

**A questionnaire to measure the satisfaction with facilities and services which are given from the Deanship of Admission and Registration**

**Dear Brother/ Sister**

**Kind greetings**

Performance Measurement Unit intends, within the framework of its action plan, to apply a questionnaire assessing the satisfaction with facilities and services which are given from the Deanship of Admission and Registration .

Therefore, you are kindly requested to answer the following questions by filling the cell matching your answer.

Please highlight the cells as follows

☐ ☒ ☐ ☐ ☐ Not like that ☒ ☐ ☐ ☐ ☐

Taking into account that the color of the cell will be deep, do not to use phosphoric markers for answering any question.

Please use a pencil or a blue or black pen only, but do not use red, green or yellow pens

This questionnaire is confidential, and only the members of Performance Measurement Unit are permitted to read it.

**Personal data:**

Name:..... Faculty: .....

Dept.: ..... Level: .....

Gender: .....

No.	Items	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<b>First part: Facilities and equipments</b>						
1	The students are registered electronically from outside the university .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2	There are appropriate places either wideness or airiness for registering the students .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3	There are forms and systems either paper or electronic for registering the students .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5	There are appropriate rooms and computer laboratory fitted for registering the students	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6	Set computers are related with internet for registering the students .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Second Part: Human and Technical staff :</b>						
7	The clerk is interested in registering and correcting the academic cases of the students .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8	The clerk helps the students in registering the courses .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9	There are a system for dealing with the students' problems and grievances .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10	The clerks cooperated with the students to solve the problems according to the bylaws and instruction in the university .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11	the leadership of acceptance and registration dealing with the students' problems and grievance objectively .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12	The clerks cooperated with the academic guiders at the different departments in the university .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13	The clerks keep to be easy for registering the students .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14	The leadership of acceptance and registration gives notes to academic departments and students for added and negated programs .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Third part : The policies and procedures</b>						
15	The leadership of acceptance and registration declares about the policies of of students in the university .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16	The leadership of acceptance and registration depends on the declared and clear policy for transferring from specialization to the other .					
17	The policies of the acceptance and distribution of students on the different specializations are declared by different means ( website – student guidebooks- academic guidance ) .					
18	The leadership of acceptance and registration declares necessary punishments for ill irregularities .					
19	The leadership of acceptance and registration depends on the documented and declared system .					
<b>Forth Part : Services of Students</b>						
20	Systems of the acceptances and registration permit students to register their courses electronically					
21	Systems of the acceptances and registration permit students to know their results electronically					
22	The leadership of acceptance and registration gives notes to the students who have the academic problems quickly .					
23	The results are declared on university website directly after finishing of all of courses .					
24	The leadership of acceptance and registration declares negation and addition .					

