



Questionnaire to survey students' opinion on evaluating the performance of the administrative body

Dear student, this questionnaire aims to evaluate the performance of the faculty's administrative body with the aim of improvement. Please read the questionnaire carefully and then choose only one answer that expresses your point of view accurately and objectively.

University:

Faculty:

Basic information:

- Academic year :

- The level :

- Semester :

Survey points	Totally agree (3)	Somewhat agree (2)	Not agree (1)
First: Professional Behavior and Dealing with Others: Members of the administrative team at the college are characterized by the following :			
1. Courtesy and good manners in dealing with others			
2. Good appearance			
3. Tact and cooperation with faculty, students and colleagues			
4. Positivity and enthusiasm			
5. Performance accuracy			
Second: Communication skills: The members of the administrative team at the college are characterized by the following :			
6 Flexibility in dealing			
7 Respond appropriately to others			
8 Ability to communicate with other institutions that have			
9 Respecting others			
Third: Knowledge: The members of the faculty's administrative team are characterized by the following:			



10	They have computer skills			
11	Familiarity with the services and activities of the college			
12	Familiarity with the rules, regulations, and student admission			
13	Familiarity with the transfer policy from other colleges			
14	Familiarity with the system of dealing with student vacations			
15	Familiarity with the legal aspects of work			
16	Familiarity with the needs of clients, including undergraduates,			

Fourth: Satisfaction with the services provided within the college by the administrators:

Survey points		Totally satisfyin g (3)	Somewh at satisfact ory (2)	Unsatisfacto ry (1)
17	The time it took to complete the service			
18	Quality and accuracy of the service provided			
19	The competence of the person responsible to answer questions			
20	The service is provided with desirability and approval			
21	Availability of capabilities for efficient service delivery			