



SUMMARY
STUDENT
STUDENTS

2025 Academic Year, First
Semester

(Even Semester 2024-2025)

The respondents of this survey are all students of UIN Walisongo Semarang. The table below shows that the overall student satisfaction index is at a **High** Level, with a value of **3.30**. Among the seven aspects measured, the aspect with the highest satisfaction is **Academic Services by Lecturers (3.39)**, while the aspect with the lowest satisfaction is **Facilities and Infrastructure (3.1)**.

Student Satisfaction Index with UIN Walisongo Services

No	Aspect	Index	Category
1	Academic Services and Systems	3.31	Very High
2	Non-Academic Services	3.27	Very High
3	Academic Services by Lecturers	3.39	Very High
4	Academic Administrative Services by Administrative Staff (Administration Department)	3.33	Very High
5	Programme Coordinator	3.32	Very High
6	Facilities and Infrastructure	3.1	High
7	Programme Scope	3.35	Very High
Student Satisfaction Index		3.30	Very High

The following is a description of the satisfaction index for each aspect.

A. Academic System

The student satisfaction index for the Academic System aspect is measured through 8 (five) indicators, namely:

1. Course registration/addition system
2. Online tutoring system
3. Online lecture system (E-learning)
4. Grade revision system
5. Online thesis proposal system
6. Class evaluation/learning assessment system
7. Academic freedom on campus
8. Academic atmosphere on campus

NO	Academic Services and Systems	Index
1	Course registration/addition system (input KRS)	3.32
2	Online guardianship system	3.35
3	Online learning system (e-learning)	3.34

NO	Academic Services and Systems	Index
4	Course grade revision/correction system	3.21
5	Online thesis proposal submission system	3.31
6	Online final project guidance system	3.36
7	Academic freedom on campus (Discussions, research, scientific publications)	3.36
8	Academic atmosphere on campus	3.25

B. Academic services provided by lecturers

Student satisfaction with the Academic Services provided by Lecturers is measured through 11 (eleven) indicators, namely:

1. Faculty members' ability to provide services
2. Faculty willingness to assist students and provide services promptly
3. Lecturers' ability to ensure that the services provided comply with regulations
4. Faculty members' concern for paying attention to students
5. Implementing services in accordance with procedures (SOP)
6. Faculty services in guardianship
7. Faculty services in lectures
8. Faculty services in title proposal consultations
9. Faculty services in proposal/thesis consultation/guidance
10. Provision of time in providing services
11. Communication and interaction with students

No	Academic Service Aspects by Lecturers	Index
1	Faculty members' ability to provide services	3.42
2	Lecturers' willingness to assist students and provide services promptly	3.34
3	The ability of lecturers to ensure that the services provided comply with regulations	3.45
4	Lecturers' concern for paying attention to students	3.32
5	Implementing services in accordance with standard operating procedures (SOP)	3.39
6	Faculty services in academic advising	3.35
7	Faculty services in lectures	3.34
8	Faculty service in thesis proposal consultations	3.41
9	Faculty assistance in proposal/thesis consultation/guidance	3.36
10	Time taken to provide service	3.42
11	Communication and interaction with students	3.38

C. Academic Administrative Services provided by Academic Staff

Academic Administration in this survey is broken down into 12 (twelve) indicators, namely:

1. The ability of educational staff to provide services
2. The willingness of educational staff to assist students and provide services quickly and responsively
3. The ability of academic staff to ensure that the services provided comply with regulations
4. The willingness and concern of academic staff to pay attention to students
5. Service time according to schedule
6. Services provided in accordance with procedures (SOP)
7. Serving without discrimination
8. Communicate effectively
9. Possess competence in their field of service
10. Behaving politely
11. Understanding the needs of students
12. Dressing neatly

No	Academic Administration Services by Tendik (Administrative Section)	Index
1	The ability of educational staff to provide services	3.31
2	Willingness of educational staff to assist students and provide services quickly and responsively	3.23
3	The ability of educational staff to ensure that the services provided comply with regulations	3.24
4	The willingness and concern of educational staff to pay attention to students.	3.25
5	Service time according to schedule	3.24
6	Service in accordance with procedures (SOP)	3.31
7	Serving without discrimination	3.28
8	Communicate effectively	3.42
9	Possessing the competencies required for their field of service	3.35
10	Behaving politely	3.47
11	Understanding student needs	3.29
12	Neat appearance	3.53

D. Non-Academic Services

The non-academic services aspect in this survey is translated into 8 (eight) indicators, namely:

1. Provision of student activity units (UKM) for the development of student talents and interests

2. Guidance/mentoring/accompaniment services for UKMs/student groups by lecturers
3. Religious guidance services for students
4. Soft skills and entrepreneurship development services
5. Career guidance and job information services (Walisongo Career Centre)
6. Scholarship services
7. Efforts by universities/faculties to improve student performance in academic fields
8. Efforts by the University/Faculty to improve student performance in non-academic fields (community service, sports, and arts)

No	Non-Academic Service Aspects	Index
1	Provision of student activity units (UKM) for the development of student talents and interests	3.27
2	Guidance/mentoring/accompaniment services for UKMs/student groups by lecturers	3.21
3	Religious guidance services for students	3.23
4	Soft skills and entrepreneurship development services	3.26
5	Career guidance and job information services (Walisongo Career Centre)	3.28
6	Scholarship services	3.31
7	University/Faculty efforts to improve student academic performance	3.28
8	University/Faculty efforts to improve student performance in non-academic fields (community service, sports, etc.) and art)	3.28

E. Programme Manager

The measurement of the student satisfaction index for the Programme Manager aspect was conducted for 4 (four) indicators, namely:

1. The ability of administrators to provide services
2. The willingness of programme administrators to assist students and provide services promptly
3. The ability of programme managers to ensure that the services provided comply with regulations
4. The willingness and concern of programme administrators to pay attention to students

No	Programme Management Aspects	Index
1	The ability of the programme administrators to provide services	3.36
2	Managers' willingness to assist students and provide services promptly	3.32

No	Programme Management Aspects	Index
3	The administrator's ability to ensure that the services provided comply with regulations	3.31
4	The willingness and concern of the manager to pay attention to students	3.34

F. Facilities

The measurement of student satisfaction index on Infrastructure Aspects was conducted for 14 (fourteen) indicators, namely:

1. Adequacy of facilities and infrastructure
2. Accessibility of facilities and infrastructure
3. Quality of facilities and infrastructure
4. Provision of campus facilities and infrastructure in accordance with the size of the UKT
5. Provision of literature collections by the library
6. Provision of sports facilities
7. Provision of health facilities/clinics
8. Provision of worship facilities (mosque/prayer room)
9. Provision of toilet facilities and water supply
10. Provision of land and parking systems
11. Provision of security services and road crossing services
12. Campus environmental cleanliness
13. Provision of campus internet facilities
14. Provision of comfortable classrooms

NO	Facilities and Infrastructure Aspects	Index
1	Adequacy of facilities and infrastructure	3.11
2	Accessibility of facilities and infrastructure	3.12
3	Quality of facilities and infrastructure	3.14
4	Provision of campus facilities and infrastructure in accordance with the amount of UKT	2.92
5	Provision of literature collections by the library	3.17
6	Provision of sports facilities	2.97
7	Provision of health facilities/clinics	3.27
8	Provision of religious facilities (mosques/prayer rooms)	3.26
9	Provision of toilet facilities and water availability	2.96
10	Provision of land and parking systems	2.81
11	Provision of security services and road crossing facilities	3.01

NO	Facilities and Infrastructure Aspects	Index
12	Campus environmental cleanliness	3.12
13	Provision of campus internet facilities	3.31
14	Provision of comfortable classrooms	3.24

G. Scope of Study Program

The measurement of the student satisfaction index in terms of the level of satisfaction with the study programme was conducted for 14 (fourteen) indicators, namely:

1. Quality of information, profile, and programme specifications
2. Formulation of the programme's vision, mission, objectives, and goals
3. Curriculum relevance of the programme
4. Quality of programme lecturers
5. Teaching and learning strategies
6. Facilities and infrastructure in learning activities
7. Quality of the teaching and learning process in the programme
8. Quality and transparency of learning outcome assessment
9. Feedback and suggestions provided by lecturers
10. Quality of the study programme in preparing students for professional careers
11. The relevance of the programme curriculum in individual development
12. Relevance of the programme curriculum in academic development
13. The relevance of the study programme curriculum in professional development
14. The relevance of the study programme curriculum to developments and needs in the world of work

No	Programme Level Aspects	Index
1	Quality of information, profile and specifications of the programme	3.28
2	Formulation of the programme's vision, mission, objectives and goals	3.45
3	Curriculum relevance of the programme	3.38
4	Quality of programme lecturers	3.44
5	Teaching and learning strategies	3.37
6	Facilities and infrastructure in learning activities	3.31
7	Quality of teaching and learning processes in the study programme	3.29
8	Quality and transparency of learning outcome assessment	3.31
9	Provision of advice and feedback by lecturers	3.36
10	The quality of study programmes in preparing students for professional careers	3.31

No	Programme Level Aspects	Index
11	Relevance of programme curriculum in individual development	3.32
12	Relevance of the programme curriculum in academic development	3.37
13	Relevance of the programme curriculum in professional development	3.35
14	Relevance of the programme curriculum to developments and needs in the world of work	3.38

Student Satisfaction by Faculty

Aspect	FDK	FEBI	FUHUM	FITK	FISIP	Faculty of Science and Technology	Faculty of Social and Political Sciences	FPK	POSTGRADUATE
Services and Academic System	3.21	3.13	2.98	3.14	3.18	3.11	3.04	3.54	3.52
Non-Academic Services	3.56	3.46	3.54	3.14	3.39	3.43	3.35	3.5	3.54
Academic Academic by Lecturers	3.56	3.45	3.56	3.68	3.65	3.67	3.45	3.6	3.58
Academic Administration Services by Tendik (Administration Section Administration)	2.54	3.25	3.23	3.54	3.45	3.21	3.16	3.61	2.96
Programme Coordinator	3.56	3.54	3.34	3.56	3.39	3.56	3.45	3.6	3.22
Facilities and Infrastructure	2.76	2.98	2.97	2.84	2.91	2.97	3.96	3.45	3.54
Programme Scope	3.56	3.13	3.35	3.37	3.39	3.38	3.39	3.64	3.57
Average	3.25	3.27	3.28	3.32	3.337143	3.33	3.4	3.56	3.41

Semarang, 03 July 2025

Head of the Student Activity Centre



Tolkah