

Attachment
User Satisfaction Survey Implementation Instrument

INSTRUCTION

Please fill in by putting a tick (√) on "Expectations for answers" and "Existing facts" in the field in real terms.

No	Statement	Hope for an answer				Existing facts			
		Very good	Good	Enough	Not enough	Very good	Good	Enough	Not enough
1.	Ease of accessing the Alumni User Satisfaction Survey filling page (Tangible)								
2.	Assistance services are available for completing the Alumni User Satisfaction Survey (Reliability)								
3	Ease of filling out the Alumni User Satisfaction Survey (Responsiveness)								
4	The ability of the Tracer Study Team to serve users in completing the Alumni User Satisfaction Survey (Assurance)								
5.	The excellent service of the Tracer Study Team is carried out according to the procedure (empathy)								