCH & DEVELOPMENT         5. Activities informing postgraduate students in getting research topic registration and approval       4       100,0%       6p5       4       95,2%         6. Activities supporting postgraduate students in getting research topic registration and approval       4       100,0%       6p5       4       95,2%         7. Evaluating and accepting postgraduate students 'scientific research topics       4.       100,0%       6p6       3.9       85,7%       6p6       3.9       85,7%       6p7       3.9       85,7%       6p7       3.9       85,7%       6p7       3.9       85,7%       6p6       3.9       85,7%       6p7       3.9       85,7%       6p7       4       95,2%       95,7%       6p7       4       95,2%       6p7       4       93,9%       85,7%       6p7       4       93,9%       85,7%       6p7       4       93,9%       5,7%       6p7       4	up 5. OFFICE OF RESEARCH & DEVELOPMENT         5. Activities informing postgraduate students in getting research topic registration and approval       4       100,0%       6p5       4       95,2%         6. Activities supporting postgraduate students in getting research topic registration and approval       4       100,0%       6p5       4       95,2%         7. Evaluating and accepting postgraduate students 'scientific research topics       4.       100,0%       6p6       3.9       85,7%       6p6       3.9       85,7%       6p7       3.9       85,7%       6p7       3.9       85,7%       6p7       3.9       85,7%       6p6       3.9       85,7%       6p7       3.9       85,7%       6p7       4       95,2%       95,7%       6p7       4       95,2%       6p7       4       93,9%       85,7%       6p7       4       93,9%       85,7%       6p7       4       93,9%       5,7%       6p7       4	5. The library has a number of seats that meet the needs of readers  pa 6. OFFICE OF INDERMATION SERVICES  7. The quality of wifi system in IU  7. The quality of information on the website  pap 0. OFFICE OF QUALITY ASSURANCE  1. Postgraduate student febacks for course evaluation form  1. Postgraduate student febacks for course evaluation  2. The quality of medical service at IU  pap 10. IEALTH DEPARTMENT  2. The quality of medical service at IU  pap 1. OFFICE OF FACILITY DEVELOPMENT  3. Somitation in IU  4. Security in IU  5. The quality of captionent in classrooms  pap 13. STAFF  7. The professionalism of office staff  7. The professionalism of office staff  9. The office staff clothes are suitable for the job's nature  pap 14. GENERAL EVALUATION OF SERVICE QUALITY AT IU  1. Overall evaluation of office staff  1. Overall evaluation of service quality  2. The office STAF SERVICE OF ADUATE AFFAIRS  Admission counseling activities disseminate necessary information to those interested  Admission counseling activities disseminate necessary information to those interested  Admission counseling activities disseminate necessary information to those interested  Admission counseling activities disseminate necessary information to those interested  Admission counseling activities disseminate necessary information to those interested  Admission counseling activities disseminate necessary information to those interested  Admission counseling activities disseminate students and the university  Dissemination of exam schedule for postgraduate student performance  pap 2. OFFICE OF INTERNATIONAL ACADEMIC COLLABORATION  Activities to provide information and advice about the joint training programs for postgraduate students  A	4.3 4.7 4.5 4.7 4.3 4.3 4.2 4.2 4.2 4.2 4.2 4.2 4.2 4.5 4.5 4.5 4.7 4.5 4.5 4.7 4.5 4.5 4.7 4.5 4.7 4.5 4.7 4.5 4.5 4.7 4.5 4.5 4.7 4.5 4.5 4.7 4.5 4.5 4.7 4.5 4.5 4.5 4.7 4.5 4.5 4.7 4.5 4.5 4.5 4.7 4.5 4.5 4.5 4.7 4.5 4.5 4.5 4.5 4.7 4.5 4.5 4.7 4.5 4.5 4.7 4.5 4.5 4.7 4.5 4.5 4.7 4.5 4.5 4.7 4.5 4.5 4.7 4.5 4.5 4.7 4.7 4.5 4.7 4.7 4.7 4.5 4.7 4.7 4.7 4.7 4.7 4.7 4.7 4.7	100.0% 10	Gp9 Gp10 Gp11 Gp12 Gp13 Gp14 Gp14 Gp14 Gp14	4.3 4.2 4.3 4.5 4.6 4.6 G.AvgRate 4.2 4.3	100,0% 100,0% 100,0% 100,0% 100,0% 100,0% 100,0% 100,0%
i. Activities informing postgraduate students of registering scientific research topics       3.9       85.7%       4       95.2%         Activities supporting postgraduate students' scientific research topics       4.3       100,0%       4       95.2%         a. Construction and accepting postgraduate students' scientific research topics       4.3       100,0%       6p6       3.9       85.7%         b. School fees and tuition collection methods       4       100,0%       71,4%       6p6       3.9       85.7%         b. Supporting, guiding information search from librarians       3.9       100,0%       4       85.7%       8p7         J. The library has a number of books and reference materials that meet the needs of readers       4       85.7%       8p7       8p7         J. Die torsph has book sources and reference materials that meet the needs of readers       4       85.7%       8p7       8p7         J. Die durpt has a number of seats that meet the needs of readers       4.1       100,0%       8p7       8p7         J. Die durpt has a number of seats that meet the needs of readers       3.9       100,0%       8p7       8p7         J. Die durpt has a number of seats that meet the needs of readers       3.9       100,0%       8p7       8p7         J. The quality of information on the website       4.1       100,0%	i. Activities informing postgraduate students of registering scientific research topics       3.9       85.7%       4       95.2%         Activities supporting postgraduate students' scientific research topics       4.3       100,0%       4       95.2%         a. Construction and accepting postgraduate students' scientific research topics       4.3       100,0%       6p6       3.9       85.7%         b. School fees and tuition collection methods       4       100,0%       71,4%       6p6       3.9       85.7%         b. Supporting, guiding information search from librarians       3.9       100,0%       4       85.7%       8p7         J. The library has a number of books and reference materials that meet the needs of readers       4       85.7%       8p7       8p7         J. Die torsph has book sources and reference materials that meet the needs of readers       4       85.7%       8p7       8p7         J. Die durpt has a number of seats that meet the needs of readers       4.1       100,0%       8p7       8p7         J. Die durpt has a number of seats that meet the needs of readers       3.9       100,0%       8p7       8p7         J. Die durpt has a number of seats that meet the needs of readers       3.9       100,0%       8p7       8p7         J. The quality of information on the website       4.1       100,0%	<ul> <li>The library has a number of seats that meet the needs of readers</li> <li>a. The quality of internet system in classrooms and laboratories</li> <li>A. The quality of wif system in IU</li> <li>A. The quality of wif system in IU</li> <li>Designature student feebacks for course evaluation form</li> <li>Postgraduate student feebacks for service quality survey</li> <li>up 10. DEFICE OF QUALITY ASSURANCE</li> <li>Destgraduate student feebacks for service quality survey</li> <li>up 10. IEALTH DEPARTMENT</li> <li>A. The quality of medical service at IU</li> <li>up 10. IEALTH DEPARTMENT</li> <li>Samitation in IU</li> <li>Security in IU</li> <li>Scurity in IU</li> <li>The quality of equipment in classrooms</li> <li>up 12. CANTEEN MANAGEMENT</li> <li>A. The quality of Canteen services at IU</li> <li>up 13. STAFF</li> <li>A. The roughly of Canteen services at IU</li> <li>up 13. STAFF</li> <li>The organity of office staff</li> <li>Service attitude of office staff</li> <li>Service attitude of office staff</li> <li>Overall evaluation of office staff</li> <li>Admission counseling activities disseminate necessary information to those interested</li> <li>Means and complaints about postgraduate students and the university</li> <li>Dissemination of exam result such of the specified time</li> <li>Resolving questions and complaints about postgraduate students and the university</li> <li>Dissemination of exam result succording to the specified time</li> <li>Resolving questions and complaints about postgraduate student performance</li> <li>up 2. OFFICE OF INTERNATIONAL ACADENTICE ALBORATION</li> <li>Activities to provide information and advice about the joint training programs for postgraduate students in training programs for postgraduate students in training programs for postgraduate students in training the</li></ul>	4.3 4.7 4.5 4.7 4.3 4.2 4.2 4.2 4.2 4.2 4.2 4.5 4.5 4.5 4.5 4.5 4.5 4.5 4.5	100.0% 100.0%	Gp1 Gp10 Gp11 Gp12 Gp12 Gp13 Gp14 Gp14 Gp14 Gp14 Gp14 Gp14 Gp14 Gp14	4.3 4.2 4.3 4.5 4.6 4.6 6 4.6 6 4.2 4.2 4.3 4	100,0% 100,0% 100,0% 100,0% 100,0% 100,0% 100,0% 100,0% 100,0%
2. Evaluating and accepting postgraduate students' scientific research topics       4.3       100,0%       4.3       100,0%         96. OFFICE OF FINANCE & PLANNIG       4       100,0%       Gp6       3.9       85,7%         5. School fees and tuition collection methods       4       100,0%       Gp6       3.9       85,7%         0. Properly implement the regulations on payment of scholarships and grants for postgraduate students on       3.7       71,4%       Gp6       3.9       85,7%         0. Supporting, guiding information search from librarians       3.9       100,0%       4       85,7%       Gp7       4       93,9%         1. The library has book sources and reference materials that meet the needs of readers       4       85,7%       Gp7       4       93,9%         3. Ibrary has a number of sources and reference materials that meet the needs of readers       3.9       100,0%       5       5       5       100,0%       5       7       7       6       6       8       9       3,9%         5. The upitry of systems for scatching library resources       4       85,7%       6       6       8       9       3,9%         6. The library has obok sources and reference materials that meet the needs of readers       3.9       100,0%       5       7       7       6	2. Evaluating and accepting postgraduate students' scientific research topics       4.3       100,0%       4.3       100,0%         96. OFFICE OF FINANCE & PLANNIG       4       100,0%       Gp6       3.9       85,7%         5. School fees and tuition collection methods       4       100,0%       Gp6       3.9       85,7%         0. Properly implement the regulations on payment of scholarships and grants for postgraduate students on       3.7       71,4%       Gp6       3.9       85,7%         0. Supporting, guiding information search from librarians       3.9       100,0%       4       85,7%       Gp7       4       93,9%         1. The library has book sources and reference materials that meet the needs of readers       4       85,7%       Gp7       4       93,9%         3. Ibrary has a number of sources and reference materials that meet the needs of readers       3.9       100,0%       5       5       5       100,0%       5       7       7       6       6       8       9       3,9%         5. The upitry of systems for scatching library resources       4       85,7%       6       6       8       9       3,9%         6. The library has obok sources and reference materials that meet the needs of readers       3.9       100,0%       5       7       7       6	<ul> <li>5. The library has a number of seats that meet the needs of readers</li> <li>ap 8. OFFICE OF INFORMATION SERVICES</li> <li>7. The quality of wiff system in IU</li> <li>8. The quality of wiff system in IU</li> <li>9. OFFICE OF QUALITY ASSURANCE</li> <li>9. OPFICE OF QUALITY ASSURANCE</li> <li>9. Postgraduate student febacks for service quality survey</li> <li>ap 10. IFEALTH DEPARTMENT</li> <li>2. The quality of medical service at IU</li> <li>ap 10. OFFICE OF FACLITY DEVELOPMENT</li> <li>3. Somitation in IU</li> <li>4. Security in IU</li> <li>5. The quality of equipment in classrooms</li> <li>ap 10. OFFICE MANAGEMENT</li> <li>5. The quality of equipment in classrooms</li> <li>ap 12. CANTERN MANAGEMENT</li> <li>5. The quality of Cantene services at IU</li> <li>ap 13. STAFF</li> <li>7. The professionalism of office staff</li> <li>3. Service attitude of office staff</li> <li>3. Service attitude of office staff</li> <li>4. Overall evaluation of service quality</li> <li>b) Overal evaluation of examt evaluate student encliment</li> <li>Communication evaluate student encliment</li> <li>Communication evaluate student encliment</li> <li>Communication evaluate student encliment</li> <li>Communication of exam results according to the specified time</li> <li>Resolving questions and complaints about postgraduate students encliment</li> <li>Communication of examt results according to the specified time</li> <li>Resolving questions and complaints about postgraduate students in cliversity</li> <li>D) Dissemination of exam results according</li></ul>	4.3 4.7 4.5 4.7 4.3 4.3 4.2 4.2 4.2 4.2 4.2 4.5 4.5 4.5 4.5 4.5 4.5 4.5 4.5	100.0% 100.0%	Gp1 Gp10 Gp11 Gp12 Gp12 Gp13 Gp14 Gp14 Gp14 Gp14 Gp14 Gp14 Gp14 Gp12	4.3 4.2 4.3 4.5 4.6 4.6 6 4.6 6 4.2 4.2 4.3 4	100,0% 100,0% 100,0% 100,0% 100,0% 100,0% 100,0% 100,0% 100,0%
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3.9       100,0%         0. Supporting, guiding information search from librarians       3.9       100,0%         1. The library has a number of books and reference materials that meet the needs of readers       4       85,7%         1. The library has book sources and reference materials that meet the needs of readers       4       85,7%       6p7         1. The roll of systems for scarching library resources       4       100,0%       100,0%         1. The library has book sources and reference materials that meet the needs of readers       4.1       100,0%       100,0%         1. The library has a number of seats that meet the needs of readers       3.9       100,0%       100,0%         1. The library has a number of seats that meet the needs of readers       3.9       100,0%       100,0%         1. The quality of infermation on the website       4.1       100,0%       95,2%         0. The quality of infermation on the website       4.1       100,0%       96,98         1. Destgraduate student feebacks for course evaluation form       4       100,0%       92,9%         10. HOPLICE OF PACLITY DEVELOPMENT       4       100,0%       6p1       4       100,0%         2. The quality of medical service at IU       3.9       100,0%       6p1       4       100,0%         3. Security in IU       3.9	3.9       100,0%         0. Supporting, guiding information search from librarians       3.9       100,0%         1. The library has a number of books and reference materials that meet the needs of readers       4       85,7%         1. The library has book sources and reference materials that meet the needs of readers       4       85,7%       6p7         1. The roll of systems for scarching library resources       4       100,0%       100,0%         1. The library has book sources and reference materials that meet the needs of readers       4.1       100,0%       100,0%         1. The library has a number of seats that meet the needs of readers       3.9       100,0%       100,0%         1. The library has a number of seats that meet the needs of readers       3.9       100,0%       100,0%         1. The quality of infermation on the website       4.1       100,0%       95,2%         0. The quality of infermation on the website       4.1       100,0%       96,98         1. Destgraduate student feebacks for course evaluation form       4       100,0%       92,9%         10. HOPLICE OF PACLITY DEVELOPMENT       4       100,0%       6p1       4       100,0%         2. The quality of medical service at IU       3.9       100,0%       6p1       4       100,0%         3. Security in IU       3.9	<ul> <li>The library has a number of seats that meet the needs of readers</li> <li>ap 8. OFFICE OF INFORMATION SERVICES</li> <li>The quality of wif system in IU</li> <li>The quality of wif system in IU</li> <li>The quality of information on the website</li> <li>ap 9. OFFICE OF QUALITY ASSURANCE</li> <li>Designaduate student feebacks for service quality survey</li> <li>ap 10. OFFICE OF QUALITY ASSURANCE</li> <li>Designaduate student feebacks for service quality survey</li> <li>ap 10. IFEALTH DEPARTMENT</li> <li>Somation in fud</li> <li>Socurity in IU</li> <li>Socurity in IU</li> <li>Socurity in IU</li> <li>The quality of equipment in classrooms</li> <li>ap 10. OFFICE OF FACLIATY DEVELOPMENT</li> <li>Somation in IU</li> <li>Socurity in IU</li> <li>The quality of canten services at IU</li> <li>ap 13. STAFF</li> <li>The quality of Canteen services at IU</li> <li>ap 13. STAFF</li> <li>The quality of Canteen services at IU</li> <li>ap 13. STAFF</li> <li>The origin staff clothes are suitable for the job's nature</li> <li>ap 14. CANTEEM MANAGEMENT</li> <li>Overall evaluation of office staff</li> <li>Overall evaluation of service quality</li> </ul>	4.3 4.7 4.5 4.7 4.3 4.2 4.2 4.2 4.2 4.2 4.2 4.5 4.5 4.5 4.5 4.5 4.5 4.5 4.5	100.0% 100.0%	<ul> <li>Gp9</li> <li>Gp10</li> <li>Gp11</li> <li>Gp12</li> <li>Gp13</li> <li>Gp14</li> <li>Gp14</li> <li>Group</li> <li>Gp1</li> <li>Gp2</li> <li>Gp3</li> <li>Gp4</li> <li>Gp5</li> <li>Gp6</li> </ul>	4.3 4.2 4.3 4.5 4.6 4.6 4.6 4.6 4.2 4.2 4.3 4.3 4 4 4 4	100,0% 10
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7. The professionalism of office staff         4.4         100,0%         95,2%           8. Service attitude of office staff         4.3         100,0%         Gpl3         4.2         95,2%           9. The office staff clothes are suitable for the job's nature         4         85,7%         Gpl3         4.2         95,2%           0. The office staff clothes are suitable for the job's nature         4         85,7%         Gpl3         4.2         95,2%           0. Decoff contraction of office staff         4.1         100,0%         Gpl3         4.2         95,2%	7. The professionalism of office staff         4.4         100,0%         95,2%           8. Service attitude of office staff         4.3         100,0%         Gpl3         4.2         95,2%           9. The office staff clothes are suitable for the job's nature         4         85,7%         Gpl3         4.2         95,2%           0. The office staff clothes are suitable for the job's nature         4         85,7%         Gpl3         4.2         95,2%           0. Decoff contraction of office staff         4.1         100,0%         Gpl3         4.2         95,2%	5. The library has a number of seats that meet the needs of readers 98. OFFLC OF INFORMATION SERVICES 7. The quality of wit system in 1 classrooms and laboratories 8. The quality of information on the website 99. OFFLE OF OULLITY ASSI RANCE 1. Posignahute student febeokes for service quality survey 90. OFFLE OF POLLITY DEVLICIPMENT 2. The quality of medical service at 1U 90. IL CHAIL THE DEPARTMENT 91. IL CHAIL THE DEPARTMENT 91. IL CHAIL CHE OF ACLILITY DEVLICIPMENT 3. Sanitation in 1U 3. Sanitation in 1U 3. Sanitation in 1U 3. Sanitation in 1U 3. Sanitation in 1U 5. The quality of equipment in classrooms 91. IL CATEEE MANACEENT 5. The quality of Canteen services at 1U 91. J. STAFE 7. The professionalism of office staff 7. The professionalism of office staff 7. The professionalism of office staff 9. The office staff clothes are suitable for the job's nature 91. IL CATEEE LEVALLATION OF SERVICE QUALITY AT 1U 1. Overall evaluation of office staff 1. Overall evaluation of office staff 1. Overall evaluation of office staff 1. Overall evaluation of service quality 1. OVERCE OF GRADUATE AFFAIRS Admission counseling activities disseminate necessary information to those interested Admission counseling activities dissemi	4.3 4.7 4.5 4.7 4.3 4.3 4.2 4.2 4.2 4.2 4.2 4.5 4.5 4.5 4.5 4.5 4.5 4.5 4.5	100.0% 10	<ul> <li>Gp9</li> <li>Gp10</li> <li>Gp11</li> <li>Gp12</li> <li>Gp13</li> <li>Gp14</li> <li>Gp14</li> <li>Group</li> <li>Gp1</li> <li>Gp1</li> <li>Gp1</li> <li>Gp1</li> <li>Gp1</li> <li>Gp2</li> <li>Gp3</li> <li>Gp4</li> <li>Gp3</li> <li>Gp4</li> <li>Gp5</li> <li>Gp6</li> <li>Gp5</li> <li>Gp6</li> <li>Gp7</li> <li>Gp6</li> <li>Gp7</li> <li>Gp6</li> <li>Gp7</li> <li>Gp8</li> <li>Gp9</li> <li>Gp10</li> </ul>	4.3 4.2 4.3 4.5 4.6 4.6 4.6 4.6 4.2 4.2 4.2 4.3 4.3 4.3 4.4 4.4 4.4 4.4 4.4 4.4	100,0% 100,0% 100,0% 100,0% 100,0% 100,0% 100,0% 100,0% 100,0% 95,9% 85,7% 93,9% 95,2% 93,9% 95,2% 100,0%
8. Service attitude of office staff         4.3         100,0%         6913         4.2         95,2%           9. The office staff clothes are suitable for the job's nature         4         85,7%         4         85,7%           up 14. GENERAL EVALUATION OF SERVICE QUALITY AT IU         .	8. Service attitude of office staff         4.3         100,0%         6913         4.2         95,2%           9. The office staff clothes are suitable for the job's nature         4         85,7%         4         85,7%           up 14. GENERAL EVALUATION OF SERVICE QUALITY AT IU         .	5. The library has a number of seats that meet the needs of readers  page SOFFLC OF INFORMATION SERVICES  7. The quality of wit system in a classrooms and laboratories  8. The quality of wit system in a classrooms and laboratories 9. PorFLC OF OULLITY SERVICES 1. Postgraduate student febeakes for course evaluation form 1. Postgraduate student febeakes for service quality survey page 1. <b>BEALTH DEPARTMENT</b> 2. The quality of needical services at IU page 1. <b>DEFICE OF EACLITY DEVELOPMENT</b> 3. Somitation in IU 4. Security in IU 5. The quality of captionent in classrooms page 1. <b>CANTEEN NANGEMENT</b> 6. The quality of captionent in classrooms page 1. <b>CANTEEN NANGEMENT</b> 6. The quality of canteen services at IU page 1. <b>Software</b> 1. <b>CANTEEN NANGEMENT</b> 7. The processionalism of office staff 7. The processionalism of office staff 7. The processionalism of service quality 7. The processionalism of the procession proces	4.3 4.7 4.5 4.7 4.3 4.2 4.2 4.2 4.2 4.2 4.5 4.5 4.5 4.5 4.5 4.5 4.5 4.5	100.0% 10	<ul> <li>Gp9</li> <li>Gp10</li> <li>Gp11</li> <li>Gp12</li> <li>Gp13</li> <li>Gp14</li> <li>Gp14</li> <li>Gp14</li> <li>Gp14</li> <li>Gp14</li> <li>Gp14</li> <li>Gp2</li> <li>Gp3</li> <li>Gp3</li> <li>Gp4</li> <li>Gp5</li> <li>Gp5</li> <li>Gp4</li> <li>Gp5</li> <li>Gp5</li> <li>Gp5</li> <li>Gp6</li> <li>Gp5</li> <li>Gp6</li> <li>Gp7</li> <li>Gp7</li> <li>Gp8</li> <li>Gp9</li> <li>Gp10</li> <li>Gp10</li> <li>Gp11</li> </ul>	4.3 4.2 4.3 4.5 4.6 4.6 6.AvgRate 4.2 4.2 4.2 4.3 4.3 4 4 4 4 4 4 4 4 4 4 4 4 4 4	100,0% 100,0% 100,0% 100,0% 100,0% 100,0% 100,0% 100,0% 995,9% 100,0% 995,2% 93,9% 95,2% 93,9% 95,2% 100,0% 100,0%
Junp 14. GENERAL EVALUATION OF SERVICE QUALITY AT IU           0. Overall evaluation of office staff         4.1         100,0%         Gu14         4.3         100,0%	Junp 14. GENERAL EVALUATION OF SERVICE QUALITY AT IU           0. Overall evaluation of office staff         4.1         100,0%         Gu14         4.3         100,0%		4.3 4.7 4.5 4.7 4.3 4.2 4.2 4.2 4.2 4.2 4.5 4.5 4.5 4.5 4.5 4.5 4.5 4.5	100.0% 10	<ul> <li>Gp9</li> <li>Gp10</li> <li>Gp11</li> <li>Gp12</li> <li>Gp13</li> <li>Gp14</li> <li>Gp14</li> <li>Gp14</li> <li>Gp14</li> <li>Gp14</li> <li>Gp14</li> <li>Gp2</li> <li>Gp3</li> <li>Gp3</li> <li>Gp4</li> <li>Gp5</li> <li>Gp5</li> <li>Gp4</li> <li>Gp5</li> <li>Gp5</li> <li>Gp5</li> <li>Gp6</li> <li>Gp5</li> <li>Gp6</li> <li>Gp7</li> <li>Gp7</li> <li>Gp8</li> <li>Gp9</li> <li>Gp10</li> <li>Gp10</li> <li>Gp11</li> </ul>	4.3 4.2 4.3 4.5 4.6 4.6 4.6 4.6 4.2 4.2 4.2 4.3 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	100,0% 10
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		6. The library has a number of seats that meet the needs of readers mps. ROFFLC OF INFORMATION SERVICES 7. The quality of visitystem in classrooms and laboratories 8. The quality of wis system in 10 9. The quality of wis system in 10 9. The quality of wis system in 10 9. The quality of noformation on the website mps. OFFLC OF POULLIY SERVICES 10. Postgraduate student fedewicks for service quality survey mps. 10. <b>IELATH DEPARTMENT</b> 3. Similation in 10 4. Security in 10 5. The quality of equipment in classrooms mps. 12. <b>CANTEEN MANAGEMIENT</b> 1. The profiles Contense at 100 mps. 12. <b>CANTEEN MANAGEMIENT</b> 1. The profiles Contense at 100 mps. 12. <b>CANTEEN MANAGEMIENT</b> 1. The profiles classrooms mps. 12. <b>CANTEEN MANAGEMIENT</b> 1. The profiles classrooms mps. 12. <b>CANTEEN MANAGEMIENT</b> 1. The profiles classroom at 100 mps. 13. <b>CANTEEN MANAGEMIENT</b> 1. The profiles classroom at 100 mps. 13. <b>CANTEEN MANAGEMIENT</b> 1. The profiles classroom at 100 mps. 13. <b>CANTEEN MANAGEMIENT</b> 1. Overall evaluation of office staff 3. Service attitude of office staff 3. Service attitude of office staff 3. Service attitude of office staff 3. Correct classroom of the staff 4. Overall evaluation of office staff 5. Overall evaluation of office staff 4. Overall evaluation of office staff 5. Overall evaluation of office s	4.3 4.3 4.7 4.5 4.7 4.3 4.3 4.2 4.2 4.2 4.2 4.2 4.5 4.5 4.5 4.5 4.5 4.5 4.5 4.5	100.0% 10	<ul> <li>Gp9</li> <li>Gp10</li> <li>Gp11</li> <li>Gp12</li> <li>Gp13</li> <li>Gp14</li> <li>Gp14</li> <li>Gp14</li> <li>Gp14</li> <li>Gp14</li> <li>Gp14</li> <li>Gp14</li> <li>Gp2</li> <li>Gp3</li> <li>Gp3</li> <li>Gp4</li> <li< td=""><td>4.3 4.2 4.3 4.5 4.6 4.6 4.6 4.6 4.2 4.2 4.2 4.3 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4</td><td>100,0% 100,0% 100,0% 100,0% 100,0% 100,0% 100,0% 100,0% 95,9% 100,0% 95,2% 95,2% 93,9% 95,2% 100,0%</td></li<></ul>	4.3 4.2 4.3 4.5 4.6 4.6 4.6 4.6 4.2 4.2 4.2 4.3 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	100,0% 100,0% 100,0% 100,0% 100,0% 100,0% 100,0% 100,0% 95,9% 100,0% 95,2% 95,2% 93,9% 95,2% 100,0%

Synthesis.Grps.Avg					
Group					
	2021	2022	2023	2024	Avg
Gp1 Office of Graduate Affairs	4,86	4,52	4,20		4,53
Gp2 Office of International Academic Collaboration	5,00	4,55	4,29		4,61
Gp3 Office of Student Services	5,00	4,50	3,96		4,49
Gp4 Office of External & Public Relations	5,00	4,33	4,00		4,44
Gp5 Office of Research & Development	5,00	4,56	4,05		4,53
Gp6 Office of Finance & Planning	4,67	4,42	3,86		4,31
Gp7 Library	5,00	4,40	3,96		4,45
Gp8 Office of Information Services	5,00	4,61	4,05		4,55
Gp9 Office of Quality Assurance	5,00	4,33	4,00		4,44
Gp10 Health Department	5,00	4,17	4,00		4,39
Gp11 Office of Facility Development	5,00	4,28	4,00		4,43
Gp12 Canteen Management	5,00	4,50	3,86		4,45
Gp13 Staff	5,00	4,56	4,24		4,60
Gp14 General Evaluation of Service Quality At IU	5,00	4,58	4,29		4,62
Avg	4,97	4,45	4,05		4,49



