

RESPONDENTS' OPINION ABOUT SERVICES IN FACULTY OF CULTURAL STUDIES ODD SEMESTER 2013-2014

NO	INDOCATORS
1	Students' registration service and on-line Students' Plan Card (KRS)
2	Fast and proper correspondence service
3	Mid-term test (UTS) and Final test
4	Fast and proper service of undergraduate thesis (Skripsi) Proposal Seminar and Result Seminar
5	Fast and proper service of undergraduate thesis (Skripsi) examination and Community Service Program (KKN) examination
6	Clear procedure about tuition's delay/ reduction
7	Students' activities disbursement service
8	Clear procedure about payment of Community Service Program and undergraduate thesis (Skripsi)
9	Scholarship application service
10	Students' activities service (proposal, report, correspondence)
11	Correspondence service at students affairs department
12	Students' activities consultation service (certificate, proposal, report, and other activities)
13	Availability of classrooms' facilities
14	Laboratory Service
15	Clean and neat praying rooms
16	Clean bathrooms and toilets
17	Clean and neat classrooms in Faculty of Cultural Studies (FIB)
18	Self Access Center (SAC) service
19	Complete reference books and textbooks

Score:

- 1: Really Poor
- 2: Poor
- 3: Enough
- 4: Good
- 5: Really good

### CUSTOMERS SATISFACTION RESULT

