

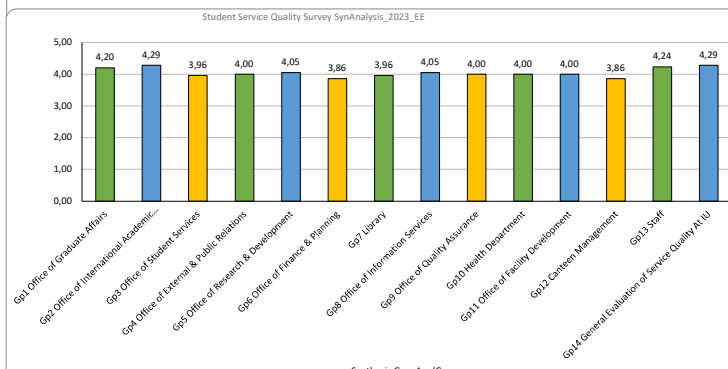
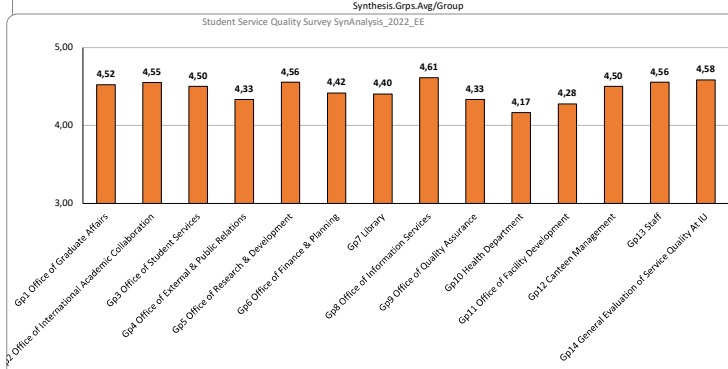
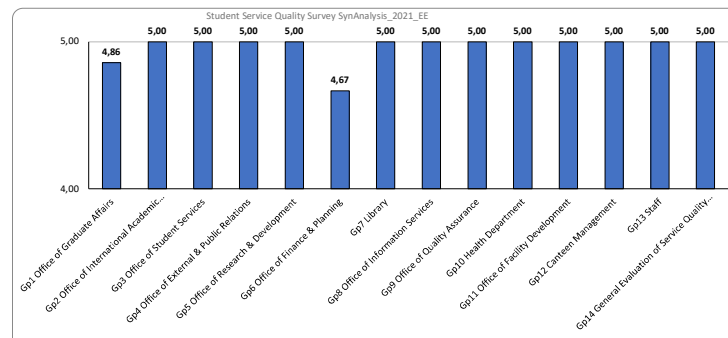
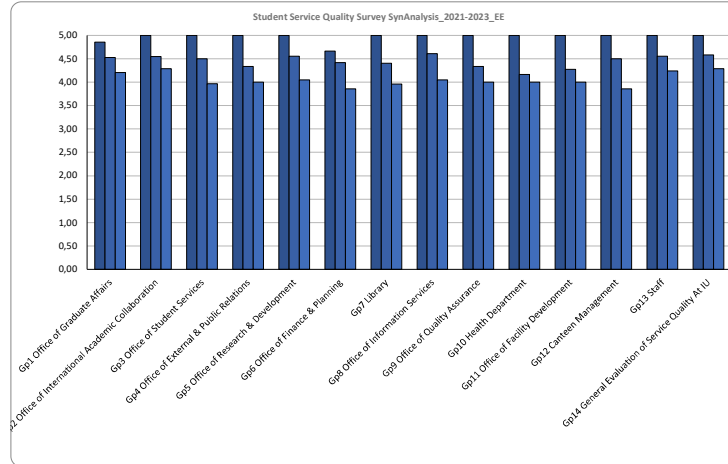
ANALYSIS RESULT OF STUDENT SERVICE QUALITY SURVEY  
AT INTERNATIONAL UNIVERSITY

School of Electrical Engineering

Synthesis analysis (for rating questions)

| Question  | Q.AverageRate | Q.PassRate | Group | G.AvgRate | G.PassRate |     |   |        |
|---|---------------|------------|-------|-----------|------------|-----|---|--------|
| <b>Group 1. OFFICE OF GRADUATE AFFAIRS</b>  |               |            |       |           |            |     |   |        |
| Q1. Admission counseling activities disseminate necessary information to those interested                       | 4.7           | 100.0%     | Gp1   | 4.9       | 100.0%     |     |   |        |
| Q2. Means for course registration   | 4.7           | 100.0%     |       |           |            |     |   |        |
| Q3. Instruction to new postgraduate student enrollment  | 5             | 100.0%     |       |           |            |     |   |        |
| Q4. Communication channels between postgraduate students and the university                                     | 5             | 100.0%     |       |           |            |     |   |        |
| Q7. Dissemination of exam schedule for postgraduate students  | 4.7           | 100.0%     |       |           |            |     |   |        |
| Q8. Dissemination of exam results according to the specified time   | 5             | 100.0%     |       |           |            |     |   |        |
| Q9. Resolving questions and complaints about postgraduate student performance                                   | 5             | 100.0%     |       |           |            |     |   |        |
| <b>Group 2. OFFICE OF INTERNATIONAL ACADEMIC COLLABORATION</b>  |               |            |       |           |            |     |   |        |
| Q5. Activities to provide information and advice about the joint training programs for postgraduate students    | 5             | 100.0%     |       |           |            | Gp2 | 5 | 100.0% |
| Q6. Activities to assist postgraduate students with transfer procedures to partner universities under the joint | 5             | 100.0%     |       |           |            |     |   |        |
| <b>Group 3. OFFICE OF STUDENT SERVICES</b>  |               |            |       |           |            |     |   |        |
| Q10. The content of workshop and seminar  | 5             | 100.0%     | Gp3   | 5         | 100.0%     |     |   |        |
| Q11. Supporting postgraduate students in registering at dormitory or hostel                                     | 5             | 100.0%     |       |           |            |     |   |        |
| Q12. Supporting postgraduate students in tuition fee loan, fee extended procedure                               | 5             | 100.0%     |       |           |            |     |   |        |
| Q13. Activities informing postgraduate students of domestic and international scholarships                      | 5             | 100.0%     |       |           |            |     |   |        |
| <b>Group 4. OFFICE OF EXTERNAL &amp; PUBLIC RELATIONS</b>   |               |            |       |           |            |     |   |        |
| Q14. Supporting postgraduate students in postgraduate students exchange procedure                               | 5             | 100.0%     | Gp4   | 5         | 100.0%     |     |   |        |
| <b>Group 5. OFFICE OF RESEARCH &amp; DEVELOPMENT</b>  |               |            |       |           |            |     |   |        |
| Q15. Activities informing postgraduate students of registering scientific research topics                       | 5             | 100.0%     | Gp5   | 5         | 100.0%     |     |   |        |
| Q16. Activities supporting postgraduate students in getting research topic registration and approval            | 5             | 100.0%     |       |           |            |     |   |        |
| Q17. Evaluating and accepting postgraduate students' scientific research topics                                 | 5             | 100.0%     |       |           |            |     |   |        |
| <b>Group 6. OFFICE OF FINANCE &amp; PLANNING</b>  |               |            |       |           |            |     |   |        |
| Q18. School fees and tuition collection methods   | 4.7           | 100.0%     | Gp6   | 4.7       | 100.0%     |     |   |        |
| Q19. Properly implement the regulations on payment of scholarships and grants for postgraduate students on      | 4.7           | 100.0%     |       |           |            |     |   |        |
| <b>Group 7. LIBRARY</b>   |               |            |       |           |            |     |   |        |
| Q20. Supporting, guiding information search from librarians   | 5             | 100.0%     | Gp7   | 5         | 100.0%     |     |   |        |
| Q21. The library has a number of books and reference materials that meet the needs of readers                   | 5             | 100.0%     |       |           |            |     |   |        |
| Q22. The library has book sources and reference materials that meet the needs of readers in terms of content    | 5             | 100.0%     |       |           |            |     |   |        |
| Q23. Borrowing, returning, and renewing procedures  | 5             | 100.0%     |       |           |            |     |   |        |
| Q24. The quality of systems for searching library resources   | 5             | 100.0%     |       |           |            |     |   |        |
| Q25. Library's operating hours meet the needs of readers  | 5             | 100.0%     |       |           |            |     |   |        |
| Q26. The library has a number of seats that meet the needs of readers   | 5             | 100.0%     |       |           |            |     |   |        |
| <b>Group 8. OFFICE OF INFORMATION SERVICES</b>  |               |            |       |           |            |     |   |        |
| Q27. The quality of internet system in classrooms and laboratories  | 5             | 100.0%     | Gp8   | 5         | 100.0%     |     |   |        |
| Q28. The quality of wifi system in IU   | 5             | 100.0%     |       |           |            |     |   |        |
| Q29. The quality of information on the website  | 5             | 100.0%     |       |           |            |     |   |        |
| <b>Group 9. OFFICE OF QUALITY ASSURANCE</b>   |               |            |       |           |            |     |   |        |
| Q30. Postgraduate student feedbacks for course evaluation form  | 5             | 100.0%     | Gp9   | 5         | 100.0%     |     |   |        |
| Q31. Postgraduate student feedbacks for service quality survey  | 5             | 100.0%     |       |           |            |     |   |        |
| <b>Group 10. HEALTH DEPARTMENT</b>  |               |            |       |           |            |     |   |        |
| Q32. The quality of medical service at IU   | 5             | 100.0%     | Gp10  | 5         | 100.0%     |     |   |        |
| <b>Group 11. OFFICE OF FACILITY DEVELOPMENT</b>   |               |            |       |           |            |     |   |        |
| Q33. Sanitation in IU   | 5             | 100.0%     | Gp11  | 5         | 100.0%     |     |   |        |
| Q34. Security in IU   | 5             | 100.0%     |       |           |            |     |   |        |
| Q35. The quality of equipment in classrooms   | 5             | 100.0%     |       |           |            |     |   |        |
| <b>Group 12. CANTEN MANAGEMENT</b>  |               |            |       |           |            |     |   |        |
| Q36. The quality of Canteen services at IU  | 5             | 100.0%     | Gp12  | 5         | 100.0%     |     |   |        |
| <b>Group 13. STAFF</b>  |               |            |       |           |            |     |   |        |
| Q37. The professionalism of office staff  | 5             | 100.0%     | Gp13  | 5         | 100.0%     |     |   |        |
| Q38. Service attitude of office staff   | 5             | 100.0%     |       |           |            |     |   |        |
| Q39. The office staff clothes are suitable for the job's nature   | 5             | 100.0%     |       |           |            |     |   |        |
| <b>Group 14. GENERAL EVALUATION OF SERVICE QUALITY AT IU</b>  |               |            |       |           |            |     |   |        |
| Q40. Overall evaluation of office staff   | 5             | 100.0%     | Gp14  | 5         | 100.0%     |     |   |        |
| Q41. Overall evaluation of service quality  | 5             | 100.0%     |       |           |            |     |   |        |

| Group  | Year        |             |             |      | Avg         |
|--|-------------|-------------|-------------|------|-------------|
|  | 2021        | 2022        | 2023        | 2024 |             |
| 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        |
| <b>Avg</b>   | <b>4.97</b> | <b>4.45</b> | <b>4.05</b> |      | <b>4.49</b> |



| Question  | Q.AverageRate | Q.PassRate | Group | G.AvgRate | G.PassRate |     |     |        |
|---|---------------|------------|-------|-----------|------------|-----|-----|--------|
| <b>Group 1. OFFICE OF GRADUATE AFFAIRS</b>  |               |            |       |           |            |     |     |        |
| Q1. Admission counseling activities disseminate necessary information to those interested                       | 4.7           | 100.0%     | Gp1   | 4.5       | 100.0%     |     |     |        |
| Q2. Means for course registration   | 4.5           | 100.0%     |       |           |            |     |     |        |
| Q3. Instruction to new postgraduate student enrollment  | 4.8           | 100.0%     |       |           |            |     |     |        |
| Q4. Communication channels between postgraduate students and the university                                     | 4.3           | 100.0%     |       |           |            |     |     |        |
| Q7. Dissemination of exam schedule for postgraduate students  | 4.5           | 100.0%     |       |           |            |     |     |        |
| Q8. Dissemination of exam results according to the specified time   | 4.3           | 100.0%     |       |           |            |     |     |        |
| Q9. Resolving questions and complaints about postgraduate student performance                                   | 4.5           | 100.0%     |       |           |            |     |     |        |
| <b>Group 2. OFFICE OF INTERNATIONAL ACADEMIC COLLABORATION</b>  |               |            |       |           |            |     |     |        |
| Q5. Activities to provide information and advice about the joint training programs for postgraduate students    | 4.5           | 100.0%     |       |           |            | Gp2 | 4.6 | 100.0% |
| Q6. Activities to assist postgraduate students with transfer procedures to partner universities under the joint | 4.6           | 100.0%     |       |           |            |     |     |        |
| <b>Group 3. OFFICE OF STUDENT SERVICES</b>  |               |            |       |           |            |     |     |        |
| Q10. The content of workshop and seminar  | 4.3           | 100.0%     | Gp3   | 4.5       | 100.0%     |     |     |        |
| Q11. Supporting postgraduate students in registering at dormitory or hostel                                     | 4.5           | 100.0%     |       |           |            |     |     |        |
| Q12. Supporting postgraduate students in tuition fee loan, fee extended procedure                               | 4.3           | 100.0%     |       |           |            |     |     |        |
| Q13. Activities informing postgraduate students of domestic and international scholarships                      | 4.8           | 100.0%     |       |           |            |     |     |        |
| <b>Group 4. OFFICE OF EXTERNAL &amp; PUBLIC RELATIONS</b>   |               |            |       |           |            |     |     |        |
| Q14. Supporting postgraduate students in postgraduate students exchange procedure                               | 4.3           | 100.0%     | Gp4   | 4.3       | 100.0%     |     |     |        |
| <b>Group 5. OFFICE OF RESEARCH &amp; DEVELOPMENT</b>  |               |            |       |           |            |     |     |        |
| Q15. Activities informing postgraduate students of registering scientific research topics                       | 4.7           | 100.0%     | Gp5   | 4.6       | 100.0%     |     |     |        |
| Q16. Activities supporting postgraduate students in getting research topic registration and approval            | 4.5           | 100.0%     |       |           |            |     |     |        |
| Q17. Evaluating and accepting postgraduate students' scientific research topics                                 | 4.5           | 100.0%     |       |           |            |     |     |        |
| <b>Group 6. OFFICE OF FINANCE &amp; PLANNING</b>  |               |            |       |           |            |     |     |        |
| Q18. School fees and tuition collection methods   | 4.3           | 100.0%     | Gp6   | 4.4       | 100.0%     |     |     |        |
| Q19. Properly implement the regulations on payment of scholarships and grants for postgraduate students on      | 4.5           | 100.0%     |       |           |            |     |     |        |
| <b>Group 7. LIBRARY</b>   |               |            |       |           |            |     |     |        |
| Q20. Supporting, guiding information search from librarians   | 4.3           | 100.0%     | Gp7   | 4.4       | 100.0%     |     |     |        |
| Q21. The library has a number of books and reference materials that meet the needs of readers                   | 4.5           | 100.0%     |       |           |            |     |     |        |
| Q22. The library has book sources and reference materials that meet the needs of readers in terms of content    | 4.3           | 100.0%     |       |           |            |     |     |        |
| Q23. Borrowing, returning, and renewing procedures  | 4.5           | 100.0%     |       |           |            |     |     |        |
| Q24. The quality of systems for searching library resources   | 4.3           | 100.0%     |       |           |            |     |     |        |
| Q25. Library's operating hours meet the needs of readers  | 4.5           | 100.0%     |       |           |            |     |     |        |
| Q26. The library has a number of seats that meet the needs of readers   | 4.3           | 100.0%     |       |           |            |     |     |        |
| <b>Group 8. OFFICE OF INFORMATION SERVICES</b>  |               |            |       |           |            |     |     |        |
| Q27. The quality of internet system in classrooms and laboratories  | 4.7           | 100.0%     | Gp8   | 4.6       | 100.0%     |     |     |        |
| Q28. The quality of wifi system in IU   | 4.5           | 100.0%     |       |           |            |     |     |        |
| Q29. The quality of information on the website  | 4.7           | 100.0%     |       |           |            |     |     |        |
| <b>Group 9. OFFICE OF QUALITY ASSURANCE</b>   |               |            |       |           |            |     |     |        |
| Q30. Postgraduate student feedbacks for course evaluation form  | 4.3           | 100.0%     | Gp9   | 4.3       | 100.0%     |     |     |        |
| Q31. Postgraduate student feedbacks for service quality survey  | 4.3           | 100.0%     |       |           |            |     |     |        |
| <b>Group 10. HEALTH DEPARTMENT</b>  |               |            |       |           |            |     |     |        |
| Q32. The quality of medical service at IU   | 4.2           | 100.0%     | Gp10  | 4.2       | 100.0%     |     |     |        |
| <b>Group 11. OFFICE OF FACILITY DEVELOPMENT</b>   |               |            |       |           |            |     |     |        |
| Q33. Sanitation in IU   | 4.2           | 83.3%      | Gp11  | 4.3       | 94.4%      |     |     |        |
| Q34. Security in IU   | 4.2           | 100.0%     |       |           |            |     |     |        |
| Q35. The quality of equipment in classrooms   | 4.5           | 100.0%     |       |           |            |     |     |        |
| <b>Group 12. CANTEN MANAGEMENT</b>  |               |            |       |           |            |     |     |        |
| Q36. The quality of Canteen services at IU  | 4.5           | 100.0%     | Gp12  | 4.5       | 100.0%     |     |     |        |
| <b>Group 13. STAFF</b>  |               |            |       |           |            |     |     |        |
| Q37. The professionalism of office staff  | 4.7           | 100.0%     | Gp13  | 4.6       | 100.0%     |     |     |        |
| Q38. Service attitude of office staff   | 4.5           | 100.0%     |       |           |            |     |     |        |
| Q39. The office staff clothes are suitable for the job's nature   | 4.5           | 100.0%     |       |           |            |     |     |        |
| <b>Group 14. GENERAL EVALUATION OF SERVICE QUALITY AT IU</b>  |               |            |       |           |            |     |     |        |
| Q40. Overall evaluation of office staff   | 4.5           | 100.0%     | Gp14  | 4.6       | 100.0%     |     |     |        |
| Q41. Overall evaluation of service quality  | 4.7           | 100.0%     |       |           |            |     |     |        |

| Question  | Q.AverageRate | Q.PassRate | Group | G.AvgRate | G.PassRate |     |     |        |
|---|---------------|------------|-------|-----------|------------|-----|-----|--------|
| <b>Group 1. OFFICE OF GRADUATE AFFAIRS</b>  |               |            |       |           |            |     |     |        |
| Q1. Admission counseling activities disseminate necessary information to those interested                       | 4.6           | 100.0%     | Gp1   | 4.2       | 95.9%      |     |     |        |
| Q2. Means for course registration   | 4.1           | 100.0%     |       |           |            |     |     |        |
| Q3. Instruction to new postgraduate student enrollment  | 4             | 85.7%      |       |           |            |     |     |        |
| Q4. Communication channels between postgraduate students and the university                                     | 4.1           | 100.0%     |       |           |            |     |     |        |
| Q7. Dissemination of exam schedule for postgraduate students  | 4.1           | 85.7%      |       |           |            |     |     |        |
| Q8. Dissemination of exam results according to the specified time   | 4             | 100.0%     |       |           |            |     |     |        |
| Q9. Resolving questions and complaints about postgraduate student performance                                   | 4.4           | 100.0%     |       |           |            |     |     |        |
| <b>Group 2. OFFICE OF INTERNATIONAL ACADEMIC COLLABORATION</b>  |               |            |       |           |            |     |     |        |
| Q5. Activities to provide information and advice about the joint training programs for postgraduate students    | 4.4           | 100.0%     |       |           |            | Gp2 | 4.3 | 100.0% |
| Q6. Activities to assist postgraduate students with transfer procedures to partner universities under the joint | 4.1           | 100.0%     |       |           |            |     |     |        |
| <b>Group 3. OFFICE OF STUDENT SERVICES</b>  |               |            |       |           |            |     |     |        |
| Q10. The content of workshop and seminar  | 4.1           | 100.0%     | Gp3   | 4         | 96.4%      |     |     |        |
| Q11. Supporting postgraduate students in registering at dormitory or hostel                                     | 3.9           | 85.7%      |       |           |            |     |     |        |
| Q12. Supporting postgraduate students in tuition fee loan, fee extended procedure                               | 3.9           | 100.0%     |       |           |            |     |     |        |
| Q13. Activities informing postgraduate students of domestic and international scholarships                      | 4             | 100.0%     |       |           |            |     |     |        |
| <b>Group 4. OFFICE OF EXTERNAL &amp; PUBLIC RELATIONS</b>   |               |            |       |           |            |     |     |        |
| Q14. Supporting postgraduate students in postgraduate students exchange procedure                               | 4             | 100.0%     | Gp4   | 4         | 100.0%     |     |     |        |
| <b>Group 5. OFFICE OF RESEARCH &amp; DEVELOPMENT</b>  |               |            |       |           |            |     |     |        |
| Q15. Activities informing postgraduate students of registering scientific research topics                       | 3.9           | 85.7%      | Gp5   | 4         | 95.2%      |     |     |        |
| Q16. Activities supporting postgraduate students in getting research topic registration and approval            | 4             | 100.0%     |       |           |            |     |     |        |
| Q17. Evaluating and accepting postgraduate students' scientific research topics                                 | 4.3           | 100.0%     |       |           |            |     |     |        |
| <b>Group 6. OFFICE OF FINANCE &amp; PLANNING</b>  |               |            |       |           |            |     |     |        |
| Q18. School fees and tuition collection methods   | 4             | 100.0%     | Gp6   | 3.9       | 85.7%      |     |     |        |
| Q19. Properly implement the regulations on payment of scholarships and grants for postgraduate students on      | 3.7           | 71.4%      |       |           |            |     |     |        |
| <b>Group 7. LIBRARY</b>   |               |            |       |           |            |     |     |        |
| Q20. Supporting, guiding information search from librarians   | 3.9           | 100.0%     | Gp7   | 4         | 93.9%      |     |     |        |
| Q21. The library has a number of books and reference materials that meet the needs of readers                   | 4             | 85.7%      |       |           |            |     |     |        |
| Q22. The library has book sources and reference materials that meet the needs of readers in terms of content    | 3.9           | 85.7%      |       |           |            |     |     |        |
| Q23. Borrowing, returning, and renewing procedures  | 4             | 85.7%      |       |           |            |     |     |        |
| Q24. The quality of systems for searching library resources   | 4             | 100.0%     |       |           |            |     |     |        |
| Q25. Library's operating hours meet the needs of readers  | 4.1           | 100.0%     |       |           |            |     |     |        |
| Q26. The library has a number of seats that meet the needs of readers   | 3.9           | 100.0%     |       |           |            |     |     |        |
| <b>Group 8. OFFICE OF INFORMATION SERVICES</b>  |               |            |       |           |            |     |     |        |
| Q27. The quality of internet system in classrooms and laboratories  | 4             | 85.7%      | Gp8   | 4         | 95.2%      |     |     |        |
| Q28. The quality of wifi system in IU   | 4             | 100.0%     |       |           |            |     |     |        |
| Q29. The quality of information on the website  | 4.1           | 100.0%     |       |           |            |     |     |        |
| <b>Group 9. OFFICE OF QUALITY ASSURANCE</b>   |               |            |       |           |            |     |     |        |
| Q30. Postgraduate student feedbacks for course evaluation form  | 4             | 100.0%     | Gp9   | 4         | 92.9%      |     |     |        |
| Q31. Postgraduate student feedbacks for service quality survey  | 4             | 85.7%      |       |           |            |     |     |        |
| <b>Group 10. HEALTH DEPARTMENT</b>  |               |            |       |           |            |     |     |        |
| Q32. The quality of medical service at IU   | 4             | 100.0%     | Gp10  | 4         | 100.0%     |     |     |        |
| <b>Group 11. OFFICE OF FACILITY DEVELOPMENT</b>   |               |            |       |           |            |     |     |        |
| Q33. Sanitation in IU   | 4.1           | 100.0%     | Gp11  | 4         | 95.2%      |     |     |        |
| Q34. Security in IU   | 3.9           | 100.0%     |       |           |            |     |     |        |
| Q35. The quality of equipment in classrooms   | 4             | 85.7%      |       |           |            |     |     |        |
| <b>Group 12. CANTEN MANAGEMENT</b>  |               |            |       |           |            |     |     |        |
| Q36. The quality of Canteen services at IU  | 3.9           | 100.0%     | Gp12  | 3.9       | 100.0%     |     |     |        |
| <b>Group 13. STAFF</b>  |               |            |       |           |            |     |     |        |
| Q37. The professionalism of office staff  | 4.4           | 100.0%     | Gp13  | 4.2       | 95.2%      |     |     |        |
| Q38. Service attitude of office staff   | 4.3           | 100.0%     |       |           |            |     |     |        |
| Q39. The office staff clothes are suitable for the job's nature   | 4             | 85.7%      |       |           |            |     |     |        |
| <b>Group 14. GENERAL EVALUATION OF SERVICE QUALITY AT IU</b>  |               |            |       |           |            |     |     |        |
| Q40. Overall evaluation of office staff   | 4.1           | 100.0%     | Gp14  | 4.3       | 100.0%     |     |     |        |
| Q41. Overall evaluation of service quality  | 4.4           | 100.0%     |       |           |            |     |     |        |