



جامعة دار العلوم
Dar Al Uloom University
لعلوم تواكب العصر



DQA Surveys Guide

General Directorate of Planning, Development
and Quality Assurance

1 | Page Directorate of Quality Assurance

Institutional Research & Archiving Unit



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Introduction

This guide includes the NCAAA Surveys, as well as questionnaires from Dar Al Uloom University, the results of which are used to determine the values of the university's performance indicators, whether at the institutional or programmatic level.

Regards,

Policy and Procedure on Surveys

Policy Code	Policy Name		
DAU 2-3	Policy and Procedure on Surveys		
Responsible Executive		Current Revision Date	Next Revision Date
-Institutional Research & Archiving Unit -Directorate of Quality Assurance		10/2023	10/2027

1. Policy Purpose

The purpose of this policy is guiding the DAU Units in the process of developing, conducting surveys, analyzing the survey results and appropriate dissemination of these results.

2. Policy Scope

This policy is applicable to all DAU faculty members, administrators, students, and alumni.

3. Policy Statement

Institutional Research & Archiving Unit (IRAU) at DAU is using the survey to gather information and feedback from university stakeholders (students, faculty members, staff, alumni, and employers). A growing need for surveys at DAU is the result of DAU's continuous efforts to understand student and/or employee experiences, measure outcomes, and improve quality. To avoid survey fatigue, DAU endeavors to ensure that surveys are well designed, administered efficiently, and timed in a way that doesn't overburden a target population and avoids conflict of interest. Moreover, DAU ensures that surveys are well coordinated to represent an efficient use of university resources.

4. Policy Procedure

A. Quality Surveys

The IRAU serves as the main office responsible for coordinating surveys to ensure meaningful and reliable results. All surveys are conducted online using different tools. The schedule of Quality surveys is provided in the following table (Table

1). IRAU uses the following Quality Surveys to measure to understand student and/or employee experiences, measure outcomes, and improve quality:

1. Course Evaluation Survey (CES)
2. Student Experience Survey (bachelor's degree)
3. Program Evaluation Survey
4. Alumni Survey
5. Employer Evaluation Survey
6. Employee Opinion Survey
7. Faculty members Satisfaction Survey
8. Satisfaction with the internal quality system at DAU
9. Evaluation of the data collection system at DAU
10. Students' satisfaction with the field training
11. Faculty' satisfaction about electronic resources and library
12. Students' satisfaction about electronic resources and library
13. Students' satisfaction about services provided by Deanship of Admission and Registration
14. New faculty members' satisfaction with the Orientation program.
15. Effect of training on improving performance
16. Student satisfaction for academic advising.
17. Student satisfaction with E-Learning.
18. Students' satisfaction with services provided by the medical clinic.
19. Faculties' satisfaction with the university's website and electronic systems services.
20. Employees' satisfaction with the university's website and electronic systems services.
21. Students' satisfaction with the university's website and electronic systems services.

The surveys are developed and conducted as per the following guidelines:

- The process of distributing surveys within the university is entirely subject to the IRAU, in coordination with the IT Department regarding the times of distributing these surveys.
- The IRAU sets the implementation plan for distributing surveys and the time frame (semester / academic year) according to the nature of the survey and follows up the process of distributing surveys and sends appropriate reminders.

- The IRAU, in advance of the time of distributing the surveys, contacts the IT Department and informs them officially about the activation of the required survey at the specified time.
- The IRAU receives the results of the questionnaires from the IT Unit and analyzes these results and prepares performance indicators reports at the program and institutional level.
- The IRAU submits reports to the Directorate of Quality and then sends them to colleges, academic programs, and departments for developing improvement plans.
- All Satisfaction Surveys shall use a 5-point Likert scale and the minimum acceptable overall weighted average score shall be 3.5 out of 5 or 70%. A Corrective Action Plan is required if the achieved score for an indicator is less than the minimum acceptable score of 3.5 out of 5 or 70%. In addition, for continuous quality enhancement, each Unit shall provide an Improvement Action Plan for the following year. Satisfaction surveys related to assessment of courses and academic program, such as Course Evaluation Survey (CES), Student Experience Survey (SES) and Program Evaluation Survey (PES) shall use 5-point Likert scale and the minimum acceptable overall weighted average score shall be 4 out of 5 or 80%.

B. Procedures for requesting the development and distribution of a new survey.

For the request of developing new surveys requested by the colleges, academic programs and departments, the requester shall adhere to the following:

- The requester must plan the timeline of the survey in consideration of the survey schedule (attached Table 1), to ensure that the frequency of surveys of the target population, especially students, are minimized. This is to ensure a good response rate and to avoid a burden on respondents.
- The survey requester must inform IRAU at least two weeks prior to the event/survey publication to properly prepare and conduct the surveys.
- The survey requester must provide the IRAU with the survey parts and statements.
- The survey requester shall take the ultimate responsibility in ensuring that the survey captures the required information/data and shall provide IRAU with the details of appropriate target population.

5. Related Policies

DAU 2-1- Quality assurance and Continuous Improvement Policy

6. Document History

Version	Issue/ Rev. Date	Updated Information/ Summary of Changes
V1	2017	1 st issue of the policy.
V2	10/2023	<ul style="list-style-type: none">• Define new survey request procedures.• Determine minimum levels of satisfaction.• Procedure for the survey feedback is added.• Requesting procedure for new survey designing and distribution is added.

schedule of Quality surveys

No.	Survey Name	Target Group	Survey Period	The date for receiving the results
1.	Course Evaluation Survey (CES)	All male and female students in all academic courses	End of each semester	One week after the end of the exams for each semester
2.	Student Experience Survey (SES)	All male and female students are in the seventh and eighth levels of the study plan	Tenth week, second semester	Thirteenth week
3.	Program Evaluation Survey (PES)	All male and female students are in the fifth or sixth level of the study plan	Tenth week, second semester	Thirteenth week
4.	Teaching Staff Satisfaction Survey	All Faculty members	Once at the end of the year	Thirteenth week
5.	Staff Satisfaction Survey	All university employees	Once at the end of the year	Thirteenth week
6.	Alumni Survey	DAU Alumni	End of the first semester of each year	The beginning of the first semester of the new academic year
7.	Employer Survey	Entities employing university graduates	End of the second semester of each year	The beginning of the first semester of the new academic year
8.	Student satisfaction survey with admission and registration services	All male and female students	After the end of the admission and registration period	After the end of the admission and registration period
9.	New faculty members' satisfaction survey with the orientation programs	New faculty members	After the orientation programs	After the end of the admission and registration period
10.	Survey of the impact of training on improving performance	All university employees	After the training programs	After the end of the admission and registration period

DQ Surveys

Course Evaluation Survey (CES)

College	Program	Gender	Course Name	Section	Academic Year	Semester

Items		Satisfaction				
		5	4	3	2	1
Questions about the start of the course						
1.	The course outline (including the knowledge and skills the course was designed to develop) was made clear to me.					
2.	The things I had to do to succeed in the course, including assessment tasks and criteria for assessment, were made clear to me.					
3.	The course requirements (like attendance, grading, etc.) were made clear in the first session of the term					
4.	Sources of help for me during the course including faculty office hours and reference material, were made clear to me.					
Questions about what happened during the course						
5.	The conduct of the course and the things I was asked to do were consistent with the course outline.					
6.	My instructor(s) were fully committed to the delivery of the course. (Eg. classes started on time, instructor always present, material well prepared, etc.)					
7.	The course subject matter achieves the course goals					
8.	My instructor(s) had thorough knowledge of the content of the course.					
9.	My instructor(s) were available during office hours to help me.					
10.	The course instructor provides feedback to assignment within one week					
11.	The course instructor feedback helps me to improve					
12.	The course instructor grades reflect the work done					
13.	My instructor(s) were enthusiastic about what they were teaching					

Items		Satisfaction				
		5	4	3	2	1
14.	My instructor(s) cared about my progress and were helpful to me.					
15.	I am satisfied with the course instructor's communication of course materials					
16.	I am satisfied with the course instructor's facilitation of discussion					
17.	I am satisfied with the course instructor's establishing of rapport with the students					
18.	Course materials were up to date and useful. (Texts, handouts, references etc.)					
19.	The resources I needed in this course (textbooks, library, computers etc.) were available when I needed them.					
20.	In this course effective use was made of technology to support my learning					
21.	In this course I was encouraged to ask questions and develop my own ideas					
22.	In this course I was inspired to do my best work.					
23.	The things I had to do in this course (class activities, assignments, laboratories etc) were helpful for developing the knowledge and skills the course was intended to teach.					
24.	The amount of work I had to do in this course was reasonable for the credit hours allocated.					
25.	The overall course assessment (quiz, exams, field work) meets the stated course goals					
26.	Marks for assignments and tests in this course were given to me within reasonable time.					
27.	Grading my tests and assignments in this course was fair and reasonable.					
28.	The links between this course and other courses in my total program were made clear to me.					
Evaluation of the Course						
29.	What I learned on this course is important and will be useful to me.					
30.	This course helped me to improve my ability to think and solve problems rather than just memorize information					
31.	This course improved my ability to communicate effectively					
Overall Evaluation						
32.	Overall, I was satisfied with the quality of this course.					

Student Experience Survey (bachelor's degree)

College	Program	Gender	Academic Year	Semester

Sr	Item	Satisfaction				
		5	4	3	2	1
Advice and Support						
1.	It was easy to find information about the institution and its programs before I enrolled at this institution for the first time.					
2.	The timetable is issued timely and I am notified of any changes					
3.	Various student committees are available for students					
4.	There is a good representation of students in the university committees					
5.	When I first started at this institution the orientation program for new students was helpful for me					
6.	There is sufficient opportunity at this institution to obtain advice on my studies and my future career.					
7.	Procedures for enrolling in courses are simple and efficient.					
Learning Resources and Facilities						
8.	Classrooms (including lecture rooms, laboratories etc.) are attractive and comfortable.					
9.	Student computing facilities are sufficient for my needs.					
10.	The library staff are helpful to me when I need assistance.					
11.	I am satisfied with the quality and extent of materials available for me in the library.					
12.	The library is open at convenient times.					
13.	Adequate facilities are available for extra curricular activities (including sporting and recreational activities)					
14.	Available health services were meeting my needs					
15.	Good health services are available in the campus					
16.	I am satisfied with the services provided by the medical clinic					
17.	Safety requirements necessary in laboratories are available of the study program.					
18.	There are many appropriate places for studying in the campus (individual and group)					
19.	Adequate facilities are available at this institution for religious Observances.					
Learning and Teaching						

Sr	Item	Satisfaction				
		5	4	3	2	1
20.	Most of the faculty with whom I work at this institution are genuinely interested in my progress					
21.	Faculty at this institution are fair in their treatment of students					
22.	The faculty feedback helps me in assessing my progress					
23.	My courses and assignments encourage me to investigate new ideas and express my own opinions					
24.	As a result of my studies my ability to investigate and solve new and unusual problems is increasing					
25.	The program increased my enthusiasm and the ability for continuous self-learning					
26.	The program increases my ability of critical and innovative thinking					
27.	The faculty has used unique and interesting strategies for teaching					
28.	The faculty provides me with various assessment methods to apply on what I have learnt					
29.	My ability to effectively communicate the results of investigations I undertake is improving as a result of my Studies.					
30.	My program of studies is stimulating my interest in further learning.					
31.	The knowledge and skills I am learning will be valuable for my future career.					
32.	I am learning to work effectively in group activities.					
IT						
33.	Computer labs and technical equipment are available to help me in the learning process					
34.	The Services and tools available in the Learning Management System (LMS) are helpful in educational process					
35.	I am satisfied with the services provided by SIS system					
36.	I satisfied with the university's website and the services it provides					
37.	Appropriate technical support is available from the IT department					
Overall Evaluation						
38.	Overall, I am satisfied with my life as a student at this Institution.					

Program Evaluation Survey

College	Program	Gender	Academic Year	Semester

Sr	Item	Satisfaction				
		5	4	3	2	1
Help and Support for my Learning						
1.	Adequate academic and career counselling was available for me throughout the program.					
2.	Appropriate psychological guidance was provided					
3.	The instructors were available for consultation and advice when I needed to speak with them.					
4.	The program gives me enough knowledge for getting recruited after graduation.					
5.	Students' rights and responsibilities are clear to me					
6.	Appropriate services for gifted students are provided					
7.	Appropriate support for special needs (disabled) students is provided					
8.	The instructors in the program inspired me to do my best.					
9.	The teaching methods helped me in learning					
10.	Various methods of evaluation were applied in the program which contributed to the understanding of the teaching material					
11.	We had various educational activities and experiences in this program.					
12.	The instructors in the program gave me helpful feedback on my work.					
13.	Observation of the faculty on my work has helped me in achieving better performance					
14.	The instructors in the program had thorough knowledge of the content of the courses they taught.					
15.	The instructors were enthusiastic about the program.					
16.	The instructors cared about the progress of their students.					
Resources to Support my Learning						
17.	Study materials in courses were up to date and useful					
18.	Library resources were adequate and available when I needed them.					

Sr	Item	Satisfaction				
		5	4	3	2	1
19.	Sources of information in the library keep abreast of the new and It is constantly updated					
20.	Technologies for accessing electronic resources and digital libraries are available in the library					
21.	Classroom facilities (for lectures, laboratories, tutorials etc.) were of good quality.					
22.	Student computing facilities were sufficient for my needs.					
23.	Adequate facilities were available for extracurricular activities (Including sporting and recreational activities).					
24.	Workshops and laboratories were available for the courses					
25.	The equipment and materials were appropriate and relevant to the needs of the students in a particular academic program					
26.	Appropriate training was given to use the equipment, devices, tools and materials during the program.					
27.	Adequate facilities were available for religious observances.					
28.	There were various student clubs to join					
29.	Field experience programs (internship, practicum, cooperative Training) were effective in developing my skills. (Omit this item if not applicable to your program)					
30.	Received appropriate supervision during training					
Evaluation of my Learning						
31.	What I have learned in this program will be valuable for my future.					
32.	The program has helped me to develop sufficient interest to want to continue to keep up to date with new developments in my field of study.					
33.	The program has developed my ability to investigate and solve new problems					
34.	The program has improved my ability to work effectively in groups.					
35.	The program has improved my skills in communication.					
36.	The program has helped me to develop good basic skills in using technology to investigate issues and communicate results.					
37.	I have developed the knowledge and skills required for my chosen career.					
Overall Evaluation						

Sr	Item	Satisfaction				
		5	4	3	2	1
38.	Overall, I was satisfied with the quality of my learning experiences at this institution.					

Alumni Survey

General information	
Name (optional):	
College:	
Program:	
Gender	
Year of joining:	
Year of graduation:	
Field of work:	
Joining year (work):	

Sr	Item	Satisfaction				
		5	4	3	2	1
Institution Mission & Objective						
1	Students were briefed about the university mission which goes well with the nature of its activities					
2	Students' services and university resources are consistent with the university mission					
Powers, leadership and Management						
3	Students are aware of the university policies					
4	Institution provides information about the programs, offered courses and its services to the students before registration					
5	Institution provides academic advising to the students before registration					
6	The institution takes the graduates feedback regarding university future plans					

Sr	Item	Satisfaction				
		5	4	3	2	1
Teaching and Learning						
7	Field training programs for students and/or internships are consistent with the student major					
8	The institution emphasized the importance of continuous long-life learning					
9	The institution has helped me in developing the knowledge and skills necessary for my profession					
10	The institution has prepared me ethically for the job market					
Students						
11	Institution provided all students with a manual containing all conduct codes that determines the student rights and liabilities					
12	Complaining students are not subject to punishment or injustice or discrimination against them because of their grievance					
13	Evaluation of the student by the staff members is fairly done					
14	Staff members allowed the students to discuss their exam performance					
15	Guidance was available for me (if needed)					
Faculty and staff						
16	Staff members manifested enthusiasm and interest in what they teach					
17	Staff from different departments are helpful and able to provide student related services					
Institution Resources						
18	Institution campus enjoys a healthy, clean and safe environment					
19	Appropriate facilities were available for extra-curricular Activities (religious-cultural, social and sporting).					
20	Computer labs are up to date and appropriate for students					
21	Classrooms were fit for learning					
22	Available health services were meeting my needs					
23	Appropriate restaurants were available					
24	Facilities for special needs students were available					

Sr	Item	Satisfaction				
		5	4	3	2	1
Research and Innovation						
25	Faculty involved me in their research activities					
26	Institution provided Resources needed for research					
Institution Community relationship						
27	Institution establishes positive relationships with the business sector and other educational institutions					
28	Institution has advisory board which has members from the industry to provide feedback to the university programs and its services					
29	The community services provided by the institution is satisfactory					
Average Overall						
30	In general, what is your overall evaluation for the institution					

Employer Evaluation Survey

General information	
Name (optional):	
College:	
Program:	
Gender	
Employer	
Position / Job	
How many DAU graduates did you employ during the current year?	
Joining year (work):	

Sr	Item	Satisfaction				
		5	4	3	2	1
Knowledge						
1.	Graduate has high technical education level in the area of work					
2.	Graduate understands the ethical and professional liabilities in the major					
3.	Graduate comprehends the role and the impact of the discipline in the national context					
4.	Graduate has good English language skills (if demanded by employment)					
Perceptual Skills						

Sr	Item	Satisfaction				
		5	4	3	2	1
5.	Graduate can identify and describe the problems and recommend appropriate solutions to them					
6.	Graduate can gather and analyze information and give alternatives solutions to solve the problems					
7.	Graduates have the ability to relate theory with application in the domain of work					
Communication Skills						
8.	Graduate is able to orally communicate and converse in the field of work					
9.	Graduate is able to prepare reports in the field of work					
10.	Graduate is able participate in group discussions and work in a team					
Personal Proficiencies- Competencies						
11.	Graduate has leadership skills					
12.	Graduate has loyalty to the institution					
13.	Graduate has the skills of understanding and grasping					
14.	Graduate enjoys the capacity of independent thinking					
15.	Graduate enjoys the capacity of critical thinking					
16.	Graduate has the drive to work and develop continuous learning in the domain of work					
17.	Graduate can adapt to modern technology					
Employment Skills - Competences						
18.	Graduate has the capacity to grasp the nature of the institution work					
19.	Graduate can undertake efficiently the tasks assigned to him/her					
20.	Graduates provide creative ideas that enhance the work					
21.	Graduate accepts the duty for overtimes					
22.	Graduate respects the due dates and job discipline					
23.	Graduate is able to manage time efficiently					
24.	Graduate has adequate knowledge of safety and security fundamentals in the area of work					
25.	Graduate has creativity skills and innovative thinking in the domain of work					
Overall Evaluation						
26.	Would you employ graduates from this institution again?					
27.	In general, I am satisfied with the graduate's performance					

DAU Surveys Employee Opinion Survey

General information	
Name (optional):	
Gender	
College:	
Department/unit	
Designation	
Qualification	
Years of experience in DAU:	
Joining year (work):	

Sr	Item	Satisfaction				
		5	4	3	2	1
Vision, mission and objectives						
1.	The mission of the university is the base of the strategic plan					
2.	The mission of the University is widely announced and used in all the educational units of the university					
3.	There is a relationship between the strategic objectives and the day-to-day tasks.					
4.	The achievements of the university are in line with the objectives of the strategic plan.					

Sr	Item	Satisfaction				
		5	4	3	2	1
5.	Regular feedback is provided to improve my performance at work.					
6.	The employees participate in the planning process and also in exchanging views					
7.	Guides for all the necessary internal systems and procedures are available					
8.	The powers and the responsibilities of the main (permanent) committees, administrative and academic units are present in the policies and procedures manual.					
9.	Outstanding performance is appreciated and recognized					
10.	The university staff is notified about the events, plans or any developments on a regular basis.					
11.	An effective quality assurance system is available according to the criteria announced by NCAAA.					
12.	The planning processes and the calendar are integrated to improve the usual planning.					
13.	Required health and safety equipment are available within the facilities					
14.	There is a system for feedback about the adequacy of facilities and equipment.					
15.	Spaces for prayer are available					
16.	Canteens are available for the staff					
17.	Facilities and suitable equipment are available specially for handicapped staff.					
18.	Safety and security services are sufficient to ensure safety of the staff.					
19.	Safety and security services are sufficient to ensure safety of the university facilities.					
20.	Appropriate computer equipment is available to the employees at the university					
21.	Appropriate training opportunities are available to the employees according to their professional needs					
22.	The university website meets the requirements of the university.					
23.	I satisfied with the electronic systems services.					
24.	Nomination procedures are appropriate, fair, and objective.					
25.	A system for evaluating the performance of the employees is available					
26.	Consultations about the performance of the employees are done by job supervisors (including the deans, heads of departments, supervisors and administrators) are positive, confidential with feedback to the staff.					
27.	Areas of development for the improvements of my performance are determined.					
28.	Special performance of the administrative are appreciated at various levels					
29.	The staff gets appropriate opportunities for Career development and training.					
30.	Appropriate rules for promotion are available and announced.					

Sr	Item	Satisfaction				
		5	4	3	2	1
31.	There is an effective system for receiving complaints and grievances and resolving conflicts					
32.	Overall, I was satisfied with the organizational climate and work environment at DAU					

Faculty members Satisfaction Survey

○ General information	
Name (optional):	
Gender	
College:	
Program	
Academic rank:	
Nationality:	
Years of experience in DAU:	
Joining year (work):	

No.	Item	Satisfaction				
		5	4	3	2	1
About work environment						
1	I am aware of Dar AlUloom University's vision, mission, and goals.					
2	Faculty members participate in planning, evaluation, development, and decision-making activities in a program or university.					
3	As a faculty member, I am regularly informed about anything new (like events, plan, and developing program) in DAU.					

No.	Item	Satisfaction				
		5	4	3	2	1
4	The systems for employment of the faculty members are appropriate, fair, and objective					
5	My supervisor (Dean, directors, Department Head, coordinators etc.) treats me with respect.					
6	The university appreciates distinguished faculty members and is keen to maintain them.					
7	Adequate support is provided from deanships and administrations.					
8	I have the tools and resources to do my job well.					
9	I am satisfied with Administrative Support services					
10	I am satisfied with the administrative staffs which are supportive of my work accomplishment.					
11	Faculty members assessment system is objective and fair in assessing members' work.					
12	My supervisor and Senior managers visibly demonstrate a commitment to quality.					
13	Faculty members are given the opportunity to improve their skills through presenting professional and academic development programs that are held according to a plan that meet their needs and contribute in developing their performance.					
14	Appropriate preparation programs are provided for new faculty members to ensure their knowledge about the nature of the program, their rights, tasks, responsibilities, and workload.					
Support for teaching and learning resources						
15	Classrooms is spacious for the conduct of teaching and learning.					
16	DAU has mechanisms for ensuring excellence in learning and teaching					
17	The library has variety of reading materials that meet my needs.					
18	Qualified specialists are available to support and maintain learning sources.					
19	Training programs are offered to help me in the use of technology in teaching and adequate use of learning sources.					
20	We participate in the selection of learning sources which serves the purposes of education at the college.					
21	The library provides a website as a portal to gain access to electronic resources					
22	The contents of electronic resources provided by the library appropriate to my needs of research and teaching.					
23	Qualified specialists are available at the library to provide the required support.					

No.	Item	Satisfaction				
		5	4	3	2	1
24	The provided learning sources are available to me any time I need, and ease of use					
25	Learning sources which are available is constantly updated and keeps up to date.					
Faculty research						
26	Funding support of research is sufficient for the scope of research.					
27	The procedures for submitting a request for financial support of research follows prescribed policies, processes and procedures.					
28	My skills in conducting research and scientific publishing is improving.					
29	Distinguished faculty members in scientific research are estimated by the university.					
30	Deanship of Graduate Studies & Scientific Research provides digital libraries and research resources as well summaries of research and research projects that have been supported in order to benefit us and develop them.					
31	Deanship of Graduate Studies & Scientific Research supports sharing research between faculty members and students					
32	Time available to conduct research is sufficient for the scope of research.					
Technical services						
33	Electronic systems are clear, ease of use, fast downloading/ uploading					
34	The Services and tools available in the electronic systems is helpful in educational process					
35	Adequate technical equipment's are available to meet my academic, educational, and administrative needs.					
36	Existing Technical services are suitable, available, and easily accessible.					
37	Training and technical support is available for the use of information and communication technologies.					
38	Appropriate systems are available to ensure the security and confidentiality of personal information.					
39	University's website responds quickly and suitable with all kinds of browsers.					

No.	Item	Satisfaction				
		5	4	3	2	1
40	Periodic maintenance and updates of the website and technical equipment's is done.					
Facilities and equipment						
41	Facilities and equipment which meets my need is continuously available and periodic maintenance is done for them.					
42	Suitable facilities are provided for handling cultural, sports, and other extra-curricular activities.					
43	Suitable facilities are provided for people with special needs.					
44	All public health and safety requirements are available in facilities, equipment's, educational and research activities.					
45	Safety standard, preserving the environment, and hazardous disposal is efficiently and effectively implemented.					
46	Appreciate security systems are available to protect people, facilities, equipment and personal belongings.					
Overall Evaluation						
47	Overall, I was satisfied with the organizational climate and work environment at DAU					

Satisfaction with the internal quality system at DAU

General information	
Name (optional):	
Gender	
College:	
Program/ unit	
Category	

Sr	Item	Satisfaction				
		5	4	3	2	1
Students						
1.	The quality system both at university and program level, is concerned with spreading the culture of quality among all students.					
2.	The quality system is concerned with spreading the culture of continuous assessment among university students.					
3.	The quality system implements induction and orientation programs for new students, ensuring their full understanding of the types of services and possibilities available to them, and their rights and duties.					
4.	The quality system provides students with a course description that is posted on LMS (Learning Management System)					

Sr	Item	Satisfaction				
		5	4	3	2	1
5.	The quality system periodically gathers students' feedback to improve the quality of the offered services					
6.	The quality system allows students to evaluate courses and quality procedures in the academic program.					
7.	The quality system ensures that students participate in the review and development of the university's mission and strategic goals.					
8.	The quality system is concerned with monitoring the learning outcomes assessment at both program and course level, and in providing feedback for students.					
Faculty members						
9.	The quality system is concerned with spreading the culture of quality among all employees of the university and its various colleges at both university and academic programs level					
10.	The quality system supports the institutional academic accreditation processes.					
11.	The quality system supports the academic and program accreditation processes for all university programs.					
12.	The quality system is concerned with spreading the culture of continuous assessment among faculty members and students at the university					
13.	The quality system implements induction programs for new faculty members that contribute to the application of internal quality assurance mechanisms and academic accreditation requirements.					
14.	The quality system implements training programs that contribute to the application of internal quality assurance mechanisms and the professional growth of faculty members.					
15.	The quality system participates in preparing, implementing and evaluating the university's strategy and strategic plans for academic programs.					
16.	The quality system periodically gathers faculty members' feedback to improve the quality of the offered services					
17.	The quality system is concerned with monitoring the learning outcomes assessment at both program and course level, and in developing their improvement plans.					
18.	The quality system is concerned with following up the documentation of quality processes at course level through the course file, and follows up the process of course file submission and uploading on the shared folder					
19.	The quality system provides the faculty member with a course description to adhere to the standardized implementation of the course learning outcomes, teaching strategies and assessment tools among the different sections of the course.					
20.	The faculty member is allowed to suggest proposals and improvement plans for the course through the course report, and those suggestions are being taken into consideration by the program quality unit.					

Sr	Item	Satisfaction				
		5	4	3	2	1
21.	The quality system is concerned with providing the opportunity for students to evaluate the course at the end of each semester and providing the results of the survey to the course instructor on the LMS system.					
22.	The quality system provides faculty members with appropriate guidelines and handbooks for quality and academic accreditation requirements					
Head/Member of Quality in the College						
23.	The quality system, both at university and programs level is concerned with spreading the culture of quality among all employees of the university and its various faculties.					
24.	The quality system supports the institutional academic accreditation processes.					
25.	The quality system supports the academic program accreditation processes for all university programs.					
26.	The Quality Management System ensures continuous communication between quality units at program, college and university level.					
27.	The quality system is concerned with providing the necessary support and guidance to members and quality units in colleges and programs with regard to academic accreditation.					
28.	The quality system at the university regularly distributes quality surveys to the stakeholders and provides the academic programs with the survey analysis results.					
29.	The university's quality system provides the academic programs with key performance indicators reports					
30.	The quality system at the university conducts the internal and external benchmarking and provides its results to the academic programs					
31.	The university's quality system monitors colleges and academic programs to develop improvement plans.					
32.	The quality system participates in preparing, implementing and evaluating the university's strategy and strategic plans for faculties and academic programs.					
33.	The quality system is concerned with monitoring the learning outcomes assessment at both program and course level, and in developing their improvement plans.					
34.	The quality system is concerned with following up the documentation of quality processes at course level through the course file, and follows up the process of course file submission and uploading on the shared folder					
35.	There is a Quality System website that provides information and forms for quality and academic accreditation requirements.					
36.	The quality system responds to the requests of members and quality units in colleges and programs quickly and effectively.					

Sr	Item	Satisfaction				
		5	4	3	2	1
37.	The quality system provides members and quality units in colleges and programs with appropriate guidelines and handbooks for quality and academic accreditation requirements					
38.	In general, I am satisfied with the internal quality system at DAU.					
39.	Comments and suggestions					

Evaluation of the data collection system at DAU

General information	
Name (optional):	
Gender	
College:	
Program/ unit	
Designation:	

Sr	Item	Satisfaction				
		5	4	3	2	1
1.	Data collection tools are appropriate, sufficient and cover all the services provided by the college and the university					
2.	The timing of sending Data Collection Tools.					
3.	Easy access to data collection tools					
4.	Follow up on filling out forms and surveys from the responsible department.					
5.	Availability statistical forms for collecting data from different departments.					

Sr	Item	Satisfaction				
		5	4	3	2	1
6.	Availability a guide for data collection tools					
7.	Data collection tools served the target for which it was developed.					
8.	Analyze the collected data and sending the results in the appropriate time					
9.	The measurement results are useful in the performance evaluation process and the development of improvement plans?					
10.	The tool provided results that can be compared with previous results (at least two years before).					
11.	Measurement results provided the required information which are valuable in the comparison between male and female sections					
12.	Stakeholders are involved in confirming and interpreting the results of the analysis.					
13.	The results helped in analysis the current situation.					
14.	The results helped in conducting the benchmarking accurately.					
15.	The collected data covering all quality assurance processes.					
16.	In general, are you satisfied with the data collection system at DAU?					
17.	Kindly, add suggestions to increase your satisfaction with the data collection system at DAU					

Students' satisfaction with the field training

Sr	Item	Satisfaction				
		5	4	3	2	1
Evaluation of Training Providers						
1.	Compatibility of the training program with students' specialization.					
2.	Degree of usefulness of practical application of studied courses					
3.	Time allocated to field training is appropriate to the content of the training program					
4.	Commitment of training providers to training plan					
5.	Seriousness of training					
6.	Contribution of training period to the development of my professional and specialized skills					
7.	Providing necessary resources and equipment for training					
8.	The extent of help provided by members of training providers in acquiring new skills					

Sr	Item	Satisfaction				
		5	4	3	2	1
9.	Ease of dealing with technical and administrative staff and clients in the training environment.					
10.	Ease of access to training providers' rules and by-laws regulating training					
11.	Availability of safety and security measures related training					
12.	I recommend continuing to contract with these training providers to provide training for students.					
Evaluation of Field Supervisor						
13.	Provided explanations of the requirements for field training					
14.	Is completely familiar with training content.					
15.	Provided continuous follow-up throughout the training period					
16.	Provided regular feedback to improve professional performance					
17.	Addressed the difficulties and problems that I encountered during training					
18.	Positively accepted ideas and suggestions and promotes them.					
19.	Helped in developing my practical and personal skills in conversations and discussion.					
20.	Provided advice about resources that helped me solve problems during my training					
Evaluation of College Academic Supervisor						
21.	I had all the information about the field training plan and available places for training before the start of the training program					
22.	Field training objectives and own responsibility were clarified throughout training period					
23.	Constant Follow-up visits throughout the training period					
24.	Provided feedback, advice and consultation to improve my performance during training period					
25.	Frequent communication with field supervisor for follows up on my progress as per training plan					
26.	4Coordination with field supervisor to overcome the difficulties I encountered during training					
Overall, Field Training Benefits						
27.	The training helped me gain practical and training experience and get to know the labor market closely.					
28.	The training helped me improve my ability to plan and carry out my work.					
29.	The training helped understand the organization's work systems and related regulations and by-laws					
30.	The training helped me establish interpersonal, professional relationships.					
31.	Training helped me improve self-responsibility, acquire and develop skills.					
32.	Kindly, add suggestions to increase your satisfaction with the data collection system at DAU					
33.	Kindly, add suggestions to increase your satisfaction with the data collection system at DAU					

Sr	Item	Satisfaction				
		5	4	3	2	1
34.	Kindly, add suggestions to increase your satisfaction with the data collection system at DAU					

Faculty' satisfaction with electronic resources and library

General information	
Name (optional):	
Gender	
College:	
Program	
Qualification:	
Frequency of Visiting Library	
Years of experience in DAU:	

Sr	Item	Satisfaction				
		5	4	3	2	1
Electronic resources (digital library)						
1.	Easy use electronic resources provided by the library					
2.	Electronic resources provided by the library available to me any time I need					
3.	Computer devices are available in the library to facilitate access to electronic resources					
4.	The contents of electronic resources provided by the library appropriate to my needs of research and teaching.					
5.	Library provides a website as a gateway to gain access to electronic resources					
6.	Dealing with the digital library in both Arabic and English					
7.	In general, I am aware E-Data archives and E-Books available in the library					
8.	Frequently, I use electronic journals, E-Data archives, E-Books provided by the library.					
9.	There are electronic resources I need are not available in the library					
10.	Training sessions are conducted periodically to how to use electronic resources.					
11.	I am satisfied with the contents of electronic resources offered					
12.	I am satisfied with the level of courses offered for the use of electronic resources					
Building and resources of library						
13.	Easy access to the library location					
14.	The resources of printed information provided by the library are sufficient to support the purposes of education					
15.	We participate in the selection of sources of information in the library that serves the purposes of education at the college					
16.	sources of information well-ordered allow easy search and source access					
17.	Information about the library and its various services is sufficient					
18.	Library provides printed manuals and guides to help beneficiaries benefit from their contents and services					
19.	The process of borrowing and retrieval from the library is easy					
20.	Ease of use resources provided by the library.					
21.	Resources provided by the library available to me any time I need					
22.	Sources of information in the library keep abreast of the new and it is constantly updated					
23.	The place is Comfortable and encouraging to working					

Sr	Item	Satisfaction				
		5	4	3	2	1
24.	The opening hour of the library is suitable for providing the service					
25.	In general, your assessment of the quality of services provided in the library.					
Staff at the library						
26.	Library staff are adequately qualified					
27.	The library staff are cooperation and provide the necessary support					
28.	The number of employees suitable to serve students					
29.	The library staff helps me finding the references and sources I need					
30.	In general, your evaluation about the performance of Library staff					
Please mention the most important problems facing you during the use of electronic sources:						
Please suggest your personal opinions to increase electronic resources level at the library						

Students' satisfaction with electronic resources and library

○ General information	
Name (optional):	
Gender	
College:	
Program	
Frequency of Visiting Library	

Sr	Item	Satisfaction				
		5	4	3	2	1
Library Building						
1.	Easy access to the library location					
2.	Ease of use electronic resources provided by the library.					
3.	Electronic resources provided by the library available to me any time I need					
4.	Sources of information in the library keep abreast of the new and it is constantly updated					
5.	Computer devices are available in the library to facilitate access to electronic resources					
6.	The place is Comfortable and encouraging to working					
7.	The opening hour of the library is suitable for providing the service					
8.	The library resources are suitable for my needs (traditional and electronic books)					
9.	In general, what is your assessment of the quality of services provided in the library?					
Digital Library						
10.	Easy access to the digital library					
11.	The sources of information in the digital library are sufficient for my scientific needs					
12.	The digital library has holdings for another digital library					
13.	Dealing with the digital library in both Arabic and English					
14.	Training courses are held on the use of digital databases					
15.	In general, I am satisfied with the learning resources available in the digital library					
Staff at the library						
16.	Good treatment with students					
17.	Cooperation and provide the necessary support					
18.	The number of employees suitable to serve students					
19.	The library staff helps me finding the references and sources I need					
20.	In general, your evaluation about the performance of Library staff					
21.	What are the best aspects of the library?					
22.	What are your suggestions to improve the library?					

Students' satisfaction with services provided by Deanship of Admission and Registration

Sr	Item	Satisfaction				
		5	4	3	2	1
○ Registration Department						
1.	The registration requirements for a specific college/program are clearly identified					
2.	The welcome by and answers of the registrar are good					
3.	The registration process was clear, simple, and organized					
4.	The registrar answered all my questions					
5.	The registrar solved my problem easily (smoothly)					
6.	I know the add/drop/withdraw/... dates by checking the <u>university's website</u>					

Sr	Item	Satisfaction				
		5	4	3	2	1
7.	I know the add/drop/withdraw/... dates by email					
8.	I know the add/drop/withdraw/... dates by SMS					
9.	Transcripts and certificates are obtained quickly and efficiently					
10.	Overall, I am satisfied with the services provided by the registration office					
○ Admission Department						
11.	Applying online is simple and clear					
12.	I found all information that I needed on the university's website before applying					
13.	The welcome by and answers of the admission officer are good					
14.	The admission officer provides brochures that explain the university education system					
15.	The admission requirements are regularly enforced					
16.	The admission requirements for a specific college/program are clearly identified					
17.	The process of credit transferring from other universities is simple and clear					
18.	The admission process was clear, simple, and organized					
19.	The documents are obtained quickly and efficiently					
20.	Overall, I am satisfied with the services provided by the admission office					
21.	What are the best aspects you liked it?					
22.	What were the aspects that you did not like it and need improvement?					
23.	What are your suggestions to improve the level of services provided to you?					

New faculty members' satisfaction with the Orientation program.

○ General information	
Name (optional):	
Gender	
College:	
Program	

Date of employment

Sr	Item	Satisfaction				
		5	4	3	2	1
1.	Orientation program helped me understand the mission and the vision at of the university and its strategic objectives					
2.	Orientation program helped me identify the electronic systems at DAU					
3.	Orientation program helped me identify Electronic Learning Resources at DAU					
4.	Orientation program helped me to adapt to the practical and psychological at university.					
5.	Orientation program helped me connect with faculty members from other departments and work with them friendly					
6.	Orientation program helped me increase my teaching and learning skills as well as manage the learning process					
7.	Orientation program helped me identify the quality management system at DAU and increase awareness about quality culture					
8.	Orientation program helped me prepare the course file according to the requirements of NCAAA					
9.	Orientation program helped me identify Academic Advising system at DAU					
10.	Orientation program helped me develop effective teaching skills at DAU					
11.	Orientation program helped me write and measure learning outcomes according to the requirements of NCAAA					
12.	In general, I am satisfied about the program and to meet my functional needs when I start my university work					
13.	Kindly, add suggestions to increase training and orientation programs					

Effect of training on improving performance

General information	
Name (optional):	
Gender	
College:	

Program/ unit	
Designation:	

Sr	Item	Satisfaction				
		5	4	3	2	1
1.	Training programs have contributed to the improvement and Qualifying of Participants					
2.	Training programs helped meet functional needs					
3.	Good training has helped to develop communication skills among staff					
4.	Good training helped to implement requirements of quality and academic accreditation at DAU.					
5.	Good training has helped to develop human resources					
6.	Training programs have helped to accomplish the tasks entrusted more accurately.					
7.	Training programs provided an opportunity to exchange information, knowledge and experience among the participants.					
8.	In general, are you satisfied with the training programs?					
9.	Kindly, add suggestions to increase your satisfaction with Training programs offered at DAU					

Student satisfaction for academic advising

○ General information	
Name (optional):	
Gender	
College:	

Program	
Academic advisor name	

Sr	Item	Satisfaction				
		5	4	3	2	1
1.	The college provides announcements, instructions and guides to help me get the right academic advising					
2.	The academic advisor is available during the office hours for academic advising, helps me register the study hours and discuss my grades with the course instructors.					
3.	The academic advisor informs me of my responsibilities, duties, behavior within the university and the requirements for success in all courses					
4.	My academic advisor helps me know how to take advantage of the college's e-learning website, different learning resources and manage time effectively.					
5.	Any notes or suggestions you would like to add?					

Student satisfaction with E-Learning

○ General information	
Name (optional)	
Gender	
College:	

Program

Sr	Item	Satisfaction				
		5	4	3	2	1
The technologies used in e-learning						
1.	The university provides an easy-to-use and accessible electronic system to manage learning, virtual classes and electronic exams.					
2.	The university provides the necessary instructions on how to access the learning management system, virtual classes, and electronic exams.					
3.	The university's e-learning system maintains the privacy of students and their data.					
4.	The university's e-learning system supports various types of devices with different operating systems and screen sizes, including smartphones and tablets.					
5.	There is an electronic alerts system to continuously alert the student to the required tasks.					
Designing electronic courses						
6.	Designing and structuring electronic courses helps to easily access the contents of the course.					
7.	Navigating between e-course pages and accessing online assignments and tests is easy and flexible.					
8.	The digital content of the e-course is structured and related to the objectives and competencies of the course.					
9.	Digital content is presented in various formats (texts, audio, and visual materials) that support the various needs and options of the student.					
10.	The design, media and fonts used are provided in different sizes, colors, and formats in a way that makes it easy to read and reduces stress.					
11.	Downloadable copies of all digital content used within the e-course are provided, subject to intellectual property rights.					
Interaction within e-courses						
12.	Instructions are provided on how to start using the e-course, a communication policy, and the definition of the basic sections and the starting point.					
13.	Rules for online discussions, email, and other forms of interaction is clearly defined.					
14.	Learning activities are provided within the e-course that provide opportunities for interaction between student, teacher, student, and colleagues.					

Sr	Item	Satisfaction				
		5	4	3	2	1
15.	A mechanism is provided to answer the student's inquiries and provide him with feedback on the tasks accomplished on an ongoing basis.					
Qualification and Support						
16.	The student orientation program is presented in the use of technology and teaching skills in e-learning environments.					
17.	Clear instructions are provided on technical support for the student, and how to access it.					
18.	Technicians, administrators, and technologists are provided to support and assist the student in a timely manner.					
19.	Mechanisms are available to support and enable people with disabilities to access all e-learning and e-training services.					
20.	Academic advising support services are provided to the student in an e-learning environment.					
Assessment and Measurement						
21.	Tools are chosen to measure learning goals and student performance in proportion to digital content activities and resources.					
22.	The grading policy is explained in the e-courses.					
23.	Dates for the submission of online assignments and exams are set at the beginning of the semester.					
24.	Appropriate feedback is provided to students on their performance in online assignments and exams.					
Overall satisfaction						
25.	In general, I am satisfied with the e-learning system and e-courses at Dar Al Uloom University					
26.	Comments and suggestions					

Students' satisfaction with services provided by the medical clinic.

Sr	Item	Satisfaction				
		5	4	3	2	1
1.	How easy is reaching the Clinic					
2.	Presence of directions and contacts to communicate with the Clinic					
3.	State of cleanness and organization for the Clinic					
4.	The quality of service offers by the Doctor and nurse					
5.	The way for doctor and nurse reacted to your Problems					
6.	The neediness to accept your queries and help					
7.	The suitability of the duration working hours in the Clinic					
8.	Case Evaluation, management, and referral					
9.	Your status improved after you received the service					
10.	Any notes or suggestions you would like to add?					

Faculties' satisfaction with the university's website and electronic systems services

Sr	Item	Satisfaction				
		5	4	3	2	1
Your opinion about university website						
1.	DAU website has fast response					
2.	The speed on browsing DAU website links					
3.	DAU website is compatible with different browser					
4.	The news and events on DAU website are up to date					
5.	The news and events on college website are up to date					
6.	I feel satisfied with the general design of DAU website?					
7.	Information on DAU website is accurate and clear?					
8.	DAU website is compatible with smart phone browsing					
Your opinion about university electronic systems						
9.	Student information system (SIS) is easy of use. and the movement between contents is quick					
10.	The lists and options on student information system (SIS) are clear.					
11.	Browsing student information system (sis) is compatible with smart phone devices?					
12.	In general, I'm satisfied with available services and information in Student Information System (sis)					
13.	The Services and tools available in the Learning Management System (LMS) are helpful in educational process					
14.	the fast downloading and/or uploading on/in Learning Management System (LMS)					
Your opinion about available services and technologies						
15.	The available of visual and audio technical devices and Projectors are adequate to for work procedures?					
16.	Computer labs contains of all what the students' needs from (hardware and software) to perform tasks?					
17.	The computer labs contain of good quality devices?					
18.	As staff I'm satisfied of technical devices that provided to me?					
19.	The LAN (Wired network) at university providing me an ability to access to website that assist to performance my tasks?					
20.	In general, I'm satisfied of university Wi-Fi coverage?					
21.	In general, I'm satisfied of university network speed?					
Your opinion about Technical Support services and Help Desk						
22.	The responding to Help Desk requests are done quickly?					

Sr	Item	Satisfaction				
		5	4	3	2	1
23.	Help Desk form is sufficient and contains all the information required to describe the problem to be resolved accurately					
24.	I am satisfied with Help Desk system as a method to communicate with technical support department.					
25.	I'm satisfied with response of technical support department for enquiries or technical problems					
26.	In general, the technical support services provide technical solutions to the problems that I face.					
Your opinion about staff at the IT department						
27.	IT staff are adequately qualified					
28.	IT staff are cooperation and provide the necessary support					
29.	The number of employees is suitable.					
30.	In general, your evaluation about the performance of IT staff					
31.	What are the best aspects you liked it?					
32.	What were the aspects that you did not like it and need improvement?					

Employee' satisfaction with the university's website and electronic systems services

Sr	Item	Satisfaction				
		5	4	3	2	1
Your opinion about university website						
1.	DAU website has fast response					
2.	The speed on browsing DAU website links					
3.	DAU website is compatible with different browser					
4.	The news and events on DAU website are up to date					
5.	The news and events on college website are up to date					
6.	I feel satisfied with the general design of DAU website?					
7.	Information on DAU website is accurate and clear?					
8.	DAU website is compatible with smart phone browsing					
Your opinion about university electronic systems						
9.	Student information system (SIS) is easy of use. and the movement between contents is quick					
10.	The lists and options on student information system (SIS) are clear.					
11.	Browsing student information system (sis) is compatible with smart phone devices?					
12.	In general, I'm satisfied with available services and information in Student Information System (sis)					
Your opinion about available services and technologies						
13.	As staff I'm satisfied of technical devices that provided to me?					
14.	The LAN (Wired network) at university providing me an ability to access to website that assist to performance my tasks?					
15.	In general, I'm satisfied of university Wi-Fi coverage?					
16.	In general, I'm satisfied of university network speed?					
Your opinion about Technical Support services and Help Desk						
17.	The responding to Help Desk requests are done quickly?					
18.	Help Desk form is sufficient and contains all the information required to describe the problem to be resolved accurately					
19.	I am satisfied with Help Disk system as a method to communicate with technical support department.					
20.	I'm satisfied with response of technical support department for enquiries or technical problems					
21.	In general, the technical support services provide technical solutions to the problems that I face.					
Your opinion about staff at the IT department						
22.	IT staff are adequately qualified					

Sr	Item	Satisfaction				
		5	4	3	2	1
23.	IT staff are cooperation and provide the necessary support					
24.	The number of employees is suitable.					
25.	In general, your evaluation about the performance of IT staff					
What are the best aspects you liked it?						
What were the aspects that you did not like it and need improvement?						
What are your suggestions to improve the level of services provided to you?						

Students' satisfaction with the university's website and electronic systems services

Sr	Item	Satisfaction				
		5	4	3	2	1
Your opinion about university website						
1.	DAU website has fast response					
2.	The speed on browsing DAU website links					
3.	DAU website is compatible with different browser					
4.	The news and events on DAU website are up to date					
5.	The news and events on college website are up to date					
6.	I feel satisfied with the general design of DAU website?					
7.	Information on DAU website is accurate and clear?					
8.	DAU website is compatible with smart phone browsing					
Your opinion about university electronic systems						
9.	Student information system (SIS) is easy of use. and the movement between contents is quick					
10.	The lists and options on student information system (SIS) are clear.					
11.	Browsing student information system (sis) is compatible with smart phone devices?					
12.	In general, I'm satisfied with available services and information in Student Information System (sis)					
13.	The Services and tools available in the Learning Management System (LMS) are helpful in educational process					
14.	the fast downloading and/or uploading on/in Learning Management System (LMS)					
15.	learning management system (LMS) provide an adequate information and tools to better understand the course					
16.	In general, I'm satisfied with available services in learning management system (LMS)?					
17.	In general, I'm satisfied with contact services with me through "SMS" service?					
Your opinion about available services and technologies						
18.	The available of visual and audio technical devices and Projectors are adequate to for work procedures?					
19.	Computer labs contains of all what the students' needs from (hardware and software) to perform tasks?					
20.	The computer labs contain of good quality devices?					
21.	The LAN (Wired network) at university providing me an ability to access to website that assist to performance my tasks?					
22.	In general, I'm satisfied of university Wi-Fi coverage?					
23.	In general, I'm satisfied of university network speed?					

Sr	Item	Satisfaction				
		5	4	3	2	1
Your opinion about staff at the IT department						
24.	Good treatment with students					
25.	Cooperation and provide the necessary support					
26.	The number of suitable to serve students					
27.	In general, your evaluation about the performance of IT staff					
28.	What are the best aspects you liked it?					
29.	What were the aspects that you did not like it and need improvement?					
30.	What are your suggestions to improve the level of services provided to you?					