

SURVEY FORM**ADMINISTRATIVE STAFF & SUPPORT STAFF RELATED TO TRAINING
AND QUALITY ASSURANCE**

(Administrative & Support Staff Survey – Quality Support & Governance)

I. PURPOSE OF THE SURVEY

This survey aims to gather feedback from managers and staff of functional units in order to :

- Assess the appropriateness and effectiveness of training support activities ;
- Assess the coordination between units in implementing the programme ;
- Assessing quality assurance conditions from a management and operational perspective ;
- Identify the difficulties and obstacles encountered during the implementation process ;
- To provide a basis for improving management practices, support services, and the IQA system.

II. GENERAL INFORMATION (ANNOUNCED)

- Workplace :
- Job position:
 - ☐ Administrative staff
 - ☐ Professional staff
- Areas of responsibility:
 - ☐ Academic Affairs
 - Student Affairs
 - ☐ Assessment & Quality Assurance
 - ☐ IT & Learning Materials
 - ☐ Planning – Finance
 - Other :
- Years of service:
 - ☐ < 3 years
 - ☐ 3–10 years
 - ☐ > 10 years

III . ASSESSMENT GUIDELINES

Assessment using a 5-point Likert scale – level of responsiveness / effectiveness:

Level	1	2	3	4	5
Meaning	Completely unsatisfactory	Poor response	Partially satisfied	Response	The response was very good.

3.1 . Organization and management of training

1. The training management process is clearly defined and easy to implement .
2. Regulations and guidelines for training are updated promptly .
3. Coordination between units in training management is effective.
4. Academic information was provided fully and on time .

3.2 Student Support

5. Student support services cater to both academic and living needs.
6. Counseling and mentoring services provide effective support for students.
7. The channels for receiving and processing student feedback are functioning effectively .
8. Students receive timely support when they encounter difficulties in their studies.

3.3. Support for teaching and learning

9. The teaching facilities meet the training requirements .
10. IT infrastructure and LMS effectively support teaching and learning activities .
11. Learning materials and libraries meet the needs of teaching and learning.
12. The assessment process is conducted seriously and transparently .

3.4. Quality Assurance and Improvement

13. The unit clearly understands its role within the IQA system.
14. Feedback collection activities are implemented systematically .
15. The feedback received is used for substantive improvement.
16. There is a mechanism to monitor and evaluate the effectiveness of improvements.

3.5. Coordination and Management

17. The coordination between units in implementing the programme was effective.
18. The responsibilities of the units within IQA are clearly assigned.
19. Management decisions are based on data and evidence.
20. The QA Portal system effectively supports management and IQA.

3.6 Developing capabilities and working conditions

21. Staff and employees are given opportunities for professional development .
22. The staff workload is appropriate for quality assurance requirements.

23. There are mechanisms in place to encourage and recognize contributions to quality work .
24. Working conditions meet the requirements of the assigned tasks .

3.7 Overall Assessment

25. The training support work effectively meets the requirements of the programme.
26. The support system contributes to improving the training quality.
27. I am satisfied with the performance of my unit .
28. I am willing to participate in quality improvement activities .

3.8 Survey questions on the Institute Vision, Mission, and Core Values

29. The Institute's current vision is clear, understandable, and inspiring.
30. The current mission accurately reflects the Institute role and social responsibility .
31. core values have been demonstrated in daily activities (teaching, learning, research, community service).

3.9 Open-ended questions

32. What are the strengths and weaknesses in the Institute's current vision, mission, and core values ?
33. Current strengths in training management /support include : ...
34. Difficulties and obstacles encountered during implementation: ...
35. Specific proposals for improving management and training support : ...

IV. INSTRUCTIONS FOR ANALYZING RESULTS (FOR IQA)

- **Average score ≥ 3.5 : Meets the requirements .**
- score < 3.5 : Identify management /operational problems .
- Group 3.2, 3.3 $< 3.5 \rightarrow$ Prioritize improving student support and teaching services.
- Groups 3.4, 3.5 $< 3.5 \rightarrow$ Review IQA mechanism & assign responsibilities