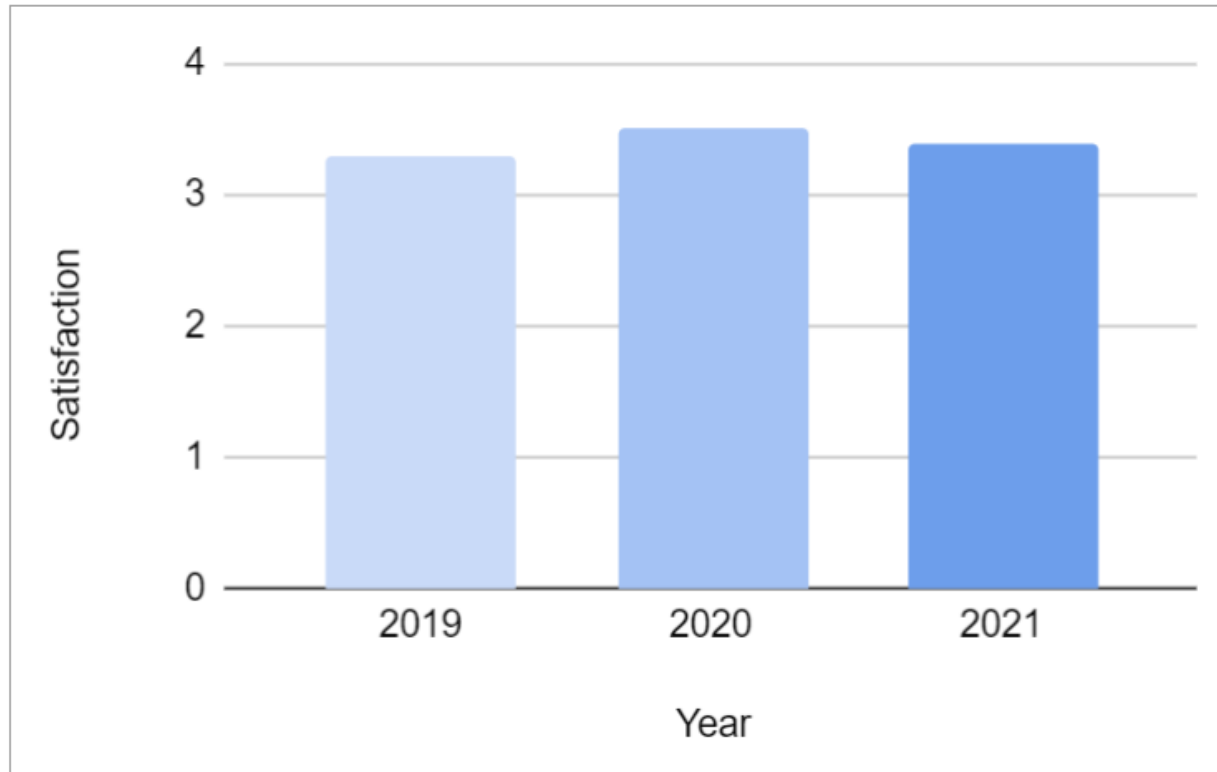


# Academic Satisfaction Survey (2019 - 2021)



# Satisfaction Survey Result in Aspect of Study Program Services

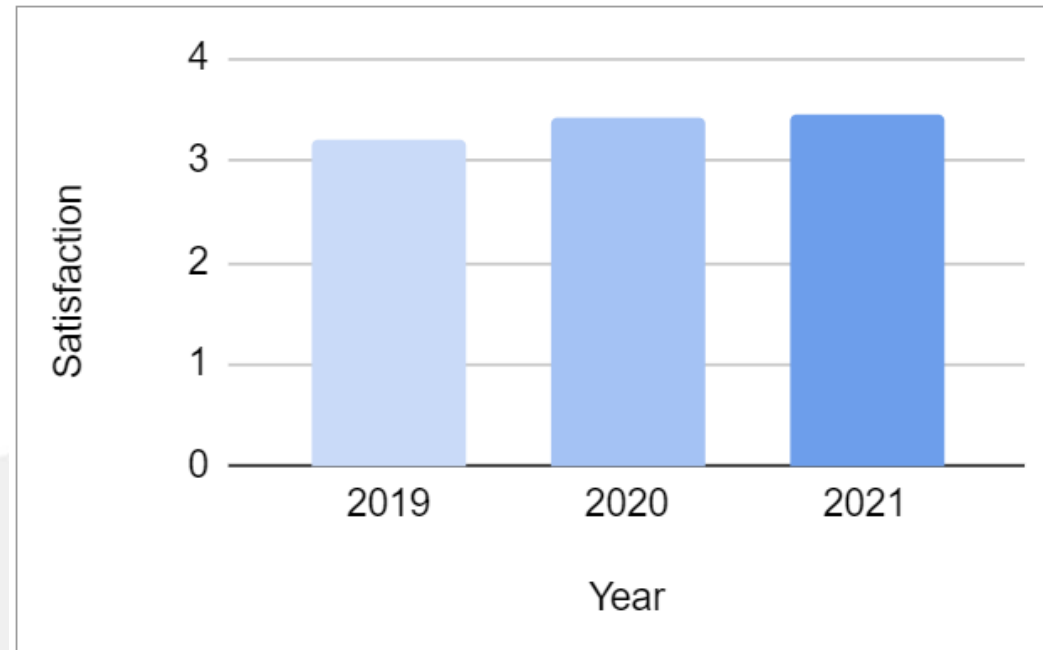


1. Very Unsatisfied
2. Unsatisfied
3. Satisfied
4. Very satisfied

Survey result regarding the services provided by the study program. The services include teaching, facilities, and financial consultation and other services. The survey participants were alumni of the study program.

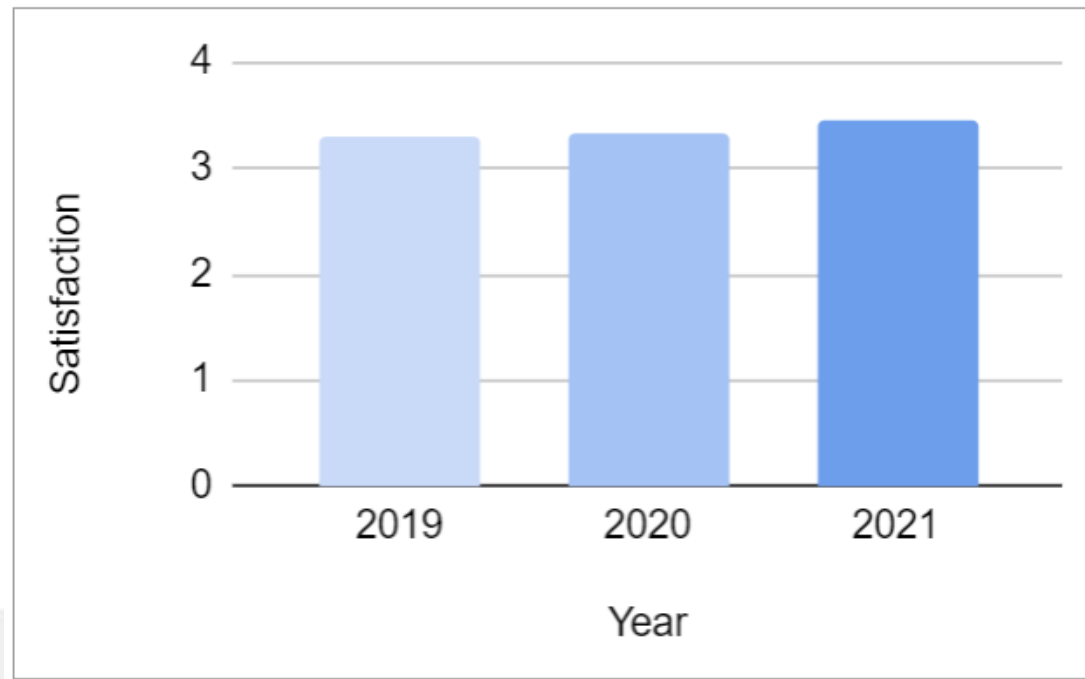
# Satisfaction Survey Result in Aspect of Student Affair Services

1. Very Unsatisfied
2. Unsatisfied
3. Satisfied
4. Very satisfied



Survey result regarding the process of planning, organizing, evaluating of student admission. The result also documented the student satisfaction on student affair department's services including the development of scientific achievements, talents, wellbeing, scholarship, health services, and etc.

# Satisfaction Survey Result in Aspect of Human Resources Management

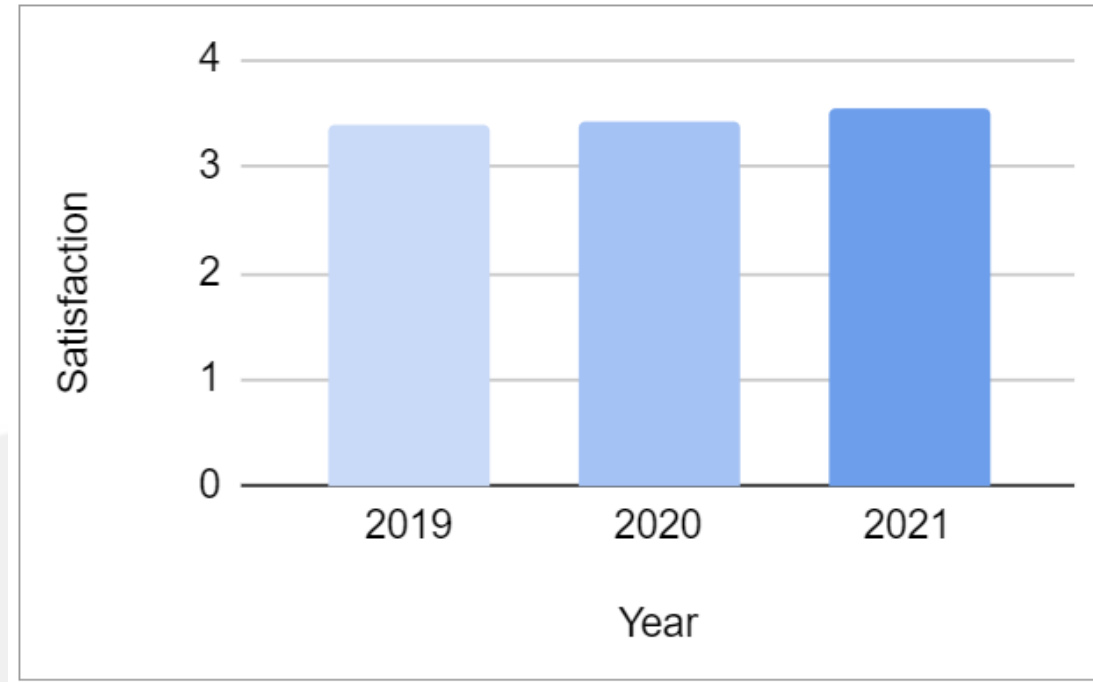


1. Very Unsatisfied
2. Unsatisfied
3. Satisfied
4. Very satisfied

The satisfaction of lecturers and staffs regarding various strategies and programs on management and enhancement of their skills, knowledges, quality and professionalism.

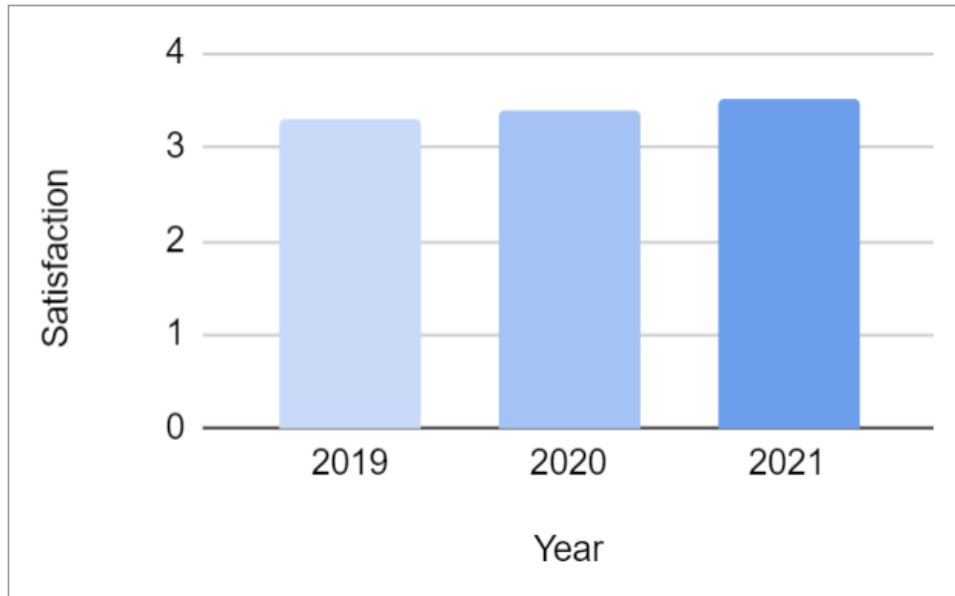
# Satisfaction Survey Result in Aspect of Organizational Governance and Partnership

1. Very Unsatisfied
2. Unsatisfied
3. Satisfied
4. Very satisfied

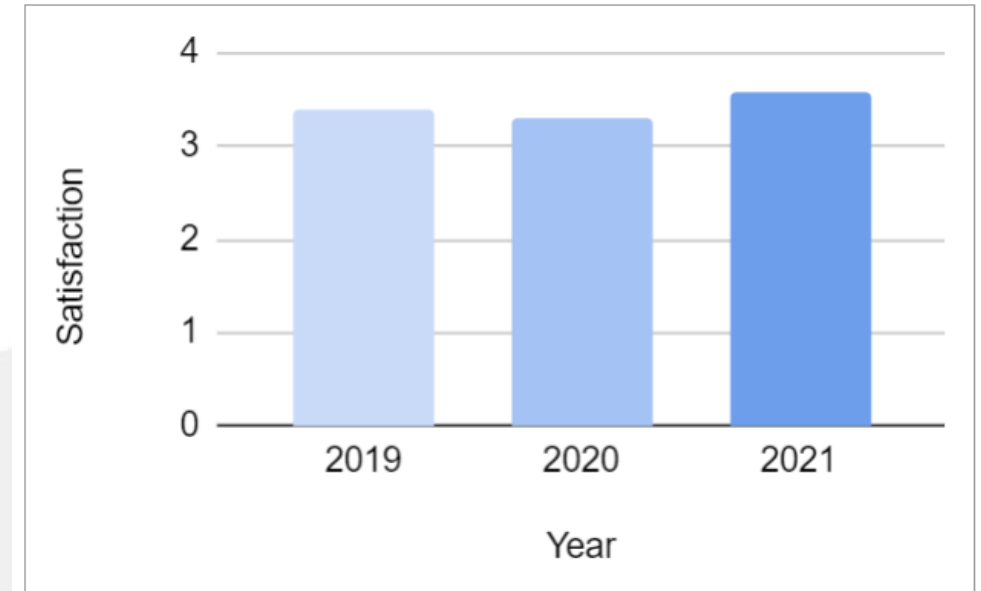


Students' satisfaction on various strategies and programs implemented for organizational governance, cooperation and partnership management to ensure the effective and efficient fulfilment of the principles of credibility, transparency, accountability, responsibility, fairness, and risk management

Students Satisfaction Survey Result in Finance & Facilities



Employees Satisfaction Survey Result in Finance & Facilities

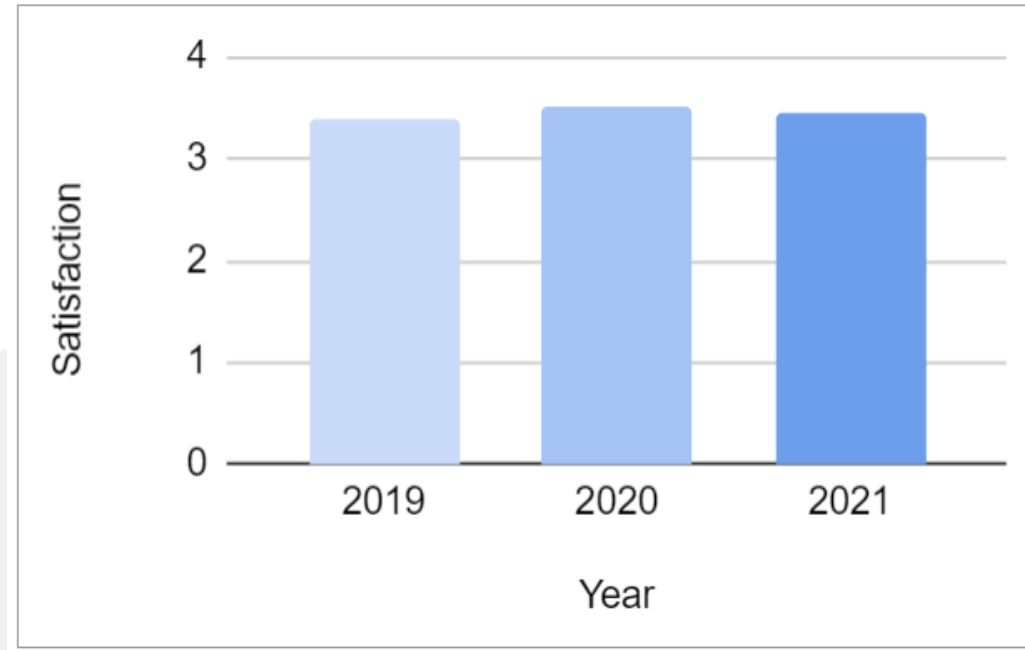


The satisfaction of students, staffs and lecturers regarding the organization, quality enhancement, financial management, and facilities provision and maintenance

1. Very Unsatisfied
2. Unsatisfied
3. Satisfied
4. Very satisfied

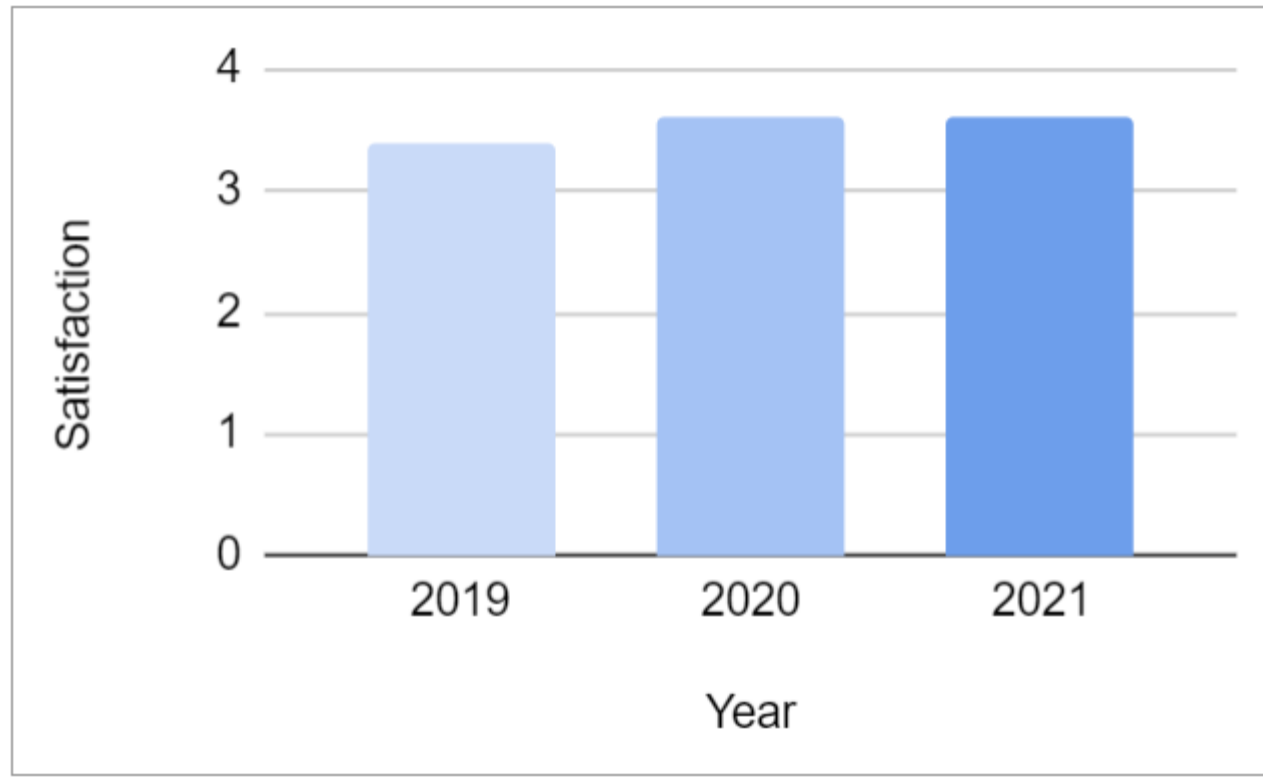
# Satisfaction Survey Result in Aspect of Academic Process

1. Very Unsatisfied
2. Unsatisfied
3. Satisfied
4. Very satisfied



Students' satisfaction on the competencies, responsiveness and emphatic attitude of the lecturers and staffs during learning process.

# Satisfaction Survey Result in Aspect of Academic Atmosphere

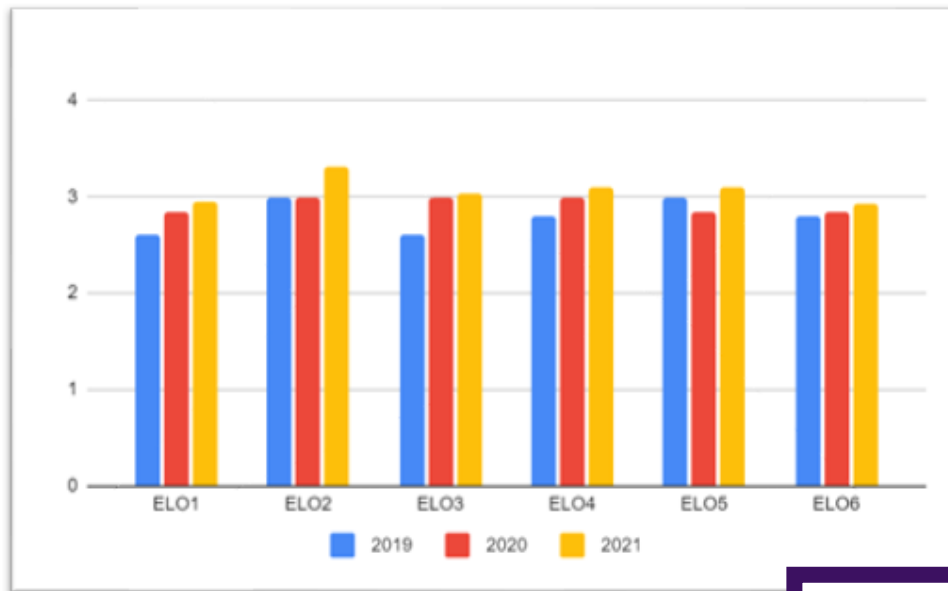


1. Very Unsatisfied
2. Unsatisfied
3. Satisfied
4. Very satisfied

Lecturers' satisfaction on the conduciveness of the study program to perform teaching, research and community services.



# Students' perception on their achievement in the six aspects of ELO (expected learning outcomes)



1. Unfulfilled
2. Quite Fulfilled
3. Fulfilled
4. Exceeded Fulfilled

## ELO

- Attitude:
  1. Internalizing Islamic values, Muhammadiyah, Pancasila, and Citizenship in personal, work, and social aspects.
  2. Demonstrating responsibility, ethics, discipline, positive attitude, and leadership within the scope of the work profession.
- Knowledge:
  3. Mastering the concepts and theories of psychology to improve community's welfare, covering the scope of educational and developmental psychology, social psychology, clinical psychology, and industrial-organizational psychology.
  4. Mastering skills in assessment, data analysis, intervention design, and evaluation systems for individuals, groups, and communities through research methods to promote community's welfare.
- General Skills:
  5. Applying critical thinking skills, communication skills, and collaboration skills; developing creativity and innovation, humane and sympathetic attitude towards others; utilizing data and information technology, and logical computing abilities to promote community's welfare.
- Specific Skills:
  6. Applying evidence-based psychological concepts and services to solve society's problems and promote prosperous humanity through Islamic values.

The Study Programme considers the dynamic changes and future challenges. Several developments have been carried out according to suggestions from the accreditation assessors such as :

1. The study programme conducted human resources mapping according to expertise and age. The goal is preparing for the sustainability of the human resources availability thoroughly, as well as designing the recruitment process and development in a more precise and sustainable manner.
2. During the pandemic, the Study Programme carried out maintenance and renovation of the facilities. The lecturers and staff received training on how to assist students on-line and explaining the information related to IT facilities
3. In response to the necessity for collaboration with industry and other disciplines, study programme develops the curriculum program with the spirit of MBKM (The Independent Learning Campus Program) and the implementation of the Center of Excellence (COE) program.