#### INTERNATIONAL UNIVERSITY **OFFICE OF QUALITY ASSURANCE & TESTING**

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

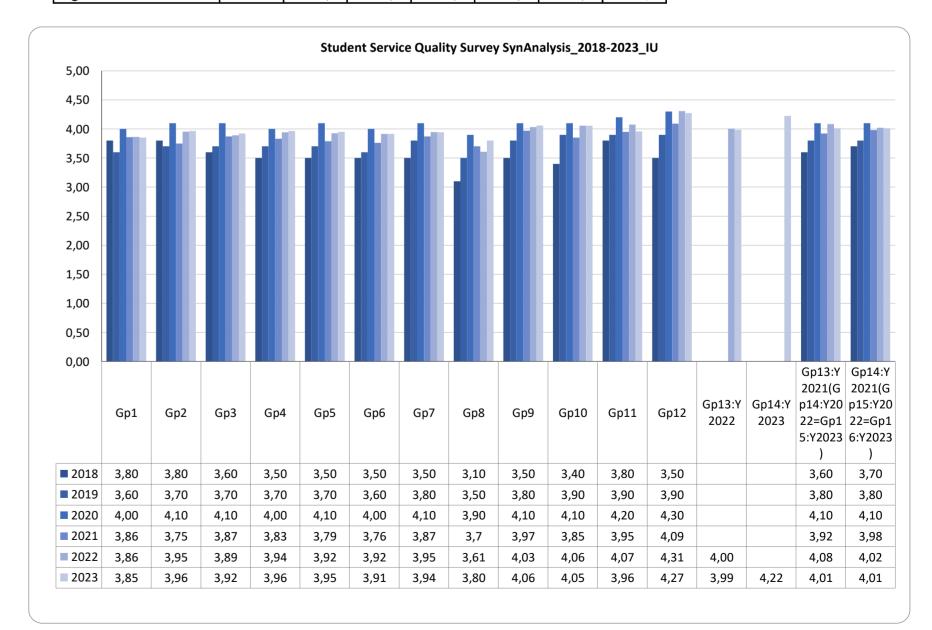
Student Service Quality - 2018	Synthesis analysis (for rating questions)					
OperationOperationOperating						
Office of Academic Affairs, Gp1       m, 2, -3		Q.AverageRate	Q.PassRate	Group	G.AvgRate	G.PassRate
Q2. Mass: for course registration       3.6       3.00         Q3. Instruction to now student conclument       4.1       9.06       9.07         Q4. Communication channels between students and the university       3.0       3.00       9.05         Q5. Dissemination of exam sheads for students       3.5       77.05       9.07         Q5. Booking outcoins and complication about the specified time       3.5       77.05       77.05         Q5. Activities to provide information and advice about the joint training programs for students and parene       3.1       8.00.6       6p2       3.8       60%         Q6. Activities to provide information and advice about the joint training programs for students and parene       3.5       77.05       75.5%       71.5%	Office of Academic Affairs_Gp1		?%,>=3		0	
Q2. Mass: for course registration       3.6       3.00         Q3. Instruction to now student conclument       4.1       9.06       9.07         Q4. Communication channels between students and the university       3.0       3.00       9.05         Q5. Dissemination of exam sheads for students       3.5       77.05       9.07         Q5. Booking outcoins and complication about the specified time       3.5       77.05       77.05         Q5. Activities to provide information and advice about the joint training programs for students and parene       3.1       8.00.6       6p2       3.8       60%         Q6. Activities to provide information and advice about the joint training programs for students and parene       3.5       77.05       75.5%       71.5%	Q1. Admission counseling activities disseminate necessary information to those interested	4,0	88,6%			
Q2. Instruction to new student enrollment       4.1       4.1       4.1       4.1       4.10       Gp1       3.8       84%         Q2. Communication channels between students and the university       3.5       5.067       3.5       5.067       9         Q2. Descentination of exam results according to the specified time       3.5       5.067       9       8       8       8       8         Q3. Descentination of exam results according to the specified time       3.5       7.06       7       8       6       6       2       5.07       7       8       6       6       6       6       6       8		3,6	84,0%			
Get Communication channels between students and the university       3.54       3.57       3.50       3.57       3.50       3.57       3.50       3.57       3.50       3.57       3.50       3.57       3.50       3.60       <						
07. Discontinuition of exam resubscule for students       3.5       75.69         08. Dissentiation of exam resubscule for students collaboration. Gp2       3.5       77.69         07. Objective of International Academic Collaboration. Gp2       3.8       89%         05. Activities to provide information and advice about the joint training programs for students and parents       5.7       84.69       072       5.8       692       3.8       89%         06. Activities to axists students with transfer procedures to partner universities under the joint training programs for students and parents       5.7       84.69       072       3.8       89%         06. Activities to axists students with transfer procedures to partner universities under the joint training programs for students and the legitiming of the academic ysar       5.8       60.6       57.7%         01.1. Dissematiation of patient activities for academic students in the political education at the beginning of the academic ysar       5.8       88.69       67.6         11.1. Supporting students for student loan procedures       3.6       88.79       67.4       3.5       85.79         015. Supporting students for student contange procedures       3.6       84.79       77.57       75.5       75.7%       75.7       75.7       75.7       75.7       75.7       75.7       75.7       75.7       75.7       75.7       75.7				Gp1	3,8	84%
0.8. Descrimation of examplify a box student performance       3.3       70.00         0.9. Resolving automisms abox students of performance       3.3       77.00         0.7. Activities to provide information and advice about the joint training programs for students and parents       3.2       87.00         0.6. Activities to provide information and advice about the joint training programs for students and parents       3.2       87.00         0.6. Activities to provide information and advice about the joint training programs for students and parents       3.2       87.00         0.6. Activities to provide information about extracurricular activities       3.2       70.00         0.12. The organization of policial education at the beginning of the academic year       3.4       80.06         0.13. Dissemination of necessary information to students in the policial education at the beginning of the academic year       3.3       87.00         0.14. Supporting students for student fram procedures       3.3       87.00       70.00         0.15. Supporting students for student fram procedures       3.3       87.00       70.00         0.16. Curve counseling activities for students       3.2       89.09       70.00         0.16. Curve counseling activities for students for students       3.2       89.00       70.00         0.17. Activities to disseminate information about scholarships at home and abroad to students       3.2 </td <td></td> <td>-</td> <td></td> <td>-</td> <td></td> <td></td>		-		-		
QP. Resolving questions and complaints about sudent, performance       3.5       77.6%         QF. Activities to provide information and advice about the joint training programs for students and parents       3.7       84.6%       Gp2       3.8       80%         QF. Activities to assist students with transfer procedures to partner universities under the joint training programs for students and parents       3.0       87.3%       40%       40%         QF1. Dissemination of information about extracurricular activities       3.7       75.6%       40%       40%         QF1. Dissemination of polical clocation at the beginning of the academic year       3.6       80.6%       40%         QF1. Supporting students for students in the political education at the beginning of the academic year       3.6       88.4%       40%         QF1. Supporting students for students in the political education at the beginning of the academic year       3.6       88.4%       40%         QF1. Supporting students for students in formation to students       3.5       88.4%       40%       4.8%         QF1. Career counseling activities for students       3.6       88.4%       40%       4.8%       4.8%         QF1. Activities to discominate information about rescale projective gistration on students       3.2       8.4%       4.8%       4.8%         QF1. Activities to discominate information about rescale projective gistration in			-			
Office of International Academic Collaboration, Gp2       oppose		-				
Q. Activities to provide information and advice about the joint training programs for students and parents       3.7       84.66       Gr2       3.8       86%         Q. Activities to assist students with transfer procedures to partner universities under the joint training programs       3.9       87.56       67.2       3.8       86%         Office of Student Services Cp3       7       7.60       7		5,5	//,0/0			
Q6. Artivities to assist students with transfer procedures to partner universities under the joint training programs       3.9       \$7.3       \$7.25%         Office of Student Services Cp3       3.7       76.25%       \$1.25%	Once of International Academic Conaboration_Gp2					
Q6. Artivities to assist students with transfer procedures to partner universities under the joint training programs       3.9       \$7.3       \$7.25%         Office of Student Services Cp3       3.7       76.25%       \$1.25%	O5 A stighting to provide information and advice about the init training programs for students and powerts	2.7	94 (9)	C=2	2.0	960/
$ \begin{array}{ c c c c c c c c c c c c c c c c c c c$		3,/	84,6%	Gp2	3,8	80%
Office of Student Services Gp3       0       0         010. Dissemination of information about extraurcicular activities       3.7       7.5.2%         011. Content of special subject classes and seminars       3.4       80.0%         012. The organization of pointer alculation in the heginining of the academic year       3.6       80.0%         013. Dissemination of necessary information to students in the political education at the beginining of the academic year       3.6       84.4%         014. Supporting students for students       3.5       87.7%       3.6       84.4%         016. Carcer counseling activities for students       3.5       89.4%	Q6. Activities to assist students with transfer procedures to partner universities under the joint training					
Q10. Dissemination of information about extracturicular activities       3.7       7.5.3         Q11. Content of special subject classes and seminars       3.4       80.06         Q12. The organization of political education at the beginning of the academic year       3.6       80.06         Q13. Dissemination of necessary information to students in the political education at the beginning of the academic year       3.6       80.06         Q14. Supporting students for student is an procedures       3.6       87.6       87.6         Q15. Supporting students for students       3.5       89.06       76.5       87.6         Q16. Carser counseling activities for students       3.5       89.06       76.5       82.5       6p4       3.5       82.9         Q16. Carser counseling activities for students       3.5       89.06       76.5       82.5       6p5       3.5       82.9         Q17. Activities to disseminate information about schalarships at home and abroad to students       3.7       72.25       6p6       3.5       82.9       6p7       3.5       82.9       6p6       3.5       82.9       6p6       3.5       82.9       6p7       3.5       82.9       6p6       3.5       87.9       5.5       82.9       6p6       3.5       87.9       5.2       82.9       6p6       3.5 <td></td> <td>3,9</td> <td>87,3%</td> <td></td> <td></td> <td></td>		3,9	87,3%			
011. Content of special subject classes and seminars       3.4       80.0%         012. The organization of policia elocation at the beginning of the academic year       3.6       80.9%         013. Dissemination of necessary information to students in the political education at the beginning of the academic year       3.6       80.9%         014. Supporting students to register for accommodations, dormitories       3.5       87.7%       3.6       84.4%         015. Supporting students for students       3.5       87.7%       3.6       84.4%         016. Career conseling activities for students       3.4       79.2%       Gp4       3.5       82.%         017. Activities to disseminate information about scholarships at home and abroad to students       3.4       79.2%       Gp4       3.5       82%         017. Activities to disseminate information about research project registration and approval       3.7       84.9%       Gp4       3.5       82%         017. Activities to disseminate information abour research project registration and approval       3.7       84.9%       Gp6       3.5       87%         018. Supporting students to complete procedures for project registration and approval       3.7       84.9%       Gp6       3.5       87%         020. Supporting students to complete procedures for project registration and approval       3.6       82.7%       <						
Q12 The organization of political education at the beginning of the academic year       3.6       89.9%         Q13 Dissemination of necessary information to students in the political education at the beginning of the academic year       3.6       88.4%         Q14 Supporting students for students and procedures       3.5       87.7%         Q15. Supporting students for students for students       3.5       89.4%         Office of External & Public Relations Gp4       6p3       6p4         Q17. Activities to disseminate information about scholarships at home and abroad to students       3.4       79.2%         Q18. Supporting students for student exchange procedures       3.5       89.4%         Q19. Activities to disseminate information about scholarships at home and aproval       3.2       89.7%         Q20. Supporting students to complete procedures for project registration to students       3.7       84.3%         Q20. Supporting students to complete procedures for project registration and approval       3.2       86%         Q21. Evaluation and acceptance of student scearch projects       3.4       86.7%         Q22. School fore and tution collection methods       3.6       87.9%         Q23. The project mighter procedures       3.4       70.4%         Q24. Evaluation and acceptance of student scearch projects       3.4       86.7%         Q25. The library has a number of		3,7	76,2%			
Q13. Dissemination of necessary information to students in the political education at the beginning of the achemic year       3.6       88.4%         Q14. Supporting students to register for accommodations, dormitories       3.5       87.7%       3.6       82.5%         Q15. Supporting students for students       3.6       82.5%       0       0       0         Q16. Carcer consuling activities for students       3.5       89.4%       0       0       0         Q17. Activities to disseminate information about scholarships at home and abroad to students       3.4       79.2%       0	Q11. Content of special subject classes and seminars	3,4	80,6%			
and entry ear $3.6$ $88.4\%$ $0$ $3.5$ $87.5\%$ $014$ . Supporting students for student loan procedures $3.5$ $87.5\%$ </td <td>Q12. The organization of political education at the beginning of the academic year</td> <td>3,6</td> <td>80,9%</td> <td></td> <td></td> <td></td>	Q12. The organization of political education at the beginning of the academic year	3,6	80,9%			
and entry ear $3.6$ $88.4\%$ $0$ $3.5$ $87.5\%$ $014$ . Supporting students for student loan procedures $3.5$ $87.5\%$ </td <td></td> <td></td> <td></td> <td><b>C</b>-2</td> <td>2.6</td> <td>9.40/</td>				<b>C</b> -2	2.6	9.40/
014. Supporting students to register for accommodations, dormitories       3.5       \$7.7%         015. Supporting students for student loan procedures       3.6       \$2.5%         016. Career counseling activities for students       3.5       \$8,4%         017. Activities to disseminate information about scholarships at home and abroad to students       3.4       79.2%       Gp4       3.5       \$2.%         018. Supporting students complete procedures       3.5       \$8,4%       Gp5       3.5       \$8.6%         020. Supporting students complete procedures for project registration and aproval       3.2       \$8,5%       Gp5       3.5       \$8.6%         021. Evaluation and acceptance of student research project registration and approval       3.6       \$8.7%       Gp6       3.5       \$8.6%         022. School fees and tuition collection methods       3.6       \$8.7%       Gp6       3.5       \$8.7%         023. The library has a number of books and reference materials that meet the needs of readers       3.4       79.2%       Gp6       3.5       \$8.6%         023. The library has a number of secults that meet the needs of readers       3.6       \$8.9%       \$3.6       \$3.6       \$3.6       \$3.6       \$3.6       \$3.6       \$3.6       \$3.6       \$3.6       \$3.6       \$3.6       \$3.6       \$3.6		3,6	88,4%	Gps	3,0	84%
Q15. Supporting students for students       3.0       82.5%         Q16. Career counseling activities for students       3.5       89.4%         Office of External & Public Relations. Cp4       604       694       3.5       82.%         Q18. Supporting students for student scharaspips at home and abroad to students       3.4       79.2%       604       3.5       82.%         Q18. Supporting students for student scharaspips at home and abroad to students       3.4       79.4%       3.5       85.%         Q18. Supporting students to complete procedures for project registration to students       3.7       84.3%       695       3.5       85%         Q20. Supporting students to complete procedures for project registration and approval       3.6       87.2%       605       3.5       87%         Q22. School fores and tuition collection methods       5.6       87.2%       607       3.5       87%         Q23. Thore library has a number of books and reference materials that meet the needs of readers       3.4       79.5%       86%       607       3.5       86%         Q25. The library has a number of seads that meet the needs of readers       3.8       89.5%       607       3.5       86%         Q26. The library has a number of seads that meet the needs of readers       3.8       89.5%       608       3.5			-			
Q16. Career counseling activities for students       3.5       89.4%         Q16. Career counseling activities for students       3.5       89.4%         Q17. Activities to disseminate information about scholarships at home and abroad to students       3.4       79.2%         Q18. Supporting students for student exchange procedures       3.5       85.4%         Q18. Carcivities to disseminate information about research project registration to students       3.7       84.3%         Q20. Supporting students to complete procedures for project registration and approval       3.2       89.0%         Q21. Evaluation and acceptance of students research projects       3.6       87.2%         Q23. Evolet hy implement the regulations on payment of scholarships and grants for students on line       3.3       85.9%         Q25. The library has a number of books and reference materials that meet the needs of readers       3.4       79.0%         Q25. The library has a number of looks and reference materials that meet the needs of readers       3.6       88.9%         Q27. Borrowing, returning, and renewing procedures       3.8       88.9%       9.0%         Q28. The library has a number of looks and reference materials that meet the needs of readers       3.4       79.0%         Q28. The quality of ilbrary's book rental service       3.6       88.9%       9.0%         Q29. Library's operating hours meet the needs o						
Office of External & Public Relations, Gp4       Gp4       3.5       82%         Q17. Activities to disseminate information about scholarships at home and abroad to students       3.4       79.2%       72.5%       79.2%       72.5%       79.2%       72.5%       79.2%       72.5%       72.6%       72.5%       72.6%       72.5%       72.5%       72.5%       72.5%       72.5%       72.5%       72.5%       72.5%       72.5%       72.5%       72.5%       72.5%       72.5%	Q15. Supporting students for student four procedures	5,0	02,570			
Office of External & Public Relations, Gp4       Gp4       3.5       82%         Q17. Activities to disseminate information about scholarships at home and abroad to students       3.4       79.2%       72.5%       79.2%       72.5%       79.2%       72.5%       79.2%       72.5%       72.6%       72.5%       72.6%       72.5%       72.5%       72.5%       72.5%       72.5%       72.5%       72.5%       72.5%       72.5%       72.5%       72.5%       72.5%       72.5%	O16 Career counseling activities for students	35	89.4%			
Q17. Activities to disseminate information about scholarships at home and abroad to students       3.4       79.24       Gp4       3.5       82%         Q18. Supporting students for student exchange procedures       3.5       88.54%       Gp5       3.5       85.76%         Q19. Activities to disseminate information about research project registration to students       3.7       84.76%       Gp5       3.5       86%         Q20. Supporting students to complete procedures for project registration and approval       3.2       88.76%       Gp5       3.5       86%         Q21. Evaluation and acceptance of students research projects       3.4       84.77%       Gp6       3.5       87%         Q22. School fees and turiton collection methods       3.6       87.2%       Gp6       3.5       87%         Q23. Theopedly implement the regulations on payment of scholarships and grants for students on time       3.3       8.8,7%       Gp7       3.5       86%         Q25. The library has a number of books and reference materials that meet the needs of readers       3.4       89.7%       Gp7       3.5       86%         Q26. The library has a number of seats that meet the needs of readers       3.6       89.3%       Gp8       3.1       70.8         Q27. Inter with of internation on the website       3.6       89.3%       Gp8       3.1 <td></td> <td></td> <td>07,170</td> <td></td> <td></td> <td></td>			07,170			
Q17. Activities to disseminate information about scholarships at home and abroad to students       3.4       79.24       Gp4       3.5       82%         Q18. Supporting students for student exchange procedures       3.5       88.54%       Gp5       3.5       85.76%         Q19. Activities to disseminate information about research project registration to students       3.7       84.76%       Gp5       3.5       86%         Q20. Supporting students to complete procedures for project registration and approval       3.2       88.76%       Gp5       3.5       86%         Q21. Evaluation and acceptance of students research projects       3.4       84.77%       Gp6       3.5       87%         Q22. School fees and turiton collection methods       3.6       87.2%       Gp6       3.5       87%         Q23. Theopedly implement the regulations on payment of scholarships and grants for students on time       3.3       8.8,7%       Gp7       3.5       86%         Q25. The library has a number of books and reference materials that meet the needs of readers       3.4       89.7%       Gp7       3.5       86%         Q26. The library has a number of seats that meet the needs of readers       3.6       89.3%       Gp8       3.1       70.8         Q27. Inter with of internation on the website       3.6       89.3%       Gp8       3.1 <td>Office of External &amp; Public Relations Gp4</td> <td></td> <td></td> <td></td> <td></td> <td></td>	Office of External & Public Relations Gp4					
Q18. Supporting students for student schange procedures       3.5       85.4%       0         Office of Research & Development_Gp5       -       -       -       0         Q19. Activities to disseminate information about research project registration and approval       3.2       88.0%       3.5       86%         Q20. Supporting students to complete procedures for project registration and approval       3.2       88.0%       0       3.5       86%         Q21. Evaluation and acceptance of students research projects       3.4       84.7%       0       0       3.5       87%         Q22. School fees and tuition collection methods       3.6       87.2%       0       0       3.5       87%         Q23. Properly implement the regulations on payment of scholarships and grants for students on time       3.3       8.69,%       0       3.5       87%         Q24. Supporting, guiding information search from librarians       3.7       9.0%       2.6       89,8%       0 <td< td=""><td></td><td>3.4</td><td>79.2%</td><td>Gp4</td><td>3,5</td><td>82%</td></td<>		3.4	79.2%	Gp4	3,5	82%
Office of Research & Development_Gp5Gp53,586%Q19. Activities to disseminate information about research project registration to students3,784,3%80,5%Q20. Supporting students to complete procedures for project registration and approval3,289,0%3,586%Q21. Evaluation and acceptance of students research projects3,484,7%6p53,587%Q23. Supporting students to complete procedures for project registration and approval3,289,0%6p63,587%Q23. Stopperly implement the regulations on payment of scholarships and grants for students on time3,386,9%3,587%Q25. The library has a number of books and reference materials that meet the needs of readers3,689,3%6p73,586%Q26. The library has a number of books and reference materials that meet the needs of readers3,689,3%6p73,586%Q27. Bortowing, returning, and renewing procedures3,888,0%3,170%86%Q29. Library's operating hours meet the needs of readers3,374,8%86%Q30. The ignality of information on the website3,584,4%3,170%Q31. The quality of information on the website3,582,7%6p83,170%Q32. The quality of information on the website3,582,7%6p93,584%Q30. The quality of information on the website3,582,7%6p103,482%Q31. The quality of information on the website3,582,7%6p10						
Q19. Activities to dissoninate information about research project registration to students       3.7       84.3%       GpS       3.5       86%         Q20. Supporting students to complete procedures for project registration and approval       3.2       89.0%       Q.7       Q.7       81.5%       Q.7       A       84.7%       Q.7       A       A       84.7%       Q.7       A		5,5	0,470			
202. Supporting students to complete procedures for project registration and approval         3.2         89,07         0p3         3.5         80%           Q21. Evaluation and acceptance of students research projects         3.4         84,78         0         0           Q21. Evaluation and acceptance of students research projects         3.4         84,78         0         0           Q23. Properly implement the regulations on payment of scholarships and grants for students on time         3.3         86,9%         0         3.5         87%           Q23. Properly implement the regulations on apayment of scholarships and grants for students on time         3.3         86,9%         0         3.5         87%           Q24. Supporting, guiding information search from librarians         3.7         90,9%         3.4         79,6%         79,6%         79,6%         79,6%         79,6%         79,6%         79,6%         79,6%         79,6%         79,6%         79,6%         79,6%         79,6%         79,8         86,9%         79,6%         70,8         70,6%         70,8         70,6%         79,6%         70,8         70,6%         70,8         70,6%         70,8         70,6%         70,8         70,6%         70,8         70,6%         70,8         70,6%         70,8         70,6%         70,8						
Q20. Supporting students to complete procedures for project registration and approval       3.1       85,0%         Q21. Evaluation and acceptation scearch projects       3.4       84,7%         Q21. School fees and tuition collection methods       3.6       87,2%         Q22. School fees and tuition collection methods       3.6       87,2%         Q23. Property implement the regulations on payment of scholarships and grants for students on time       3.3       88,9%         Q24. Supporting, guiding information search from librarians       3.7       90,9%         Q25. The library has a number of books and reference materials that meet the needs of readers       3.4       87,9%         Q25. The library has an number of seats that meet the needs of readers       3.4       89,3%         Q26. The library has a number of seats that meet the needs of readers       3.6       88,0%         Q27. Borrowing, returning, and renewing procedures       3.6       88,0%         Q29. Library's operating hours meet the needs of readers       3.3       74,88         Q30. The library has a number of seats that meet the needs of readers       3.3       74,88         Q31. The quality of information on the website       2.9       62,38         Q32. The quality of information on the website       3.5       84,38         Q33. The quality of informatin or the website       3.5       84				Gp5	3,5	86%
Office of Finance & Planning_Cp6Gp63,587%Q22. School fees and tuition collection methods3,687,2%Gp63,587%Q23. Properly implement the regulations on payment of scholarships and grants for students on time3,386,59%1Q24. Supporting, guiding information search from librarians3,790,9%3,587%Q25. The library has a number of books and reference materials that meet the needs of readers3,479,6%7Q26. The library has book sources and reference materials that meet the needs of readers3,689,3%86%Q27. Borrowing, returning, and renewing procedures3,888,0%88,4%86%Q28. The quality of seats that meet the needs of readers3,374,8%76%Q30. The library has a number of seats that meet the needs of readers3,374,8%70%Q31. The quality of information on the website2,963,1%6,83,1%Q32. The quality of information on the website3,582,7%84%Q33. The quality of information on the website3,582,7%6p13,4Q34. Student feebacks for course evaluation form3,582,7%6p13,482%Q37. Sendiatif keebacks for service at IU3,481,5%6p103,482%Q38. Student feebacks for service at IU3,779,6%7%3,887%Q37. Sendiation in IU3,779,6%7%3,887%Q37. Sendiation in IU3,779,6%6p113,887%<				Î		
Q22. School fees and tuition collection methods       3,6       87,25       Gp6       3,5       87%         Q23. Properly implement the regulations on payment of scholarships and grants for students on time       3,3       86,9%       Q2       Q2       No       3,5       87%         Q24. Supporting, guiding information search from librarians       3,7       90,9%       Q2       No       7,7       90,9%       Q2       No       7,7       90,9%       Q2       No       7,7       90,9%       Q2       No       7,7       90,9%       Q2       No       7,6       90,9%       Q2       No       7,6       89,3%       Q2       No       7,6       89,3%       Q2       No       Q2       No       Q2       No       88,0%       Q2       Q2       No       Q2       No       88,0%       Q2       Q2       No       No       88,0%       Q2       Q2       No       <		3,4	84,7%			
Q23. Properly implement the regulations on payment of scholarships and grants for students on time       3.3       86.9%         Library_Gp7						
Library_Gp7Image: Control of Control	Q22. School fees and tuition collection methods	3,6	87,2%	Gp6	3,5	87%
Q24. Supporting, guiding information search from librarians3,790,9%Q25. The library has a number of books and reference materials that meet the needs of readers3,479,5%Q26. The library has book sources and reference materials that meet the needs of readers3,689,3%Q27. Borrowing, returning, and renewing procedures3,888,0%Q28. The quality of library's operating hours meet the needs of readers3,689,4%Q30. The library's operating hours meet the needs of readers3,374,8%Q31. The quality of information on the website3,683,5%Q33. The quality of information on the website3,683,5%Q34. Student feebacks for course evaluation form3,582,27%Q35. Student feebacks for service quality survey3,584,3%Q36. The quality of information on the website3,689,0%Q37. The quality of information on the website3,582,7%Q38. Student feebacks for service quality survey3,584,3%Q36. The quality of endical service at IU3,481,5%Q37. The quality of call service at IU3,779,7%Q38. Security in IU3,779,6%6p11Q39. The quality of Cancen services at IU3,579,6%Q30. The quality of cancen services at IU3,579,6%Q40. The quality of cancen services at I	Q23. Properly implement the regulations on payment of scholarships and grants for students on time	3,3	86,9%			
Q25. The library has a number of books and reference materials that meet the needs of readers3,479,6%Q26. The library has book sources and reference materials that meet the needs of readers in terms of content3,689,3%6073,586%Q27. Borrowing, returning, and renewing procedures3,888,0%88,0%88,0%88,0%80,0%89,4%80,0%<	Library_Gp7					
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Q26. The library has book sources and reference materials that meet the needs of readers in terms of content $3,6$ $89,3\%$ $Gp7$ $3,5$ $86\%$ Q27. Borrowing, returning, and renewing procedures $3,6$ $89,3\%$ $3,6$ $89,3\%$ $6p7$ $3,5$ $86\%$ Q28. The quality of library's operating hours meet the needs of readers $3,5$ $88,4\%$ $3,5$ $88,4\%$ $29.$ $1brary's operating hours meet the needs of readers3,588,4\%29.1brary's operating hours meet the needs of readers3,588,4\%29.1brary's operating hours meet the needs of readers3,374,8\%70\%$		3,4	79,6%			
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Q28. The quality of library's book rental service $3,6$ $89,4\%$ Q29. Library's operating hours meet the needs of readers $3,5$ $88,4\%$ Q30. The library has a number of seats that meet the needs of readers $3,3$ $74,8\%$ Q31. The quality of internet system in classrooms and laboratories $2,9$ $63,1\%$ $6_{1,8}$ Q32. The quality of internet system in classrooms and laboratories $2,9$ $62,3\%$ $6_{1,8}$ Q33. The quality of information on the website $3,6$ $83,5\%$ $6_{1,8}$ Q34. Student feebacks for course evaluation form $3,5$ $82,7\%$ $6_{1,9}$ Q35. Student feebacks for service quality survey $3,5$ $84,3\%$ $6_{1,1}$ Q36. The quality of medical service at IU $3,7$ $89,0\%$ $6_{1,1}$ Q37. Sanitation in IU $3,7$ $89,0\%$ $6_{1,1}$ $3,8$ Q38. Security in IU $3,5$ $3,7$ $79,7\%$ $6_{1,1}$ Q39. The quality of equipment in classrooms $3,7$ $79,7\%$ $6_{1,1}$ Q39. The quality of catteen services at IU $3,5$ $79,6\%$ $6_{1,1}$ Q40. The quality of Canteen services at IU $3,5$ $79,6\%$ $6_{1,1}$ Q41. The professionalism of office staff $3,6$ $84,6\%$ $6_{1,1}$ $3,6$ Q41. The professionalism of office staff $3,6$ $84,6\%$ $6_{1,1}$ $3,6$				-1	, ,	
Q29. Library's operating hours meet the needs of readers3.588,4%Q30. The library has a number of seats that meet the needs of readers3.374,8%Office of Information Services_Gp8 $$			-			
Q30. The library has a number of seats that meet the needs of readers3.374,8%Office of Information Services_Gp8 $\sim$ $\sim$ Q31. The quality of internet system in classrooms and laboratories2.963,1%Q32. The quality of wifi system in IU2.962,3%Q33. The quality of information on the website3,683,5%Center of Education Quality Management_Gp9 $\sim$ $\sim$ Q34. Student feebacks for service quality survey3,582,7%Q35. The quality of medical service at IU $\sim$ $\sigma$ Q36. The quality of medical service at IU $\sim$ $\sigma$ Q37. Sanitation in IU $\sim$ $\sigma$ Q37. Sanitation in IU $\sim$ $\sigma$ Q38. Security in II $\sigma$ $\sigma$ Q39. The quality of equipment in classrooms $\sigma$ $\sigma$ Q39. The quality of canteen services at IU $\sigma$ $\sigma$ Q40. The quality of Canteen services at IU $\sigma$ $\sigma$ Q41. The professionalism of office staff $\sigma$ $\sigma$ Q41. The professionalism of office staff $\sigma$ $\sigma$						
$ \begin{array}{ c c c c c c } \hline Office of Information Services_Gp8 & & & & & & & & & & & & & & & & & & &$						
Q31. The quality of internet system in classrooms and laboratories2,9 $63,18$ $0$ $3,1$ $70\%$ Q32. The quality of wifi system in IU2,9 $62,3\%$ $0$ $3,6$ $33,5\%$ $3,1$ $70\%$ Q33. The quality of information on the website3,6 $83,5\%$ $3,6$ $83,5\%$ $3,6$ $83,5\%$ $3,6$ $83,5\%$ $3,6$ $83,5\%$ $3,6$ $83,5\%$ $3,6$ $83,5\%$ $3,6$ $83,5\%$ $3,6$ $83,5\%$ $3,6$ $83,5\%$ $3,6$ $84,5\%$ $3,5$ $84,\%$ $3,5$ $84,\%$ $3,5$ $84,\%$ $3,5$ $84,\%$ $3,6$ $3,4$ $82\%$ Q35. Student feebacks for service quality survey3,5 $84,\%$ $3,4$ $81,5\%$ $6p10$ $3,4$ $82\%$ Q36. The quality of medical service at IU $3,4$ $81,5\%$ $6p10$ $3,4$ $82\%$ Q37. Sanitation in IU $3,7$ $89,0\%$ $6p11$ $3,8$ $87\%$ Q38. Security in IU $3,9$ $92,7\%$ $6p11$ $3,8$ $87\%$ Q39. The quality of equipment in classrooms $3,7$ $79,7\%$ $79,7\%$ $6p12$ $3,5$ $80\%$ Q40. The quality of Canteen services at IU $3,5$ $79,6\%$ $6p12$ $3,5$ $80\%$ Q41. The professionalism of office staff $3,6$ $84,6\%$ $6p13$ $3,6$ $86\%$		3,3	/4,8%			
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Q34. Student feebacks for course evaluation form $3,5$ $82,7\%$ $Gp9$ $3,5$ $84\%$ Q35. Student feebacks for service quality survey $3,5$ $84,3\%$ $3,5$ $84,3\%$ $3,5$ $84\%$ Health Department_Gp10 $3,4$ $81,5\%$ $Gp10$ $3,4$ $82\%$ Q36. The quality of medical service at IU $3,4$ $81,5\%$ $Gp10$ $3,4$ $82\%$ Office of Facility Development_Gp11 $3,7$ $89,0\%$ $B9,0\%$ $B9,0\%$ $B9,0\%$ $B9,0\%$ Q37. Sanitation in IU $3,7$ $89,0\%$ $B9,0\%$ $B9,0\%$ $B9,0\%$ $B9,0\%$ $B9,0\%$ $B9,0\%$ Q39. The quality of equipment in classrooms $3,7$ $79,7\%$ $B9,0\%$ $B9,0\%$ $B9,0\%$ $B9,0\%$ $B9,0\%$ $B9,0\%$ Q40. The quality of Canteen services at IU $3,5$ $79,6\%$ $Gp12$ $3,5$ $80\%$ Staff_Gp13 $Q41$ . The professionalism of office staff $3,6$ $84,6\%$ $Gp13$ $3,6$ $86\%$		3,6	83,5%			
$ \begin{array}{ c c c c c c } \hline Q35. Student feebacks for service quality survey & 3,5 & 84,3\% & & & \\ \hline Health Department_Gp10 & & & & \\ Q36. The quality of medical service at IU & & 3,4 & 81,5\% & \\ \hline Office of Facility Development_Gp11 & & & & \\ Q37. Sanitation in IU & & & 3,7 & 89,0\% \\ Q38. Security in IU & & & 3,9 & 92,7\% \\ Q39. The quality of equipment in classrooms & & & 3,7 & 79,7\% \\ \hline Canteen Management_Gp12 & & & & \\ Q40. The quality of Canteen services at IU & & & 3,5 & 79,6\% \\ \hline Staff_Gp13 & & & & \\ Q41. The professionalism of office staff & & & & \\ Q41. The professionalism of office staff & & & & \\ \hline Q36. The quality of Canteen staff & & & & \\ \hline Q41. The professionalism of office staff & & & & \\ \hline Q41. The professionalism of office staff & & & & \\ \hline Q41. The professionalism of office staff & & \\ \hline Q41. The professionalism of office staff & & \\ \hline Q41. The prof$						
Health Department_Gp10 $\Box$ $\Box$ $\Box$ $B2\%$ Q36. The quality of medical service at IU $3,4$ $81,5\%$ $Gp10$ $3,4$ $82\%$ Office of Facility Development_Gp11 $3,4$ $81,5\%$ $B11$ $B2\%$ $B2\%$ $B2\%$ Q37. Sanitation in IU $3,7$ $89,0\%$ $B11$ $B2\%$ $B11$ $B2\%$ $B11$ $B2\%$ Q38. Security in IU $3,7$ $B9,0\%$ $B11$ $B11$ $B2\%$ $B11$ $B2\%$ $B11$ $B2\%$ $B11$ $B2\%$ Q39. The quality of equipment in classrooms $3,7$ $79,7\%$ $B11$ $B2\%$ $B11$ $B2\%$ $B11$ $B2\%$ $B11$ $B2\%$ Q40. The quality of Canteen services at IU $B15$ $B12$ $B12$ $B12$ $B15$ $B0\%$ Staff_Gp13 $Gp13$ $B4,6\%$ $Gp13$ $B4,6\%$ $Gp13$ $B4,6\%$ $B13$ $B6\%$	Q34. Student feebacks for course evaluation form	3,5	82,7%	Gp9	3,5	84%
Health Department_Gp10 $\Box$ $\Box$ $\Box$ $B2\%$ Q36. The quality of medical service at IU $3,4$ $81,5\%$ $Gp10$ $3,4$ $82\%$ Office of Facility Development_Gp11 $3,4$ $81,5\%$ $B11$ $B2\%$ $B2\%$ $B2\%$ Q37. Sanitation in IU $3,7$ $89,0\%$ $B11$ $B2\%$ $B11$ $B2\%$ $B11$ $B2\%$ Q38. Security in IU $3,7$ $B9,0\%$ $B11$ $B11$ $B2\%$ $B11$ $B2\%$ $B11$ $B2\%$ $B11$ $B2\%$ Q39. The quality of equipment in classrooms $3,7$ $79,7\%$ $B11$ $B2\%$ $B11$ $B2\%$ $B11$ $B2\%$ $B11$ $B2\%$ Q40. The quality of Canteen services at IU $B15$ $B12$ $B12$ $B12$ $B15$ $B0\%$ Staff_Gp13 $Gp13$ $B4,6\%$ $Gp13$ $B4,6\%$ $Gp13$ $B4,6\%$ $B13$ $B6\%$	Q35. Student feebacks for service quality survey	3,5	84,3%			
Q36. The quality of medical service at IU $3,4$ $81,5\%$ $1$ $1$ Office of Facility Development_Gp11 $1$				G 10		000/
$ \begin{array}{ c c c c c c } \hline \textbf{Office of Facility Development_Gp11} & & & & & & & & & & & & & & & & & & $	O36. The quality of medical service at IU	3,4	81,5%	Gp10	3,4	82%
$\begin{array}{c c c c c c c c c c c c c c c c c c c $			,			
Q38. Security in IU3,992,7%GP113,887%Q39. The quality of equipment in classrooms3,779,7%000Canteen Management_Gp126p123,580%Q40. The quality of Canteen services at IU3,579,6%Gp123,580%Staff_Gp1393,686%Q41. The professionalism of office staff3,686%		3 7	89.0%			
$ \begin{array}{c c c c c c c c c c c c c c c c c c c $				Gp11	3,8	87%
Canteen Management_Gp12Gp123,580%Q40. The quality of Canteen services at IU3,579,6%9123,580%Staff_Gp1344Q41. The professionalism of office staff3,684,6%Gp133,686%						
Q40. The quality of Canteen services at IU3,579,6%Gp123,580%Staff_Gp13Q41. The professionalism of office staff3,684,6%Gp133,686%		3,/	/9,/%			
Q40. The quality of Canteen services at IU       3,5       79,6%       4         Staff_Gp13				Gp12	3,5	80%
Q41. The professionalism of office staff 3,6 84,6% Gp13 3.6 86%		3,5	79,6%			
Q42. Service attitude of office staff3,585,6%3,0		3,6	84,6%	Gn13	3.6	86%
	Q42. Service attitude of office staff	3,5	85,6%	Spis	3,0	0070

## SOCIALIST REPUBLIC OF VIETNAM Independence - Freedom - Happiness

Ho Chi Minh City, 20th December, 2023

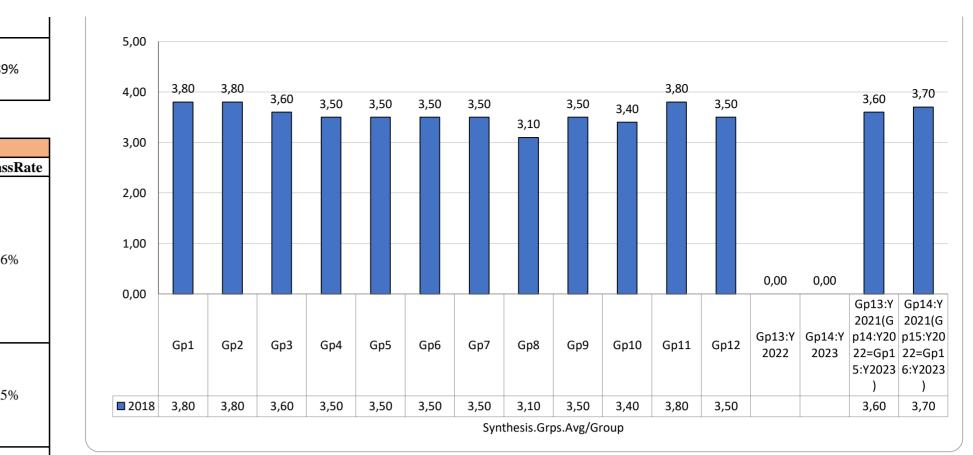
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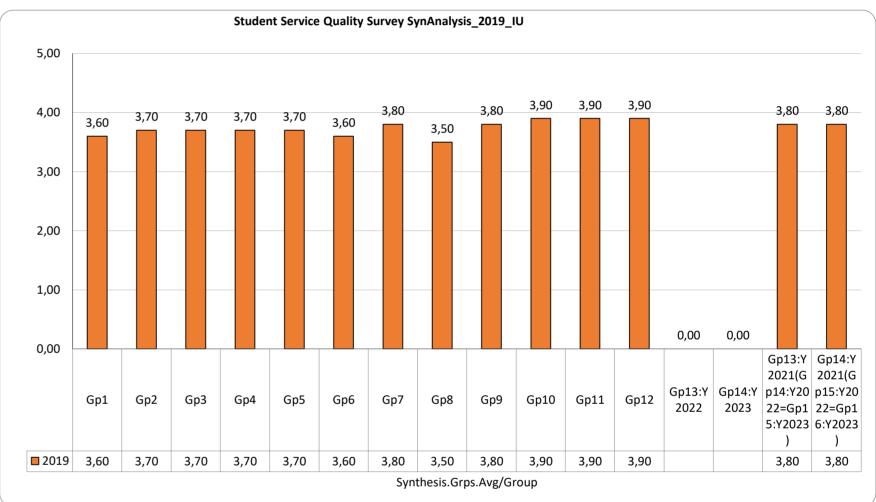
Group			Yea	ar			
	2018	2019	2020	2021	2022	2023	Av
Gp1	3,80	3,60	4,00	3,86	3,86	3,85	3,8
Gp2	3,80	3,70	4,10	3,75	3,95	3,96	3,8
Gp3	3,60	3,70	4,10	3,87	3,89	3,92	3,9
Gp4	3,50	3,70	4,00	3,83	3,94	3,96	3,8
Gp5	3,50	3,70	4,10	3,79	3,92	3,95	3,89
Gp6	3,50	3,60	4,00	3,76	3,92	3,91	3,84
Gp7	3,50	3,80	4,10	3,87	3,95	3,94	3,93
Gp8	3,10	3,50	3,90	3,7	3,61	3,80	3,70
Gp9	3,50	3,80	4,10	3,97	4,03	4,06	3,9
Gp10	3,40	3,90	4,10	3,85	4,06	4,05	3,9
Gp11	3,80	3,90	4,20	3,95	4,07	3,96	4,02
Gp12	3,50	3,90	4,30	4,09	4,31	4,27	4,17
Gp13:Y2022					4,00	3,99	3,99
Gp14:Y2023						4,22	4,22
<i>Gp13:Y2021(Gp14:Y2022</i> = <i>Gp15:Y2023)</i>	3,60	3,80	4,10	3,92	4,08	4,01	3,98
Gp14:Y2021(Gp15:Y2022 =Gp16:Y2023)	3,70	3,80	4,10	3,98	4,02	4,01	3,98
Avg		3,70	4,10	3,90	3,96		3,93

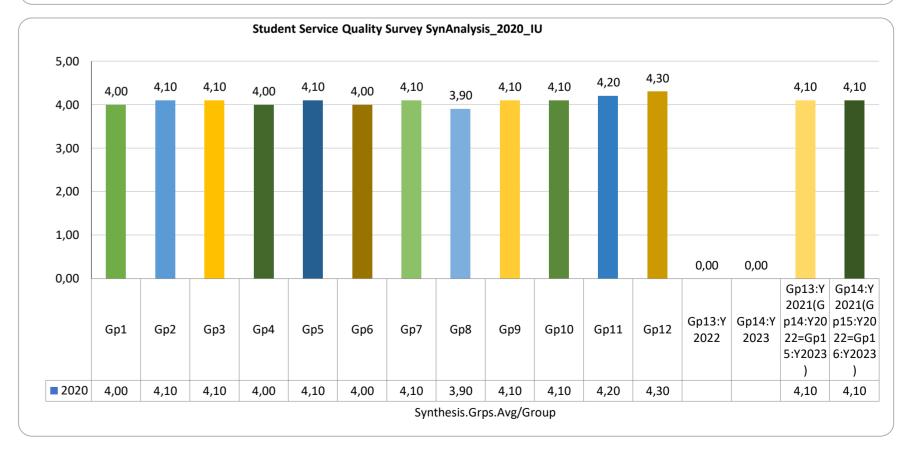


Q43. The office staff clothes are suitable for the job's nature	3,7	89,0%			
General evaluation of service quality at IU_Gp14					
Q44. Overall evaluation of office staff	3,7	90,9%	Gp14	3,7	89%
Q45. Overall evaluation of service quality	3,6	86,4%			

Student Service Quality - 2019						
Question	Q.AverageRate	Q.PassRate	Group	G.AvgRate	G.PassRat	
Office of Academic Affairs_Gp1		?%,>=3				
Q1. Admission counseling activities disseminate necessary information to those interested	3,9					
Q2. Means for course registration	3,3	-	1			
Q3. Instruction to new student enrollment	3,9		Gp1	3,6	86%	
Q4. Communication channels between students and the university	3,7	90,4%	, î			
Q5. Dissemination of exam schedule for students	3,8	91,7%				
Q6. Dissemination of exam results according to the specified time	3,3	73,7%	-			
Q7. Resolving questions and complaints about student performance Office of International Academic Collaboration_Gp2	3,5	83,4%				
Office of International Academic Conaboration_Gp2			4			
Q8. Activities to provide information and advice about the joint training programs for students and parents	3,7	94,5%	Gp2	3,7	95%	
Q9. Activities to assist students with transfer procedures to partner universities under the joint training		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		2,1		
programs	3,7	94,7%				
Office of Student Services_Gp3						
Q10. Dissemination of information about extracurricular activities	3,8	92,7%	1			
Q11. Content of special subject classes and seminars	3,8	94,1%	]			
Q12. The organization of political education at the beginning of the academic year	3,7	89,2%	]			
Q13. Dissemination of necessary information to students in the political education at the beginning of the			Gp3	3,7	93%	
academic year	3,8	-	1			
Q14. Supporting students to register for accommodations, dormitories	3,7	94,3%	1			
Q15. Supporting students for student loan procedures	3,6	-	4			
Q16. Career counseling activities for students	3,7	91,1%				
Office of External & Public Relations_Gp4	2.7	01.40/		27	020/	
Q17. Activities to disseminate information about scholarships at home and abroad to students	3,7	-	- î	3,7	93%	
Q18. Supporting students for student exchange procedures Office of Research & Development_Gp5	3,7	95,0%				
Q19. Activities to disseminate information about research project registration to students	3,7	93,7%	1			
Q20. Supporting students to complete procedures for project registration and approval	3,7		GDD	3,7	95%	
Q21. Evaluation and acceptance of students research projects	3,7	,	-			
Office of Finance & Planning_Gp6		00,270				
Q22. School fees and tuition collection methods	3,7	91,0%	Gp6	3,6	88%	
Q23. Properly implement the regulations on payment of scholarships and grants for students on time	3,5		-			
Library_Gp7						
Q24. Supporting, guiding information search from librarians	3,8	93,9%				
Q25. The library has a number of books and reference materials that meet the needs of readers	3,8	93,5%				
Q26. The library has book sources and reference materials that meet the needs of readers in terms of						
content	3,8		_	3,8	92%	
Q27. Borrowing, returning, and renewing procedures	3,8	,				
Q28. The quality of library's book rental service	3,8					
Q29. Library's operating hours meet the needs of readers	3,8					
Q30. The library has a number of seats that meet the needs of readers	3,5	80,2%				
Office of Information Services_Gp8 Q31. The quality of internet system in classrooms and laboratories	3,5	01 70/	4			
Q32. The quality of wifi system in IU	3,3		I GDð	3,5	82%	
Q33. The quality of information on the website	3,5		1			
Office of Quality Assurance _Gp9	3,0	07,770				
Q34. Student feebacks for course evaluation form	3,8	92,0%	Gp9	3,8	93%	
Q35. Student feebacks for service quality survey	3,8	-				
Health Department_Gp10				2.0	0.0%	
Q36. The quality of medical service at IU	3,9	95,9%	Gp10	3,9	96%	
Office of Facility Development_Gp11						
Q37. Sanitation in IU	3,9	91,4%	Gp11	3,9	93%	
Q38. Security in IU	4,0	95,8%	Opri	3,5	5570	
Q39. The quality of equipment in classrooms	3,8	90,8%				
Canteen Management_Gp12			Gp12	3,9	95%	
Q40. The quality of Canteen services at IU	3,9	94,6%		- / -		
Staff_Gp13			-			
Q41. The professionalism of office staff	3,7	-				
Q42. Service attitude of office staff Q42. The office staff slothes are suitable for the job's nature	3,7	90,8%	-	3,8	93%	
Q43. The office staff clothes are suitable for the job's nature	3,9	96,3%				
Q44. Overall evaluation of office staff General evaluation of service quality at IU_Gp14	3,8	92,8%				
O44. Overall evaluation of office staff	3,8	92,8%	Gp14	3,8	93%	
Q44. Overall evaluation of service quality	3,8			5,0	5570	
x 101 0 total of an of bot theo quality	5,0	52,0/0		L	1	



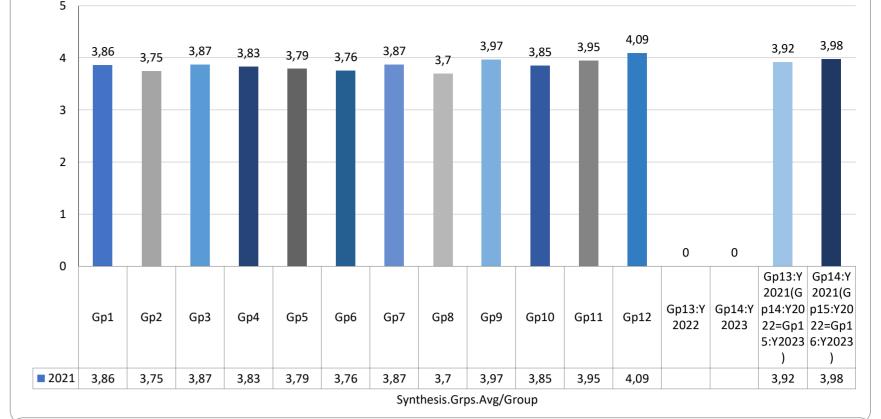


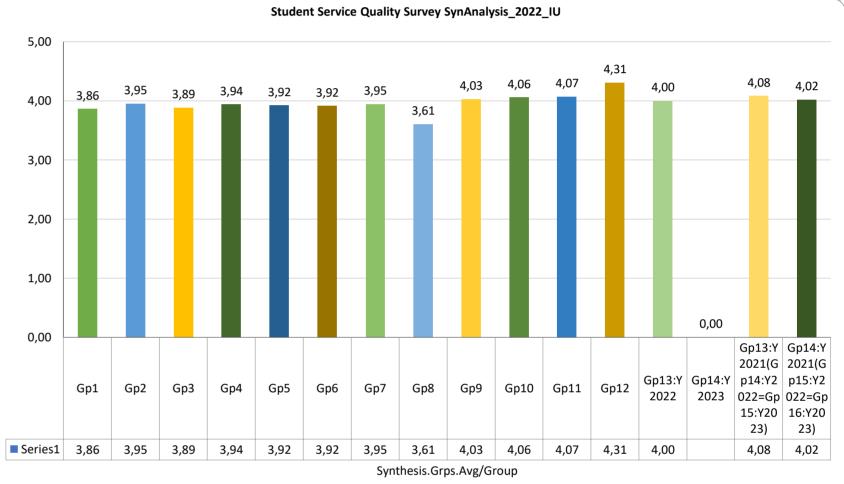


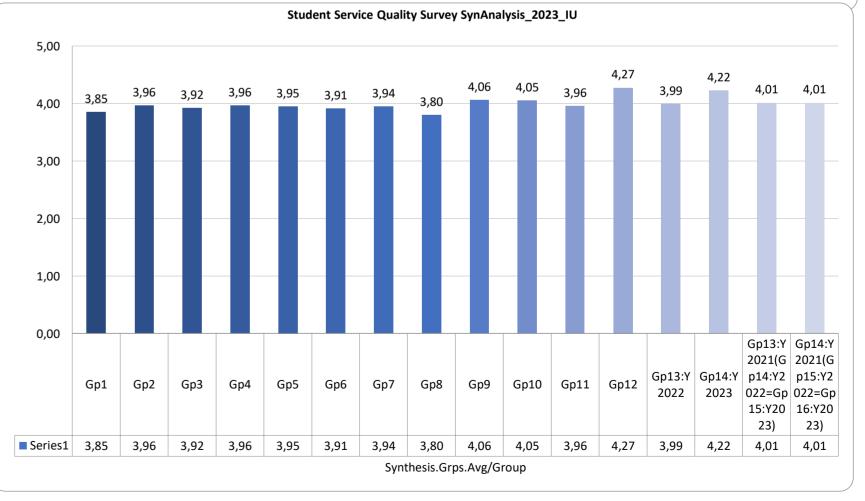
Student Service Quality Survey SynAnalysis\_2021\_IU

Student Service Quality - 2020					
Question	Q.AverageRate	Q.PassRate	Group	G.AvgRate	G.PassRate
Office of Academic Affairs_Gp1	<b>Q</b>	?%, >=3	F	Galvgitute	<b>On assiduce</b>
Q1. Admission counseling activities disseminate necessary information to those interested	4,1	-			
Q2. Means for course registration	3,4				
Q3. Instruction to new student enrollment	4,1	95,6%			
Q4. Communication channels between students and the university	4,1	94,5%	Gp1	4	91,30%
Q7. Dissemination of exam schedule for students	4,1	95,4%			
Q8. Dissemination of exam results according to the specified time	4,1				
	3,9		-		
Q9. Resolving questions and complaints about student performance	5,9	91,9%			
Office of International Academic Collaboration_Gp2					
		0.5.40		4.1	06 100/
Q5. Activities to provide information and advice about the joint training programs for students and parents	4,1	96,4%	Gp2	4,1	96,40%
Q6. Activities to assist students with transfer procedures to partner universities under the joint training					
programs	4,1	96,4%			
Office of Student Services_Gp3					
Q10. Dissemination of information about extracurricular activities	4,1	96,7%			
Q11. Content of special subject classes and seminars	4,1	96,9%			
Q12. The organization of political education at the beginning of the academic year	4,1	95,6%			
Q13. Dissemination of necessary information to students in the political education at the beginning of the			Gp3	4,1	96%
academic year	4,1	96,1%			
Q14. Supporting students to register for accommodations, dormitories	4,0	95,6%			
Q15. Supporting students for student loan procedures	4,0	95,8%			
Q16. Career counseling activities for students	4,1	,			
Office of External & Public Relations_Gp4	- , -				
Q17. Activities to disseminate information about scholarships at home and abroad to students	4,0	94,8%	Gp4	4	95,80%
Q18. Supporting students for student exchange procedures	4,0	96,7%			<i>)3</i> ,00 <i>7</i> 0
Office of Research & Development_Gp5	4,1	90,770			
	4.1	06.1%			
Q19. Activities to disseminate information about research project registration to students	4,1		(in)	4,1	96,60%
Q20. Supporting students to complete procedures for project registration and approval	4,1	-	1 1		
Q21. Evaluation and acceptance of students research projects	4,1	97,0%			
Office of Finance & Planning_Gp6		ļ			
Q22. School fees and tuition collection methods	4,1			4	95,20%
Q23. Properly implement the regulations on payment of scholarships and grants for students on time	4,0	94,2%			
Library_Gp7					
Q24. Supporting, guiding information search from librarians	4,1	96,7%			
Q25. The library has a number of books and reference materials that meet the needs of readers	4,1	96,3%			
Q26. The library has book sources and reference materials that meet the needs of readers in terms of					
content	4,1	96,6%	Gp7	4,1	95,30%
Q27. Borrowing, returning, and renewing procedures	4,1	97,1%			
Q28. The quality of library's book rental service	4,1	97,2%			
Q29. Library's operating hours meet the needs of readers	4,1	94,3%			
Q30. The library has a number of seats that meet the needs of readers	3,9	89,0%			
Office of Information Services_Gp8					
Q31. The quality of internet system in classrooms and laboratories	3,9	89,0%			
Q32. The quality of wifi system in IU	3,8		Gp8	3,9	88,90%
Q33. The quality of information on the website	4,0		1 1		
Office of Quality Assurance _Gp9	.,	<b>C _/_</b> / <b></b>			
Q34. Student feebacks for course evaluation form	4,0	95,1%	Gp9	4,1	95,40%
Q35. Student feebacks for service quality survey	4,0			-,,_	55,1070
Health Department_Gp10	4,1	93,070			
		06.2%	Gp10	4,1	96,30%
Q36. The quality of medical service at IU	4,1	96,3%			
Office of Facility Development_Gp11					
Q37. Sanitation in IU	4,1			4,2	95,80%
Q38. Security in IU	4,2			-	
Q39. The quality of equipment in classrooms	4,1	95,3%			
Canteen Management_Gp12	<b></b>	<b> </b>	Gp12	4,3	97,50%
Q40. The quality of Canteen services at IU	4,3	97,5%	-1	,-	. ,
Staff_Gp13					
Q41. The professionalism of office staff	4,1	96,1%	Gn12	4,1	96,10%
Q42. Service attitude of office staff	4,1	94,5%	Gp13	4,1	50,10%
Q43. The office staff clothes are suitable for the job's nature	4,2		1 1		
General evaluation of service quality at IU_Gp14					
	-	·/	1 1	· I	
	4.1	95.3%	Gp14	4,1	95,70%
Q44. Overall evaluation of office staff Q45. Overall evaluation of service quality	4,1		- 1	4,1	95,70%

Student Service Quality - 2021					
Question	Q.AverageRate	Q.PassRate	Group	G.AvgRate	G.Pass
Office of Academic Affairs_Gp1		?%,>=3			
Q1. Admission counseling activities disseminate necessary information to those interested	4,0	94,3%			







ssRate

02 Magna for accuracy registration	2.6	06.40/			l
Q2. Means for course registration Q3. Instruction to new student enrollment	3,6	86,4%			
	4,1	95,5%	Gp1	3,86	93,1%
Q4. Communication channels between students and the university	3,9 3,8	94,9% 93,3%			
Q7. Dissemination of exam schedule for students         Q8. Dissemination of exam results according to the specified time	3,8	95,5% 96,1%			
	3,8 3,9	96,1% 91,1%			
Q9. Resolving questions and complaints about student performance Office of International Academic Collaboration_Gp2	3,9	91,1%			
Office of International Academic Conaboration_Gp2					
O5 A stivities to provide information and advice about the joint training programs for students and parents	3,8	92,7%	Gp2	3,75	90,8%
Q5. Activities to provide information and advice about the joint training programs for students and parents Q6. Activities to assist students with transfer procedures to partner universities under the joint training			Op2	5,75	90,870
	3,7	88,8%			
programs Office of Student Services_Gp3					
Q10. Dissemination of information about extracurricular activities	4,0	96,1%			
Q10. Dissemination of information about extraculticular activities Q11. Content of special subject classes and seminars		-			
Q12. The organization of political education at the beginning of the academic year	4,0 3,8	96,6% 93,8%			
Q13. Dissemination of necessary information to students in the political education at the beginning of the	3,0	93,8%	Gp3	3,87	94,6%
	4,0	94,9%	Gps	5,87	94,0%
academic year	2.9	02.10/			
Q14. Supporting students to register for accommodations, dormitories	3,8	92,1%			
Q15. Supporting students for student loan procedures	3,7	94,4%			
Q16. Career counseling activities for students	3,9	94,4%			
Office of External & Public Relations_Gp4	2.0		Craf	2.02	06.40/
Q17. Activities to disseminate information about scholarships at home and abroad to students	3,9	96,6%	Gp4	3,83	96,4%
Q18. Supporting students for student exchange procedures	3,8	96,1%			
Office of Research & Development_Gp5	2.0	0.4.40(			
Q19. Activities to disseminate information about research project registration to students	3,8	94,4%	Gp5	3,79	95,7%
Q20. Supporting students to complete procedures for project registration and approval	3,8	96,6%			
Q21. Evaluation and acceptance of students research projects	3,7	96,1%			
Office of Finance & Planning_Gp6					
Q22. School fees and tuition collection methods	3,8	94,9%	Gp6	3,76	93,8%
Q23. Properly implement the regulations on payment of scholarships and grants for students on time	3,7	92,7%			
Library_Gp7					
Q24. Supporting, guiding information search from librarians	3,8	94,4%			
Q25. The library has a number of books and reference materials that meet the needs of readers	3,9	95,5%			
Q26. The library has book sources and reference materials that meet the needs of readers in terms of	4,0	97,2%	~ -		
content	-		Gp7	3,87	94,6%
Q27. Borrowing, returning, and renewing procedures	3,9	96,0%			
Q28. The quality of library's book rental service	3,9	95,5%			
Q29. Library's operating hours meet the needs of readers	3,9	94,3%			
Q30. The library has a number of seats that meet the needs of readers	3,7	89,3%			
Office of Information Services_Gp8					
Q31. The quality of internet system in classrooms and laboratories	3,7	91,5%	Gp8	3,7	91,1%
Q32. The quality of wifi system in IU	3,6	89,3%		-	
Q33. The quality of information on the website	3,9	92,6%			
Office of Quality Assurance _Gp9					
Q34. Student feebacks for course evaluation form	4,0	96,6%	Gp9	3,97	96,6%
Q35. Student feebacks for service quality survey	4,0	96,6%			
Health Department_Gp10			Gp10	3,85	97,7%
Q36. The quality of medical service at IU	3,9	97,7%	-1	-,	
Office of Facility Development_Gp11					
Q37. Sanitation in IU	3,9	97,7%	Gp11	3,95	97,7%
Q38. Security in IU	4,0	97,7%	Opii	0,00	57,770
Q39. The quality of equipment in classrooms	4,0	97,7%			
Canteen Management_Gp12			Gp12	4,09	97,7%
Q40. The quality of Canteen services at IU	4,1	97,7%	Sp12	7,00	57,770
Staff_Gp13					
Q41. The professionalism of office staff	3,9	96,0%	Gp13	3,92	96,8%
Q42. Service attitude of office staff	3,9	96,6%	Sp15	5,52	50,070
Q43. The office staff clothes are suitable for the job's nature	4,0	97,8%			
General evaluation of service quality at IU_Gp14					
Q44. Overall evaluation of office staff	3,9	97,2%	Gp14	3,98	98,0%
Q45. Overall evaluation of service quality	4,0	98,9%			
	I				

## From year 2022, The form turns from 14 groups (45 questions) to 15 groups (50 questions). In which, group "CENTER FOR INNOVATION & TECHNOLOGY TRANSFER" is added.

Synthesis analysis (for rating questions)		?%,>=3	]		
Student Service Quality - 2022					
Question	Q.AverageRate	Q.PassRate	Group	G.AvgRate	G.Pass
Group 1. OFFICE OF ACADEMIC AFFAIRS					
Q1. Admission counseling activities provide necessary information to interested people	4	97,1%			
Q2. Course registration for students	3.5	80,6%			
Q3. Creating class schedules for students	3.9	91,8%			
Q4. Instructions for new student enrollment	4	95,6%	Cn1	3.0	01.6

assRate

60%

			Op1	3.7	71,070
Q5. The operation of communication channels between the International University and students	3.9	92,4%			
Q6. Informing students of exam schedules	4 3.8	94,0%			
Q7. Informing exam results on time		89,8%			
Q8. Dealing with questions or complaints regarding students' study results Group 2. OFFICE OF INTERNATIONAL ACADEMIC COLLABORATION	3.8	91,6%		_	
Q19. Activities providing information and counseling about the twinning training programs to students					
and parents	4	96,4%	Gp3	4	96,6%
Q20. Supportive activities for transferring procedures to partner universities	3.9	96,8%	Op5	4	70,070
Group 3. OFFICE OF STUDENT SERVICES	5.7	70,070		_	
Q9. Providing counseling and support for students during their studies	3.9	94,3%			
Q10. Informing extracurricular activities	3.9	94,0%			
Q11.The content of workshops and seminars	4	94,9%			
Q12. Organizing the political orientation week	3.7	88,3%			
Q13. Providing students with necessary information in the orientation week	3.9	91,9%			
Q14. Supporting students in registering at dormitory or hostel	3.9	93,2%	Gp2	3.9	93,2%
Q15. Job counseling activities for students	3.9	94,7%			
Q16. Students' extracurricular activities assessment	3.8	90,7%			
Q17. Emulation, reward, and punishment in students	4	94,6%			
Q18. Supporting students in tuition fee loan procedure	3.8	95,3%			
Group 4. OFFICE OF EXTERNAL & PUBLIC RELATIONS	510	50,070			
Q23. Activities informing students of domestic and international scholarships	4	95,4%			
Q24. Supporting students for student exchange procedures	4	97,5%	Gp5	3.9	94,7%
Q25. The quality of information on IU website	3.8	91,4%	Ops	5.7	21,770
Group 5. OFFICE OF RESEARCH & DEVELOPMENT	510	51,170			
Q26. Activities informing students of registering scientific research topics	3.9	95,7%			
Q27. Activities supporting students in getting research topic registration and approval	3.9	96,8%	Gp6	3.9	96,6%
Q28. Evaluating and accepting students' scientific research topics	3.9	97,4%	Opt	0.17	,0,070
Group 6. OFFICE OF FINANCE & PLANNING	515	57,170			
Q21. The process of collecting tuition and other fees	4.1	95,9%			
Q22. Awarding scholarships and grants according to the university regulation	3.8	89,5%	Gp4	3.9	92,7%
Group 7. LIBRARY	510	0,070			
Q31. The librarians' support in searching for information	4	97,3%			
Q32. The resourcefulness of the library meeting the needs of readers	4	94,4%			
Q33. The process of checking out, returning and deadline extension of library books	4.1	97,4%			
Q34. Quality of systems for searching library resources	4	95,9%	Gp8	3.9	93,8%
Q35. The library opening hours meeting the needs of readers	4	92,6%			
Q36. The number of seats in the library meeting the needs of readers	3.7	85,0%			
Group 8. OFFICE OF INFORMATION SERVICES					
Q37. The quality of the Internet in classrooms, auditoriums and laboratories	3.7	84,8%	<b>a</b>		
Q38. The quality of the Wi-Fi system at IU	3.5	80,5%	Gp9	3.6	82,6%
Group 9. OFFICE OF QUALITY ASSURANCE & TESTING					
Q39. Student opinion survey on course evaluation	4	95,7%	<b>G</b> 10		0.7.004
Q40. Student opinion survey on service quality at IU	4	95,8%	Gp10	4	95,8%
Group 10. HEALTH DEPARTMENT	• •				
Q44. The quality of health care at IU	4.1	97,7%	Gp12	4.1	97,7%
Group 11. OFFICE OF FACILITY DEVELOPMENT					
Q41. The quality of sanitary service at IU	4.1	95,9%			
Q42. The quality of security service at IU	4.2	97,2%	Gp11	4.1	95,2%
Q43. The quality of equipment in classrooms, auditoriums and laboratory	4	92,5%			
Q43. The quality of equipment in classrooms, auditoriums and laboratory Group 12. CANTEEN MANAGEMENT	4	92,5%			
	4.3	92,5% 98,9%	Gp13	4.3	98,9%
Group 12. CANTEEN MANAGEMENT			Gp13	4.3	98,9%
Group 12. CANTEEN MANAGEMENT Q45. The quality of services in the canteen			Gp13	4.3	98,9%
Group 12. CANTEEN MANAGEMENT Q45. The quality of services in the canteen			Gp13 Gp7	4.3	98,9% 97,2%
Group 12. CANTEEN MANAGEMENT Q45. The quality of services in the canteen Group 13. CENTER FOR INNOVATION & TECHNOLOGY TRANSFER	4.3	98,9%			
Group 12. CANTEEN MANAGEMENT         Q45. The quality of services in the canteen         Group 13. CENTER FOR INNOVATION & TECHNOLOGY TRANSFER         Q29. Supporting for registration to attend workshops, seminars, events, start-up and innovation activities	4.3	98,9% 97,4%			
Group 12. CANTEEN MANAGEMENT         Q45. The quality of services in the canteen         Group 13. CENTER FOR INNOVATION & TECHNOLOGY TRANSFER         Q29. Supporting for registration to attend workshops, seminars, events, start-up and innovation activities         Q30. Start-up project incubation activities with high commercialization potential for students	4.3	98,9% 97,4%			
Group 12. CANTEEN MANAGEMENT         Q45. The quality of services in the canteen         Group 13. CENTER FOR INNOVATION & TECHNOLOGY TRANSFER         Q29. Supporting for registration to attend workshops, seminars, events, start-up and innovation activities         Q30. Start-up project incubation activities with high commercialization potential for students         Group 14. STAFF	4.3 4 4 4	98,9% 97,4% 96,9%	Gp7		
Group 12. CANTEEN MANAGEMENT         Q45. The quality of services in the canteen         Group 13. CENTER FOR INNOVATION & TECHNOLOGY TRANSFER         Q29. Supporting for registration to attend workshops, seminars, events, start-up and innovation activities         Q30. Start-up project incubation activities with high commercialization potential for students         Group 14. STAFF         Q46. The professionalism of staff	4.3 4 4 4	98,9% 97,4% 96,9% 95,3%	Gp7	4	97,2%
Group 12. CANTEEN MANAGEMENT         Q45. The quality of services in the canteen         Group 13. CENTER FOR INNOVATION & TECHNOLOGY TRANSFER         Q29. Supporting for registration to attend workshops, seminars, events, start-up and innovation activities         Q30. Start-up project incubation activities with high commercialization potential for students         Group 14. STAFF         Q46. The professionalism of staff         Q47. The attitude of staff	4.3 4 4 4 4 4 4	98,9% 97,4% 96,9% 95,3% 94,7%	Gp7	4	97,2%
Group 12. CANTEEN MANAGEMENT         Q45. The quality of services in the canteen         Group 13. CENTER FOR INNOVATION & TECHNOLOGY TRANSFER         Q29. Supporting for registration to attend workshops, seminars, events, start-up and innovation activities         Q30. Start-up project incubation activities with high commercialization potential for students         Group 14. STAFF         Q46. The professionalism of staff         Q47. The attitude of staff         Q48. The appropriateness of staff's dress code	4.3 4 4 4 4 4 4	98,9% 97,4% 96,9% 95,3% 94,7%	Gp7 Gp14	4	97,2% 95,9%
Group 12. CANTEEN MANAGEMENT         Q45. The quality of services in the canteen         Group 13. CENTER FOR INNOVATION & TECHNOLOGY TRANSFER         Q29. Supporting for registration to attend workshops, seminars, events, start-up and innovation activities         Q30. Start-up project incubation activities with high commercialization potential for students         Group 14. STAFF         Q46. The professionalism of staff         Q47. The attitude of staff         Q48. The appropriateness of staff's dress code         Group 15. GENERAL EVALUATION OF SERVICE QUALITY AT IU	4.3 4 4 4 4 4 4 4.2	98,9% 97,4% 96,9% 95,3% 94,7% 97,6%	Gp7	4	97,2%

# For year 2023, The form changes from 15 groups (50 questions) to 16 groups (50 questions). In which, one question create the new group 14 (GENERAL ADMINISTRATION). Then, the group 14 (2022) named group 15 in 2023, and group 15 (2022) named group 16 in 2023

Synthesis analysis (for rating questions)		?%,>=3	]		
Student Service Quality - 2023					
Question	Q.AverageRate	Q.PassRate	Group	G.AvgRate	G.Pass
Group 1. OFFICE OF UNDERGRADUATE ACADEMIC AFFAIRS					
Q1. Admission counseling activities provide necessary information to interested people	4	93,6%			
Q2. Course registration for students	3.7	85,0%			
Q3. Creating class schedules for students	3.8	88,6%			

assRate

Opt:         The operating of examination of three holds. between the literational University and students         1.9         20.5         0.0         0<	Q4. Instructions for new student enrollment	4	05.6%			1
Qb. Informing students of cases occupations and presents       4.1       95.06         Qb. Definiting with accessions or compliance meaning students is addy result.       3.7       84.06         Qb. Definiting with accessions or compliance meaning students is addy result.       3.7       84.06         Qb. Descripting for information and connecting about the twinning training pregrams to students       4       95.06         and parents.       3.0       95.15       95.06         QD. Supporting activities for instance the during their studes.       3.0       95.15         QD. Supporting students in registering accession for addents during their studes.       4       94.25         QD. Supporting students in registering accession.       3.0       92.56         QD. Supporting students in supporting students in registering accession.       3.0       92.56         QD. Supporting students in registering accession.       3.0       92.55         QD. Supporting students in supporting students in registering accession.       3.0       92.56         QD. Supporting students in supporting students in suporting students in thome students.			95,6% 92.5%	Gp1	3.8	90,1%
Op/Ending exam results on time       So       So       So         GR: Dealing with questions or complaints regarding audents' study results       3.7       #.900         Group 2. OPTICE OF INTERNATIONAL ACADEMIC COLLABORATION       4       9505       Gp3       4       9616         (12) Activities providing information and connecling training programs to students       3       9505       Gp3       4       9616         (12) Activities providing information and connecling training programs to students       3       9505       Gp3       4       9616         (12) Activities providing information and connecling and support for students during their studies       3       9105       4       9616         (11) Formations providing information and connecling and support for students in the orientation week       3       9105       4       9106         (12) Supporting students in gistering at domitray or hostiat       30       930       930       930         (13) Supporting activities in go inclusion       4       9405       930       930         (13) Supporting students for student exchange procedures       4       9405       930       930         (24) Supporting students for student exchange procedures       4       9405       930       930         (25) The quality forinformatin sould for student exchange procedures						
QB. Dealing with questions or complaints regarding students' study results       3.7       89.05         QIP. Activities providing information and counseling about the twiming training programs to students and parents       4       00.05         QD. Supportine action for the counseling about the twiming training programs to students       4       00.05         QD. Supportine action for the counseling and support for the co						
Group 2. OFFICE OF INTERNATIONAL ACADEMIC COLLABORATION         4         96,5%         673         4         96,5%           Op A. Civities providing information and counseling about the toiming training programs to students         4         96,5%         673         4         96,5%           Group 2. OFFICE OF STLERNATION To Students during their studies         5.0         95,5%         673         9         95,5%           Group 2. OFFICE OF STLERNATION For Multi-studies during their studies         5.0         95,5%         673         9         95,5%           OI 1. The content of workshops and seminaria         4         95,5%         9         95,5%         673         9         95,5%           OI 3. Supporting students in registering at Control or Noted         3.0         91,5%         9         9,5%           OI 3. Supporting students in optication aweek         4         92,5%         9         9,5%           OI 3. Students cruational archites assessment         3.0         91,5%         9         9         9,5%           OI 3. Supporting students in cruational archites assessment         3.0         91,5%         9         9,5%         9         9,5%           OI 3. Supporting students of domestic and international schalarships         4         94,5%         94,5%         9         9,5%						
Q19       Activities providing information and consuling about the twinning training programs to students <ul> <li>ad parents</li> <li>Q20. Supportive activities for transferring procedures to partner universities</li> <li>Q30. Supportive activities for transferring procedures to partner universities</li> <li>Q30. Supportive activities for transferring procedures to partner universities</li> <li>Q30. Supporting students with messaw priformation in the orientation week</li> <li>Q31. Informing sculaments with messaw priformation in the orientation week</li> <li>Q32. Supporting students with messaw priformation in the orientation week</li> <li>Q33. Possible metric in students</li> <li>Q34. Q44.</li> <li>Q44.</li> <li>Q44.</li> <li>Q45. Supporting students in students</li> <li>Q44.</li> <li>Q45. Supporting students in students</li> <li>Q44.</li> <li>Q45. Supporting students in students</li> <li>Q44.</li> <li>Q45.</li> <li>Q45. Supporting students in students</li> <li>Q45. Supporting students in students (PALNED)</li> <li>Q45. Supporting students in getting procedures</li> <li>Q5. Supporting students in getting procedures</li> <li>Q5. Supporting students in getting procedures</li> <li>Q5. Supporting students in</li></ul>	Qo. Dealing with questions of complaints regarding students study results	5.7	89,0%			
and parents         4         95,8%         Gp3         4         96,4%           Q20. Support vertice activities for transferring procedures to partner universities         3.9         91,3%         91,3%           Q10. Informing extracurricular activities         3.9         91,3%         91,3%         91,3%           Q10. Informing extracurricular activities         4         44,24,3%         91,3%           Q13. Providing students with necessary information in the orientation week         3         91,3%         91,3%           Q13. Foroviding students with necessary information in the orientation week         3         91,3%         91,3%           Q13. Supporting students in systeming at dominoly or hostel         3.9         91,3%         91,3%           Q13. Evolutions for students         3.9         91,3%         91,3%           Q15. Isoft counseling activities assessment         3.9         91,3%         91,3%           Q15. Evolutions students of domestic and international scholarships         4         94,8%         94,4%           Q25. The quality of information on IU website         3.9         94,5%         Qp4         3.0         92,6%           Q25. Activities informing students of students in pattern scientific research tipits         3.9         94,6%         Qp4         3.0         92,6%      <						
Q20. Supportive activities for transferring procedures to patter universities       3.9       95.8         Q47. Dividing coanseling and support for studients during their studies.       3.0       90.5%         Q10. Informing carbon structures and schwins.       4       94.5%         Q11. The content of workshops and semmars.       4       94.5%         Q11. The content of workshops and semmars.       4       94.5%         Q11. Supporting students with necessary information in the orientation week.       3.9       92.5%         Q13. Supporting students in necessary information in the orientation week.       3.9       92.5%         Q15. Subcounseling activities to students.       4       94.5%         Q15. The content of workshops and semmars.       4       94.5%         Q15. The content of the content of the content on the content on the content of the conte						
Group A. OFFICE OF STUDENT SERVICES         9           010. Informing extractricular activities         3.5         9.3.5           011. Informing extractricular activities         4         94.7.5           012. Organizating the political orientation week         23         9.1.5           013. Supporting students in relevance         23         9.1.5           013. Supporting students in relevance         3.9         9.2.5           015. Suchers Textuarreliar activities assessment         3.9         9.2.5           015. Supporting students in relevance         3.8         9.4.4           015. Supporting students in relevance         3.8         9.4.4           016. Suchers Textuarreliar activities assessment         3.9         9.2.5           017. Formalation, reward, and punishment in students         4         9.4.2           024. Supporting students in triticing leaves to domestic and international scholarships         4         9.6.25           025. The quarity of information on U Secolar         3.9         9.5.6%         9.5.6%           025. The quarity of information on U Secolar         3.9         9.5.6%         9.5.6%           026. Activities apporting students of resistering scientific research topics         2.9         9.5.6%         9.5.6%           027. Activities apporting students of resistering scit			96,9%	Gp3	4	96,4%
QP. Froviding counseling and support for students during their studies       3.9       92.3%         QP. Troviding counseling and support for students       4       94.5%         Q11. The content of workshops and seminars       4       94.5%         Q12. Organizing the political orientation week       3.8       91.3%         Q13. Providing students in significant on the orientation week       3.8       91.5%         Q13. Foroiding students in significant on the orientation week       3.9       92.6%         Q15. Tok counseling activities for students       3.9       92.6%         Q15. Tok counseling activities for students       3.9       92.6%         Q18. Supporting students or students       3.9       92.5%         Q23. Activities informing students of donestic and international scholarships       4       95.2%         Q24. Supporting students of donestic and international scholarships       4       95.7%         Q25. The quality of information on IC weeksic       3.9       95.5%         Q26. Activities informing students of students scheme the topics       3.9       95.5%         Q27. Activities unforming students of students weight for research topics       4       95.7%         Q28. Activities informing students of research topics       4       95.7%         Q28. Availating and accepling students of readers       4 <td>Q20. Supportive activities for transferring procedures to partner universities</td> <td>3.9</td> <td>95,8%</td> <td></td> <td></td> <td></td>	Q20. Supportive activities for transferring procedures to partner universities	3.9	95,8%			
Q10. Informing extracurficular activities       4       94,2%         Q11. The content of workshops and seminars       4       94,2%         Q12. Organizing the political orientation week       3.8       91,1%         Q13. Providing students with excessary information in the orientation week       4       93,5%       91,2%         Q13. Supporting students with excessary information in the orientation week       3.9       92,5%       92,5%         Q13. Supporting students with excessary information in students       3.4       94,5%       94,5%         Q13. Supporting students with excessary information in students       3.4       94,5%       94,5%         Q14. Supporting students in training students of clustents of domestic and intermational scholarships       4       95,5%       95,5%         Q24. Supporting students in training students of intermation all intermational scholarships       4       96,5%       94,5%         Q24. Supporting students with exceedure exclamage procedures       4       96,5%       95,6%       95,6%         Q24. Supporting students with exceedure procession schedure exclamage procedures       4       96,4%       94,5%       94,5%         Q24. Supporting students with exceedure procession schedure exclamage procedures       4       94,5%       95,6%       95,6%       95,6%       92,6%       92,6%       92,5% <t< td=""><td></td><td></td><td></td><td></td><td></td><td></td></t<>						
Q11 Che content of workshops and seminars       4       44, 94, 95, 33, 30, 35, 30, 35, 35, 35, 35, 35, 35, 35, 35, 35, 35	Q9. Providing counseling and support for students during their studies	3.9	93,3%			
Q11 Che content of workshops and seminars       4       44, 94, 95, 33, 30, 35, 30, 35, 35, 35, 35, 35, 35, 35, 35, 35, 35	Q10. Informing extracurricular activities	4	94,2%			
Q12. Organizing the political orientation week       13.8       91,5%         Q13. Providing students win cessary information in the orientation week       4       93,6%         Q14. Supporting students win registering at domain or the orientation week       4.9       93,0%         Q15. Tob connecssary information in the orientation week       4.9       94,0%         Q15. Tob connecssary information in the orientation week       4.9       94,0%         Q15. Subdents' extracurreliar activities scientific research logies       4.9       94,0%         Q15. Subdents' extracurreliar activities scientific research logies       3.0       94,6%         Q25. The quality of information of research logies       3.0       94,6%       94,8%         Q25. Activities informing sudents in getting research logies       3.0       94,6%       94,8%         Q25. Activities and accepting students's insetting research logies       4       95,5%       Q7       3.9       95,6%         Q25. The quality duednets' scientific research logies       4       95,5%       Q6       3.9       95,6%         Q25. The quality duednets' scientific research logies       4       95,5%       Q7       4,05,5%       Q6       3.9       95,6%         Q25. The quality duednets' scientific research logies       4       95,5%       Q6       3.9       92		4	94,9%			
Q13. Providing students with necessary information in the orientation week       4       93.6%       Q12         Q13. Supporting students in registering at domains over hostel       3.9       92.2%       Q15.10.6       Q12       Q15.10.6       Q12       Q15.10.6       Q12       Q15.10.6		3.8				
Q14. Supporting students in registering at domitory or hostel       3.0       92.95       Q12       3.0       92.95       Q12       0.0       92.06       Q12						
Q15. Job counseling activities for students       3.9       93.0         Q16. Students verture circular activities assessment       3.9       92.0%         Q17. Emulation, reward, and purishment in students       4       94.6%         Q18. Supporting students in titution fee loan procedure       3.8       94.8%         Q24. Activities student is channel and international scholarships       4       95.2%         Q25. The quality of information of UW ebsite       3.9       90.2%         Q26. Activities informing students in registerintic research topics       3.0       94.6%         Q27. Activities supporting students in getting research topics       4       95.1%         Q27. Activities supporting students in getting research topics       4       95.1%         Q27. Activities supporting students in getting research topics       4       95.1%         Q27. Activities supporting students in getting research topics       4       95.1%         Q21. The process of collecting on information       3.8       91.8%         Q21. The resourcefulness of the birary meeting the needs of readers       4       95.5%         Q33. The process of collecting on information       4       95.5%         Q34. Coultify of the Write System at U       3.7       84.5%         Q35. The lenguest of the stary meeting the needs of readers       3.9		3.9		Gp2	3.9	93,6%
Q16. Students' extracuricular activities assessment       3.9       93.2%         Q17. Emulation, reward, and punishment in students       4       94.6%         Q18. Supporting students in tuition fee loan procedure       3.8       94.8%         Q23. Activities informing students of domestic and international scholarships       4       95.2%       0p5       4       94.8%         Q23. Supporting students of autoent cochange procedures       4       95.2%       0p5       4       94.8%         Q25. The quality of information on U website       3.9       93.2%       0p5       4       94.8%         Q25. Activities informing students of segistering scientific research topics       3.9       94.6%       0p6       3.9       95.6%         Q26. Activities informing students of segistering acceltific research topics       3.9       94.6%       0p6       3.9       95.6%         Q27. Activities and grants accepting to the nuiversity regulation       3.8       91.8%       0p4       3.9       92.6%         Q22. Awarding and arching for information       4       95.7%       92.6%       92.6%       3.9       92.6%         Q37. The process of checking and adentic extension of library books       4       94.4%       94.4%       94.4%       94.4%       94.6%       93.9       92.2%	O15 Joh counseling activities for students					
Q17. Emulation, reward, and punishment in students       4       94.94%         Q18. Supporting students in turber for long procedure       3.8       94.94%         Q24. OFTICE OF EXTERNAL & PUBLIC RELATIONS	016 Students' extracurricular activities assessment					
Q18. Supporting students in fution fee loan procedure         3.8         94.8%           Q23. Activities informing students of domestic and international scholarships         4         95.2%         99.2%           Q25. Supporting student scholarships         4         95.2%         99.2%           Q25. The quality of information on U website         3.9         93.2%         99.2%           Q26. The quality of information on U website         3.9         94.6%         95.6%           Q27. Activities informing students of registering scientific research topics         3.9         94.6%         95.6%           Q27. Activities informing students in getting research topic registration and approval         3.9         94.6%         95.6%           Q28. Evaluating and accepting scientific research topics         4         95.4%         96.4%         96.4%           Q21. The process of collecting ution and other fees         4         95.7%         92.6%         96.9%         3.9         92.6%           Grup 6. OFFLC OF FIXANCH SC HALL         Yeb and agrants according to the university regulation         3.8         91.8%         Gp4         3.9         92.6%           Grup 6. OFFLC OF FIXANCH ACK HALL         Yeb and research topics         4         94.5%         Gp8         3.9         92.6%           Grup 7. LIBRAP         92.1<						
Group 4. OFFICE OF EXTERNAL & PUBLIC RELATIONS         Q23. Activities informing students of onestic and international scholarships       4       95.2%         Q23. Activities informing students for student exchange procedures       4       96.2%         Q25. The quality of informating students in getting research topic registration and approval       39       99.2%         Q26. Activities supporting students in getting research topics       39       99.6%         Q27. Activities supporting students is registratific research topics       4       99.6%         Q28. Evaluating and accepting students's circuitific research topics       4       99.6%         Q20. Activities supporting students is registratific research topics       4       99.6%         Q21. The process of collecting tuition and other fees       4       99.5%         Q23. The tibrarians' support in searching for information       4       99.5%         Q33. The process of checking out, returning and deadline extension of library books       4       99.3%         Q34. Quality of systems for scarching library resources       4       99.5%         Q35. The library opening hours meeting the needs of readers       3.7       84.6%         Q37. The quality of the library meeting the needs of readers       3.7       84.5%       Gp0       3.8       86.5%         Q37. The quality of the library meeting the needs of						
Q23. Activities informing students of domestic and international scholarships       4       95.2%       quarter of the student scholarships       4       94.5%       quarter of the student scholarships       quarter of th	Crown 4 OFFICE OF EXTEDNAL & DUDLIC DELATIONS	3.8	94,8%			I
Q24. Supporting students for student sevenage procedures       4       99.25       6p5       4       94,8%         Q25. The quality of information on IU website       3.9       93.25       6       700       3.9       94.6%         Q26. Activities supporting students of registration and approval       3.9       94.6%       700       3.9       95.5%         Q27. Activities supporting students in getting research topic registration and approval       3.9       95.6%       700       3.9       95.6%         Q28. Evaluating indication of the oniversity regulation       3.8       91.8%       6p4       3.9       92.6%         Q21. The process of collecting inition and other fees       4       92.7%       92.6%       700       3.8       91.8%       6p4       3.9       92.6%         Q31. The librarians' support in searching for information       4       95.7%       92.6%       93.2% <t< td=""><td></td><td>4</td><td>0.8.0</td><td></td><td></td><td></td></t<>		4	0.8.0			
Q25. The quality of information on IU website         3.9         93.2%           Q26. Activities informing students of registering scientific research topics         3.9         94.6%         3.9         95.6%           Q27. Activities supporting students in geting research topics         4         96.1%         96.6%         95.6%           Q28. Evaluating and accepting students in geting research topics         4         96.1%         96.6%         97.6%           Q21. The process of collecting tuition and other fees         4         93.4%         6p4         3.9         92.6%           Q21. The process of collecting tuition and other fees         4         95.7%         92.6%         Gp4         3.9         92.6%           Q21. The process of collecting tuition and other fees         4         95.7%         93.8%         Gp4         3.9         92.6%           Q31. The Biotranas' support in scarching for information         4         95.7%         93.2%         Gp8         3.9         93.2%           Q33. The process of checking out, returning and deadline extension of library books         4         94.5%         Gp8         3.9         93.2%           Q35. The library opening hours meeting the needs of readers         3.7         84.6%         Group 9. CPKTER OF INFORMATION SERVICES         Gp1         3.8         65.5%	Q23. Activities informing students of domestic and international scholarships					
Group 5. OFFICE OF RESEARCH & DEVELOPMENT       9         Q26. Activities informing subdents or registring scientific research topics       3.9       94.6%         Q27. Activities supporting students in getting research topics       3.9       96.2%         Q27. Activities supporting students in getting research topics       4       96.1%         Q27. Activities supporting students in getting research topics       4       94.6%         Q28. Evaluating and accepting tuition and other fees       4       94.6%         Q21. The process of collecting tuition and other fees       4       95.7%         Q32. The labrarians' support in searching for information       4       95.7%         Q33. The process of collecting out, returning and deadline extension of library books       4       94.4%         Q34. Quality of systems for searching ibrary recording locate readers       4       94.4%         Q35. The Inbrary opening hours meeting the needs of readers       3.7       84.6%         Q46. The number of seats in the library meeting the needs of readers       3.9       88.5%       Gp9       3.8       86.5%         Q37. The function of the intervent in classrooms, auditoriums and laboratories       3.9       88.5%       Gp10       4.1       95.4%         Q43. Quality of the intervent in classrooms, auditoriums and laboratories       3.9       90.8%       Gp11 </td <td></td> <td>-</td> <td></td> <td>Gp5</td> <td>4</td> <td>94,8%</td>		-		Gp5	4	94,8%
Q26. Activities informing students of registering scientific research topics         3.9         94.6%         3.9         96.5%           Q27. Activities supporting students is circuific research topics         4         96.1%         Gpd         3.9         95.6%           Q28. Evaluating and accepting students is circuific research topics         4         96.1%         Gpd         3.9         95.6%           Q21. The process of collecting tuition and other fees         4         93.4%         Gpd         3.9         92.6%           Q22. Awarding scholarships and grants according to the university regulation         3.8         91.8%         Gpd         3.9         92.6%           Q31. The flobrarians' support in searching for information         4         94.4%         94.4%         94.4%         93.4%         Q3.1%         Gpd         3.9         93.2%           Q32. The process of checking out, returning and deadline extension of library books         4         94.4%         94.4%         Q4.4%         Q3.7%         Q3.7         Bodk         3.9         85.5%         Gpd         3.9         85.5%         Gpd         3.8         5.9%         Gpd         3.8         86.5%           Q33. The process of checking out, returning and leadine extension of library books         4         94.4%         94.4%         94.5%		3.9	93,2%			
Q27. Activities supporting students in getting research topic registration and approval       3.9       96.2%       Gp6       3.9       95,6%         Q28. Evaluating and accepting tuberts is circling research topics       4       96,1%       Gp4       3.9       95,6%         Q28. Evaluating and accepting tuberts is circling research topics       4       96,1%       Gp4       3.9       92,6%         Q21. The process of collecting tuition and other fees       4       93,4%       Gp4       3.9       92,6%         Q31. The librarians' support in searching for information       4       95,7%       Q4       94,6%         Q33. The process of checking out, returning and deadline extension of library books       4       94,5%       Gp8       3.9       93,2%         Q35. The inbrary opening hours meeting the needs of readers       4       94,5%       Gp9       3.8       86,5%         Q37. The quality of the linemet in classrooms, auditoriums and laboratories       3.9       88,5%       Gp9       3.8       86,5%         Q38. The quality of the Wi-Fi system at IU       3.7       84,5%       Gp1       4.1       95,5%       Gp1       4.1       95,5%         Q37. The quality of the linemet in classrooms, auditoriums and laboratories       3.9       9.0,5%       Gp1       4.1       95,5%       Gp1 </td <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>						
Q28. Evaluating and accepting students' scientific research topics       4       96,1%         Group 6. OFICE OF FINANCE & PLANING       92,6%         Q21. The process of collecting tuition and other fees.       4       93,4%         Q22. Awarding scholarships and grants according to the university regulation       3.8       91,8%       Gp4       3.9       92,6%         Group 7. LIBRARY        4       94,9%       4       94,9%       4       94,9%         Q31. The librarians' support in searching library meeting the needs of readers       4       94,4%       6p8       3.9       93,2%         Q33. The process of checking out, returning and deadline extension of library books       4       94,4%       6p8       3.9       93,2%         Q33. The process of checking out, returning and deadline extension of library books       4       94,4%       6p8       3.9       93,2%         Q35. The library opening hours meeting the needs of readers       3.7       784,6%       Gp9       3.8       86,5%         Group 9. OFICE OF OF INFORMATION SERVICES       3.7       84,6%       Gp1       4.1       95,3%       Gp1       4.1       95,		3.9	94,6%			
Q28. Evaluating and accepting students' scientific research topics       4       96,1%         Group 6. OFICE OF FINANCE & PLANING       92,6%         Q21. The process of collecting tuition and other fees.       4       93,4%         Q22. Awarding scholarships and grants according to the university regulation       3.8       91,8%       Gp4       3.9       92,6%         Group 7. LIBRARY        4       94,9%       4       94,9%       4       94,9%         Q31. The librarians' support in searching library meeting the needs of readers       4       94,4%       6p8       3.9       93,2%         Q33. The process of checking out, returning and deadline extension of library books       4       94,4%       6p8       3.9       93,2%         Q33. The process of checking out, returning and deadline extension of library books       4       94,4%       6p8       3.9       93,2%         Q35. The library opening hours meeting the needs of readers       3.7       784,6%       Gp9       3.8       86,5%         Group 9. OFICE OF OF INFORMATION SERVICES       3.7       84,6%       Gp1       4.1       95,3%       Gp1       4.1       95,	Q27. Activities supporting students in getting research topic registration and approval	3.9	96,2%	Gp6	3.9	95,6%
Group 6. OFFICE OF FINANCE & PLANNICGQ21. The process of collecting tuition and other fees493.4% $Gp4$ 3.992.6%Q22. Awarding scholarships and grants according to the university regulation3.891.8% $Gp4$ 3.992.6%Q32. The resourcefulness of the library meeting the needs of readers494.9% $Q32.$ $P1.8%$ $P2.6%$ Q33. The process of checking out, returning and deadline extension of library books494.6% $Q32.$ $P3.2%$ Q35. The library opening hours meeting the needs of readers494.4% $Q32.$ $Q32.$ $P3.2%$ Q35. The library opening hours meeting the needs of readers3.784.6% $Q32.$ $Q32.$ $Q32.$ $Q33.$ $P3.2%.$ Q35. The library opening hours meeting the needs of readers3.985.5% $Gp9$ 3.886.5%Group 8. CERE OF IPCRIMATION SERVICES $Q32.$ $Q32.$ $Q32.$ $Q33.$ $Q32.$ $Q33.$ <t< td=""><td>Q28. Evaluating and accepting students' scientific research topics</td><td>4</td><td>96,1%</td><td>, î</td><td></td><td></td></t<>	Q28. Evaluating and accepting students' scientific research topics	4	96,1%	, î		
Q21. The process of collecting utition and other fees       4       93.4%       Gp4       3.9       92.6%         Q22. Avarding scholarships and grants according to the university regulation       3.8       91.8%       Gp4       3.9       92.6%         Q31. The librarians' support in scarching for information       4       95.7%       44       94.5%       Gp8       3.9       93.2%         Q33. The process of the library meeting the needs of readers       4       94.4%       96.3%       Gp8       3.9       93.2%         Q34. Quality of systems for searching library resources       4       94.4%       96.3%       Gp8       3.9       93.2%         Q35. The inbrary opening hours meeting the needs of readers       3.7       84.6%       Gp9       3.8       86.5%         Group 8. CENTER OF INFORMATION SERVICES       3.7       84.5%       Gp9       3.8       86.5%         Q37. The quality of the intermet in classrooms, auditoriums and laboratories       3.9       88.5%       Gp9       3.8       86.5%         Q39. Student opinion survey on course evaluation       4.1       95.3%       Gp10       4.1       95.3%         Q40. Student opinion survey on service evaluation       4.1       96.6%       Gp11       4       92.5%         Q43. The quality of health car	Group 6. OFFICE OF FINANCE & PLANNING					
Q22. Awarding scholarships and grants according to the university regulation       3.8       91.8%       6p4       3.9       92.0%         Group 7. LIBRARY       91.8%       6p4       3.9       92.0%         Q31. The librarians' support in searching for information       4       95.7%       93.2%         Q32. The resourcefulness of the library meeting the needs of readers       4       94.9%       94.8%         Q33. The process of checking out, returning and deadline extension of library books       4       94.9%       93.9%         Q35. The library opening hours meeting the needs of readers       3.7       84.6%       86.5%         Group 8. CENTER OF INFORMATION SERVICES       93.7%       6p9       3.8       86.5%         Group 9. OFFICE OF QUALITY ASSURANCE & TESTING       3.7       84.5%       6p1       4.1       95.3%         Q40. Student opinion survey on course evaluation       4.1       95.3%       6p10       4.1       95.3%         Q40. Student opinion survey on course evaluation       4.1       95.3%       6p11       4       92.9%         Q42. The quality of sanitary service at IU       3.9       9.0.8%       6p11       4       95.3%         Group 10. CIFICE OF FULCH OF ULTHY ASSURANE & TESTING       5       6p11       4.1       95.3%		4	93.4%			
Group 7. LIBRARY				Gp4	3.9	92,6%
Q31. The librarians' support in searching for information       4       95,7%         Q32. The resourcefulness of the library meeting the needs of readers       4       94,9%         Q33. The process of checking out, returning and deadline extension of library books       4       96,3%         Q35. The library opening hours meeting the needs of readers       4       94,4%         Q35. The library opening hours meeting the needs of readers       4       94,4%         Q35. The library opening hours meeting the needs of readers       3.7       84,6%         Group 8. CENTER OF INFORMATION SERVICES       99,2%         Q37. The quality of the Wi-Fi system at IU       3.7       84,5%         Group 9. CEPTEC OF QUALITY ASSURANCE & TESTING       99,3.8%       6p9       3.8         Q40. Student opinion survey on course evaluation       4.1       95,4%       6p10       4.1         Q40. Student opinion survey on service quality at IU       4       95,3%       6p10       4.1       96,6%         Group 1. OFFICE OF QUALITY ASSURANCE & TESTING       90,0%       6p11       4       92,3%         Q40. Student opinion survey on course evaluation       4.1       95,4%       6p10       4.1       96,6%         Group 1. OFFICE OF RULITY ASSURANCE & TESTING       90,0%       6p11       4       92,0% <t< td=""><td>Group 7. LIBRARY</td><td>5.0</td><td>71,070</td><td></td><td></td><td></td></t<>	Group 7. LIBRARY	5.0	71,070			
Q32. The resourcefulness of the library meeting the needs of readers       4       94,9%         Q33. The process of checking out, returning and deadline extension of library books       4       96,3%         Q34. Quality of systems for searching library resources       4       94,4%         Q35. The inbrary opening hours meeting the needs of readers       4       94,4%         Q35. The number of seats in the library meeting the needs of readers       3.7       84,6%         Q37. The quality of the Internet in classrooms, auditoriums and laboratories       3.9       88,5%       Gp9       3.8       86,5%         Q37. The quality of the MWi-Fi system at IU       3.7       84,45%       Gp1       4.1       95,4%         Q39. Student opinion survey on cource evaluation       4.1       95,4%       Gp1       4.1       95,3%         Q40. Student opinion survey on cource evaluation       4.1       95,4%       Gp1       4.1       95,3%         Q40. Student opinion survey on cource evaluation       4.1       96,6%       Gp12       4.1       95,3%         Q41. The quality of health care at IU       9.0       9.0       Gp1       4       93,1%         Q42. The quality of equipment in classrooms, auditoriums and laboratory       4       93,1%       Gp1       4       92,0%         Q42. The qua	O31 The librarians' support in searching for information	4	95 7%			1
Q33. The process of checking out, returning and deadline extension of library books       4       96,3%       Q34. Quality of systems for searching library resources       4       94,4%       Q35. The library opening hours meeting the needs of readers       3.7       84,6%       Q35. The library opening hours meeting the needs of readers       3.7       84,6%       Q69       3.8       Q3.2%         Q35. The library opening hours meeting the needs of readers       3.7       84,6%       Gp9       3.8       86,5%         Q37. The quality of the Internet in classrooms, auditoriums and laboratories       3.9       88,5%       Gp9       3.8       86,5%         Group 8. CENTER OF INFORMATION SERVICES	Q31. The normality support in scatching for information Q32. The resourcefulness of the library meeting the needs of readers	4				
Q34. Quality of systems for searching library resources494,4%94,3%GP83.395,2%Q35. The library opening hours meeting the needs of readers493,2%493,2%95,2%Q36. The number of seats in the library meeting the needs of readers3.784,4%84,4%93,2%Q37. The quality of the Internet in classrooms, audioriums and laboratories3.988,5%6P93.886,5%Q38. The quality of the Wi-Fi system at IU3.784,5%Gp14.195,3%Q39. Student opinion survey on service evaluation4.195,4%95,3%Gp104.195,3%Q40. Student opinion survey on service quality at IU495,3%Gp104.195,3%Q43. The quality of health care at IU4.196,6%Gp124.196,6%Q41. The quality of equipment in classrooms, auditoriums and laboratory493,1%Gp11492,0%Q42. The quality of equipment in classrooms, auditoriums and laboratory493,1%Gp11492,0%Q42. The quality of security ces in the canteen4.397,1%Gp134.397,1%Q43. The quality of security services in the canteen4.396,5%Gp7496,0%Q30. Start-up project incubation activities with high commercialization potential for students3.999,53%Gp7496,0%Q44. The quality of security service at IU4.296,5%Gp144.296,5%Group 12. CANTEEN FOR INNOVATION & TECHNOLOGY TRANSFER<		4				
Q35. The library opening hours meeting the needs of readers       4       94,4%         Q35. The library opening hours meeting the needs of readers       3.7       84,6%         Q36. The library opening hours meeting the needs of readers       3.7       84,6%         Q37. The quality of the Internet in classrooms, auditoriums and laboratories       3.9       88,5%       Gp9       3.8       86,5%         Q38. The quality of the Internet in classrooms, auditoriums and laboratories       3.7       84,5%       Gp9       3.8       86,5%         Q39. Student opinion survey on course evaluation       4.1       95,4%       Qp1       4.1       95,3%         Q40. Student opinion survey on service quality at IU       4       95,3%       Gp10       4.1       95,3%         Q40. Student opinion survey on service quality at IU       4.1       96,6%       Gp12       4.1       96,6%         Group 10. OFFICE OF QUIPARTMENT       4.1       96,6%       Gp12       4.1       96,6%         Q42. The quality of seating service at IU       3.9       90,8%       Gp11       4       92,0%         Q44. The quality of services in the canteen       4.3       97,1%       Gp13       4.3       97,1%         Group 12. CANTEE NANAGEMENT       Q29.Supporting for registration to attend workshops, seminars, events, start-up				Gp8	3.9	93,2%
Q36. The number of seats in the library meeting the needs of readers       3.7       84.6%         Group 8. CENTER OF INFORMATION SERVICES       3.9       88.5%       Gp9       3.8       86.5%         Q37. The quality of the Wi-Fi system at IU       3.7       84.5%       Gp9       3.8       86.5%         Q39. Student opinion survey on corse evaluation       4.1       95.4%       Gp10       4.1       95.3%         Q40. Student opinion survey on service quality at IU       4       95.3%       Gp10       4.1       95.3%         Group 10. HEALTH DEPARTMENT       4.1       96.6%       Gp12       4.1       96.6%         Q43. The quality of sanitary service at IU       3.9       90.8%       Qp1.4       4       92.0%         Q41. The quality of sanitary service at IU       3.9       90.8%       Qp1.4       92.0%         Group 12. CANTEEN MANAGEMENT				<u> </u>		
Group 8. CENTER OF INFORMATIÓN SERVICES       3.9       88.5%       Gp9       3.8       86.5%         Q37. The quality of the Internet in classrooms, auditoriums and laboratories       3.7       88.5%       Gp9       3.8       86.5%         Group 9. OFFICE OF QUALITY ASSURANCE & TESTING       3.7       88.5%       Gp0       4.1       95.4%         Q39. Student opinion survey on course evaluation       4.1       95.4%       Gp10       4.1       95.3%         Group 10. HEALTH DEPARTMENT       4       95.3%       Gp10       4.1       96.6%       Gp12       4.1       96.6%         Group 10. HEALTH DEPARTMENT       04.1       96.6%       Gp12       4.1       96.6%       Gp14       92.0%         Q41. The quality of health care at IU       3.9       90.8%       Gp11       4       92.0%         Group 12. CANTEEN MANAGEMENT       04.1       96.0%       Gp11       4       92.0%         Group 13. CENTER FOR INNOVATION & TECHNOLOGY TRANSFER       029. Supporting for registration to attend workshops, seminars, events, start-up and innovation activities       4       96.8%       Gp7       4       96.0%         Q30. Start-up project incubation activities with high commercialization potential for students       3.9       95.3%       Gp13       4.2       96.5% <t< td=""><td>Q35. The library opening nours meeting the needs of readers</td><td>·</td><td></td><td></td><td></td><td></td></t<>	Q35. The library opening nours meeting the needs of readers	·				
Q37. The quality of the Internet in classrooms, auditoriums and laboratories $3.9$ $88.5\%$ $038.$ The quality of the Wi-Fi system at IU $3.7$ $84.5\%$ $059$ $6p9$ $3.8$ $86.5\%$ Q38. The quality of the Wi-Fi system at IU $3.7$ $84.5\%$ $6p9$ $3.8$ $86.5\%$ Q39. Student opinion survey on course evaluation $4.1$ $95.4\%$ $95.3\%$ $6p10$ $4.1$ $95.3\%$ Q40. Student opinion survey on service quality at IU $4$ $95.3\%$ $6p10$ $4.1$ $95.3\%$ Q43. The quality of health care at IU $4.1$ $96.6\%$ $6p12$ $4.1$ $96.6\%$ Q41. The quality of sanitary service at IU $3.9$ $90.8\%$ $6p11$ $4$ $92.0\%$ Q42. The quality of sanitary services at IU $3.9$ $90.8\%$ $6p11$ $4$ $92.0\%$ Q44. The quality of services in the canteen $4.3$ $97.1\%$ $6p13$ $4.3$ $97.1\%$ Q44. The quality of services in the canteen $4.3$ $97.1\%$ $6p13$ $4.3$ $97.1\%$ Q44. The quality of services in the canteen $4.3$ $97.1\%$ $6p13$ $4.3$ $97.1\%$ Q29. Supporting for registration to attend workshops, seminars, events, start-up and innovation activities $4$ $96.8\%$ $96.0\%$ Q30. Start-up project incubation activities with high commercialization potential for students $3.9$ $95.3\%$ $6p1$ $4$ $96.0\%$ Q45. The quality of security service at IU $4.2$ $96.5\%$ $6p14$ $4$ $94.2\%$ Q45. The quality of security service at IU<		3.7	84,6%			
Q38. The quality of the Wi-Fi system at IU $3.7$ $84,5\%$ $Gp9$ $3.8$ $86,5\%$ Group 9. OFFICE OF QUALITY ASSURANCE & TESTING $(3.7)$ $84,5\%$ $Gp1$ $4.1$ $95,4\%$ Q39. Student opinion survey on course evaluation $4.1$ $95,4\%$ $Gp10$ $4.1$ $95,3\%$ Group 10. HEALTH DEPARTMENT $4.1$ $96,6\%$ $Gp12$ $4.1$ $96,6\%$ Q43. The quality of health care at IU $4.1$ $96,6\%$ $Gp12$ $4.1$ $96,6\%$ Group 10. HEALTH DEPARTMENT $4.1$ $96,6\%$ $Gp12$ $4.1$ $96,6\%$ Q43. The quality of sanitary service at IU $3.9$ $90,8\%$ $Gp11$ $4$ $92,0\%$ Q41. The quality of sanitary service at IU $3.9$ $90,8\%$ $Gp11$ $4$ $92,0\%$ Q42. The quality of services in the canteen $Gp13$ $4.3$ $97,1\%$ $Gp13$ $4.3$ $97,1\%$ Q44. The quality of services in the canteen $4.3$ $97,1\%$ $Gp13$ $4.3$ $97,1\%$ Group 13. CENTER FOR INNOVATION & TECHNOLOGY TRANSFER $3.9$ $95,3\%$ $Gp7$ $4$ $96,0\%$ Q30. Start-up project incubation activities with high commercialization potential for students $3.9$ $95,3\%$ $Gp14$ $4.2$ $96,5\%$ Q45. The quality of security service at IU $4.2$ $96,5\%$ $Gp14$ $4$ $94,2\%$ Q45. The quality of security service at IU $4.2$ $96,5\%$ $Gp14$ $4$ $94,2\%$ Q45. The quality of security service at IU $4.2$ $96,5\%$ $Gp14$ <th< td=""><td></td><td></td><td></td><td></td><td></td><td>-</td></th<>						-
Colo. The quality of the WFI System at DSolutionSolutionSolution(Group 9. OFFICE OF QUALITY ASURANCE & TESTING(Q4). Student opinion survey on service quality at IU495,3%(Q4). Student opinion survey on service quality at IU495,3%(Q4). Student opinion survey on service quality at IU496,6%(Q4). The quality of health care at IU4.196,6%(Q4). The quality of senitary service at IU3.990,8%(Q4). The quality of senitary service at IU3.990,8%(Q4). The quality of senitary service at IU3.990,8%(Q4). The quality of services in the canteen4.397,1%(Group 10. CENTEE FOR INNOVATION & TECHNOLOGY TRANSFER6p134.3(Q2). Supporting for registration to attend workshops, seminars, events, start-up and innovation activities496,8%(Q3). Start-up project incubation activities with high commercialization potential for students3.995,3%(Q4). The quality of security service at IU4.296,5%6p1(Q4). The attitude of staff3.991,8%				Gn9	3.8	86.5%
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Q41. The quality of sanitary service at IU3.990,8% (Gp11Gp11492,0%Q42. The quality of equipment in classrooms, auditoriums and laboratory493,1%Gp11492,0%Group 12. CANTEEN MANAGEMENT493,1%Gp134.397,1%Gp134.397,1%Q44. The quality of services in the canteen4.397,1%Gp134.397,1%Gp134.397,1%Group 13. CENTER FOR INNOVATION & TECHNOLOGY TRANSFER496,8%Gp7496,0%Q30. Start-up project incubation activities with high commercialization potential for students3.995,3%Gp7496,0%Q45. The quality of security service at IU4.296,5%Gp134.296,5%Q46. The professionalism of staff494,2%94,2%94,2%Q47. The attitude of staff3.991,8%Gp14494,2%Q48. The appropriateness of staff's dress code4.196,5%Gp14494,2%Q49. Students' overall evaluation of office staff495,4%Cp15495,5%						
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Group 12. CANTEEN MANAGEMENTQ44. The quality of services in the canteen4.397,1%Gp134.397,1%Group 13. CENTER FOR INNOVATION & TECHNOLOGY TRANSFERQ29. Supporting for registration to attend workshops, seminars, events, start-up and innovation activities496,8%Gp7496,0%Q30. Start-up project incubation activities with high commercialization potential for students3.995,3%Gp7496,0%Group 14. GENERAL ADMINISTRATION4.296,5%Gp134.296,5%Group 15. STAFF494,2%96,5%Gp144Q45. The quality of staff494,2%44,2%94,2%Q47. The attitude of staff3.991,8%Gp14494,2%Q48. The appropriateness of staff's dress code4.196,5%Gp14494,2%Group 16. GENERAL EVALUATION OF SERVICE QUALITY AT IU495,4%Ca15495,5%	Q42. The quality of equipment in classrooms, auditoriums and laboratory			Gp11	4	92,0%
Q44. The quality of services in the canteen4.397,1%Gp134.397,1%Group 13. CENTER FOR INNOVATION & TECHNOLOGY TRANSFERQ29. Supporting for registration to attend workshops, seminars, events, start-up and innovation activities496,8%Gp7496,0%Q30. Start-up project incubation activities with high commercialization potential for students3.995,3%Gp7496,0%Q45. The quality of security service at IU4.296,5%Gp134.296,5%Q46. The professionalism of staff494,2%94,2%Q47. The attitude of staff3.991,8%Gp144Q48. The appropriateness of staff's dress code4.196,5%Gp144Q49. Students' overall evaluation of office staff495,4%Cp154Q49. Students' overall evaluation of office staff495,4%Cp15495,5%	Group 12. CANTEEN MANAGEMENT		, •			
Group 13. CENTER FOR INNOVATION & TECHNOLOGY TRANSFERQ29. Supporting for registration to attend workshops, seminars, events, start-up and innovation activities496,8%Gp7496,0%Q30. Start-up project incubation activities with high commercialization potential for students3.995,3%Gp7496,0%Group 14. GENERAL ADMINISTRATION4.296,5%Gp134.296,5%Q45. The quality of security service at IU4.296,5%Gp134.296,5%Group 15. STAFF94,2%94,2%94,2%94,2%Q47. The attitude of staff3.991,8%Gp1494,2%Q48. The appropriateness of staff's dress code4.196,5%Gp1494,2%Q49. Students' overall evaluation of office staff495,4%Gp15495,5%		43	97.1%	Gn13	43	97.1%
Q29. Supporting for registration to attend workshops, seminars, events, start-up and innovation activities496,8%Gp7496,0%Q30. Start-up project incubation activities with high commercialization potential for students3.995,3%Gp7496,0%Group 14. GENERAL ADMINISTRATION4.296,5%Gp134.296,5%Q45. The quality of security service at IU4.296,5%Gp134.296,5%Group 15. STAFF94,2%94,2%94,2%94,2%Q47. The attitude of staff3.991,8%Gp1494,2%Q48. The appropriateness of staff's dress code4.196,5%Gp1494,2%Group 16. GENERAL EVALUATION OF SERVICE QUALITY AT IU95,4%Gp15495,5%		7.7	77,170	Op15	4.5	77,170
Q30. Start-up project incubation activities with high commercialization potential for students3.995,3%Gp7496,6%Group 14. GENERAL ADMINISTRATIONQ45. The quality of security service at IU4.296,5%Gp134.296,5%Group 15. STAFF494,2%94,2%94,2%94,2%Q46. The professionalism of staff3.991,8%Gp14494,2%Q47. The attitude of staff3.991,8%Gp14494,2%Q48. The appropriateness of staff's dress code4.196,5%Gp14494,2%Group 16. GENERAL EVALUATION OF SERVICE QUALITY AT IU95,4%Cp15495,5%			0.1.01			
Q30. Start-up project incubation activities with high commercialization potential for students3.995,3%4Group 14. GENERAL ADMINISTRATIONQ45. The quality of security service at IU4.296,5%Gp134.296,5%Group 15. STAFFQ46. The professionalism of staff494,2%94,2%94,2%Q47. The attitude of staff3.991,8%Gp14494,2%Q48. The appropriateness of staff's dress code4.196,5%Gp14494,2%Group 16. GENERAL EVALUATION OF SERVICE QUALITY AT IU495,4%Cp15495,5%				Gp7	4	96,0%
Q45. The quality of security service at IU $4.2$ $96,5\%$ $Gp13$ $4.2$ $96,5\%$ Group 15. STAFF $4$ $94,2\%$ $94,2\%$ $94,2\%$ $94,2\%$ $94,2\%$ $94,2\%$ Q46. The professionalism of staff $4$ $94,2\%$ $94,2\%$ $94,2\%$ $94,2\%$ Q47. The attitude of staff $3.9$ $91,8\%$ $Gp14$ $4$ $94,2\%$ Q48. The appropriateness of staff's dress code $4.1$ $96,5\%$ $Gp14$ $4$ $94,2\%$ Group 16. GENERAL EVALUATION OF SERVICE QUALITY AT IU $4$ $95,4\%$ $Cp15$ $4$ $95,5\%$	Q30. Start-up project incubation activities with high commercialization potential for students	3.9	95,3%			
Group 15. STAFFQ46. The professionalism of staffQ47. The attitude of staffQ47. The attitude of staffQ48. The appropriateness of staff's dress codeGroup 16. GENERAL EVALUATION OF SERVICE QUALITY AT IUQ49. Students' overall evaluation of office staffQ49. Students' overall evaluation of office staff	Group 14. GENERAL ADMINISTRATION					
Q46. The professionalism of staff494,2%Q47. The attitude of staff3.991,8%Gp144Q48. The appropriateness of staff's dress code4.196,5%94,2%Group 16. GENERAL EVALUATION OF SERVICE QUALITY AT IU495,4%Cp154Q49. Students' overall evaluation of office staff495,4%Cp15495,5%		4.2	96,5%	Gp13	4.2	96,5%
Q47. The attitude of staff3.991,8%Gp14494,2%Q48. The appropriateness of staff's dress code4.196,5%494,2%Group 16. GENERAL EVALUATION OF SERVICE QUALITY AT IU495,4%Cp15495,5%						
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Q48. The appropriateness of staff's dress code4.196,5%Group 16. GENERAL EVALUATION OF SERVICE QUALITY AT IU495,4%Q49. Students' overall evaluation of office staff495,4%Cp15495,4%05.5%		3.9	91,8%	Gp14	4	94,2%
Group 16. GENERAL EVALUATION OF SERVICE QUALITY AT IUQ49. Students' overall evaluation of office staff495,4%Cp15495,5%	Q48. The appropriateness of staff's dress code					,
Q49. Students' overall evaluation of office staff 4 95,4% Ca15 4 05.5%			- 0,0 / 0			
		4	95.4%			
				Gp15	4	95,5%
		т	23,170			